Australian National University

Agenda

Library Advisory Committee

MEETING NO.	Meeting number 03/2021
DATE / TIME	Monday 22 November 3pm-4pm
VENUE	Graneek Room, JB Chifley Library or https://anu.zoom.us/j/84296163643?pwd=YTh1TEpSdnJyWGRLVkk5VlZINmx0dz0
CONTACT	Roxanne Missingham/Margaret Prescott

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Part 1. Formal items

1.1 Welcome, attendance and apologies

Action required	☒ For information	☐ For discussion	☐ For decision

Apologies from:

Welcome to new member Dr Rosalie Aroni, Senior Lecturer in Health Science, Medical School, ANU College of Health & Medicine representing CHM

Thank you to the PARSA and ANUSA representatives Madhumitha Janagaraja, President, ANU Student Association (ANUSA) and Eve Walker, President, ANU Postgraduate and Research Students' Association (PARSA) for their contribution. This is their last meeting.

1.2 Minutes from the meeting of 28 June 2021

Action required	☐ For information	☐ For discussion	☒ For decision
Sponsor	Prof Paul Pickering, Chair, Library Advisory Committee		
Purpose	Record of previous meeting		
Background	Meeting held 28 June 2021		
Recommendation	That the minutes be accepted.		

Minutes

Library Advisory Committee

MEETING NO.	2021 – Meeting 2
DATE / TIME	28/06/2021 - 2:00pm
VENUE	Graneek Room, Chifley Library and Zoom
ATTENDING	Chair, Professor Paul Pickering Associate Professor Keturah Whitford, ANU College of Business & Economics Roxanne Missingham, University Librarian Dr Carol Hayes, ANU College of Asia & the Pacific Madhumitha Janagaraja, ANU Student Association (ANUSA) Dr Lexing Xie, ANU College of Engineering & Computer Science Dr Darryn Jensen, ANU College of Law Margaret Prescott, Secretary
APOLOGIES	Eve Walker, ANU Postgraduate and Research Students' Association (PARSA) Prof Paul Pickering, ANU College of Arts & Social Sciences
OBSERVERS	Heather Jenks, Associate Director Library Services Kathryn Dan, University Archivist

Part 1 Procedural items

1. Apologies and announcements

Ms Missingham welcomed the committee members and noting Dr Carol Hayes, joining the committee as the representative for the ANU College of Asia & the Pacific.

2. Minutes

The Minutes of the meeting of Monday 22nd March 2021 were approved with no corrections.

Resolution	Minutes agreed

3. Matters arising

Action ID	Description	Responsibility	Resolution
Action 1.	Thank you letter to retiring members: Utsav Gupta PARSA, Lachlan Day ANUSA, Professor Campbell	Roxanne Missingham & Paul Pickering	Complete

Action 2.	Newsletter inform community of major changes - both In electronic form and through physical copies circulated to clients including at library desks	Roxanne Missingham	Complete
Action 3.	Continue to advocate for a purpose build storage solution for library and archive collections and a new library. Explore options for advocacy including Council and potentially arrange a tour for Council to Hume and DA Brown and Underhill	Roxanne Missingham	Have raised with DVCs, COO and PVC Education and Digital. Paper prepared for Council and SMG on flood activity and need for storage. Listed on next Council agenda
Action 4.	Distribute digitisation plan 2021 to the committee via email for wider distribution	Roxanne Missingham	Complete
Action 5.	Invite a HDR student representative to digitisation steering committee	Roxanne Missingham	To occur in semester 2

Resolution	Noted
Action #1	Explore opportunities for engagement with CLT including training of educators and items in the CLT Newsletter
Action #2	Explore promotion of HEA program within SIS

Part 2. Reports

2.1. Law Library: trial of 24 x 7 opening in semester 2

- 24x7 in Chifley and Hancock has operated successfully in with very positive feedback from students.
- Law students, particularly those working day jobs, have asked for 24x7 or early and late opening hours.
- Dr Darryn Jensen and ANUSA and PARSA have been provided very helpful feedback from discussions with academics and students.
- Dr Jensen noted the Law faculty have support longer hours. While there was initially some scepticism about 24/7 from the community but, given a choice between no extended hours at all and 24/7, there was widespread support for 24/7.
- Ass Prof Carol Hayes raised the issue of whether 24x7 would work in the Menzies Library. She noted that CAP academics had considered the issue of whether the semester 2 extended hours in Menzies should be Saturday and/or evenings. The feedback she had received found the general feeling roughly as many preferred two nights a week to one night and Saturday. She raised the issue of the poor lighting over the stack areas in the Menzies Library making those spaces very dark. Madhumitha Janagaraja (ANUSA) confirmed that to date student reactions

were positive with the majority of feedback so far appearing to favour one day on the weekend and one night to be most useful. Agreed to investigate the poor lighting.
- Law Library 24x7 to be trialled in semester 2 and come back later in the year for a review.

Resolution	Approved Law Library trial of 24x7 opening for semester 2 2021.
Action #3	Implement Law Library trial of 24x7 opening for semester 2 2021
Action #4	Explore extended hours in semester 2 for A&M and Menzies Libraries taking into consideration any further feedback from academics and students.
Action #5	Investigate with F&S potential for improvements in lighting in the shelving areas in the Menzies Library.

2.2. Open research and access: trends and issues

A paper was provided to the committee noting the achievements of the university in relation to open access (OA) publications through the press and repository and policy matters. OA benefits ANU through optimising the accessibility and impact of work by ANU academics.

Ass Prof Carol Hayes raised the issue of accessibility of works in languages other than English through open access and the potential to discuss this with IARU colleagues.

Ass Prof Carol Hayes raised the issue of access to digital newspapers, particular Japanese newspapers and was advised that the collections are accessible to all ANU community members from their digital devices through the ANU authentication process.

Resolution	Noted
Action #6	Explore the issue of access to material in languages other than English through discovery systems with colleagues in IARU libraries

2.3. Flood collection replacement project report

The program of work to replace the collection material lost from the Chifley Library Feb 2018 flood has resulted in significant replacement of material this year. Over the past 4 weeks $1.24m was spent on replacements. 915 replacement books have been sent from Europe by Cassilini and have arrived In Sydney.

The Library continues to be very grateful for donations. All members were asked to encourage colleagues to call or email the Library if they wish to downsize their collections.

LAC committee members were encouraged to ensure that their colleagues and students were aware that if anyone finds an item that was lost in the flood that they require they should contact Library staff and we will prioritise acquiring replacement material.

Committee members raised the issue of supporting conferences and VIP visits through offering collection tours or exhibitions.

Resolution	Noted
Action #7	Provide advice to LAC members for sharing with academic colleagues information on library support for events such as conferences and VIP visits including tours of the collection and exhibitions of collection material

Action #8	Continue to advocate for a purpose built storage solution for library and archive collections and new library as a critical part of the Capital plan for the university

2.4. Scholarly Information Services report against business plan

- On track this year
- Issues: the roof damage caused to the Law Chifley and Menzies Library roofs by the February 2000 hailstorm have yet to be permanently fixed. In the meantime the temporary fix is leading to leaks in all three libraries and collection damage through mould on books in the Chifley Library.
- We continue to build the collection.
- The integration of CartoGIS and Academic Skills to our Division Is adding strength
- Launching ERMS Sharepoint integration end of month

Resolution	Noted.
Action #	

2.5. Library report

- We have returned to Covid access to libraries with some additional hours in during semester 1 increasing these hours for the exam period.
- Flood replacement highlights - sometimes get some extras with digital packages
    - 2788 electronic books - mainly philosophy and religion titles
    - 47 reference resources (8 print titles and 39 electronic titles).
    - 5 JSTOR archive collections comprising 585 e-journals
    - Early English Books Online (EEBO)
    - Eighteenth Century Journals
    - British Library Newspapers
    - Obtaining pricing for Eighteenth Century Collections Online
- Work on fire panels in all libraries for compliance and more efficiency is underway. There should be little impact on the students.
- Noted we have new acting manager of DLT and Academic Skills - Units to be reviewed later in the year.
- Isabel McBride has donated a book from 1804 for the rare books collection
- Commencement of tours of the rare books room is under consideration

Questions:

DLT/Academic Skills - Is there anyone on CLT committee? ANS: no - possibility to be explored as part of Action #1.

Academic Integrity week is September - based around students but will have an academic component.

INSYNC - Library services survey by the students is being run until 23 July, please encourage your students to complete the survey and give us feedback. This is essential for us to provide services that are needed.

Resolution	Noted.
Action #	

2.6. Archives and Records report

- Research use has increased as people able to travel/ remain covid safe in the workplace
- Teaching in place for semester 2

- Making data base more accessible through catalogue descriptions. Recently added descriptions relate to HIV/AIDS archive, and Unions
- In discussion about AMP collection
- Records team moved into Menzies
- FOI is very active and the key role is currently vacant.

Resolution	Noted
Action #9	Investigate opportunities to promote collection through having academics talk about the collection item/s that is/are most significant to them

2.7. Digitisation report

- A wide range of collection material has been digitised.

Resolution	Noted
Action #10	Digitisation plan for 2022 – include student representative - ongoing from last meeting

2.8. Other Business: Exhibitions

The Library holds major exhibitions in the Menzies Library and displays in Chifley and Hancock Library and Archives. 2021 exhibitions have focused on the 75th anniversary of the university.

Investigation into exhibitions for 2022 has begun. Some of the possible exhibitions identified include;

- ANU Press 1000th title - proposed for Q2 2022
- Kapper collection - Shirley Kapper collection from Rare Books - 1250 volumes from a small town Australian bookshop 100 years ago
- Kohler collection - 500 Edwardian novels from rare books
- Xu Dishan Collection - 469 volumes now digitised including many rare editions
- Public health education from the HIV/AIDS archive - proposed Sept - Dec 2022
- Exhibitions to align with conferences:- suggestions welcome
- Marie Reay - in collaboration with Arch/Anth - to align with what would have been her 100th birthday on 1st July 2022.
- Booze - Tooth's records and photographs and brewing institutes, guilds, Lindeman's, Moses Moss and Company, trade unions - proposed 2023
- Activism - broader theme including trade unions, personal archives and university records - proposed 2023
- Australian Agricultural Company (200th anniversary) - proposed 2024
- Mutual aid: Friendly Societies and social cohesion - proposed 2024
- CSR - depending on depositor permissions
- Papua New Guinea: link with independence - proposed 2025

Resolution	.
Action #	

Part 3 Next meeting and action items

The next meeting to be scheduled for October 2021.

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

3.1 New and ongoing action items

Item minutes

Action ID	Description	Responsibility	Status	Notes
#1	Explore opportunities for engagement with CLT including training of educators and items in the CLT Newsletter	Roxanne Missingham & Heather Jenks & input from Kathryn Dan if required		
#2	Explore promotion of HEA program within SIS	Assoc Prof Carol Hayes		
#3	Approval for Law Library trial of 24x7 opening for semester 2 2021	Roxanne Missingham & Heather Jenks		
#4	Approved Library exploring extended hours for semester 2 2021: • Art & Music Library one night a week • Menzies Library either one evening and Saturday afternoon or two evenings a week depending of further feedback from surveys and CAP consultation	Heather Jenks		
#5	Investigate with F&S potential for improvements in lighting in the shelving are in the Menzies Library.	Heather Jenks		
#6	Explore the issue of access to material in languages other than English through discovery systems with colleagues in IARU libraries	Roxanne Missingham		
#7	Provide advice to LAC members for sharing with academic colleagues information on library support for events such as conferences and VIP visits including tours of the collection and exhibitions of collection material	Roxanne Missingham		
#8	Continue to advocate for a purpose built storage solution for library and archive collections and new	Roxanne Missingham and LAC members		

	library as a critical part of the Capital plan for the university			
#9	Investigate opportunities to promote collection through having academics talk about the collection item/s that is/are most significant to them	Roxanne Missingham		
#10	Digitisation plan for 2022 – include student representative	Roxanne Missingham		From previous meeting
#11	Next meeting – October/November	Margaret Prescott		

3.2 Completed action items

Action ID	Description	Responsibility	Status	Notes

1.3 Action Items from the meeting of 28 June 2021

Action required	☐ For information	☐ For discussion	☒ For decision
Sponsor	Prof Paul Pickering, Chair, Library Advisory Committee		
Purpose	Record of previous meeting		
Background	Meeting held 28 June 2021		
Recommendation	That the minutes be accepted.		

