



Minutes

COMMITTEE	Library Staff Consultative Committee (LSCC)
MEETING NO.	Meeting number 3/2020
DATE / TIME	9 June 2020, 2.00pm
VENUE	Online with Zoom
ATTENDING	Roxanne Missingham Heather Jenks Judy Thompson Grazyna Sienko Terra Starbird Fiona Nelson Campbell Christobel Underwood Kumudini Watawala David Gobbitt Jaisy Antony Mark Huppert Teresa Prowse Belinda Carriage Ivo Lovric Margaret Prescott
APOLOGIES	Doris Haltiner Rob Carruthers
UNION REPRESENTATIVE	Ivo Lovric
OBSERVERS	SIS Facilities

Part 1. Formal Items

1. Minutes from the previous meeting – Wednesday 29 April 2020

Draft minutes circulated.

Approved with no changes and no additions

2. Matters Arising

Action ID	1.
Resolution	

3. Attendance and apologies – see above

Welcome back to Teresa Prowse, representing ANU Press

Part 2. Reports and policy matters

4. Report from the chair (Roxanne)

4.1 SIS Overview

- 2020 has been a memorable year to date with fire, smoke, hail, rain and now COVID-19. All this delayed the production of the [2019 Annual Report](#), which is now available on the Library webpage. Many thanks to our Communications Team for the wonderful design.
- Library Advisory Committee met on Friday 5th June. The Committee conveyed their gratitude to all the Library staff for the wonderful and proactive work with the switch to remote working and the majority of buildings being closed. ANUSA and PARSA in particular praised our efforts and the individual assistance given to their colleagues and everyone was exceedingly grateful that Chifley remained accessible.
- The response to operations during COVID-19 has varied between institutions within Australia (Go8) and internationally (IARU). Not all institutions closed, there were varied models of work around the globe with each unit going with what worked best for their staff and clients.
- Roxanne has included most of the available information in her weekly newsletters and the Branch Managers have been involved in many discussions. Branches will be open 9-5 Monday to Friday for Semester 2 continuing collection and delivery as per Semester 1. If anyone has concerns regarding COVID-19 and work, please raise any issues with your supervisor

4.2 Future ANU

- **Financial repositioning and budget changes**
 - As outlined by the VC, COVID extensive additional costs.
 - Across the University savings have to be made and will commence very quickly and continue over next year as well. The new approach to finance for SIS will include: economising; vacancies will not be advertised unless approved by the VC; and a total review and reassessment of our division
 - VC has asked for opinions of voluntary redundancy and deferral of salary increases.
 - Heather and Roxanne are working with Finance with support from senior SIS staff on how we can reduce the budget.

- Funds for collection purchases have been affected by the falling AUD in relation to USD, which is the currency the majority of our purchases are conducted in.
- The flood replacement project on going and standdown staff may be offered some hours.
- We will still continue to provide a great service, but it may have some differences.
- **Question:** Ivo asked about hours for standdown staff, will they be the same? **Answer:** The number of hours is currently being worked on and will be discussed once the picture is clearer. Heather said the process will stay the same. **Question:** How much is the Library cuts? **Answer:** Expenditure Control Framework (ECF) - Library has not been allocated a target, we put forward a proposal and then negotiate with the University Executive. **Comment:** Any possible wage freeze will be voted on by staff. **Question:** Jaisy asked if the Library will lose the flood insurance money – do we get to keep it? – **Answer:** We are arguing this at present with the support of the LAC.

5 Work Health and Safety (Heather)

- WHS
 - WHS audit was supposed to be this week but it has been delayed
 - New chapters and weekly covid reports
- Thank you to those assisting with keeping students in compliance with covid regulations.
- RM thanking Heather on our behalf with the cleaning etc.
- **Question:** Terra asked if the approved SIS plan, risk assessments and associated protocols (as per ANU guidance) have been placed on the Library Intranet? **Answer:** The risk assessment has been emailed to all SIS staff. The SIS Business plan is on the intranet in compliance with ANU procedures.

6 Reports from work areas

6.1 Digital Scholarship

- Working on backlog of articles to make them available.
- Continuing digitisation now we are back on campus.

6.2 ANU Press

- Continuing to publish a wide range of material.
- Excellent increase in use of titles.
- Many titles in the stages of production – it will be a bumper year.

6.3 Archives and Records

- Archives staff worked remotely, either continuing services in this mode or working on backlog projects. Significant progress was made with collection description projects that have been in backlog.
- Archives and University Records staff have returned to campus with additional support for COVID-19 response. Staff have been provided with hand sanitiser, are practising social distancing and appropriate COVID signage is in place. At University Records, the sliding window providing public access is now locked to protect both Records staff and other ANU staff/general public.
- Provision of training with online sessions was well received with strong support.

