



# Minutes

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|-------------|--|
| COMMITTEE   | <b>Library Staff Consultative Committee (LSCC)</b>   |
| MEETING NO. | Meeting number 3/2019  |
| DATE / TIME | 11 June 2019, 2.00pm   |
| VENUE       | McDonald Room, Menzies Library Foyer   |
| ATTENDING   | Roxanne Missingham<br>Heather Jenks<br>Teresa Prowse<br>Jaisy Antony<br>Doris Haltiner<br>Terra Starbird<br>Jonathan Dean<br>Fiona Nelson Campbell<br>Kate Guiney<br>Mark Huppert<br>Tara Lamshed<br>Ivo Lovric<br>Margaret Prescott |
| APOLOGIES   | Rob Carruthers<br>Grazyna Sienko   |
| OBSERVERS   | Belinda Carriage – standing in for Rob   |

## Part 1. Formal Items

### 1. Minutes from the previous meeting – Tuesday 9<sup>th</sup> April 2018

Draft minutes circulated.

Approved with no changes

### 2. Matters Arising

|                   |  |
|-------------------|--|
| <b>Resolution</b> |  |
| <b>Action ID</b>  |  |

### **3. Attendance and apologies – see above**

## **Part 2. Reports and policy matters**

### **4. Report from the chair (Roxanne)**

- Please tell you colleagues that there is still a vacant position in the ANU1-4 band on the LSCC.

#### **4.1 SIS Overview**

- 5% decrease in visitation is understandable with Chifley level 1 still unavailable
- Print borrowing in down a little.
- The statistics are under review
- An exhibition on the late Bob Hawke will open soon.

#### **4.2 Chifley Flood**

- Heather attended another insurance meeting on Friday. Having provide a vast array of material for the insurance claim, we are now working on the serials section to correct some small errors.
- Next phase is underway with the relocation project going well.
- In replacing 9 or so titles of British Newspapers lost, we have now purchased a subscription for the British Library Newspapers increasing our collection substantially.

#### **4.3 Other Building Issues**

- Flood in Menzies
- Lift issues in Law
- Chifley building works with last Thursday particularly noisy. Please pass all complaints on to Meredith.
- Menzies lift does not stop at level three when descending. Users must descend to level two then return up to level three.
- Chifley has had many ongoing issues in this difficult year to date.
- Archives needs the rear door remediated as it has water damage.
- Tender for the costing of a storage solution to consolidate all the storage areas into one space has been approved. The contractor will consider options of on site or off site and automated or non-automated.

## 4.4 New Library Building

Campus Planning has, as previously reported, considered the case for a new library and work is being prepared on a proposal to take this to the next stage. When a contractor is obtained the project will include staff and community consultation.

## 4.5 Reminders

- Four presentation from recent URLs will be repeated on the 18<sup>th</sup> June 12-2pm
- 6<sup>th</sup> Sept SIS Symposium
- Next All-Staff Meeting 31<sup>st</sup> July

## 5 Work Health and Safety (Heather)

### 5.1 WHS

- Chifley has been cold and noisy for both staff and students. The Access and Inclusion room is particularly cold with the heating out of action and awaiting a replacement part. The Deck is also very cold. All complaints are to be recorded in Figtree.
- The banks are very slippery now with frosts and rain, we recommend using the stairs or ramp for access to Chifley.
- Exam period is underway. Please look out for students who look distressed refer them to the Dean of Students or security if they become very distraught.
- ECO Training (EWIS) for the fireboard will be held early in semester 2 for standdown staff. Note that we are still awaiting a quote for the replacement for the Menzies intercom system.
- Several questions were raised regarding standdown first aid training, frequency of fire drills and the possibility of upgrading the dust protection masks for staff doing shelving. The masks are all one size and do not fit well enough to provide adequate protection. This had not previously been reported to Heather. Ivo asked if the masks could be changed for better quality respirators with changeable filters.

### 5.2 SIS Issues

- WHS Plans will need to be completed soon, once more advice has been obtained.
- A review for running a Manual handling course in 2020 will be undertaken in the coming months.