Action ID	Description	Responsibility	Status	Notes
#1	Explore opportunities for engagement with CLT including training of educators and items in the CLT Newsletter	Roxanne Missingham & Heather Jenks & input from Kathryn Dan if required	Ongoing	There have been two features in the CLT newsletter. A CLT staff member has also been a guest speaker at the Group of Eight Librarians focus group on spaces and learning.
#2	Explore promotion of HEA program within SIS	Assoc Prof Carol Hayes	Ongoing	Promoted through newsletter and senior staff meeting

#3	Approval for Law Library trial of 24x7 opening for semester 2 2021	Roxanne Missingham & Heather Jenks	Completed	Commenced Sem. 2 - 26 July 2021
#4	Approved Library exploring extended hours for semester 2 2021: • Art & Music Library one night a week • Menzies Library either one evening and Saturday afternoon or two evenings a week depending of further feedback from surveys and CAP consultation	Heather Jenks	Completed	A&M - open Tues evening Menzies - open Wed evening and Sat 1 - 7pm
#5	Investigate with F&S potential for improvements in lighting in the shelving are in the Menzies Library.	Heather Jenks	Ongoing	Has been raised with F&S
#6	Explore the issue of access to material in languages other than English through discovery systems with colleagues in IARU libraries	Roxanne Missingham	In 2022 plan	Library systems upgrade will provide an opportunity to improve access to non-English language material
#7	Provide advice to LAC members for sharing with academic colleagues information on library support for events such as conferences and VIP visits including tours of the collection and exhibitions of collection material	Roxanne Missingham	In progress	
#8	Continue to advocate for a purpose built storage solution for library and archive collections and new library as a critical part of the Capital plan for the university	Roxanne Missingham and LAC members	Ongoing	Prof Pickering and Roxanne met with Advancement and discussions continue
#9	Investigate opportunities to promote collection through having academics talk about the collection item/s that is/are most significant to them	Roxanne Missingham	Deferred to 2022	COVID-19 affected the availability of staff to commence this project

#10	Digitisation plan for 2022 – include student representative	Roxanne Missingham	Proposal in development	From previous meeting
#11	Next meeting – October/November	Margaret Prescott	Complete	

Part 2. Reports

2.1 COVID-19 response

Action required	☐ For information	☒ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To provide information to the committee on activities of the Division during COVID-19 in particular services to support the University community during the lockdown in the ACT		
Background			
Recommendation	That the report be noted and any issues discussed		
Attachments	PAPER		

Executive Summary of Issues

Three major initiatives occurred in 2021 during the change to ANU because of the pandemic. The most high valued and visible was the ANU Library Click & Collect which had first been developed in 2020 and was expanded and refined in 2021. The second initiative was the expansion of online research and research services (both library and archive) to meet the needs of academics and students wherever they were. The third was the transformation of the delivery of training and support services to develop academics skills and digital capabilities.

Click & Collect 2020

When COVID19 hit the world in 2020, with the ANU campus and buildings closed, our staff and students enquired how they could gain access to print information resources in order to continue with their studies and research. ANU Library staff worked together to create a new service called Click & Collect.

244 items were retrieved for Click and Collect during the March to June 2020 lockdown period.

Click & Collect 2021

Working within the COVID19 restrictions, this service enabled students to study and academics to teach and research through access to materials not available online. The team of Library staff delivered more than 1100 items to students and academics often in a special ANU Library.

Staff used new technology with requests coming through a system (LibWizard) implemented in August 2021 and the library catalogue.

What made this service unique was that it focused on the personal lives of the community – books were delivered to student residences and local suburbs, mailed to those interstate and around the world as well as made available for pick up by those who could come to the JB Chifley Library.

Click & Collect response

The service gave a very real compassionate connection to the ANU community. If material was needed that was not in the collection staff searched the digital highways and byways to find the items. The community recognised the extraordinary contribution this service made to their study, research and mental health:

I would like to thank you for your amazing and considerate service during this lockdown. I requested a book from the Library on Sunday, and a member of the library team just dropped it off at my place. I am amazed at how quick and easy it was to request a book that is so crucial to my research. This is a testament to your hard work. ANU Library team (especially Sam) has responded to all my emails during this lockdown, with kindness and compassion.

Dear lovely library staff I just wanted to say thank you for all your help and all the books you have retrieved for me during this challenging time. You helped keep me enrolled and I am grateful.

Click & Collect – next steps

Click & Collect has been a standard service that Staff and Postgraduate students have been able to use to provide access to collection material from the Menzies and Art & Music branches.
Recognising that many undergraduate students utilised this service during lockdown the library has decided to enable ongoing access to Click and Collect for all students and staff on an ongoing basis.
Extending the Click and Collect Service complements the Off-campus Service that supplies ANU Library material to eligible ANU staff and students living across Australia and overseas.

Online reference services

With students and academics unable to easily access the libraries physically during the closures in 2020 and 2021, the library developed a number of initiatives to support students in particular through online means to support their education needs.

In 2020, the library primarily used email and to a smaller extent phone to receive and answer enquiries from students. Library staff were rostered in all libraries to work with clients including extensive support services for PhD students. Initiatives such as Zoom at noon on Thursdays in the Law Library shared tips and training with more than 500 students. Video reference in the Hancock Library answer 2000 questions. The insights gleaned were used to update library guides and training within courses. An Infobot was introduced on the home page of the web site which provides answers automatically to all asking questions. While use was low it mean a ready reference set of information was easily available to users.

In 2021, the library investigated and acquired new software to provide a more consistent and higher quality for clients including an online chat facility, booking system and database recording enquiries and answers that could support library training and development of self service options such as LibGuides. The systems (Lib Chat, LibAnswers and LibCal) were introduced in July and October and use has been steadily increasing. . This enables the ANU Library to offer to the ANU community:

- Chat Service - Anyone, anywhere – direct 9am – 5pm AEST
- Ask A Librarian - Anyone, anywhere – mediated 24/7
- Book an online research consultation - Subject expertise, bookable by anyone, anywhere – based on staff members availability. Builds on the current service in making the booking process more seamless
- Frequently asked questions - Extending from the Ask InfoBot to develop a library of FAQs to enable seamless access to simple and complex answers to questions that are frequently asked.

A booking system was implemented to roster staff on the virtual and physical information desks. Academic skills and Digital capabilities will also shortly be moving to this system/

Transformation of training and academic support services

Working in an environment where training could only be delivered through online means provided both a challenge and opportunity for the Division.

In 2021 less Library sessions were run than 2020. 371 session offered Jan to September 2021, compared to 425 sessions for the same period 2020.

Key learnings were

- Need to review and refresh content to ensure suitability
- Opportunity to undertake new teaching practice
- Enables capacity to engage with students anywhere – be that international,, residences, in lockdown

- Seamless recording to develop asynchronous content

For Academics skills and digital literacy there was a slight comparable decrease in the number of consultations.

Key learnings were:

- online consultations and training were more complex with participants often in situations where they were also undertaking other activities such as email
- Opportunities to develop new practices
- all students, wherever they are and whatever their individual characteristics have equal access to the support, although for those with poor internet or shared computers the experience was less than optimal compared to on campus.

Transformation of training and academic support services

Working in an environment where training could only be delivered through online means provided both a challenge and opportunity for the Division.

New services

In addition the Division created a digital archive to record the ANU experience and research outputs relating to COVID-19 and made more than 3000 research works openly accessible in partnership with HathiTrust.

The Archive was launched in 2021. The digital archive reflects the leadership role, research contribution and local experience of the University during the COVID-19 pandemic. Through this initiative, we select and preserve statements and research outputs that have guided the university and the nation. This digital archive aims to capture the ANU community experience through records from staff, students and supporters.

In 2020 and 2021 approximately 3600 publications that had been digitized by major US universities that had been produced by ANU centres, departments and schools over the past 40 years were made openly available.

2.2 Client feedback including Insync report

Action required	☐ For information	☒ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To provide information on client feedback and issues identified for actions in 2022		
Background			
Recommendation	That the report be noted and any issues discussed		
Attachments	Paper below		

Executive summary

Insync Survey 2021

The ANU Library usually commissions two-yearly independent surveys to obtain structured feedback from ANU students to gain insights based on the views of users and assessment against benchmarks to improve its services and facilities. With the onset of the COVID19 pandemic in Australia 2020, Library Executive agreed to delay the survey until 2021.

The Library is committed to acting upon feedback. As a result of the previous Insync survey run in 2018 the Library extended 24/7 accessibility to the Hancock and Law Library's, improved remote access to the collections, improved and enhanced our training and support materials with new LibGuides and videos plus there was a significant investment in obtaining additional copies of material, particularly digital copies to support teaching.

Responses by our community to the survey were disappointing; however, this result needs to be tempered with the fact that we are in the grip of a pandemic. There has been low response rates noted by other Go8 universities and the a number of universities are now looking to design or develop a new tool to use to find out what our clients really want. Of note is that this is the first ANU Library Insync survey result to have a greater number of responders from the Academic/Research staff, 35.2%. The second largest group were the Undergraduates at 33.3%. Most respondents were from the College of Arts and the Humanities, disciplines affected significantly by the loss of collection material from the flood that destroyed the collection held on level 1 of the JB Chifley Library.

Once again our clients rated the services delivered by the Library staff as both important and performed well.

The survey noted four factors identified as problematic -

- Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs
- Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs
- The Library search facility enables me to find relevant library resources quickly
- The items I'm looking for on the library shelves are usually there

The Library is working on strategically planning its response to this latest feedback. Incorporating feedback from previous surveys the Library is implementing and updating the Integrated Library Management System (ILMS) addressing the search facility, particularly being able to locate online resources. 2020 and 2021 have been very different years with both on campus and off campus activities and the Library is aware that the physical materials need to be shelf checked.

The 2021 Insync report is available here

insync surveys research consulting

The Australian NationalUniversity Library Client

SurveyJuly 2021

Key Findings Report

Australian National University

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1. Introduction

Background

Insync ensures that libraries can measure performance against each other, which in turn enables libraries todevelop the highest possible standards of service for library users. Consistent with this principle, Insync was retained by the Australian National University Library to conduct a survey of its clients so that their views, ideas, and suggestions may be considered as part of its commitment to improvement. The results of the Library's survey are compared with other libraries' recent results in the Insync database.

