

# MINUTES

MEETING	Asia Pacific Library Advisory Committee Meeting
PRESENT	Prof K Anderson, Dr B. Allen, Dr R Barraclough (for Dr R Maliangkay), Dr R Barz, Ms K Collier, Prof J Corbett, Dr R Cribb, Dr P Darcy (for Dr C Ballard) Mr V Elliott (Chair), Prof T Hull, Dr P Jackson, Ms S Kosse, Mr E Maidment, Dr J Makeham (for Prof J Minford), Dr K Nourzhanov, Prof T Morris-Suzuki, Dr B Nelson (for Prof R Jeffrey), Ms R Osborne, Dr B Penny, Dr N Tapp
APOLOGIES	Dr C Ballard, Prof G Barme, Prof R Jeffrey, Dr T Li, Dr K Maliangkay, Prof A MacIntyre, Prof J Minford.
DATE/TIME	Thursday 13 November 2008, 10.15am
VENUE	Library Meetings Room, R G Menzies Building

## 2. Minutes of Previous Meeting and Matters Arising

The minutes of the previous meeting were accepted.

Matters Arising:

- Last Copy Retention project: decisions regarding Oxford Online journals are almost finalised
- ArticleReach: partially launched. ANU users will soon be able to request journal articles from partner libraries. Incoming requests from external libraries are already being filled
- Budget: the sharp drop in value of the Australian dollar will impact severely on the Library's access and collection budget. V Elliott foreshadowed a meeting early in 2009 to discuss strategies to deal with the currency crisis
- Staffing: in response to a query from R Cribb, R Osborne stated that recruitment processes for a specialist Southeast Asia librarian is underway.

## 3. Collection Relocation Project

T Morris-Suzuki requested that this topic be discussed as the 3rd item on the agenda since some committee members may need to leave the meeting early.

S Kosse spoke in relation to her paper *Collection Relocation Project Progress Report (5 November 2008)* circulated prior to the meeting. S Kosse gave a detailed account of the objectives and conditions in relation to the establishment of a Library Print Repository. The main points were:

- the objective was to free up 25% of Library shelf space for future growth. Figures indicate that, without additional shelving options, library shelves will reach 100% occupancy by 2010. Menzies was already 93% full at the end of 2006.

- in agreeing to the Library acquiring Hume store the University required the Library to relinquish 28002m of Library space on campus. The Library successfully retained 9002m of the 28002m on the

proviso that this space was used for “teaching and learning” purposes. Approximately 3002m of Menzies library space was designated for “teaching and learning”

- the bulk of Library space, re-purposed as “teaching and learning” space, is in the WK Hancock Building

- federal BURF funding was received to assist in establishing teaching and learning spaces.

T Morris-Suzuki tabled a list of questions compiled together with academic colleagues, and asked that the questions and answers be documented and included in the APLAC minutes. The list of questions and the Library’s response are included as an attachment to these minutes.

T Morris-Suzuki noted that while S Kosse’s verbal report answered some of the questions in their list, she wished to mention their two areas of concern:

- a. adequate service levels from Hume and
- b. the low level of consultation with users on conversion of library space to flexible learning space ie. this point was “not prominent”.

Specific points raised in the meeting and responses from V Elliott are noted below:

- is Hume open to users, and what facilities and services are available from Hume (T Morris-Suzuki, J Corbett)

[Response: Hume is open to users by appointment. Shelf-browsing is permitted. There is space for users equipped with networked computers. Requests for retrieval are filled within 24-hours for physical items and for scanned journal articles transmitted to desktops. Since the start of the Hume retrieval service some 14,000 requests have been filled.]

- time factor to travel to Hume (R Barz)

[Response: unfortunately Hume is not on a bus route. There is insufficient demand for visits to warrant establishing a regular transport service, such as the University shuttle-bus service, to Hume. An alternative is to consider car-pooling arrangements.]

- loan period for large runs of journals should be longer (J Corbett)

[Response: this can be considered.]

- period of consultation leading up to move to Store was too short (J Corbett)

[Response: the topic of a library store was formally introduced and discussed at a special meeting of APLAC in late 2006.]

- computers occupy a lot of space in the library at the expense of books, the mainstay of research for disciplines in the humanities and social sciences. Libraries are the “laboratories” for those working in the humanities and social sciences. Researchers need to scan shelves for serendipitous discovery. Journals without indexes are no longer being used. Research is suffering. Is it possible to consider putting all computers into a separate building (B Penny); exert pressure for another building on campus for computers? (R Barz)

[Response: it is very difficult to divide digital from print resources which students tend to use in combination. Any separation of resources along these lines will disadvantage the students. Offsite storage has been established in many overseas research libraries.]

