



Minutes

COMMITTEE	Library Staff Consultative Committee (LSCC)
MEETING NO.	Meeting number 1/2019
DATE / TIME	12 February 2019, 2.00pm
VENUE	McDonald Room, Menzies Library Foyer
ATTENDING	Heather Jenks Vanessa standing in for Michelle Teresa Prowse Jaisy Antony Grazyna Sienko Doris Haltiner Terra Starbird Fran Antioch Jonathan Dean Fiona Nelson Campbell Margaret Prescott
APOLOGIES	Roxanne Missingham Rob Carruthers Mark Huppert Tara Lamshed Michelle Thornton
OBSERVERS	

Part 1. Formal Items

1. Minutes from the previous meeting – Tuesday 10th December 2018

Draft minutes circulated.

Approved with no changes

2. Matters Arising

Resolution	Ongoing – develop training program including Sierra training
Action ID	1.

3. Attendance and apologies – see above

Part 2. Reports and policy matters

4. Report from the chair (Heather on behalf of Roxanne)

- Videos for the introduction of Chifley and Hancock are complete and Menzies is underway.
- Activities book is now out and new orange library bags have arrived in time for O Week.

4.1 Building Issues

- 2019 has started with Menzies, Chifley and Archive flood. Only losses were old donations awaiting decisions, however this event highlighted the danger to the Rare Books collection.
- The following week Chifley had a burst pipe on Level 4.
- Chifley
 - Level 1 – now blocked off awaiting the works which will include student spaces and automated lockers.
 - Level 2 – this development will occur after level 1 is complete. Staff will be moved from L2 to L1 during L2 works.
 - The Bridge to Kambri will be the last component to be completed.

4.2 Library Planning

- Several staff members attended the ALIA conference in Sydney. Heather to Digital Dexterity, Roxanne gave a paper, Diane attended the Datasets meeting, and Broderick attended the OCLC Resource sharing day and Erin gave a paper.

5 Work Health and Safety (Heather)

5.1 WHS

- Nothing outstanding except all libraries with water issues are being treated with antifungal agents.

5.2 SIS Issues

- 14th February is the standdown staff meeting including training for Emergency evacuation. To be held in Chifley Flex Lab 1.

6 Reports from work areas

6.1 Digital Repository

- Work continuing well.

6.2 ANU Press

- Two titles published in 2019 and with 300k downloads.
- They are currently finalising the catalogue and looking at Stage 2 website.
- ANU Press is getting a space in Harry Hartog.

6.3 Archives and Records

- Records Report
 - ERMS Upgrade from 11g to 12c
 - University Records heavily involved
 - New version - like for like but faster with better search functionality
 - A communications plan is being developed.
 - SIS is in discussion with Branch Manager's regarding possible new power users.
 - Division of Student Administration has 1700 boxes of pre-2000 student records that need to be stored while awaiting digitisation. Spaces for these is being reviewed in Hume with documents under review for destruction.
 - Alternate space on campus is also under investigation

6.4 Library Branches

6.4.1 Chifley Library

- 934 flood donations have been catalogued
- New subject guide for Spanish Language
- L – HV is moving to Law
- Deselection is still underway at both Chifley and Hume
- Due to our small floods, level 4 is still closed, hopefully will be open tomorrow.
- Luciana and team have cleared 319 linear meters.

6.4.2 Art & Music Library

- Paola is doing 50% of Luciana's job while Luciana is on relocation project. Paola is also participating in Digital Literacy training.
- Four positions of half time are open and half of Paola's A& M job.
- Jacky Clements is still working on LP cataloguing
- Two more large collections have arrived.