Survey objectives

The primary objective of the survey is to provide the Library with a way to identify key client concerns, and acton them. More specifically, the survey aims to:

- identify, prioritise and manage the key issues affecting clients
- allow the Library's performance to be measured and monitored over time
- provide clients with the opportunity to communicate openly and honestly with the management teamof the Library
- compare results with other academic libraries so that performance can be measured in a bestpractice context

Survey process

The survey required all clients to provide some demographic information. It then displayed 27 statements considered essential to the success of the Library. Clients were asked to rate each statement twice – first toindicate the importance of each of the statements to them, and second to indicate their impressions of the Library's performance on each statement.

Clients of the Library were given the opportunity to participate in the survey in July 2021 by completing thequestionnaire anonymously. This confidentiality helps ensure that the true concerns of the clients are identified. The survey could only be completed online.

Scaling

The adoption of a seven-point scale provides very valid discrimination of stakeholder attitudes across the questions that are asked in the survey instrument. We have also found through our research that a seven- point scale is sufficiently interval in nature to apply standard statistical tests of the means that are producedfrom such scales. Accordingly, the results we produce involve analysis of the mean responses to each of thequestions asked, across all demographic categories.

Note that the middle option (4) in the seven point scale allows for respondents to “neither agree nor disagree”.

Response statistics

The following tables detail the number of usable survey forms received from users of the Library. Where users do not indicate their demographic information, forms are classified as *'unspecified'*. This year the survey generated 378 responses. This number provides a satisfactory degree of confidence in the results obtained at the overall level. This year, the number of responses received was higher than the 2018 survey,in which 275 responses were generated.

Australian National University Library Client Survey, July 2021 Response statistics		
Total	378	
Which Campus Library do you use most?	n	%
Art & Music Library	30	7.9%
JB Chifley Library	208	55.0%
Law Library	17	4.5%
RG Menzies Library	65	17.2%
WK Hancock Library	52	13.8%
Noel Butlin Archives Centre/ANU Archives	1	0.3%
Unspecified	5	1.3%
What is your major area of study, research or teaching?		
Arts & Social Sciences	205	54.2%
Asia & the Pacific	60	15.9%
Business and Economics	17	4.5%
Engineering and Computer Sciences	13	3.4%
Law	29	7.7%
Medicine, Biology & Environment	27	7.1%
Physical & Mathematical Sciences	12	3.2%
Administrative Area	1	0.3%
Other	11	2.9%
Unspecified	3	0.8%
Which category describes you?		
International Student	42	11.1%
Domestic Student	193	51.1%
Unspecified	143	37.8%

Australian National University
Library Client Survey, July 2021
Response statistics

Total	378	
Assistance/training provided by the library, online or in person, contributes to success in my study/research	n	%
Always	67	17.7%
Usually	91	24.1%
Sometimes	53	14.0%
Rarely	30	7.9%
Never	5	1.3%
N/A	78	20.6%
Unspecified	54	14.3%
What single category best describes you?		
Undergraduate	126	33.3%
Postgraduate - Coursework	33	8.7%
Postgraduate - Research	65	17.2%
Academic/Research Staff	133	35.2%
General Staff	10	2.6%
From another University	1	0.3%
CIT	0	0.0%
Other	7	1.9%
Unspecified	3	0.8%
How often do you come into the library?		
Daily	31	8.2%
2–4 days a week	105	27.8%
Fortnightly	72	19.0%
Monthly	47	12.4%
Rarely (i.e. a few times a year)	64	16.9%
Never	9	2.4%
Unspecified	50	13.2%
How often do you access the Library online?		
Daily	117	31.0%
2–4 days a week	127	33.6%
Fortnightly	46	12.2%
Monthly	17	4.5%
Rarely (i.e. a few times a year)	17	4.5%
Never	4	1.1%
Unspecified	50	13.2%

Rating importance but not performance

Respondents who had not used a service, and were therefore not able to rate its performance, were nevertheless able to rate importance. These importance rankings are tabled below.

Variable	Total			378
	Importance			
	Mean	Rank	#	%
I can get help from library staff when I need it	6.00	1	16	4.23%
When I am away from campus I can access the Library resources and services I need	5.83	2	12	3.17%
The items I'm looking for on the library shelves are usually there	5.72	3	18	4.76%
Opening hours meet my needs	5.50	4	12	3.17%
Course specific resources (online and in the reserve collection) meet my learning needs	5.44	5	27	7.14%
Library staff provide accurate answers to my enquiries	5.42	6	26	6.88%
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.40	7	5	1.32%
I can find a quiet place in the Library to study when I need to	5.40	7	15	3.97%
Books and articles I have requested from other libraries and campuses are delivered promptly	5.35	9	37	9.79%
Face-to-face enquiry services meet my needs	5.23	10	30	7.94%
Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.14	11	44	11.64%
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	5.04	12	23	6.08%
Access to Library information resources has helped me to be successful at university	5.00	13	9	2.38%
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	4.86	14	22	5.82%
The Library search facility enables me find relevant library resources quickly	4.80	15	5	1.32%
I can find a place in the Library to work in a group when I need to	4.70	16	23	6.08%
The Library web site provides useful information	4.67	17	6	1.59%
Access to primary resources in the Noel Butlin Archives Centre/ANU Archives has helped me to be successful at university	4.50	18	42	11.11%
Library signage is clear	4.40	19	5	1.32%
Laptop facilities (e.g. desks, power) in the Library meet my needs	4.40	19	25	6.61%
The Library anticipates my learning and research needs	4.37	21	30	7.94%
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.22	22	18	4.76%
I can get wireless access in the Library when I need to	4.08	23	13	3.44%
Printing, scanning and photocopying facilities in the Library meet my needs	3.96	24	23	6.08%
I am informed about Library services	3.86	25	7	1.85%
A computer is available when I need one	3.82	26	33	8.73%
Library workshops, classes and tutorials help me with my learning and research needs	3.58	27	50	13.23%

2. Executive summary

This year, the Library recorded an overall score of 76.9%, a whole 1% higher than the previous survey. Thisscore places the Library in the bottom 25% of participants in the benchmark context.

The themes in the top 10 importance list include online resources being useful and meeting clients' learning and research needs, off-campus access to resources and services, the Library search facility enabling users to find relevant resources quickly, Library staff providing accurate answers to enquiriesand help when needed, information resources meeting clients' learning and research needs, items being sought on the shelves are usually there, access to information resources enabling clients' to be successful at university, access to wireless, and the Library providing a quiet place to study.

Three factors in the top 10 performance list relate to library staff – more specifically, their provision of accurate answers to enquiries, availability to help when needed, and the face-to-face enquiry services meeting clients' needs. The remaining factors relate to access to wireless, off campus access to libraryresources and services, the availability of Library information resources enabling students to be successful at university, promptness of delivery of items requested from other libraries and campuses,adequacy of self-service facilities, online resources being useful and meeting clients' learning and research needs, and opening hours meeting the needs of clients.

The top 10 performance list contains six factors from the top 10 importance list:

- *Library staff provide accurate answers to my enquiries*
- *I can get wireless access in the Library when I need to*
- *When I am away from campus I can access the Library resources and services I need*
- *Access to Library information resources has helped me to be successful at university*
- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me withmy learning and research needs*
- *I can get help from library staff when I need it*

This is a positive result for the Library. Not only are these services among the most important to clientsof the Library, they are also being performed well.

This year, the Library performed highest on the category of *service delivery*, with a score of 78.5%. Thelowest score was identified for *communication* at 74.4%.

The following scorecard presents the numerical scores of the Library in each category and in thebenchmark context:

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
July 2021	74.4%	78.5%	75.9%	77.8%	76.9%
August 2018	74.1%	79.9%	67.8%	79.7%	75.9%
Highest	84.2%	86.2%	87.2%	85.8%	85.8%
Median	78.9%	82.2%	79.5%	82.4%	81.1%
Lowest	73.2%	78.5%	67.8%	78.8%	75.9%

Note: Benchmark data relates to latest survey

At the time the survey was administered, 19 other university libraries had completed recent benchmark surveys (see list of benchmark participants at the end of this report). It is this group thatmakes up the comparison group.

All four categories are performing under the benchmark median. *Facilities and equipment* recorded a significant improvement of 8.1% since the previous survey. *Communication* also recorded some improvement, while *service delivery* and *information resources* both went backwards compared to 2018.

A review of the survey results has identified the following four factors that have recorded gap scores in theproblematic range (above 1.0 gap):

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning andresearch needs*
- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me withmy learning and research needs*
- *The Library search facility enables me to find relevant library resources quickly*
- *The items I'm looking for on the library shelves are usually there*

The first listed factor has registered as problematic for the first time in 2021. The remaining three have allrecorded greater gap scores than they did in 2018.

In conclusion, this year the Library achieved improved internal results, particularly in the *facilities andequipment* area. There is plenty of scope for improvement in the benchmark context.

3. Detailed results interpretation

What clients believe is important for the Library

The 10 highest ranked importance factors for Library clients are listed in descending priority order in thetable below. The previous survey results are also reported to enable a comparison.

July 2021 Top 10 importance	Mean (1 = low, 7 = high)	August 2018 Top 10 importance	Mean (1 = low, 7 = high)
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.71	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	6.54
When I am away from campus I can access the Library resources and services I need	6.57	I can get wireless access in the Library when I need to	6.53
The Library search facility enables me find relevant library resources quickly	6.48	When I am away from campus I can access the Library resources and services I need	6.44
Library staff provide accurate answers to my enquiries	6.47	Opening hours meet my needs	6.39
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs	6.41	The Library search facility enables me find relevant library resources quickly	6.39
The items I'm looking for on the library shelves are usually there	6.41	I can find a quiet place in the Library to study when I need to	6.32
Access to Library information resources has helped me to be successful at university	6.37	Printing, scanning and photocopying facilities in the Library meet my needs	6.32
I can get wireless access in the Library when I need to	6.33	Access to Library information resources has helped me to be successful at university	6.27
I can get help from library staff when I need it	6.31	I can get help from library staff when I need it	6.23
I can find a quiet place in the Library to study when I need to	6.22	Course specific resources (online and in the reserve collection) meet my learning needs	6.23

Common to 2021 and 2018

Of the 27 statements in the survey, 15 were identified with importance means of 6.00 or higher. These statements are all of relatively high importance to clients.

The themes in the top 10 importance list include online resources being useful and meeting clients' learning and research needs, off-campus access to resources and services, the Library search facility enabling users to find relevant resources quickly, Library staff providing accurate answers to enquiriesand help when needed, information resources meeting clients' learning and research needs, items being sought on the shelves are usually there, access to information resources enabling clients' to be successful at university, access to wireless, and the Library providing a quiet place to study.

How clients believe the Library is performing

The table below reports, in descending order, the 10 factors ranked highest in performance by clients in2021 as compared with those ranked highest in 2018.

July 2021 Top 10 performance	Mean (1 = low, 7 = high)	August 2018 Top 10 performance	Mean (1 = low, 7 = high)
Library staff provide accurate answers to my enquiries*4	6.12	Library staff provide accurate answers to my enquiries	5.96
I can get wireless access in the Library when I need to*8	6.10	Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.90
When I am away from campus I can access the Library resources and services I need*2	5.89	I can get help from library staff when I need it	5.89
Access to Library information resources has helped me to be successful at university*7	5.83	Face-to-face enquiry services meet my needs	5.88
Books and articles I have requested from other libraries and campuses are delivered promptly	5.78	When I am away from campus I can access the Library resources and services I need	5.79
Self Service (e.g. self-check loans, requests, renewals, holds) meets my needs	5.77	I can get wireless access in the Library when I need to	5.75
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs*1	5.60	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	5.72
Face-to-face enquiry services meet my needs	5.59	Access to Library information resources has helped me to be successful at university	5.67
I can get help from library staff when I need it*9	5.54	The Library search facility enables me find relevant library resources quickly	5.67
Opening hours meet my needs	5.52	Online enquiry services (e.g. Email, Library Chat, Ask a Librarian) meet my needs	5.61

(Factors marked * were also identified in the top ten importance list)Common to 2021 and 2018

The survey identified 23 out of 27 variables with scores greater than 5.00. All of these variables are considered strong performers, with 5.00 representing a relatively strong rating on a seven-point scale.