## **6 Reports from work areas**

### **6.1 Digital Repository**

- Work continuing well.

### **6.2 ANU Press**

- Our Publishing Assistant, Hayley, starts work with us on 17 June.
- We have published 16 books so far, this year
- We have 17 books in production with three books publishing in the next couple of weeks.
- The launch of the ANU Historical Journal II at Harry Hartog was well attended. We have a few more launches happening at Harry Hartog soon.
- The marketing for 'Understanding Oceania' and 'Successful Public Policy' has been quite successful, with them both receiving a lot of attention on social media. 'Understanding Oceania' has had over 13,000 impressions on FB.
- 'Understanding Oceania' was launched by the VC in Fiji.

### **6.3 Archives and Records**

- Nothing from Archives
- ERMS – 12c upgrade is in process with the functional testing completed. Some residual issues are still being dealt with and will be finalised after the release date 28 June. Integration with ANU software systems is being worked on.
- FOI – ANU data breach has triggered a number of requests which have been transferred to the Privacy Officer (Roxanne). After a very busy beginning of the year FOI requests have slowed but requests remaining are large, with the main issues being student misconduct and ACT Government queries.
- Staff – a temporary replacement for Carly's role has been finalised.

## **6.4 Library Branches**

### **6.4.1 Chifley Library**

- The current display is of Indigenous History and Language.

### **6.4.2 Art & Music Library**

- Art and Music is now fully staffed with Anita Godley starting and Paola is back.

### **6.4.3 Hancock Library**

- Working hard on relocation project.

#### 6.4.4 Law Library and Document Supply

- **Staffing**

Katy – DocDel supervisor- has extended her maternity leave until the 2<sup>nd</sup> of September consequently Broderick will continue to act in her role until her return.

Iris, one of the stand down team, is backfilling the Level 3 circulation role until the end of August.

Farshad the User Services Coordinator is on leave for 5 weeks

- **DocDel**

For this month's report I've been looking at statistics for this year (from 1 January to 31 May) and comparing them to the same time last year. As mentioned in my previous report, the DocDel team has now taken over responsibility for BONUS+, and I was interested to see what impact, if any, BONUS+ has had on the number of ILL requests the DocDel team processes. The table below shows that there has been a significant decrease over this time last year in the number of ILL and ArticleReach requests processed (both incoming and outgoing), accompanied by a huge increase in the number of outgoing BONUS+ requests. Our students have definitely been making good use of the BONUS+ service, and as of 31 May, this has put us in a net requestor position. Previously we were a net supplier. However, these stats only cover the period up until 31 May. Stats for the full year may show a different result.

| <b>Stats from 1 January to 31 May:</b>  | <b>2018</b> | <b>2019</b> | <b>%<br/>increase/decrease</b> |
|---|-------------|-------------|--------------------------------|
| <b>ILLs (incl. copies)</b>              |             |             |                                |
| Requests from ANU to other institutions | 1633        | 1346        | -17.5 %                        |
| No of fulfilled requests                | 1366        | 1020        | -25 %                          |
| Requests from other institutions to ANU | 2566        | 2305        | -10 %                          |
| No of fulfilled requests                | 1255        | 1119        | -11 %                          |
| <b>Article Reach</b>                    |             |             |                                |
| Requests from ANU to other institutions | 1365        | 948         | -30.5 %                        |
| No of fulfilled requests                | 629         | 465         | -26 %                          |
| Requests from other institutions to ANU | 704         | 566         | -20 %                          |
| No of fulfilled requests                | 503         | 454         | -10 %                          |
| <b>BONUS+ requests</b>                  |             |             |                                |

|   |      |      |        |
|---|------|------|--------|
| From ANU to other institutions<br>(fulfilled) | 708  | 1356 | 91.5 % |
| From other institutions to ANU<br>(fulfilled) | 1546 | 1278 | -17 %  |

Despite the large number of BONUS+ requests placed by ANU students, the DocDel team still receives a number of ILL requests for books which are available through BONUS+. These are usually passed back to the requestor with a suggestion to use the BONUS+ service before submitting an ILL request. A review of the Document Supply Service webpage, to include information about BONUS+, may be necessary.