6.4.3 Hancock Library

- **Hancock Building**
 - PC replacement- The rollout of the new Dell PCs is scheduled to be completed by the commencement of Semester 1, 2019.
 - All the study rooms audio-visual equipment was checked by Hancock's Info Access Team and repairs have been performed by ITS to make sure that the AV system is fully operational for the 1st semester.
 - The Hancock building signs audit was conducted and all signage will be updated to align with the current required standards.
 - SIS Facilities have done carpet cleaning in staff and public Hancock Library areas.
 - Courtyard fountain work is still in progress and courtyard was closed during the maintenance period.
 - Hancock Library experienced some power outages over the hot weeks in January.
 - ITS has determined that Hancock video conference equipment on level 3 (group study room 3.39) is no longer operational due to the age of the technology. The Information Access Team is following up to see what steps ITS plans take next to either replace or remove the equipment. In the interim a sign has been posted on the room and a notice has been requested for the group study room bookings webpage.
- **Staffing**
 - Amanda Valet is the successful applicant for the Information Access Coordinator (50%) and started working mid-January in Hancock Library.
 - Li Li the newly appointed part time ANUO4 Technical Services Officer is coming to work in Hancock on the 11th February.
- **Collection Deselection Project**
 - Hancock Library has reviewed 51,508 items, with a total of 7,529 items identified for write-off. The focus is currently on monographs within Hancock and science serials located at the Print Repository.
- **Staff Training and teaching in 1st semester 2019**
 - Crawford Research Ready training for the International students has been finalized – 5 sessions led by Cathy Burton, Megs Taylor, Rachel Karasick and Amanda Valet
 - Info Access staff are working on updating training handbooks and scheduling for semester 1 sessions.
 - Hancock staff attended overview of the Text and Data Mining Libguide and ECO training session (last year).
 - Hancock tour and information session notes are reviewed and updated for 2019, with an improved flow.
- **Current collection highlights**
 - Milky Way

6.4.4 Law Library and Document Supply (from Fran and Broderick)

- **HV Collection**
 - As part of the Collection Relocation Project, Library Managers have approved for the two collections below to be relocated from the Chifley Library to the Law Library:
 - HV class (Social pathology. Social and public welfare. Criminology)
 - L class (Education)
 - Materials to be transferred include: monographs (books, large books, DVDs) and serials. The relocation started on Monday 21/1/2019 and finished yesterday 11/02/19 [with the help of Iain Geddes and Sopria and Joel \(Student Ambassadors\)](#). Patrons will be notified of the move by the Library Communications Team via the website and social media platforms.
 - Catalogue records (item location and status) were updated in Sierra on a daily basis as resources are transferred across.
- **Reserve work**
 - Circ team is very busy with the Reserve. Level 3 is vacant in the circ team as Kumudini filling up the Tech Services position until October 2019.
 - We are planning to reduce our 2 hours collection this year as College of Law reduced its undergrad student numbers to 150.
- **Staffing**
 - Katy is planning on extending her leave until end of August, so Broderick will most likely stay as Doc Del supervisor position until then.
 - Alisha Nolan will be back on October, Graeme who is backfilling for her will be back to Tech Services position and Kumudini who is in Tech services will be back to the circ team.
 - Joanna and Farshad interviewing some people this week for hiring Level 4 casual staff. They hope to backfill Kumudini's position until October from this process.
 - Robert Goldsborough, one of the permanent stand-down staff has resigned.
- **Technical issues in Law**
 - hardware case in all student computers were upgraded now.
 - One of our public catalogue is out and Farshad chasing it up with IT.
 - Our self-check- out machine needs to be restarted once or twice a day.
 - MFDs: We realised that everyone have to re-associate their card with the printing system. This can be done through MFD by entering username and password on the screen. Farshad logged a job to enquire about this.
 - The Library Screen does not work but it is due to be replaced anyway, so we did not report it.
- **Teachings and Library trainings**
 - Joanna, Anne and Graeme are running some teaching sessions for Law students on Law databases.
 - We are also running 7 Library tours in O-week and the week after.