Three factors in the top 10 performance list relate to library staff – more specifically, their provision of accurate answers to enquiries, availability to help when needed, and the face-to-face enquiry services meeting clients' needs. The remaining factors relate to access to wireless, off campus access to libraryresources and services, the availability of Library information resources enabling students to be successful at university, promptness of delivery of items requested from other libraries and campuses,adequacy of self-service facilities, online resources being useful and meeting clients' learning and research needs, and opening hours meeting the needs of clients.

The top 10 performance list contains six factors from the top 10 importance list:

- *Library staff provide accurate answers to my enquiries*
- *I can get wireless access in the Library when I need to*
- *When I am away from campus I can access the Library resources and services I need*
- *Access to Library information resources has helped me to be successful at university*
- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me withmy learning and research needs*
- *I can get help from library staff when I need it*

This is a positive result for the Library. Not only are these services among the most important to clients ofthe Library, they are also being performed well.

At the other end of the scale are the lowest performing factors. This table shows the ten factors given thelowest rankings by the Library clients in 2021 as compared with those ranked lowest in 2018.

July 2021 Lowest 10 performance	Mean (1 = low, 7 = high)	August 2018 Lowest 10 performance	Mean (1 = low, 7 = high)
I can find a place in the Library to work in a group when I need to	4.66	I can find a place in the Library to work in a group when I need to	4.12
The Library anticipates my learning and research needs	4.76	A computer is available when I need one	4.27
I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	4.80	Laptop facilities (e.g. desks, power) in the Library meet my needs	4.73
I am informed about Library services	4.91	I can find a quiet place in the Library to study when I need to	4.79
Printing, scanning and photocopying facilities in the Library meet my needs	5.05	Printing, scanning and photocopying facilities in the Library meet my needs	4.82
Library workshops, classes and tutorials help me with my learning and research needs	5.10	I am informed about Library services	4.93
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*5	5.23	I find it easy to use mobile devices (e.g. tablets and phones) to access online resources	5.14
Laptop facilities (e.g. desks, power) in the Library meet my needs	5.31	Library workshops, classes and tutorials help me with my learning and research needs	5.19
The items I'm looking for on the library shelves are usually there*6	5.32	The Library anticipates my learning and research needs	5.22
The Library web site provides useful information	5.33	Opening hours meet my needs	5.30

(Factors marked * were also identified in the top ten importance list)Common to 2021 and 2018

Where clients believe the Library can improve

In identifying factors for improvement, Insync analyses the perceived difference – or 'gap' – between the importance and performance scores for each variable. Based on our experience, gaps between 1.0 and 1.99are considered meaningful and should be investigated further. Gaps of or above 2.0 are serious and should be prioritised and acted upon. This table reports the 10 variables with the highest gaps for 2021 and 2018.

July 2021 Top 10 gaps	Mean (1 = low, 7 = high)	August 2018 Top 10 gaps	Mean (1 = low, 7 = high)
Information resources located in the Library (e.g. books, journals, DVDs) meet my learning and research needs*5	1.19	I can find a place in the Library to work in a group when I need to	1.94
Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs*1	1.11	A computer is available when I need one	1.66
The Library search facility enables me find relevant library resources quickly*3	1.11	I can find a quiet place in the Library to study when I need to	1.54
The items I'm looking for on the library shelves are usually there*6	1.10	Printing, scanning and photocopying facilities in the Library meet my needs	1.50
I can find a quiet place in the Library to study when I need to*10	0.85	Laptop facilities (e.g. desks, power) in the Library meet my needs	1.47
The Library web site provides useful information	0.81	Opening hours meet my needs	1.09
Course specific resources (online and in the reserve collection) meet my learning needs	0.79	Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs	0.82
I can get help from library staff when I need it*9	0.77	The items I'm looking for on the library shelves are usually there	0.81
I can find a place in the Library to work in a group when I need to	0.75	I can get wireless access in the Library when I need to	0.78
Printing, scanning and photocopying facilities in the Library meet my needs	0.73	The Library search facility enables me find relevant library resources quickly	0.72

(Factors marked * were also identified in the top ten importance list)Common to 2021 and 2018

Of all the 27 variables, four recorded a gap score in the problematic range. The top 10 gap list contains sixfactors from the top 10 importance list:

- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning andresearch needs*
- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me withmy learning and research needs*
- *The Library search facility enables me to find relevant library resources quickly*
- *The items I'm looking for on the library shelves are usually there*
- *I can find a quiet place in the Library to study when I need to*
- *I can get help from library staff when I need it*

The gap grid analysis

Analysis of the gap scores enable the Library to prioritise strategies for improvement in terms of those factorsconsidered most pressing by clients. This information is reported in the gap grid *(see detailed data report)*.
The gap grid is a two dimensional visual tool that allows you to see the position of each factor in relation toboth its importance and its performance.

For each survey variable it shows the weighted performance score (horizontal axis), the weighted importance score (vertical axis) and the gap score (colour coded). In addition, the median of overall performance and overall importance is highlighted on each of the axis. The two medians can be used to divide the gap grid intofour quadrants, as displayed in the figure below.

Prioritising potential improvement opportunities

A review of the survey results has identified the following four factors that have recorded gap scores in theproblematic range (above 1.0 gap):

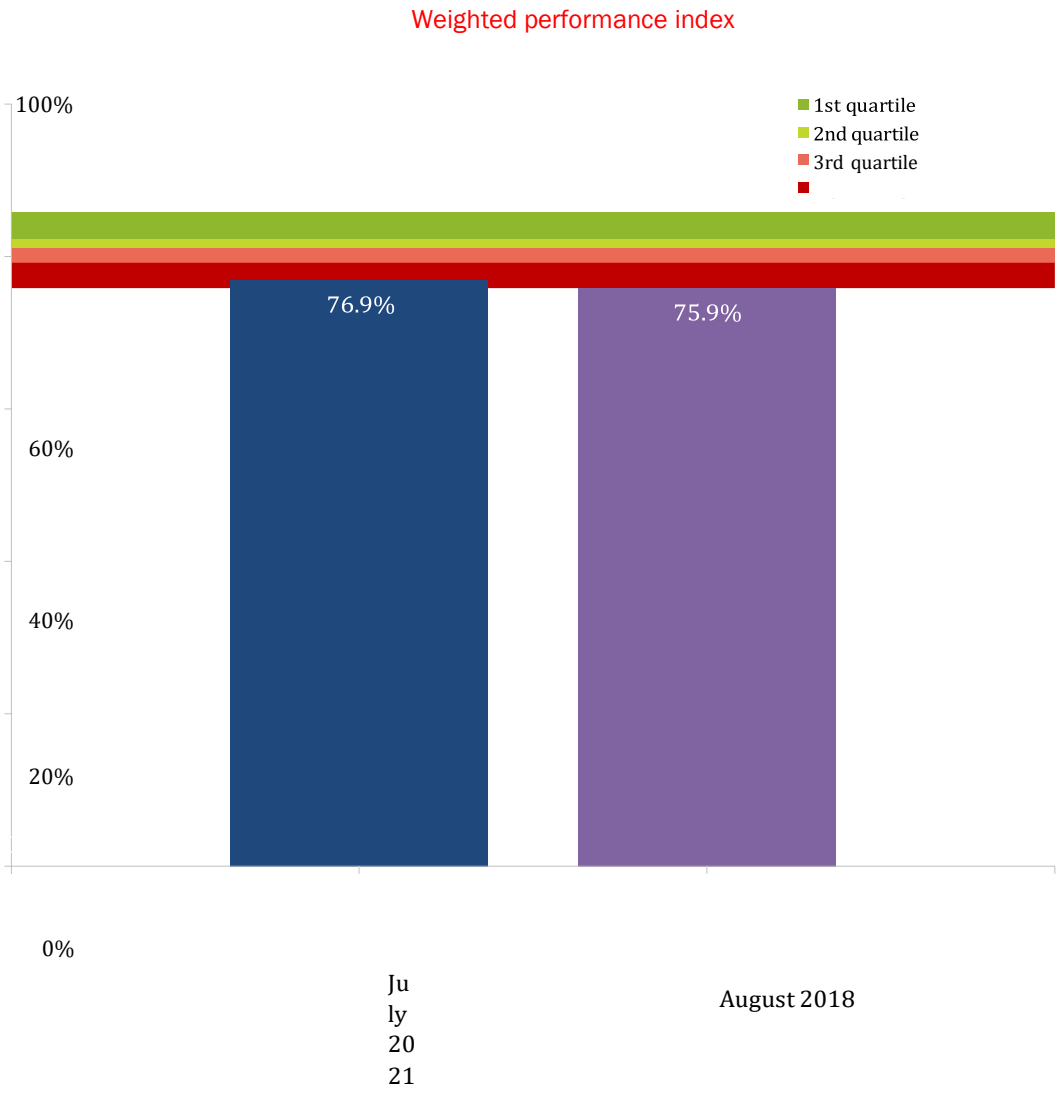
- *Information resources located in the Library (e.g. books, journals, DVDs) meet my learning andresearch needs*
- *Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me withmy learning and research needs*
- *The Library search facility enables me to find relevant library resources quickly*
- *The items I'm looking for on the library shelves are usually there*

The first listed factor has registered as problematic for the first time in 2021. The remaining three have allrecorded greater gap scores than they did in 2018.

Comparison with other libraries

Weighted performance index

The Library recorded an overall score of 76.9%, a whole 1% higher than the previous survey. This scoreplaces the Library in the bottom 25% of participants in the benchmark context.