- “internet café” usage of library computers should not be permitted. Use of Library computers should be restricted to “legitimate” study and research purposes only (B Penny)

[Response: behavioural issues are very hard to manage. Statistics show that students prefer using Information Commons computers located in library buildings over those in other buildings. Feedback from students indicates they appreciate the Library environment and the availability of IT support in library buildings.]

- suggestion that a separate building/location for internet café use of computers is not unreasonable and that the idea be further explored involving academic and student groups (K Anderson)

- student wishes should be surveyed to discover what they want (T Morris-Suzuki). A survey of Pacific students was carried out and it showed the students want books, not computers (P Darcy)

[Response: The Library conducts biannual user surveys. A persistent complaint is that there are insufficient computers in the Library.]

- ANU is promoted as a “research-led teaching institution” and the Library should take a lead in promoting research facilities, not downgrading them. More information should be provided to researchers on the details of services available from Hume (not just number of desks, etc). Suggestion that tours of Hume are provided to PhD students (T Hull)

[Response: tours can be considered. The Library is preparing guides and booklets which will provide detailed information on the collections and services from the Print Repository (S Kosse).]

- propose that there are better channels of communication between the Library and the academic community; that a Library representative should attend Faculty meetings to provide Library information (J Corbett)

[Response: agreed. R Osborne to follow up.]

- suggestion to change the name of the “Library Print Repository” to “Hume Library” (R Barz)

[Response: the Print Repository does not provide the full range of Library services, and calling it one would give the wrong impression.]

- there are many poor quality or inadequate records in the catalogue of material now in Hume. This disadvantages users (B Nelson)

[Response: much work has already been done on this. Records which do not meet current standards will be rectified as they are found.]

- given their busy work schedules researchers need to have access to Hume on Saturdays and Sundays as well as weekdays (T Morris-Suzuki)

[Response: this is difficult given the present staffing budget.]

#### **4. Review of Information Infrastructure and Services (IIS 08)**

V Elliott drew attention to the 4 issues relating to the Library mentioned in the IIS08 report:

- a. The lack of an overarching strategic framework for collection development that address research priorities. One will be developed.
- b. Budget constraints on extending opening hours. In fact Library opening hours have been extended in both Menzies and Hancock over the last two years.
- c. Data collected from service reviews have not been routinely analysed and used to inform future planning. This is not the case as far as Library surveys are concerned.
- d. Consultative processes should be changed. The Division of Information is to ensure that meetings such as the Library Advisory Committee meetings are not chaired by Division of Information Directors. The Library will seek an academic to chair each of the five top level Library Advisory Committees.

N Tapp suggested that APLAC should include a student representative.

#### **5. Access and Collection**

The *Access and Collection Budget (at November 2008)* was tabled. The figures show little free balance remaining for 2008. R Osborne drew attention to two likely areas of concern in 2009 because of the depreciation of the A\$, namely (1) the ongoing serials commitments and (2) the outstanding 2008 payments to be made in 2009.

A list of major acquisitions for 2008 was also tabled.

#### **Any Other Business**

B Nelson pointed out that academic staff do not always understand library acquisition processes, and may assume, sometimes wrongly, that certain aspects of collection development are undertaken by library staff. This has resulted in gaps in the collection. The Library will look into establishing better communication with the academic community on library processes.

The meeting closed at 12.15pm.

## Attachment

### Response to Questions

tabled at the

#### APLAC Meeting of 11 November 2008

1. **Can researchers currently gain access to the stacks in the Hume store in order to conduct library research? Are prior appointments necessary to gain access to the stacks in the Hume store?**

Researchers can gain access to the stacks in the ANU Print Repository within Repository opening hours, Monday-Friday 9.30am-4.00pm. Prior appointments are necessary to ensure that Repository staff are aware of the visit and are ready to provide assistance. The Repository is a large and complex storage facility for close to 700,000 items. The Repository doors are closed for security reasons.

2. **Is research space available at the Hume store for researchers using the store material for research?**

The Repository provides space for readers equipped with computers that are networked to the campus, a photocopier, tables and chairs.

3. **Is it possible for blocks of research material needed for research projects (such as multi-year sets of journals) to be retrieved from the Hume Store for the period necessary for in-depth research (several weeks to several months)?**

It is possible to request blocks of material from the Repository. The Library has no limit on the number of volumes that may be retrieved from the Repository at a time, but will consider each request separately and will endeavour to meet the needs of its users. There are practical considerations, however, such as the limits on the courier service, or adequate holding space within campus library buildings, that need to be taken into account in any decision regarding requests for large blocks of material. Users should feel free to discuss any large requests with Library staff to decide how best to meet their needs.