### 6.4.3 Menzies Library

- **Circ team:**
  - The lift is not stopping on level 3 when descending down from level 4. A service call has been made.
  - One of the security gates has developed a lean and this is being looked into.
  - The PA system is not working and needs to be replaced. Quotes are currently being sourced.
  - In relation to the potential move of the Rare Books to level 4, contractors will be coming in to undertake load testing of the floor.
  - The library will be commencing 9-5 hours from 22<sup>nd</sup> June until the beginning of semester 2.
- **Monos team:**
  - Gerry has been welcomed back today after 5 months leave.
  - Cameron will be working 0.5 of Luciana's role at Chifley while she continues with the flood project.
  - Ordering for Semester 2 has commenced.
  - The team has had a focus on the Waterford collection. Flood donations from this collection were completed earlier in the year, and the residual items are currently being catalogued. The majority of the Waterford acquisition items are specific to indigenous history and culture in Australia.
  - Demand Driven Acquisitions (DDA) is a growth segment of monographs acquisition, in particularly from the JSTOR platform. In May we processed 170 JSTOR titles, in April 258 and May 270. This is a lot of acquisitions particularly when you consider that each purchase is generated by 4 clicks on a title by users/requestors.
- **ERS Team:**
  - The team has welcomed Sam in the full time 2/3 position, in addition to Heather G who was successful in obtaining the full time level 4 position.
  - Level 8 interviews will take place this Thursday.
  - Renewals season has started

- We have acquired the British Library Newspapers from Gale Cengage. This large resource comprises British metropolitan and provincial newspapers from around 1800 to the 1950s. The digitised articles are full text and searchable.
- **A/P Team:**
  - A review of the A\_Z of e-resources and databases is being undertaken, including checking that resources are included under the appropriate subject headings in the drop-down menu. The team will also seek to add some more subject headings.
  - The development of LibGuides is ongoing and the team is open to suggestions from staff about future LibGuides, as they are intended for the benefit of students and staff.
  - Write-offs continue. 100 boxes have been sent to Lifeline in the last 6 months, which is a considerable donation.
  - The team is reviewing Menzies series titles at Hume and is on target to complete this task.
  - The branch will be receiving a unique donation from the academic Greg Fry, consisting of a Samoan Orator Staff and Whisk. The items, used for ceremonial purposes, are a prestigious gift. The items were originally presented to Greg by the Ambassador to Samoa in the late 1980s. The Staff is made of carved wood and the Whisk looks like a braided switch. The Chifley library holds a Samoan film, 'The Orator' which illustrates the usage of these items.

#### 6.4.4 DLT

- Upcoming June PSP and IAP 2019 training for the Graduate Pre-Sessional Program for Crawford School (PSP) for Crawford School. Low numbers this season due to external factors, but training load being shared between branches and DLT. Significant revamp for PSP in the works for Jan/Feb 2020.
  - Please contact Imogen with any queries.
  - Please welcome the students if you see them around the libraries as they are new to Canberra this month and still finding their way!
- [Visualise Your Thesis](#) competition created by the University of Melbourne that challenges graduate researchers to present their research in a 60 second, eye-catching digital display. Using a pre-supplied [ANU template](#), entrants are tasked with developing a striking looped presentation to encapsulate their research projects in short, engaging, digital narratives. Competition submissions are judged on their visual impact, and how well the content presents the research. The digital format allows for different levels of creativity, multi-media, interactivity and interpretation and is suitable for all disciplines. Digital Literacy Team will conduct Visualise your thesis – Design and Develop your Digital Display workshop on 13 June and will cover the following topics:
  - 'Scholarly citizenship' identifying and attributing CC licensed materials
  - Twitter/Instagram and ORCID
  - Start designing VYT Template
  - Video production
  - Multimedia support at ANU
- **O-Week Academic Skills Collaboration:** Library staff (Jason Murdoch, Terra Starbird and Imogen Ingram) will work with colleagues from the ANU Academic