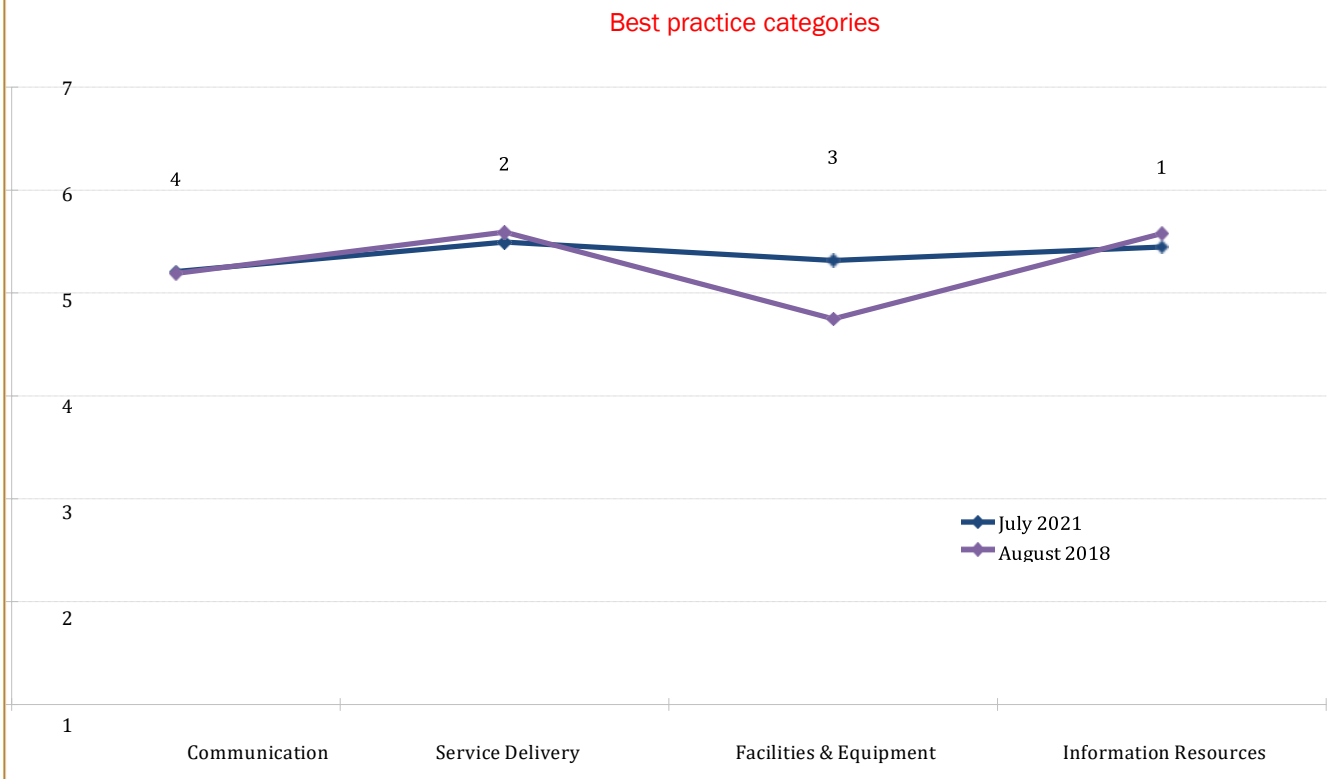
Note: Benchmark data relates to latest survey

Best practice categories

The following graph shows the performance scores of the Library, within the range of other library scores, across the four best practice categories. At the time the survey was administered, 19 other university libraries had completed benchmark surveys. It is this group that makes up the comparisongroup.

All four categories are performing under the benchmark median. *Facilities and equipment* recorded asignificant improvement of 8.1% since the previous survey. *Communication* also recorded some improvement, while *service delivery* and *information resources* both went backwards compared to 2018.

A more specific view of results on each variable within the categories can be found in the detailed datareport.



Scorecard

The following scorecard presents similar information to the previous graph however the emphasis hereis on the numerical scores of the Library in each category.

The Library performed highest on the category of *service delivery*, with a score of 78.5%. The lowestscore was identified for *communication* at 74.4%.

The information in the table also enables a comparison of the Library results with the current highest, lowestand median performers in the Insync database.

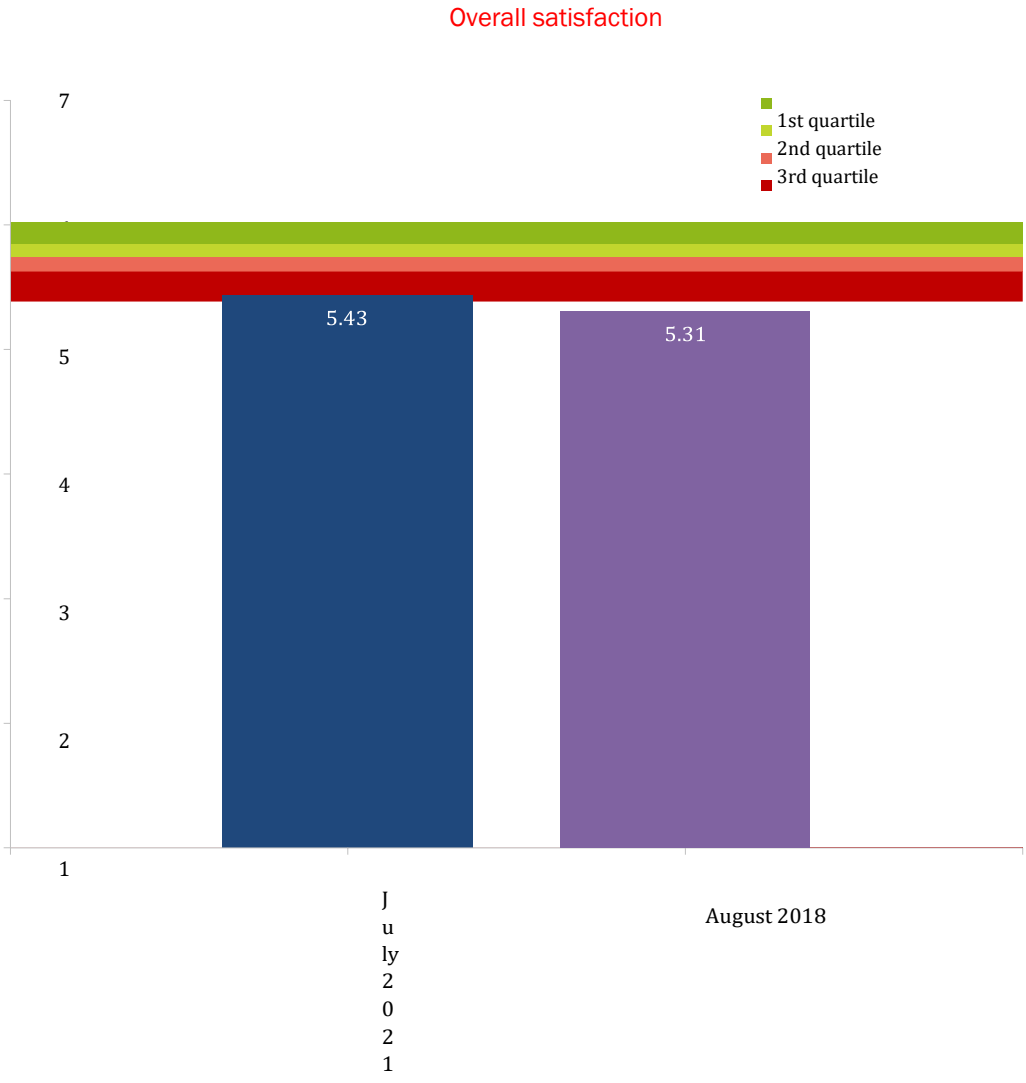
Scorecard

	Communication	Service delivery	Facilities & equipment	Information resources	Weighted total
Weighting	18%	28%	24%	30%	100%
July 2021	74.4%	78.5%	75.9%	77.8%	76.9%
August 2018	74.1%	79.9%	67.8%	79.7%	75.9%
Highest	84.2%	86.2%	87.2%	85.8%	85.8%
Median	78.9%	82.2%	79.5%	82.4%	81.1%
Lowest	73.2%	78.5%	67.8%	78.8%	75.9%

Note: Benchmark data relates to latest survey

Overall satisfaction

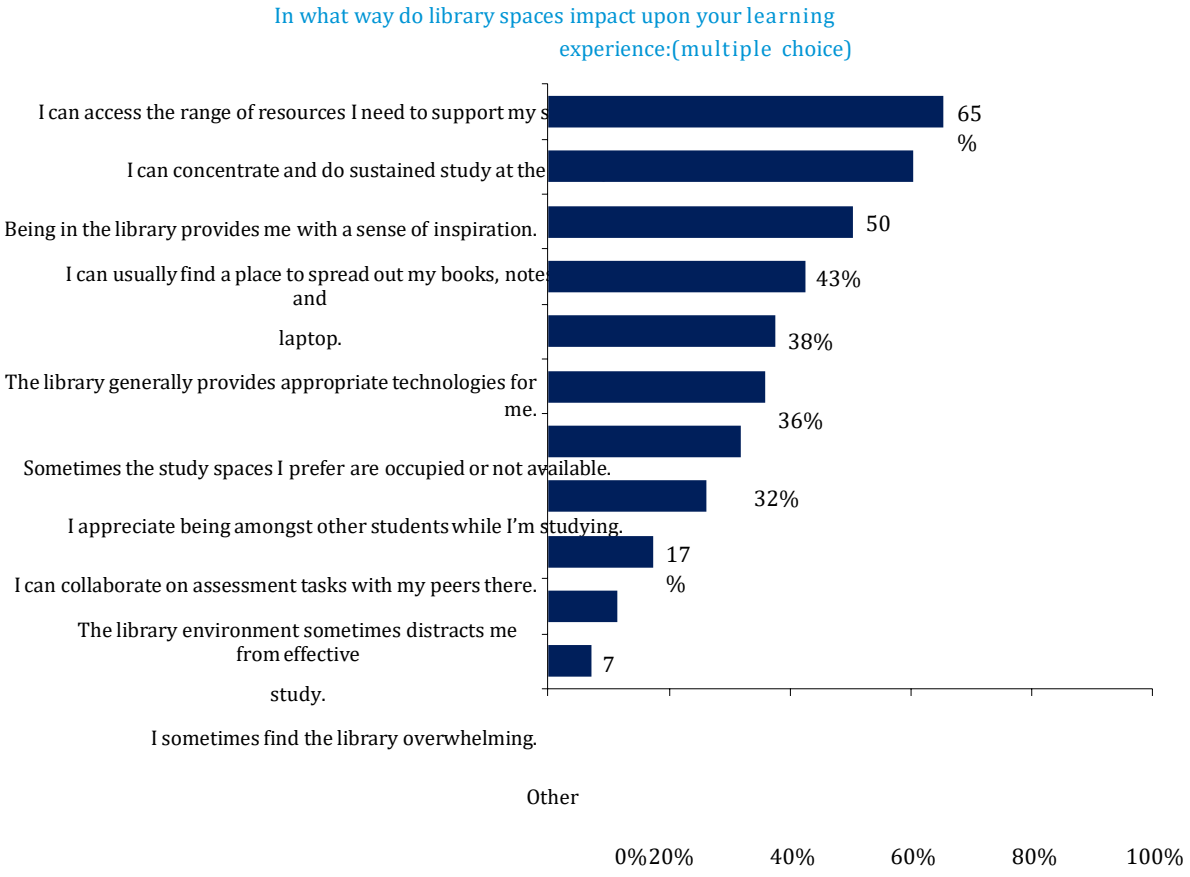
Respondents were asked to provide a general assessment of their overall satisfaction with the Library. In thiscase, the overall average score of 5.43, while an improvement since the previous survey, places the Library at the bottom of benchmark participants.



