



Minutes

COMMITTEE	Library Staff Consultative Committee (LSCC)
MEETING NO.	Meeting number 2/2020
DATE / TIME	29 April 2020, 3.00pm
VENUE	Online with Teams
ATTENDING	Roxanne Missingham Heather Jenks Judy Thompson Grazyna Sienko Christobel Underwood Doris Haltiner David Gobbitt Jaisy Antony Rob Carruthers Mark Huppert Ivo Lovric Margaret Prescott
APOLOGIES	Terra Starbird Fiona Nelson Campbell Belinda Carriage
UNION REPRESENTATIVE	Ivo Lovric
OBSERVERS	Belinda Carriage

Part 1. Formal Items

1. Minutes from the previous meeting – Tuesday 11 February 2020

Draft minutes circulated.

Approved with no changes

2. Matters Arising

Action ID	1.
Resolution	

3. Attendance and apologies – see above

Part 2. Reports and policy matters

4. Report from the chair (Roxanne)

4.1 SIS Overview

- Funny start to the teaching this year, however, the collaboration and support to each other and customer has been fantastic. 2020 has begun with the challenge of four disasters, fire and smoke, hail, rain/flooding and the novel coronavirus. Teachers and academics hugely appreciate the library, which is evident in our increasing statistic on usage as they are discovering how we can assist. This also includes Archives and Press
- Hancock and Chifley are leaking security have jumped in to help as usual.
- Book retrievals are now happening Tuesdays each week. Requests are processed via Roxanne and coordinated by Vanessa.
- If anyone requires any items from their office and it is an emergency, discuss this with you supervisor who will check with Roxanne before you can go on campus. Arrangements must be made in advance as you do not have access to any buildings.

4.2 COVID-19

- Across the University there is a united commitment to planning and operations relating to COVID-19. Library staff are represented of several committees, including those making decisions about making spaces safe with sanitisers, messaging on safe distancing and the services available, and teaching in the digital environment. We are waiting and preparing to come back to campus. This will be staged with essential staff first. Advice committees cover all aspects of any return, but it will depend on government decisions on when.
- Like us University Libraries across the world are having to adapt to this new reality. You can see what other IARU Libraries are doing and how they are coping on the [IARU website](#).
- Teaching – Library is assisting to get teaching online and all the resources.
- Buildings continue to be deeply cleaned.
- There will be around half a million pieces of mail to be delivered once we are back. It will be well past any virus life.

- Any idea when we will be back – expecting an announcement within two weeks. Most important to do the right thing.
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5 Work Health and Safety (Heather)

5.1 WHS

- Working from Home - Thank you for providing all the information that enabled the WHS reports to be completed on time.
- We are due to have a WHS audit soon.
- Please take care even though you are home. Any mishaps while you are working still need to go into Figtree.
- Please complete the working from home check list.

5.2 SIS Issues

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6 Reports from work areas

6.1 Digital Scholarship

- Working on backlog of articles to make them available.

6.2 ANU Press

- 9 books published in Quarter 1, 2020. (28.6% increase 2019)
- 874,241 downloads in Quarter 1, 2020. (6.14% increase 2019).
- Processing madly to get things done.

6.3 Archives and Records

Archives

- Reference service continues in remote mode but has slowed. Access to physical collection material delayed until campus return
- Significant progress with collection description projects that have been in backlog
- Preparation of 3 sessions for the Skills program – Pacific Research Archives and related sources PAMBU and PARADESIC; Overview of Archives; Preparing an exhibition

University Records

- University Records is taking the opportunity to improve ERMS data which will support system users
- Planning and Performance Measurement reports on ERMS are now live
- Testing is continuing for ITS projects on ERMS to cloud data centre
- Testing support was provided for migration of Alliance to O365
- DB has prepared procedures for gaining access to our building
- DB has written to Student Administration (Student Business Systems, Academic Standards Quality Office) and the Work Environment Group offering assistance concerning the management of vital records. DB shortly will contacting other units offering assistance.

