

LIBRARY STAFF CONSULTATIVE COMMITTEE
DIVISION OF INFORMATION
THE AUSTRALIAN NATIONAL UNIVERSITY

DRAFT
MINUTES

A meeting of the Library Staff Consultative Committee was held on 30th November 2012 commencing at 2.00pm in the McDonald Room, Menzies Building.

Present: Roxanne Missingham (Chair), Kathy Collier, Cheryl Bowman, Margaret Avard, Chris Harney, Leslie Tow, Nausica Garciapinar, Toshio Takagi, Glen Munday, Tracy Cunningham, Karen Visser, Katy Najafi.

Apologies: Cathy de Vries, Patricia Hood, Emily Rutherford, Daniel Pask, Julie Scott, Doris Haltiner, Fiona Nelson Campbell

2. Minutes of the last meeting held 6 August 2012.

The minutes as circulated were accepted.

3. Matters arising from the last meeting.

All matters arising from the previous meeting were covered by items on the agenda.

4. Report from the Director, Scholarly Information Services and University Librarian

4.1 Membership-Welcome to ANDS

Roxanne welcomed Karen Visser to LSCC meeting. Karen joins as representative of staff in the ANDS group. While Fiona Nelson Campbell will be the ANDS permanent representative in LSCC, Karen attended as Fiona was on leave.

4.2 Insync survey

The regular 2 years Insync client survey was undertaken for the Library service in August 2012.

In summary the Library performed highest on the category of Library Staff, with a score of 85.8%. The lowest score was identified on Facilities and equipment at 67.4%.

The overall score was 74.5%, a drop of 2.8% on the 2010 survey. The top issues raised by clients were opening hours, printing, the number of computers and wireless access. An action plan has been developed to address the issues highlighted by clients.

We appreciate the time and effort taken by Library users in completing the questionnaire to help the Library improve its services. A [summary of the survey findings](#) (pdf: 484kb) together with the [main report](#) (pdf: 2.65mb) are available.

We are also investigating other issues raised in the survey including user's needs regarding to Supersearch, communicating via website and online workshops.

4.3 Administrative review

The review team heard from many of the users of our services (Archives, digital repository, E press, Library, Records) and staff. We anticipate that the report will be completed in a couple of weeks.

4.4 Space Services change management:

Karen Hill has been working on the change management process. A meeting with Space Services staff will occur on Friday next week. On behalf of everyone in the Library thanks to Space Services for their exceptional support.

4.5 Extended Hours

A trial of extending the opening hours in Chifley, Hancock and Law occurred in semester 2. The libraries were open until midnight but staffed by security staff from 8.00pm. Initially the trial was planned to be from the 9 October until the 2 November but this was later extended due the high usage and the feedback that was received from users.

An email box was set up to receive feedback. A total of 36 emails were received regarding opening hours. All but one of these was positive about the trial. In addition to the email feedback, 138 users completed feedback forms.

Overall the trial was very successful, with the number of users being high, the feedback received was positive with requests for us to continue extended hours in the future.

4.6 SOEs

A working group was established to develop advise and recommendations on Statements of expectations for the Library/SIS. The work was intended to streamline SOE's and align them to a single point each year to that the Library's operational plan could be reflected in SOEs and supervisors could more effectively implement SOEs.

5. OH&S report

Matters discussed in OH&S meeting:

- Annual OHS assessments
- Doing some model code of practice in result of legislation changes
- Working on preventing and managing fatigue
- Looking at OH&S performance at ANU including SIS/Library
- Draft procedure and policy are on the web
- Moving towards a non-smoking campus

6. Library Coordination Groups

a) Scholarly Communication

- New Collections

The Digital Collections have been reconfigured so we now have several new collections, reflecting the large numbers of material we hold for certain research groups.

- There are 569 theses – 470 open access ones. This collection is viewed on average over 4000 times each month.

- The Open Access Research collections have over 4,000 items in them.

- New items for the collections

We are waiting for a new 'bulk upload' capability to fill up the Open Access Research collections – we have over 1000 items that are waiting to be electronically loaded into the system.

Legacy theses

The theses that have been scanned for document delivery requests are being transferred off their CDs into the server. These are being systematically loaded up into the Restricted Theses Collection. There are over 700 theses altogether, and so far two thirds have been transferred and about 50 uploaded into the repository.

'Request a copy' button

Embargoed items will soon have a 'request a copy' button which means that researchers who cannot open an item can contact the author and ask them for a copy.

- Open Access Week

Open Access Week was celebrated around the world in October 21-28. The ANU ran a series of talks during the week - <http://www.anu.edu.au/research/access/oawk12.php>

All talks are available in the repository.