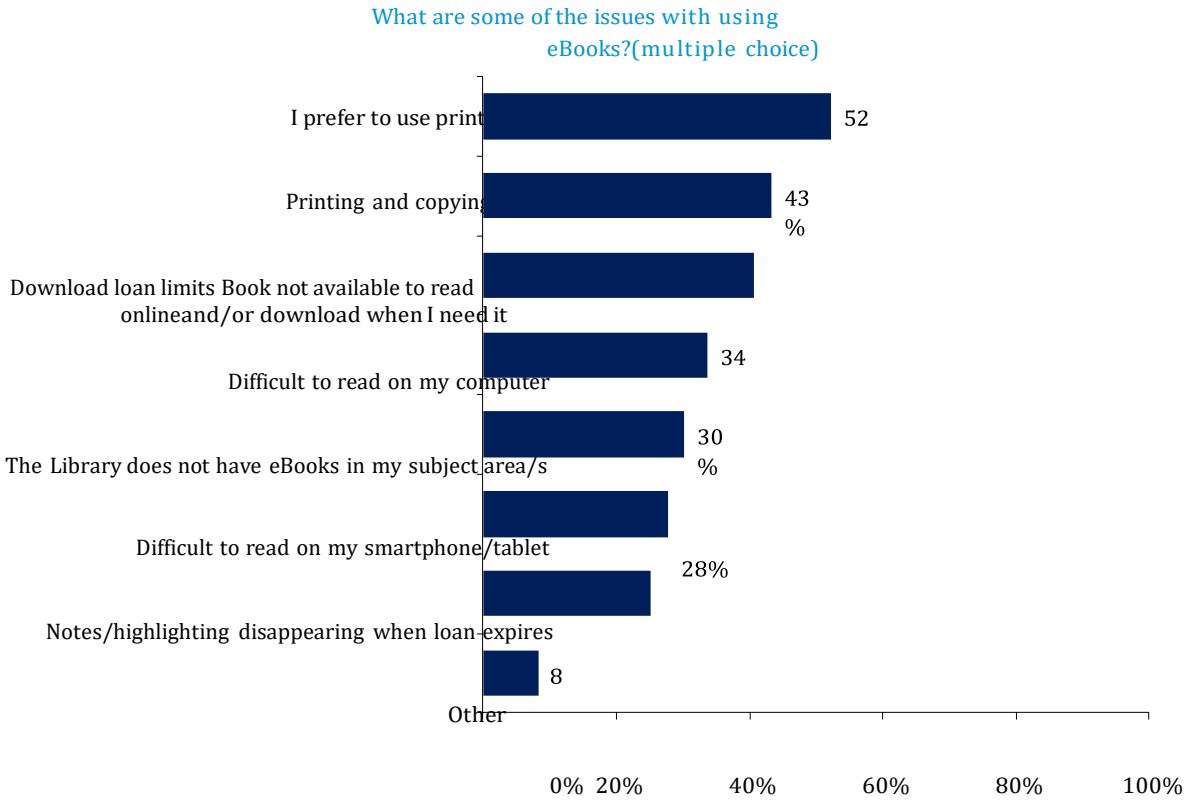
Note: Benchmark data relates to latest survey

Looking for information

Following are responses to statements about user research activity and experience.



Total responses: 298 respondents



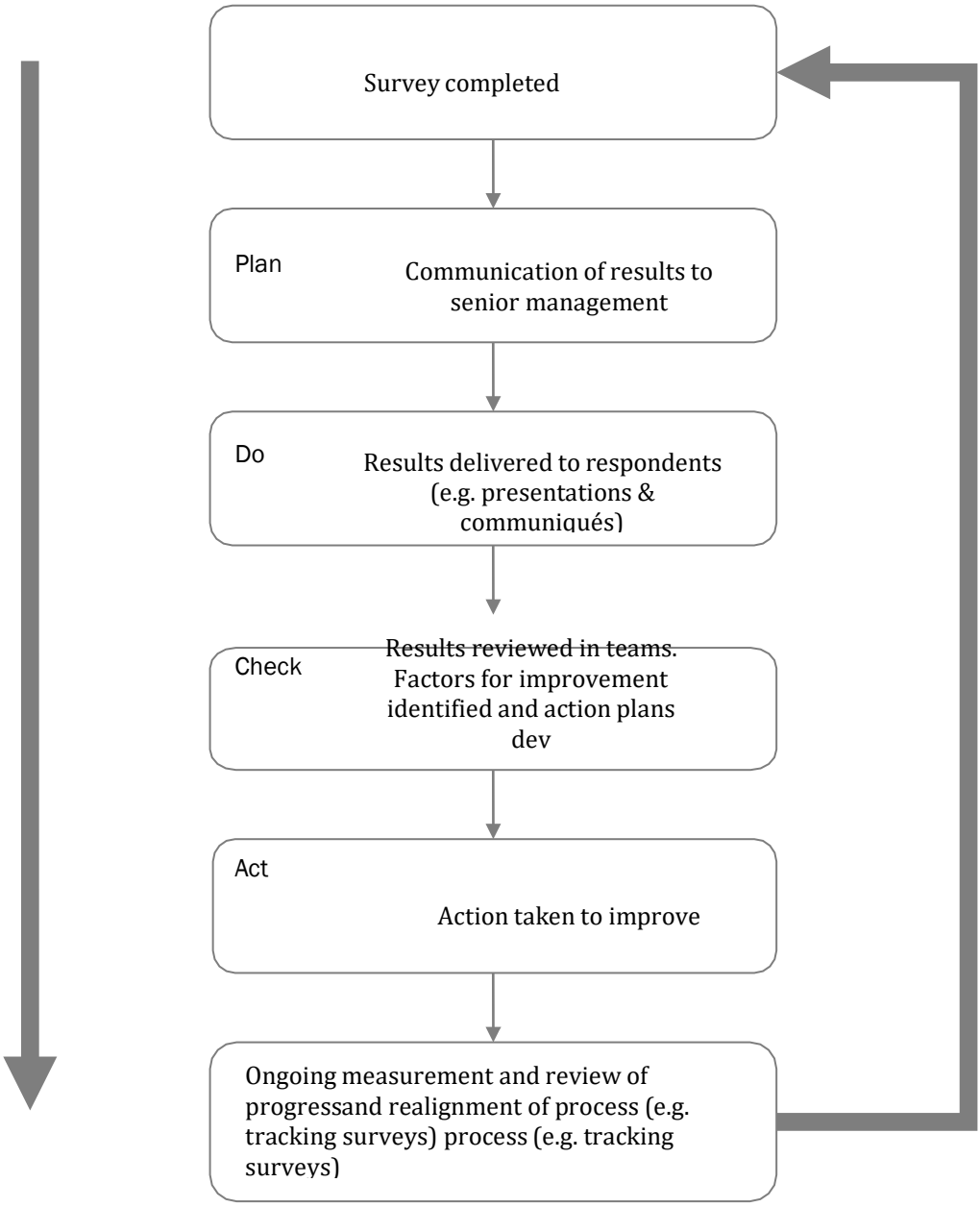
Total responses: 291 respondents

List of benchmark participants (= 20)

Australian Catholic UniversityCharles Darwin University
Charles Sturt University Federation University Flinders University
James Cook UniversityLa Trobe University
Massey University
Murdoch University
Queensland University of TechnologyThe Australian National University The University of Melbourne
The University of New South Wales The University of Western AustraliaUniversity of Newcastle
University of Southern Queensland University of Tasmania
University of Technology, SydneyVictoria University
Western Sydney University

4. Next steps

Planning for the way forward is not limited to the recommendations in this report. A number of other areas may also require consideration. For instance, there may be areas that clients have identified as low in importance but are high priority for the Library. These should be reviewed. It is also important to consider issues unique to different demographic groups and look beyond the overall results. When prioritising issues for action, it is recommended that a combination of the quantitative analyses and comments, with the optionof future focus groups, be used to gain a more in-depth understanding of student concerns.



2.3 Library collection

Action required	☐ For information	☒ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To report on collection development activities in 2021 including read and publish licences and significant new acquisitions.		
Background			
Recommendation	That the Committee note the: • extensive collections purchased in 2021; • move to read and publish licences.		

Background

2020 and 2021 have seen extensive collection building due to the strong budget allocated by the university (approximately $12 million per annum for library collection purchasing), flood replacement purchasing which has enabled purchasing of new collections beyond replacement material, significant donations and additional budget (approximately $115k) for online resources In 2020 to support the move to online teaching during the pandemic.

While the focus has been on building digital collections, there has been a significant increase in print materials from countries which do not have a well-developed program of online publishing and from donations.

The National Library of Australia in 2019 announced significant reductions to acquisition of Asian materials. ANU Library has purchased additional Japanese journals, Japanese newspapers and other Asian journals to meet academic needs. We hope to conduct some research Into Asian collections in Australia to understand issues facing the academic community

New acquisitions

In 2020 major acquisitions funded by the additional budget available to support the move to online teaching focused on text books and other resources for teaching.

In 2021 significant acquisitions have been made in focusing on the university's priorities, teaching and research. Titles acquired include:

- 19 collections from the British Online Archives: These collections provide access to unique collections of primary source documents to support research in the humanities and social sciences.
- Australian Indigenous e-books: an extensive collection of Australian Indigenous e-books across Arts, Education, Health, Science, Medicine, History, Social Science, Language/Linguistics, Law & Religion in addition to Adult and Juvenile Fiction.
- JSTOR Sustainability: A collection of journals, e-books, and more than 5,400 open access research reports in the field of sustainability. The subjects of resilience and sustainability are explored broadly, covering research on environmental stresses and their impact on society.
- JSTOR Security Studies: Journals, e-books, and approximately 20,000 open access research reports in the field of security studies. This content looks at security studies through a broad

lens, encompassing research on international security and peace and conflict studies from all corners of the globe.

Formed collections are particularly important to the Library. These are collections from Individuals who have had a specific focus on a topic and collected extensively, often material either with notes from a specialist academic or works rarely held. In 2020-21 two formed collections were acquired. The first was Colin Steele's political collection. The biographies are part of a donation of 220 books on major American and British political figures, all containing signatures and/or signed photographs. The second collection is the library of Prof Des Ball, academic and expert on defence and security. The collection of approximately 4,700 works represents the working lirbary of a highly Influential scholar and contains a wide range of monographs. There are notes in some of the volumes that provide insight into the issues of the days and Prof Ball's ideas. Both were donated under the Cultural Gifts program.

Many universities around the world have had a steady state or decreased collection budget. Publishers have responded to the advocacy of libraries and their associations, in Australia the Council of Australian University Librarians, by for the most part restricting increases to 1 per cent or below per annum. As the ANU library collection budget has not increased significantly, this has been a very important achievement. A few publishers have not taken a reasonable approach to pricing. For example BMJ has increased the price of the BMJ collection of more than 416% over 4 years. The Library has investigated options. Noting that all titles, excluding the current year area also part of other subscriptions will not subscribe to the collection but will subscribe to all titles that have on a 4 year publishing average more than 0.75 publications by ANU authors and a 3.5 year download average of frontfile of 15 articles per year. The following titles will be subscribed to: Practical Neurology, Tobacco Control, Archives of Disease in Childhood, British Journal of Sports Medicine, Journal of Epidemiology & Community Health, Journal of Neurology, Neurosurgery & Psychiatry, Journal of Medical Ethics. It contains all the titles that had an average of 25 or more downloads. The ANU community will have access to the titles in the collection which we do not subscribe to through document supply. The Dean, Head of School and academic community have been consulted throughout with the Dean making representations to BMJ.

Open access: Read & publish licences

Read and Publish (RAP) agreements are 'transformative' agreements that combine the cost of reading (academics having access through subscriptions paid for by the library) and publishing (Article Processing Charges/APCs). The end goal of Read and Publish agreements is a fully open access publishing environment.

ANU Library has generally subscribed to 'read' agreements, that is, subscriptions which offer the community access. A very small number of subscriptions have been for journals, such as the HAU journal and some journals in the Taylor and Francis and Wiley packages which are made openly available. The Council of Australian University Librarians (CAUL) has negotiated a move from a number of existing Library subscription agreements to Read and Publish agreements, in order to facilitate the transition to an open access landscape (see the CAUL position on the end goal of Open Access to journal articles).

Principles for Library participation in Read and Publish agreements

The Library has chosen to participate in Read and Publish (RAP) agreements where there are benefits for the University, and where additional financial commitments are minimised. To this end, the following principles are followed when determining whether to participate:

- Alignment with the University's research needs;

- Enhancement of the University's research impact and engagement;
- Alignment with the University's strategic plan;
- Agreements must support the needs of and have support from academics;
- Agreements must be cost-neutral compared to existing subscription agreements.