- Two urgent requests for hardcopy records were actioned by University Records and in accordance with WHS COVID-19 procedures.
- With ERMS, University Records staff created over 6000 Student folders, along with approximately 90 FOI folders.
- An ERMS Team group was established for ERMS Power Users to facilitate video meetings and sharing of information.
- On 26 June 2020, an ERMS Community of Practice meeting was held.
- 33 new power users were trained via Teams video meetings.
- Assistance has been provided to the Academic Standards and Quality Office with the use of ERMS to facilitate the management of records of academic integrity and discipline.
- The development of new ERMS business unit usage reports has been finalised. Monthly usage reports will shortly be sent to 74 areas of the ANU including Colleges, Schools and business units.
- Testing has continued of the upgrade of the ERMS to the “cloud”.
- FOI requests are continuing as usual. We have received 22 FOI requests to date this year.
- On 4 June a Zoom “Introduction to FOI” webinar was run for SIS staff.
- **What have we learnt from working remotely that can be applied next semester and next year?** University Records as a team did and can work remotely in the future as an effective team so that the following core business activities can continue to occur without interruption:
 - Training new power users via Teams video meetings
 - Assisting units with the use of ERMS, and promoting ERMS via the Community of Practice meetings
 - Processing FOI requests were not affected by working remotely, and requests continued to be processed within legislated timelines
 - Requests for access to hardcopy records were effectively processed.
- **How we can work within the University's planning on financial health i.e. ways we can contribute to helping the University survive the upcoming period of financial uncertainty.** University Records will closely monitor its budget to ensure that activities carried out contribute to the University's financial health, including for opportunities to minimise costs such as:
 - Minimising stationary purchases such as only using second hand boxes for boxing records rather than purchasing new boxes
 - Only undertaking LinkedIn training and other free training courses thereby minimising staff development costs
 - Suspending the attendance at conferences by staff thereby minimising travel and staff development costs
 - Training ANU staff via Zoom and Teams to minimise the time taken to train staff thereby freeing up staff resources
 - Working with units to dispose of remaining legacy hardcopy records to free up available office space used by units such as Student Records, thereby reducing the cost of leased accommodation
 - Sentencing and disposing of records held at the ANU Print Repository (APR) at Hume onsite thereby minimising the cost of transporting records between the APR and University Records.

6.4 Library Branches

6.4.1 Chifley Library

- **From IA team ---**
 - Gender Studies libguide is finished and waiting approval.
 - Cameron reports that in the past two months we have received 200 orders and just under 250 flood replacements.

- **User Services Team**

- In terms of the Library building, we are being very heavily used for study space (with 350-400 students each afternoon).
- We are back to unpacking and shelving the many GOBI books waiting for our return (we have been getting through about 150 books per day).
- Hume is moving to a twice weekly courier run, with clients being given the choice to pickup from Hancock or Chifley. Mark and Vanessa have been working on the request form and changes to the website – to be approved by management. To avoid any confusion we are currently emailing patrons when their request arrives at the nominated branch.

6.4.2 **Art & Music Library**

- On Tuesday morning no customers could access the Art and Music Library as the School of Art and Design is still in lockdown. Special access has been requested from Security, who have been very responsive, and customers (ANU and public) can now access the library via the courtyard entrance only
- COVID Cleaning supplies were not made available to A&M staff until 9am Thursday morning, owing to very mixed messaging on availability and responsibility. The CASS facilities office have been most supportive and helpful.
- .A&M has not had any visits from the pink vested extra cleaners. We have been doing all surfaces ourselves, with our Ajax initially. The contract supervisor visited Friday to let us know they will be coming next week, as they had been told the building was in lockdown (it is) and a construction zone (it is not).
- A&M currently has no heating. This has been reported and is being investigated.
- A&M currently has no boiling water. This has been reported and is being investigated. No heating and no coffee is making us all a bit cranky!
- Erik and Doris are both on carers leave until the end of June. Please copy Jacqui on matters that may need attention (incl CCG, CircCoord, etc). We are working on an ordering solution.
- Staff have posted capacity numbers on the entrance to both the library and the lab. Thanks to Rob Carruthers for the floor plans so we could get those numbers
- Staff have posted “Out of Use” signs on every second computer to aid social distancing. Patrons are very well behaved.

.4.3 Hancock Library

Hancock Library reopened on the 2nd June from 9-5 pm with new guidelines on social distancing for staff and students. Majority of staff is working on campus either full time or on part time bases and some from home.