- Jonathan is continuing to deal with ERMS help desk issues
- Processing FOI requests continuing as usual, quick rundown of recent stats
- We are preparing two webinars for presentations to be presented to SIS staff:
 - Using the ERMS to manage records
 - How to respond to an FOI request
- We are preparing or have completed the following PULSE Training modules:
 - FOI requests - completed
 - ERMS Power User
- We are taking this opportunity to make sure our individual PULSE training is up to date e.g. new starter training, privacy, WHS. Jonathan has also completed Office 365 training

6.4 Library Branches

6.4.1 Chifley Library

- Two team members are working on checking the School of Demography post-flood donations list, which before the University closure they had made some progress with: now working through it from home.
- Vanessa is coordinating the retrievals process. Retrievals are being executed at each branch, including the Print Repository, and the books are being delivered to the Chifley holdshelf for patrons to collect.
- We are processing greater numbers of eBook notifications, as purchases are increased at present, particularly in response to online Course Reserve needs.
- Chifley User Services team are engaged in updating our task instructions and procedures. This has been a great opportunity to review our processes and bring them up to current requirements/practices. We are utilising the Teams app to collaborate across the team.
- Vanessa rolled out her introduction to Microsoft Teams training session to all SIS staff on the 29th April.
- HUME: Hume staff have had a successful move to working from home and adapted to a change in work priorities.
 - The print repository email and Article reach are checked and actioned on a daily basis. We meet on Monday mornings via Zoom as well as Tuesdays with Vanessa.
 - Staff are using this time to catch-up on some housekeeping tasks including:
 - Updating print repository map and signage to include new Hancock material
 - Updating procedures
 - Updating contact lists
 - Professional development courses
 - Projects:
 - Deselection Project:
 - reporting anomalies on the remaining deselections lists
 - reporting separate item records on items to be discarded
 - Chifley flood replacement project:
 - Checking official document lists and annotating accordingly (each staff member has a sub list to work on with approx 520 titles to check)
- Meredith – SIS Skills Development – don't forget to keep checking the website for upcoming sessions and keep a list of your training (these sessions and Pulse self paced training). If you wish to give a presentation, please liaise with CMLs.

- Rebecca's team working on LibGuides
 - Luciana – An update on the Flood Replacement Project work during the Covid-19 shutdown:
 - The goal of this project is to review and rebuild the JB Chifley Library Serial and Official Document collections lost in 2018 flood.
 - Stage 1 of this project involves the creation and checking of flood loss material lists. Start date: 17 April. Estimated completion date: 27 June.
 - I have created and exported from Sierra 22 lists of flood titles and distributed them to multiple staff for checking. I have also written some general guidelines for them to follow.
 - Staff will need to check through the lists of flood titles and search the catalogue to identify and flag potential duplicates held at other branches or owned by the Library in electronic format. They will also need to search various platforms on the Internet to find out if the titles lost in the flood are freely available online or accessible through other ACT Libraries or ArticleReach.
 - 100,001 titles in total will need to be checked and reviewed (3646 serial titles and 6355 Official Documents).
 - 22 people from all branches are currently working from home on this project: 16 stand-down staff, 1 casual and 5 permanent part time staff.

March 2020 flood replacement statistics:

- 115,096 items were lost in the 2018 flood – including: Monographs, Reference, Serials, Microforms, Audio-visuals, and Official Documents.
- **13.72%** of the lost items have been replaced as of 31/3/2020 – a total of **15, 790** items are now available.

- 6.4.2 Art & Music Library

- We have managed to set up effectively with work computers, so they have Sierra and we are all working with projects. We have a Teams meeting everyday with everyone to catch up and chat. I think we are all on personal equipment for our Team's meetings. Otherwise all is full steam ahead thanks. Everyone is working and training.

6.4.3 Hancock Library

Working from home has given Hancock staff a lot of IT challenges and chance to be creative in developing healthy and safe working environment at home.