Skills to deliver introductory workshops to new UG and PG students as part of July O-Week 2019

### **Tuesday July 16<sup>th</sup>**

- Researching and finding sources: 9:30 – 10:30, MRTC 2.02
- Referencing: 1:00pm – 3:00pm, MRTC 2.02

### **Wednesday July 17<sup>th</sup>**

- Managing your digital footprint: 9:30 – 10:30, MRTC 4.04

### **Thursday July 18<sup>th</sup>**

- Researching and finding sources: 9:30 – 10:30, MRTC 2.02
- Managing your digital footprint: 11:00 – 12:00, MRTC 3.04
- Referencing: 1:00 – 3:00, MRTC 2.02

## **6.4.5 Library communications**

. Library Comms seeking feedback from Branches about:

- Semester 2 Orientation activities, including international student orientation.
- Comms also need required number of copies for each Branch of the New Student Guide.
- Order for new Library bags will go in soon; waiting on the colour choice, Heather to have the final say.
- Exhibition planning or setup in progress for Bob Hawke and Indigenous Languages.

## **6.4.6 ARDC**

- Busy with the amalgamation scheduled for July 1.
- Awesome week last week with many events including invitational round table, presentations etc.

## **7. SIS Facilities**

- Belinda is back full weeks now. Catching up on lost jobs and old work orders. Some jobs still being worked on like broken furniture removals. We do this when we can.
- Disaster bins in the libraries – **are there any problems** to move where needed. The sticky tape and other items are all in need checking as some needs throwing out. Contents need reviewing. Branch Managers to discuss requirements. Belinda is our high level first aider for incidents and debriefing and is allowed to administer oxygen.
- First Aid kit restocking and AED checks need to be done again soon. Belinda has passed her Advanced First aid so if anyone needs help in the libraries you can call me to help out as well as your local First Aid person and Security if needed.
- Rob is busy working on Rare Book room project and more furniture items.

## **8. Reports from service areas**

### **8.1 HR**

- Ask if you need assistance.

### **8.2 Finance**

- Working on 2020 budget.

## 9. Other Business

- Info Screens- Replacements still waiting for first quote for hardware (only partial).
- Thanks to everyone who assisted on the Data Breach helpline.
- Heather celebrated the completion of the CAUL Stats and thanked everyone for their assistance.
- Ivo is the Union Representative and reports the Recharge kiosks have not been working and the website for recharging also has been out of action at times.

## Part 3. Next meeting and action items

The next meeting is scheduled for Tuesday 13<sup>th</sup> August 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.

## 9 New and ongoing action items

| Action ID | Description   | Responsibility                        | Status           | Notes  |
|-----------|---|---------------------------------------|------------------|--|
| 1         | Noise complaints in Chifley                               | Heather and Meredith – Desk staff     | ongoing          | Reports need to be passed on to Meredith for actioning.  |
| 2         | First Aid training for standdowns                         | Heather                               | reviewing        |  |
| 3         | Frequency of fire drills                                  | Heather                               | reviewing        |  |
| 4         | Dust masks for shelving – more sizes.                     | Heather                               | reviewing        |  |
| 5         | WHS plan completion                                       | Roxanne and Heather                   | ongoing          |  |
| 6         | Review for manual handling course for 2020                | Heather and Roxanne                   | ongoing          |  |
| 7.        | Choose colour of new library bags                         | Heather                               | Decision pending |  |
| 8.        | Disaster Bins- Are they too heavy and contents up-to-date | Branch Managers – Roxanne and Heather |                  | Report back to Belinda please  |
| 9.        | First Aid kits  | Branch Managers – Roxanne and Heather |                  | Belinda is currently commencing the updating of first aid kits – please advise if you notice anything missing. |
| 10.       | Recharge Kiosks   | Roxanne                               |                  | Several have been out of action for some time.   |

### 10 Completed action items

| Action ID | Description | Responsibility | Status | Notes |
|-----------|-------------|----------------|--------|-------|
| 1         |             |                |        |       |