For each Read and Publish offer, existing trends in ANU publishing outputs are analysed to determine whether a RAP would be beneficial to the ANU community. Cost impacts over time are also considered, including a comparison of expenditure between subscription and RAP costs, and consideration of any projected price increases over time.

In 2020 and 2021 ANU Library signed up for a small number of read and publish licences. The majority of licences negotiated by CAUL commence in 2022.

2022 Read and Publish participation

The ANU Library will be participating in the following Read and Publish agreements for the 2022 calendar year, which meet either all or most of our identified principles:

- **Wiley:** Wiley publishes in the life, health, physical, and social sciences and the humanities. The RAP agreement is a capped agreement covering 101% of the projected 2021 publishing output in hybrid journals (1,378 titles). Fully open access journals are excluded, and there is no publishing allocation per institution, only across participating CAUL institutions. Read access across Wiley journals continues from our subscription.
- **Springer:** Springer publishes in the science, humanities, technical and medical fields. This RAP includes capped publishing in hybrid Springer, Palgrave, ADIS, and Academic Journals on Nature.com journals (approximately 2,000 titles). Fully OA journals and Nature journals are excluded. Publishing in hybrid journals is capped at 88% of the anticipated 2022 publishing output across CAUL members; there is no allocation per institution. Read access is based on our existing 2021 subscription access (Springer journals, and select Palgrave and Academic journals on Nature.com).
- **Microbiology Society**: The Microbiology Society is a membership charity for scientists interested in microbes, their effects and their practical uses. The RAP agreement includes unlimited OA publishing in all 6 Microbiology journals, as well as unlimited read access to all paywalled content in all Microbiology Society journals, including access to the entire archive back to 1947.
- **Future Science**: A publisher of scientific and medical research. The RAP agreement allows for uncapped open access publishing into Future Science Group's 19 hybrid journals (fully gold OA journals are excluded). Read access for the 19 journals extends back to 1 January 2018.
- **Portland Press Biochemical Society**: A portfolio of seven journals in the field of molecular biosciences. This agreement includes uncapped open access publishing and read access for all seven titles, both hybrid and fully open.
- **Brill**: Brill is one of the world's largest open access publishers in the humanities and social sciences. This agreement is for uncapped open access publishing in all 331 Brill journals (hybrid and fully open). Read access is included for all journal titles from 2000 to 2022.

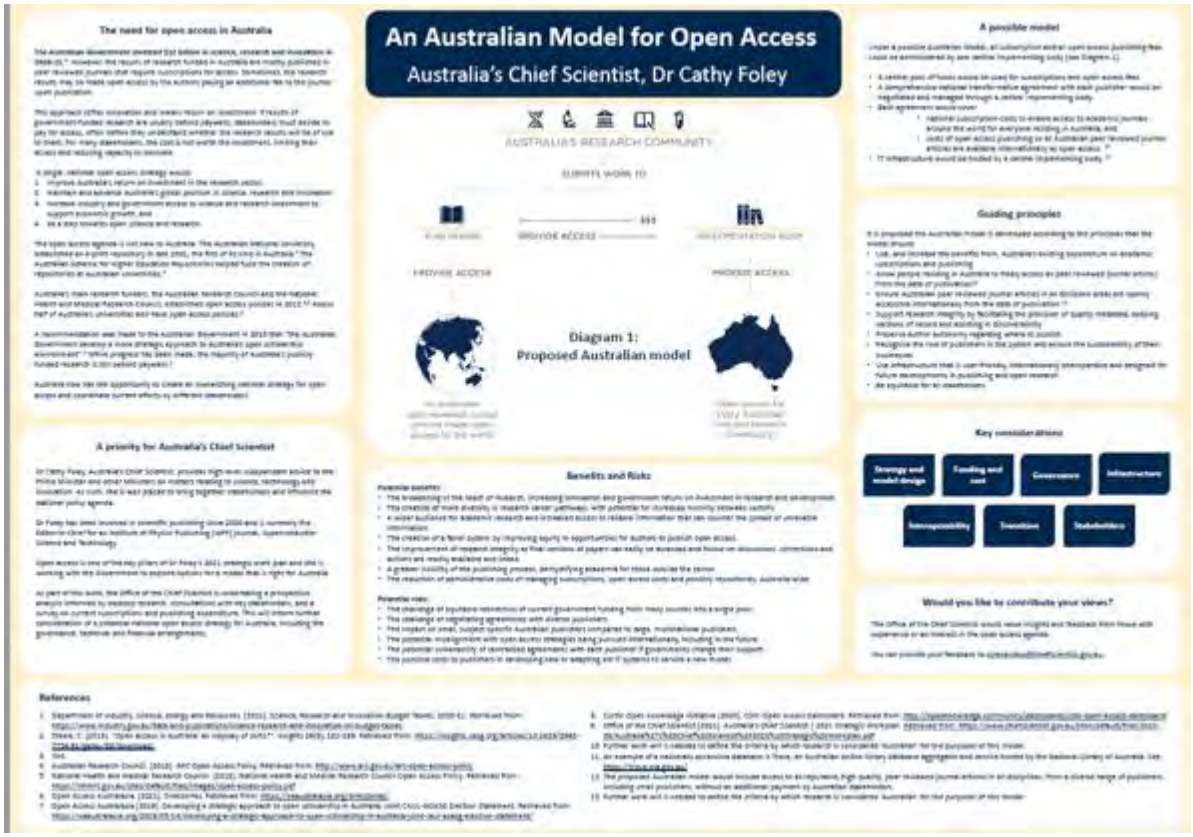
For academics this will mean that many of the articles will be made openly available without having to pay an APC. Each package has separate limitations on the number of articles that can be made available. For the most part when the quote available is reached further articles will only be made OA with payment of an APC. For some packages CAUL will decide which ANU academics receive the free APCs.

Further detail on the specifics of these agreements is forthcoming, and communication will be undertaken to raise awareness of these opportunities to publish open access without paying an article processing charge (APC).

Open access: the Australian model

The Chief Scientist Dr Cathy Foley has announced that OA of Australian scientific journal articles will be one of her office's major priorities. CSIRO futures is currently undertaking a scoping study with the premise that funding would be top sliced from universities to fund the project which would be managed by an existing government central agency.

The principles for the model were showcased at the Berlin conference In a poster, https://oa2020.org/wp-content/uploads/POSTER_12_OpenAccessForAustralia_poster_DrCathyFoley.pdf:



2.4 Flood collection replacement project report

Action required	☒ For information	☐ For discussion	☐ For decision
Sponsor	Heather Jenks, Associate Director, Libraries		
Purpose	To advise of progress on the replacement of material lost in the JB Chifley Library from the 2018 flood.		
Background	Reports are provided to each Library Advisory committee meeting and to the Flood Working Group.		
Recommendation	That the report be noted		

Executive summary

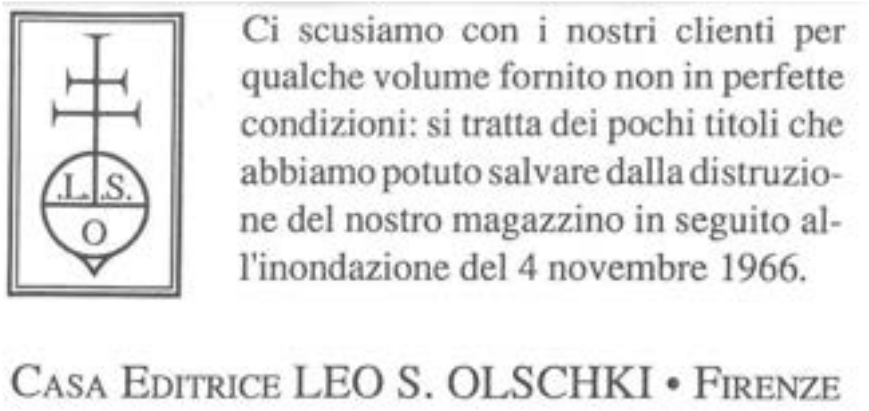
ANU Library staff continue to work hard to rebuild the collections destroyed by the flood in 2018, despite the enormous challenges triggered by the COVID-19 pandemic. Over 38% of lost items have been replaced so far and are available through the Library catalogue.

During the two month ACT COVID-19 lockdown staff worked remotely and spent a considerable amount of time catching up on checking the official documents freely available online and creating the necessary metadata which allows for discovery of the open access resources.

A large shipment of over 800 flood replacement books is expected to arrive from Europe in mid-December.

Recent acquisition highlights

The note below was found in one of our recent flood replacement purchases. The translation below gave a us a smile and made us remember that we are not alone in experiencing a flood in the Library.



"We do apologise to our customers for some volumes supplied not in perfect condition: these are the few titles that we have been able to save from the destruction of our warehouse following the flood of 4 November 1966." Publishing House Leo S. Olschki - Florence

Some of the most significant flood replacement works acquired in recent months include:

- **3 British Online Archives collections:**
    - British Labour Party Papers, 1906-1969
    - Trade Unionist, Electoral Reformist and Politician: George Howell, 1833-1910
    - Independent Labour Party Records, 1893-1960

- **3 ProQuest UK Parliamentary Papers e-collections**:
    - **House of Commons Parliamentary Papers - 19th Century** – This collection along with the accompanying 5 volume index, the *Subject catalogue to the House of Commons Parliamentary Papers 1801-1900* by Peter Cockton, unlocks a century of policy making, investigation, correspondence and reporting for researchers of all kinds, shedding new light on topics ranging from the Industrial Revolution to the interaction of colonial forces with indigenous peoples in Australasia and North America.
    - **House of Lords Parliamentary Papers, 1800-1910 -** provides online access to previously unseen and valuable historical documents and is the only digitized collection of 19th century House of Lords Parliamentary Papers.

    - **Public Petitions to Parliament 1833-1918** - This collection shows how "the people" during the 19th Century influenced Parliament on political, ecclesiastical, colonial, taxation, and many other topics relevant to Britain and Empire.

- **Oxford University Studies in the Enlightenment Online** –this book series, previously known as SVEC (Studies on Voltaire and the Eighteenth Century), has published over 500 peer-reviewed scholarly volumes since 1955 as part of the Voltaire Foundation at the University of Oxford. International in focus, the volumes cover wide-ranging aspects of the eighteenth century and the Enlightenment, from gender studies to political theory, and from economics to visual arts and music, and are published in English or French. The e-collection offers a complete archive of all content published in the series between 1955 and 2016.

- **Wiley Deep Backfiles 2021** – including 45 flood replacement journals

- **Nineteenth Century Collections online** – 4 e-modules (GALE Cengage Learning)
  1. Asia and the West
  2. British Theatre, Music and Literature
  3. British Politics and Society
  4. Religion, Reform and Society

- **Supplementum Epigraphicum Graecum Online** database – a collected bibliography of books and articles on aspects of Greek epigraphy, as well as summaries of Greek inscriptions. The database presents complete Greek texts, and a critical apparatus, of all new inscriptions; it summarizes new readings, interpretations, and studies of known inscriptions, and occasionally presents the Greek text of these documents. The online edition includes all issues in the SEG series published since 1923, and will incorporate all future volumes.