Document Supply

- Stats:
 - Partly in preparation for the OCLC Forum, and partly for my own interest, I have been looking at DSS stats over the last couple of years. Rather than include them in this email, I have attached them as a separate document (see Attachment A). These stats only tell part of the story of DSS, but they are interesting nevertheless. The number of ArticleReach requests, both as a supplier and as a requestor, have dropped over the last couple of years, but the fill rate has remained fairly constant. It appears that the Chifley flood probably hasn't really had much of an effect when it comes to journal articles.
 - The number of ILL requests that ANU has received from other libraries has also dropped, as has the fill rate. However the number of requests that ANU makes to other libraries has increased quite dramatically. Perhaps this shows the effects of the Chifley flood, but it's also worth noting that many of our requests have been for recently published books, which ANU library has not purchased.
 - Interestingly, and this is not shown on the attachment, approximately 23% of our outgoing requests are supplied by libraries or organisations that are outside of VDX.
- Deleting old scans:
 - Just a reminder that copyright legislation only allows us to keep scanned documents on Megadisk for a short time. At our last meeting we agreed that this would be one month. Some of the branches have deleted the older scans, but some branches have not. Could you all please make sure that you go through your 'Ariel Scanning' folders and delete anything prior to January 2019. I noticed that one or two of you have created a separate folder for each month, which seems like a really good idea.
- Lost books:
 - At our last meeting I reported that there were 18 ANU items which had been sent out on interlibrary loan, and were long overdue with a lost or bill not paid status. Since then, 5 of these have been returned; 3 have been confirmed with Finance as invoiced and paid; 1 has been confirmed as lost by the requestor, and an invoice sent; and 4 are still being followed up. The remaining 4 items were overdue for 7 years or more, and as no correspondence relating to these can be found, a decision was made, in consultation with Joanna, to write these items off. The relevant collection management librarians have been notified. I will continue to run a monthly list of long overdue items so that we will be able to follow them up sooner.
- Invoicing:
 - As a result of the lost ILL books exercise, I have now managed to arrange with Finance to get a copy of each invoice that is sent out. Previously, when an invoice was requested, DSS had no indication of whether the invoice was sent out, or whether it had been paid, or even what the invoice number is. Now that we receive a copy of the invoice, we will have an invoice number, and will be quickly and easily able to confirm if the invoice has been paid.

- DSS Staffing:
 - During the time that I am in Sydney, Jessica is also away on extended leave. Yu and Rowena will be the only DSS staff members available, and if they are not able to deal with any queries you have during this time, they will be dealt with when I return to work on Thursday 14th February.

6.4.5 Menzies Library

6.4.6 DLT

New digital literacy workshops bookings now open anulib.anu.edu.au/training-register

- Update on Endnote X9 Rollout:
 - EndNote X9 reference management software has been installed on all Information Commons computers at ANU. It is also available for free download by ANU staff and students to personal devices.
 - **How to download:** Go to the [EndNote Wattle site](#) and enrol to receive download instructions. Support is available from the AskANU IT Desk in the Chifley Library.

PSP and IAP Jan/Feb 2019 wrap up – 5 library tours, 35 training workshops for 108 students from the Graduate Pre-Sessional Program for Crawford School (PSP) for Crawford School and 35 from the Introductory Academic Program (IAP) for Academic Skills and Learning Centre have been delivered for the Jan 2019 intake.

Students are required to complete the Quiz (15 multiple choice information skills searching questions) in order to successfully pass the CRWF7900 unit. We met a great bunch of people, who are representative of diverse nations, expertise and experience, many of whom sacrifice a lot to be here. We wish them well as they embark on their 2 year Masters at ANU!

Thanks to Candida & Owen who ran the Digital Essentials workshops and Paola, Wan, Imogen, Terra, Jason, Graeme, Frieda, Cathy, Rachel, Megs, Amanda who ran the 5 sessions of Research Ready workshops.

The Research Ready workshops used the team teaching method and the teams implemented lesson plans for the sessions to aid with consistency and to provide scaffolding for new trainers or those filling in due to trainer absences. Adopted a Boolean Cheat Sheet used in Session 3 and 4 to supplement class materials and provide students with a shorthand research tools guide. Students found this a very useful resource to consult as they were learning to build Boolean search strings.