It also gave us an opportunity to learn and become proficient in using the new platforms and been able to support ANU community:

- Office 365 software for creating word doc, and excel spreadsheet as well as access to the Outlook
- OneDrive Microsoft storage to store, sync and share all the files we are working on
- Microsoft Team application (set up by Rachel) to communicate with supervisors and other staff members, sharing information (links for new projects) and having team meetings.
- Zoom video app for face to face meetings, training provided for the ANU students and staff

- **Training:** Live class sessions have been held to support environmental science, population health, and engineering in March and April, reaching 372 students online since the remote working/learning period commenced. Hancock staff have participated in professional development trainings offered by SIS and on Pulse.
- **Research consults:** After the remote work and study period began, Hancock staff saw an uptick in research consultation requests. Since 1 April Hancock has provided 10 research consultations via Zoom.
- **Queries:** All queries are being triaged, starting from the Science.Library@anu.edu.au inbox. Questions range from access to e-books, articles, and databases, and are answered throughout the day. There have been a number of e-books reviewed and purchased in response to requests from students and staff and troubleshooting with e-resources has been required.
- **Collection management:** all staff have been researching free resources and purchasing material electronically that would have been available in print. 2-hour and 2-day loan lists are being reviewed and items purchased electronically where available. CMLs are finalizing catalogue updates related to the Collection Relocation Project and tying up other loose ends related to the project.
- **In-house Projects:** We've been continuing to ensure that LibGuides are up to date with all links working. A COVID-19 Resources Guide was developed by Rachel Karasick to support researchers working on clinical research or reports. Staff have also begun working on reviewing the science pamphlets located at the Print Repository to find digital versions in .gov and .edu repositories.

6.4.4 Law Library and Document Supply

7 Law library staffing:

- All staff work from home successfully. Some have issues with wifi connections
- Zoom sessions are conducted on every Wednesday by Joanna to check on work and other issues. Work is divided among the small groups there are zoom sessions among the group members to discuss further

User services

- User services team is working on Reading lists for both Autumn and Winter sessions
- Check the availability of online resources to replace hard copies in the course lists
- Use "Publishers offering free access to scholarly materials in response to COVID 19" platform to check the temporary access e-books that are being offered by publishers.
- Some lectures requested for online materials for easy access during this time of the year.
- Some chapters and journal articles that are needed for reserve work are available on both "De Gruyter-Academic publishing and with certain publishers
- Some semester one Reading lists are also reviewed to provide with the temporary access links for free online materials
- Farshad is working with the in house procedures and temporary created records in Sierra

Tech services

- Tech services team is working together to process invoices and matters related with online resources.

Information access and collection management

Information access team is holding a variety of zoom sessions as follows:

- Live zoom sessions- Held every Thursday and is based on Q&A structure with either questions asked during the session or from questions asked in the emails.
- Live Classes- This is on Fridays for Law intensives. There was a great feedback for the live classes from students
- Video sessions- These are to assist the Australian Public Law second year students. They are to replace the live classes that are being running right now.

7.4.3 Menzies Library

- Menzies Library staff are coping with the COVID-19 crisis as best as they can. Some obviously are finding it harder than others, having the children at home can make work/life balance more of a challenge. But we continue on. As with many other areas of SIS, teams at Menzies are focusing on updating policy documents, libguides, and the like, alongside other key tasks which can be continued whilst working remotely.
- Tech services – We have been incredibly busy with ordering. As we do not have access to most print material in the library’s collection, as well as DocDel and Bonus+ services being suspended, the number of requests for online material has exploded. Also, there has been an update to what constitutes a COVID-19 purchase – at the beginning, it was any purchase bought for students stuck overseas who needed access to textbooks. Now, we are coding new electronic purchases that are in physical form in our collection, but cannot be accessed due to lockdown, or DocDel requests which cannot be fulfilled at this time.
- I will also point out the fact that we are still receiving requests for print purchases, and our current list stands at 57 items. As mentioned by Roxanne, not everything is available digitally. Difficulty obtaining literature. I contacted CUP today regarding some print items and whether they would be available online, and it was a very quick no.
- There were issues in getting films, documentaries and television episodes for certain courses, especially with DVD access being unavailable. Some things aren’t on Kanopy! We don’t have an ANU-wide Netflix!! We have begun hosting films and shows for streaming on Microsoft Stream, part of the Microsoft Office 365 suite available at ANU. We received permissions from vendors to host them. In the past month, we have uploaded 35 films and television episodes.
- Processing these requests in Sierra has been more time consuming, as SierraWeb is not as quick as Sierra on desktop.