In relation to usage of items once retrieved, the same borrowing rules apply to Repository material as to on-campus material. For example University staff, postgraduates and honours-year students may borrow monographs for 26 weeks and periodicals for 1 week with the option to renew if necessary. Alternatively, material can be retained at the Circulation Desk for on-site use for a period upon request if required.

4. **What percentage of the floor space in the Menzies Library has been converted to new uses during the past eighteen months? To what uses has it been converted?**

Space has been re-allocated on Levels 1, 2 and 3. The new uses are as follows:

- Moving the current serials display from the foyer to the Reference Reading Room on Level 1
- Establishing 16 Information Commons computers, four reading tables, chairs and easy chairs in the foyer on Level 1
- Moving the microform collection and the microform readers from Level 2 to Level 1
- Moving the Harvard-Yenching reference collection from Level 1 to Level 2 and co-locating it with the rest of the Menzies reference collection
- Converting the vacated Information Commons computer room on Level 1 to a Group Study Room
- Creation of a Flexible Learning Space (250 square metres) on Level 3 consisting of a study area and a flexible learning laboratory
- Extension of wireless network coverage throughout the building and the provision of additional power points
- Installation of a Kiribati canoe in the foyer on Level 1.

The changes to public areas in Menzies have resulted in providing more space for study and research, improved access to Information Commons computers and rationalised location of collections and equipment.

**5. What was the distribution of Menzies floor space between the collection area, the processing areas (cataloguing, reference desks, short term storage), and the administrative areas (including our meeting room) at 1 January 2007? What is the distribution at 1 November 2008?**

In the period from 1 January 2007 to 1 November 2008, there were no changes to the total space allocated to processing and administrative areas. There were changes in the use of public floor space. These are detailed above in the answer to question 4.

**6. Are there other plans to convert further sections of the Menzies Library? If so, which areas are scheduled for conversion, when and to what uses?**

As with the Collection Relocation Project any future proposals to change the use of space in the Menzies Building impacting on Library services will be brought to the Library Advisory Committee for discussion.

**7. For what purpose are the new “flexible learning” spaces in the Library being used?**

The new flexible learning spaces in the Library are areas designated for study and research and are equipped with tables, chairs and power points for the growing number of laptop users. Library

statistics and surveys over the past 6 years show an increase in the number of people using Menzies and a similar growth in the demand for computer and study facilities in all library buildings including Menzies. The annual number of users at Menzies has grown from 77,808 in 2002 to 103,463 in 2008, an increase of 25%. The additional learning space will cater for the growth in library usage.

The new flexible learning spaces also comprise a “flexible learning laboratory” equipped with computers, whiteboards, projector and hearing loop facility (for hearing-impaired users). This laboratory will be used by staff for conducting information skills classes to students and academics. The computers in the laboratory will be open for public use when there are no classes running.

**8. Who are the users of this space?**

Staff, students, researchers and visitors will use this space.

**9. The Menzies Library webpage contains a report which states “Communication with the academic community and staff in the Division of information is ongoing and has included provision of regular progress reports, the development of a website, signage and frequent briefings”. How many times have members of the academic community been consulted about the conversion of space in Menzies to “flexible learning areas” and other uses, and when did these consultations take place.**

The topic of a storage facility was first introduced at a special meeting of APLAC on 5 December 2006 at which a paper was distributed that included information on the development of “areas appropriate for flexible learning purposes in all four main libraries.” Progress reports on the Collection Relocation Project, with references to flexible learning spaces, were submitted at each of the following APLAC meetings, on 1 June 2007, 30 May 2008 and 13 November 2008. There was formal opportunity on four occasions to discuss the planned use of the Menzies space.

Further information was also disseminated through email from the Librarian’s Office to College Deans, through weekly updates on the Library website and on the LCD screens in each Library building, through meetings with representatives of ANUSA and PARSA, through notices in Woroni and through posters placed in all Library buildings.

**10. Which section of the ground floor has been designated as a focus for Pacific Studies?**

All public spaces and equipment in the Menzies Building are open to all Library users. No part of the floor space on any floor has been allocated for the exclusive use of any one user group.

The Kiribati canoe and the Pacific photographs in the foyer, as with the calligraphy of the East Asian character for ‘dragon’ in the Reference Reading Room, emphasise the Asia Pacific focus of the RG Menzies Building, and affirm its status as the Asia Pacific library building.