The future plan is to implement create interactive video training content for the winter session that will seek to minimise class time spent on rote learning and maximise trainer interaction and guided learning time, with the long-term goal of repurposing these videos in LibGuides and for use by lecturers in the Wattle platform. The goal is to produce a bank of short, animated, instructional video content that assist with crossing language barriers, while being easily digestible, engaging, and accessible.

Comments from students:

The Google Advanced search was mind-blowing for me. For the first time in my life, I felt like I do not something. Especially with Google that I have been using for more 20 years. Thank you for the Advanced Search and Alerts - my life will never be the same again. I also liked the searching

techniques. I have started using the techniques already and it is going wonderfully easier than before. Again, I have been promoted to the next level of knowledge in digital literacy and research.

I found the most valuable aspect was the different ways to search for information using the different search engines such as the super search, google search and the others apart from only using the catalogue. Even the different search engines. In fact I find all the aspects thought in this LIS sessions to be very useful and valuable to use when I get back to my country and will probably use in in my other fields of interests. Thankyou!

Personally, I found the digital literacy skills more useful in my learning so far. It has helped me learn about effective ways to finding information that could be more accurate and save much time from browsing irrelevant search engines or information.

- O-Week
 - First news. The Academic Skills and Learning Centre (ASLC) has been renamed to just Academic Skills in 2019.
- O-Week SIS-AS Collaboration:
 - Library staff (Jason Murdoch, Terra Starbird, and Imogen Ingram) are teaming up with colleagues from the Academic Skills to deliver two repeat introductory workshops to new UG and PG students as part of O-Week 2019: *Researching and finding sources* and *Referencing*. The aim to is to promote the Archives, Library, Open Research and Press collections, expertise and services to this new cohort. Each workshop includes quick-hands on taster activities in the area of reference management software and finding scholarly information sources.

6.4.7 Library communications

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6.4.8 ARDC

- Now have a colourful logo
- New CEO to start in April
- Busy week – Chris Erdman speaking “Building Savvy Data Stewards and more”.

6.4.9 Report from Heather Jenks

- Division of Student Administration is changing name to Campus Services
- Write-offs now two weekly
- Insurance – Monographs documentation/spreadsheet will form the basis of other categories.
- Info Screens – At a meeting on Friday ITS said they had been overlooked.
- Helen Taylor will be leading the projects team (part-time).
- Thank you to Mark for his work on the Serials Renewals Data Spreadsheet. Even with teething issues it is better than the previous model.

7. SIS Facilities

- Thank you to Belinda, Rob and Peter for all the moving of collection items.

8. Reports from service areas

8.1 HR

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8.2 Finance

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9. Other Business

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Part 3. Next meeting and action items

The next meeting is scheduled for Tuesday 9th April 2019, McDonald Room, Menzies Foyer.

New, ongoing and completed action items are identified in the tables below for review and comment at the next meeting.

Attachment A

Article-Reach stats

ANU Requesting

	2017	2018
Requests Initiated	2633	2537
Requests Filled	1257	1228
Requests Sent to ILL	645	727
Average Turnaround Time (hours)	39.63	45.4
Fill Rate	48%	48%

ANU Supplying

	2017	2018
Requests Received	1788	1389
Requests Filled	1399	1068
Average Turnaround Time (hours)	20.77	21.78
Fill Rate	78%	77%

VDX ILLs and Document Supply

ANU Requesting

	2017	2018
Requests Initiated	2798	3344
Loan Requests Filled	1438	1598
Copy Requests Filled	914	1231
Average Turnaround time (hours)	8.55	9.82
Fill Rate	84%	84%

* It is unclear from VDX how these times are measured

ANU Supplying

	2017	2018
Requests Received	6037	5364
Loan Requests Filled	2274	1483
Copy Requests Filled	1191	1052
Average Turnaround time (hours)	1.08	0.92
Fill Rate	57%	47%

* It is unclear from VDX how these times are measured

9 New and ongoing action items

Action ID	Description	Responsibility	Status	Notes
1				

10 Completed action items

Action ID	Description	Responsibility	Status	Notes
1				