Collection Relocation Project

- Book move completed end of March
- Record preparation underway.
- Cathy as CML has reviewed and updated 600 titles in lists originally tagged to go to Hume which are now staying in Hancock.
- Cathy reviewed and the Hancock Tech Services and User Services teams have written off 400 missing books discovered during the flagging process.
- New location codes for Hancock monographs at Hume created last week
- Records for books now at Hume will be done in call number groupings gradually over the coming weeks.

- So far very few books moved to Hume have been requested by users on campus, which indicates our collection management approach for selecting what moves was on track.
- Hume store books delivery to Hancock Library will take place from this week so patron can collect items in science library if they wish so, this service is available twice a week.
- Hancock-Hume pamphlets
 - Project underway to review over 7000 pamphlets at Hume that were moved from Hancock in 2007 with a view to deselection most.
 - Staff in the Info Access and User Services teams checking titles for availability online
 - CML then makes a decision about deselection based on availability and/or current collection focus.
 - Consulting with our CML colleagues in other branches for multidisciplinary and language material.
- Training

Rachel took four in curriculum classes by Zoom for a total of 66 students in Engineering and Environmental Studies.
- Research Consultations

Staff had 15 research consultations (1 hour+) in April-May
- Hail damaged window on L1 East not fixed as yet.
- Indigenous Trainees
 - Online training and mentoring while working off campus
 - Staff across Hancock spent time with Cherie and Finn showing them day to day processes; inviting them to observe user training and research consultations; and spending time with supervisors explaining some of the policy and approaches of the Library when making decisions about things like fine appeals and collection management tasks.
 - Great learning opportunity for staff as well, developing presentation and Zoom skills.

.4.4 Law Library and Document Supply

- The Law library staff and the Doc Del staff are back to work. Social distancing is maintained all the time. Students gradually approaching the library and we do ask about the covid app and if they do not have it activated, their information is recorded on a spread sheet
- Study rooms are limited for two students. The information and circulation desks are cleaned during each shift by the staff member, who is allocated for the desk. The parcels are handled with care
- The staff members participated in appropriate training sessions conducted while being at home via Zoom or Microsoft teams.
- Cleaners are regularly attending to their duties.

User services

- User services team is working on Reading lists for autumn, winter, and semester 2. Some reading lists and resources lists are already provided by the lectures for Semester 2. Chapters, and articles that are not available online are successfully organised via Document supply service, and archived services
- Check the availability of online resources to replace hard copies in the course lists
- More online materials are included in the course reading lists

Tech services

- Tech services team is working together to process invoices and other technical work

- **Information access and collection management**

Information access team is continues the Q&A sessions via zoom

- A short statistical report from DSS team for the LSCC:
 - During the lockdown period (April-May) DSS was unable to borrow/lend physical items but processed 400 requests from ANU users for articles and book chapters and filled more than 90% of the requests.
 - DSS received more than 600 requests during April-May from other institutions but given the restrictions only supplied 110 items from electronic collection that ILL was allowed under the licence agreement.
 - DSS side project to fill staff hours was to upload Thesis declaration forms into ERMS. Also we did some housekeeping with VDX system and financial files.
 - DSS staff ANU 2/3 will be on long service leave from 9-19 June.

.4.5 Menzies Library

- When is the next All Staff and will it be on Zoom? – Not yet scheduled

Circulation:

- I'd like to make mention of the fantastic organisation of circulation and desk that Amanda undertook prior to everyone's return to campus. Her planning was comprehensive and well thought out. Visitors to Menzies last week were low, busiest day being Tuesday with 232 clocked on the gate stats. I think there's a hope these low numbers will continue for a little longer, but the regular patrons of Menzies are happy to be back.
- The microfilm/microfiche reader at Menzies is end of life. IT have recommended that the PC needs to be replaced in the Reference reading room. Unfortunately, this is the only PC that is linked to the Microfilm/Microfiche reader and has the PowerScan program installed.

Two students required the Microfilm reader last week and as Menzies is the only Library to have this type of reader this is problematic, particularly as this is the only machine that scans and saves the file to a PC/USB), as such users are unable to utilize the extensive Menzies microform collections (there is one non digital reader in operation on level 1), particularly due to machines being lost in the Chifley flood. - - It will be added to the list of considerations.

IA Team:

- Information Access is currently 50% on campus and working from home 50% - this is due to end as of Friday 12 June; pending advice to continue or cease this arrangement
- IA staff are now completing the introductory module of the COVID-19 infection control training from the Department of Health, Infection Control Training - COVID 19. As per the ANU return to resuming campus activities guidelines.
- Specific academic requests for LibGuides related to Central Asian and Pacific Security studies – guides now in draft.