7.4.4 DLT

- Having been working with many teams to get courses online
- Terra has been assisting first time presenters and manning the chat during presentations
- Video number 5 on Endnote session is about to go live.

7.4.5 Library Communications

- Sierra – break through to enable using desktop Sierra through the VPN. Can also be loaded on your home computer
- Working on the proliferation of video production for many people – a procedure is needed to ensure a standardisation and approvals required.
- Michelle putting up catch of the day.
- And business as usual and trouble shooting.
- HathiTrust – not straight forward

7.4.6 ARDC

- ARDC staff are all working well from home. We are doing a lot of online meetings to keep up with each other and our stakeholders
- In particular, we are building online communities at the moment with researchers working with Trusted Data, Data Carpentries and Sensitive Data with meetings happening next week

7. SIS Facilities

- Belinda doing Maximo work and working on backlogs
- Peter helping Lucina with flood replacement
- Rob also helping and escorting technicians and working on Archibus.

8. Reports from service areas

8.1 HR

- Concentrate on forms and approvals.

8.2 Finance

- Supporting budget for 2020.

9 Union Representative

On the local level

- On April 1st ACT Division members voted overwhelmingly to endorse two motions as part of a national campaign calling for a Federal Government rescue package for the higher education sector, employment guarantees for university staff, and continuing recognition of the work health and safety (WHS) impacts of COVID-19.

- The NTEU's ACT division launched a survey on 17 April so that members had the opportunity to contribute their views on how the COVID-19 situation should be handled.
- On Wednesday 22nd April a Member Information Session was held for ACT Division members, who asked questions of the NTEU National President Dr Alison Barnes and ACT Division Secretary Dr Cathy Day. Questions asked at the meeting centred on what is happening with national negotiations, means for including member voices, and how to continue to build union power during the pandemic.

On the national level

- The NTEU is negotiating a National Jobs Protection framework with the Australian government and other stakeholders within the tertiary education sector. The aims of a negotiated framework are to avoid workers facing the worst options available to employers under industrial law, ensure independent oversight of the financial basis for variations, and keep as many people as possible employed for as long as possible during the pandemic.
- On 24th April the NTEU hosted an online meeting of national councillors. A lengthy resolution from this meeting included the following points:
 - The repeated failure of the Federal Government to adequately provide financial aid to the higher education sector during the COVID-19 crisis despite NTEU's consistent campaign.
 - The "\$18bn Funding Package" announced Easter Sunday does little to ameliorate the financial concerns of universities, with an estimated 22,000 jobs still vulnerable.
 - NTEU condemns the Higher Education Minister for suggesting that higher education employees should bear the financial brunt of the COVID-19 crisis in the sector.

10 Other Business

- Luciana's project work – Using as many standdown and casuals for the hours they were scheduled to work. They are working on checking titles for the flood replacement. And then JStor. This time is of enormous assistance to this program.
- Reverse Proxy from public access wasn't working - Ivo send Mark an email.
- Thank you to ITS and to Tim Yu and the cleaners all the buildings are being deep cleaned.

11 Next meeting and action items

The next meeting is scheduled for Tuesday 9th June 2020, TBA - Graneek Room 2.11, Level 2 Chifley or online.

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

9 New and ongoing action items

Action ID	Description	Responsibility	Status	Notes

10 Completed action items