Open Access mandates

The NHMRC have now made it a condition of their grants that work published from the grant must be made open access in the institutional repository (for ANU the ANU Research repository in Digital Collections). We are struggling with ways to establish what publications are coming out of grants at ANU. This has started a bigger conversation with the Research Services group on getting our systems to interoperate. The ARC are likely to also introduce a similar mandate in 2013

The ANU is in the process of introducing an open access mandate – which may depend on the systems interoperating. Watch this space!

- Thesis digitisation project

The Library has commenced a project to digitise the ANU thesis collection. Starting with early theses they will be scanned and made open access under 200AB of the Copyright Act. The first 15 of these are with the ANU printery now.

As part of the same project the first 30 theses every completed at ANU are being scanned to be made available as part of the Menzies Library 50 year celebration in March 2013.

- Staffing

Danny Kingsley will be taking a seconded for 12 months from 2 January to work with the newly formed Australian Open Access Support Group. Arrangements for her replacement are underway.

b) E press

The E-Press is running smoothly with a large number of books being prepared at the moment.

c) Space Services

- Roger Smith is on long service leave
- Belinda is acting in printing role
- University Records stored at Recall are moving to the Hume repository.

d) Archives Program and University Records

Record and Archive will start working in the Underhill repository on 10th December and reference services will be back to normal on 2nd January.

e) Libraries (Precincts)

Tracey Cunningham – Chifley Library

- Broderick Proeger is commencing as the ANU5 LUS position will start at 6th December.
- Microsoft Lounge Project will most likely not proceed in the Chifley Library but may be taken up elsewhere on Campus as the facility won't support resources to suit teaching, learning nor research at this stage of the investigation
- Chifley has been trialling ways of reducing the energy use of the building (as it is a high-energy use building) in response to a current ANU initiative.
- Introduction of recorded library closing message with the same voice to achieve consistency of delivery of message to clients. This has resulted in a streamlined process for staff rostered with this responsibility at Library closing.
- Extended opening hours trial appears to have been successful, based on the feedback received from clients using the Chifley building. Clients are very appreciative of the extended hours at the most critical times of the semester.

Toshio Takagi- Menzies Library

- Menzies has a respacing project which will finalised by the end of the year.

Leslie Tow _ (Hancock Library-Scholarly Information Services)

- They are removing 2 hours loan during the exam period.

Chris Harney – Hancock

- Hancock has a new display screen
- Chris Harney was acting for Chris William as supervisor of Hancock Loans for 2 weeks. Also Samantha Jackson is still acting half time for Lisa Bradley as Electronic Resources Co-ordinator in Menzies.
- Enterprise Bargaining meetings between the NTEU and other unions with ANU management have started. There have been four meetings with a possibility of two meetings before Christmas on 9th & 17 December. The meetings, so far have had management presentations on ANU's financial position. The HR manager has been on sick leave. The union is looking to include professional skills in the log of claims eg. language skills.
- Union members meetings have discussed descriptors and duty statements and the differences between academic and general (professional)staff, in relation to SOEs.

Cheryl Bowman _ (Law Library)

- Law has completed the 2012 Workplace Inspection Program.
- Law staff have been encouraged to spend time reading comments provided through the Insync survey report and have contributed comments and ideas for further discussion with a view to compiling a list of actions to do that will make the student experience better.

- Law staff working with IT staff to prepare for the MS Outlook upgrade. Despite some problems, they worked together to resolve difficult and frustrating issues and it was a positive experience.
- The majority of serial renewals have been completed with a few CAUL invoices yet to be received.

f) **DOI HR**

Patricia is in the process of emailing supervisors regarding unapproved leave in HORUS. Auditors have requested that all unapproved leave be approved or deleted as soon as possible. Supervisors will receive an email early next week.

g) **ILP**

- Kathy Savige is working with Hans-Joerg Kraus, Amy Chan and Jason Murdoch on online modules using open source products from the University of California Irvine, customising them to the ANU context. Available modules will be launched at the start of Semester 1, 2013.
- The ILP team is finalising arrangements for the Introductory Academic Program in January and February 2013.
- The Learn How 2013 is approaching completion.
- Emily is working on an EndNote X6 LibGuide to be ready for Semester 1, 2013.

H) ANDS:

Fiona Nelson Campbell will be quiet happy to provide more information and explanation of ANDS in LSCC meetings.

8. Forum

This item allows Members to report on matters from their areas which may be of interest to the Committee.

9. Any other business

10. Next meeting:

Next meeting of the Library Staff Consultative Committee will be held on **Tuesday, 5th February 2013 in the McDonald Room, Menzies Building.**

Action list

Agenda Item	Issue	Action officer
		Publish minutes on website