Monographs Team:

- Two staff members working part of the time remotely, everyone else working full time on campus. Mail has been dealt with. Amount received was not a predicted mountain, as there was a halt on all print purchasing and shipments for the duration. Ordering has been reactivated, and it has been busy, particularly catching up on the print requests that were on hold. Still quite a number of requests coming through, and it appears academics are getting their course material organised for Semester 2. There are some issues with print supply, as we are still figuring out which suppliers are coming by air, which are coming by sea (as Harry Hartog told me, 12 weeks!), and which of our international suppliers cannot send material out of their country of origin.

ERS:

- -The team is 100% back on campus. Iris had her baby on Saturday (a boy!) and will be on leave until December
- -We are working through the backlog of print serial mail, with a focus on the checking of priority serials
- -There has been a high volume of access issues reported since working from home commenced. These are continuing to be reported, and are allowing us to work through some underlying access issues in consultation with IT.

.4.3 DLT

- Face to face workshops have been redesigned by trainers to suit the webinar context and available at anulib.anu.edu.au/training-register

EndNote in an Hour, NVivo Intro and Adv, LaTeX, SPSS Intro and Adv, Working with Data in Excel, Conference Poster Production in PowerPoint, Research Data Management, three Word for academic writing. Imogen is developing EndNote Advanced, to be presented on 16 June.

- PSP June 2020 – Upcoming June 2020 training for the Graduate Pre-Sessional Program for Crawford School (PSP) for Crawford School changes due to COVID-19:
 - Crawford staff preparing for fully online compressed delivery of PSP, likely during the first three weeks of Semester 2.
 - Anticipated main cohort will be Domestic Masters students, with a small number (as yet unknown) of international students.
 - Once Crawford Academic Skills have designed the compressed course, ANU Library Teaching & Learning resources provided by DLT (video, webinar recordings) will be incorporated to support asynchronous student learning via CRWF7900 Wattle site.
 - Additional teaching and delivery mechanisms are yet to be determined.
- [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 in July (TBC), 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
 - Multimedia creation tools: Powtoon & Canva
- **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 virtual workshops to new UG and PG students as part of July O-Week 2020.

.4.4 Library Communications

- Roxanne thanked the Team for their work on videos.

- Nic working on instructional signs for barcode scanners
- Recent work on “topping and tailing” instructional videos
- Michelle working on chatbot FAQ content. -Mark has worked on VPN access issues and Hathitrust during the shutdown, also working with ITS to test the student record download to Sierra

.4.3 ARDC

- Transitioning back to campus – F&S have been fantastic.
- Still working on projects which has been challenging

7. SIS Facilities

- The SIS team have been continuing to keep an eye on whats been happening during lock down.
- Belinda and Rob kept the printers going.
- Peter was working on a special project with Luciana.
- Belinda was chasing up jobs with FS from home and also getting maxiclouds jobs completed. I was watching all (evil snigger).
- The cleaners reported any building issues to me so they could be logged. Hume lighting issue sorted.

8. Reports from service areas

8.1 HR

- Concentrate on forms and approvals within required timeframes.

8.2 Finance

- Exceedingly busy with new work for revised budgets.

9 Union Representative

At the local level:

Over the past three weeks the NTEU’s ANU Branch has conducted a number of mass meetings to discuss how the union will respond to the possibility of job cuts and wage cuts resulting from the effects of COVID-19 on the higher education sector in general and the ANU in particular. Tomorrow the ANU Branch will hold a General Meeting in which members will discuss and decide on whether:

The branch is opposed to a wage freeze, cuts to courses and jobs, which includes cuts to casuals and fixed term staff and whether it will conduct a campaign directed to the public and branch membership opposing these measures. Similarly, the branch will consider whether the NTEU will run a strong ‘no campaign’ against any proposed amendment to the Enterprise Agreement as currently indicated by ANU Management.

At the national level:

Alison Barnes, NTEU National President has said that

The Morrison Government has completely abandoned higher education at a time of crisis. This is unforgivable and will seriously compromise Australia’s research and teaching effort as it emerges from the COVID-19 pandemic.

In this regard the NTEU continues to campaign for a government bailout of the higher education sector.

10 Other Business

- **Question:** How often do you want the newsletter that has been weekly since COVID-19 began?
Answer: many would like it to continue weekly for a while as it has been helpful.
- Thank you to everyone for your contribution over the remote working and for what we know you will continue to contribute in the coming months. It shows your commitment Roxanne is very grateful and feels privileged to work with you all.

11 Next meeting and action items

The next meeting is scheduled for Tuesday 11th August 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