- **Theatre in Video (Volume I and Volume II)** – this collection provides access to streaming video for theatre education. Includes filmed stage performances, master classes, documentaries, and training material, in addition to playlists, video clips, and on-screen transcripts.
    - **Volume I** - brings together hundreds of the world's most important plays, documentaries, interviews, and instructional materials in more than 550 hours of streaming video. From celebrated productions of Shakespeare to rare, in-depth footage of the work of Samuel Beckett, the collection covers a wide range of 20th century theatre history. Interviews with directors, designers, writers, and actors, along with excerpts of live performances, deliver an authentic, behind-the-scenes look at hundreds of productions.
    - **Volume II** - brings together 250 additional hours of classic and contemporary plays and documentaries. Users can view the works of widely studied playwrights and theatre artists from around the globe, including many new performances from Shakespeare's Globe Theatre collection (Opus Arte), Theatre Arts Films, the BBC, and TMW Media Group.
- **298 dissertations and theses from universities around the world** - now accessible online in full text via the *ProQuest Dissertations & Theses Global* database.

- **19 streaming videos** discoverable via the Alexander Street Press platform.

Donations

ANU staff and students and the broad community who generously donated 3,657 replacement items since the flooding incident. All the books have been catalogued and are available for borrowing from the JB Chifley branch.

Statistics

Flood replacement statistics as of 31 October 2021

Note that the statistics do not reflect the volumes of serials accurately and do not include the new material which has been purchased that has extended the collection filling gaps that could not be replaced from the second hand market.

Titles

Collection	Titles lost	Titles available	% titles available
Monographs	91839	34722	37.81
Reference	1619	800	49.41
Serials	3708	839	22.63
Microforms	5342	1307	24.47
Audio-visual	1235	242	19.60
Official Documents	5806	1642	28.28
TOTAL	**109549**	**39552**	**36.10**

Items

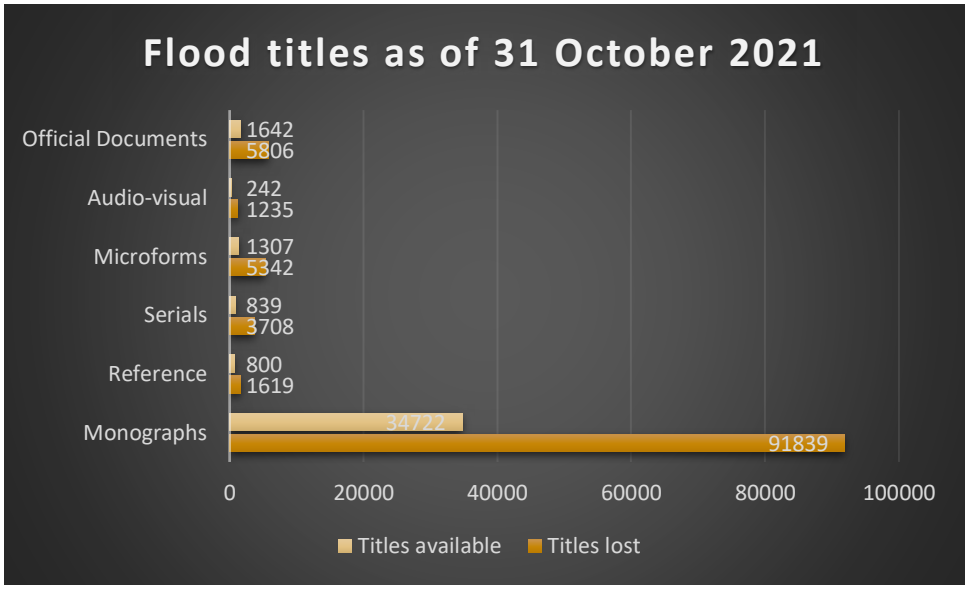
Collection	Items lost	Items available	% items available
Monographs	113392	*43276	38.16
Serials (volumes)	13521	5454	40.34
Audio-visual	1699	299	17.60
TOTAL	**128612**	**49029**	**38.12**

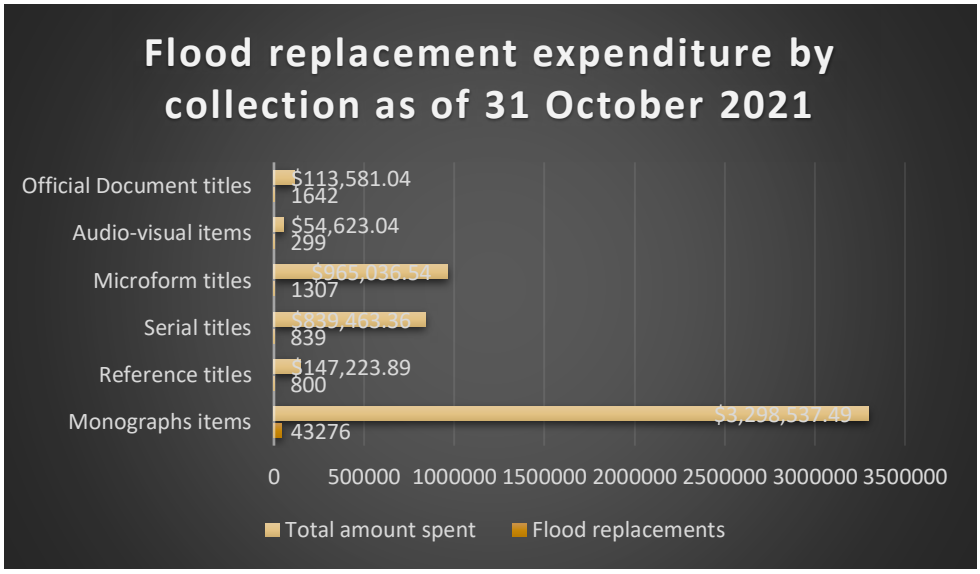
*This total includes 3,657 donated items.

Flood replacement expenditure by collection

Collection	Flood replacements	Total amount spent	Average cost per replacement
Monographs items	43276	$3,298,537.49	$76.22
Reference titles	800	$147,223.89	$184.03
Serial titles	839	$839,463.36	$1,000.55
Microform titles	1307	$965,036.54	$738.36
Audio-visual items	299	$54,623.04	$182.69

Official Document titles	1642	$113,581.04	$69.17
TOTAL		**$5,418,465.36**	





2.5 Scholarly Information Services report against business plan and mapping of activities to new ANU strategic plan

Action required	☒ For information	☐ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To provide information on work of the division in 2021.		
Background	The SIS business plan was set against the environment of hybrid teaching and need to engage innovatively with students and academics.		
Recommendation	That the report be noted		
Attachments	Q3 report against business plan		

Executive summary

For the last quarter the nature of the lockdown in the ACT and the university's approach to COVID-19 keeping the community safe and continuing with online education led to not surprising results. Visitation and physical loans were down. Staff however took the opportunity to implement new technology, significant revise material available online for clients and reach out to the academic community to provide assistance.

Perhaps the most notable development was the preparation of a business case and proposal to upgrade the library's software including implementing a reading list system. This was approved and significant work is occurring negotiating the contract, contributing to the cybersecurity assessment and preparing the planning which will include significant changes to the web services and business processes.

In 2022 we will be discussing needs in detail with the ANU community to ensure the replacement of Supersearch and the catalogue as well as implementing the reading list system meet community needs. A significant activity will also be a review of the strategic needs of the university for academics skills/capabilities and digital literacy support. A panel chaired by Prof Sally Kift with members Prof Annemaree Lloyd (University College London) and Michael Gonzalez (University Librarian UTS) will undertake the review In January. It is based on the model of schools review at ANU with Input from the ANU community.

CURRENT STATE	From:….knowledge aware
DESIRED FUTURE STATE	To:….knowledge activated university inspiring scholarship world wide

CRITICAL SUCCESS FACTORS. How will we deliver on our future state	**PARTNERS**	**QUARTERS**	**Progress**
1. Collection – activated knowledge infrastructure			
• Minimise risk of loss and deal with damage/storage - fire, hailstorm and other disasters	F&S	Q1-4	CC appointed as contractor with meetings to occur in November to plan rook replacement/fixes for 4 libraries.
• Progress plan for storage solution	COO	Q1-4	Discussion held with Advancement.
• Increase digital access – measure progress through use and feedback around relevance (Press, Digital Scholarship, Archives, Library)	ITS	Q1-4	Library: • Electronic usage 5,387,883 (+18%) • Loans 70,195 (+20%) ANU Press: • Downloads 2,628,205 (-11%) • Books YTD 40 (-23%) Open Repository • Downloads 2,333,525 (+20%)
• Flood replacement collection rebuilding		Q1-4	See separate report
1. Services – for a knowledge based university			
• Integrated UG support model including Library, Archives and Digital Scholarship through holistic program		Q2	Integration has progressed
• Assess university needs for scholarly, digital and information literacy capabilities	Education portfolio, International Strategy portfolio	Q1-4	Review panel appointed, review to occur in January 2022
• Review of library hours and service model statement	LAC, Academic community	Q2	Deferred to 2022 because of COVID-19

• Activities to improve service from feedback program including Insync survey, regular LAC meetings, PARSA/ANUSA	LAC, PARSA/ANUSA	Q3	See separate report
• Proposal for support of learning spaces (working with ITS and F&S)	ITS and F&S	Q3	Included in presentation to AB5
2. Research support			
• Integrate Carto GIS through whole of university service model (Division)		Q2	Integration completed
• Significantly increase international impact of ANU research through increase knowledge of academic communication/publishing and success through OA program of activities	Research portfolio and Colleges	Q1-4	Presentation to CAP academics, project to increase engagement and impact developed for the ANU Press
3. Supporting university operations			
• Improve record keeping practices and effectiveness (SharePoint ERMS integration) & ANAO Audit findings	CGRO	Q4	ANAO report to be tabled shortly, action plan being developed
• Improve capability of ANU staff and provide specialist advice in FOI, Privacy, copyright and record keeping	All staff	Q1-4	Increased advice provided

2.6 Library report

Action required	☒ For information	☐ For discussion	☐ For decision
Sponsor	Heather Jenks, Associate Director, Libraries		
Purpose	To provide information on work of the ANU libraries in 2021.		
Background	As noted to respond to the challenges faced by the university changes had been made to meet the 2021 environment including resource constraints and online teaching.		
Recommendation	That the report be noted.		

Executive Summary of Issues

The ANU Library consists of the Art & Music, J B Chifley (Chifley flood activities are reported separately), W K Hancock, Law and R G Menzies libraries, plus the Print Repository located at Hume which is a storage area. The newly formed Academic Competencies and Digital Capabilities team, and the SIS Facilities team are also under the libraries umbrella.

COVID 19 access to libraries

Library staff returned to campus on 2 November 2021 with all libraries opening reduced hours and staffed, with the exception of the Art & Music Library. This library will reopen in January 2022, when the building it resides in is reopening. A number of library staff continue to split their time working from home and on campus. Training sessions and in-depth research questions are conducted via webinars and via Zoom or Teams. All libraries have staff available to work with students, academics and researchers in order for them to access the resources they need for their studies and work.

For the rest of Semester 2 2021, there are no evening hours or Saturday hours, the Chifley, Hancock and Law libraries have staff working from 9.00 a.m. to 5.00 p.m. and revert to 24/7 access from 5.00 p.m. until 9.00 a.m. Monday to Friday functioning in full 24/7 access on Saturdays and Sundays.

The exam period started on 4th November and the libraries are receiving good use.

Some resources remain freely available for use. ANU Library, like other libraries in Australia and worldwide, has benefitted from the generosity of the library vendors and publishers who opened up access to a massive number of electronic resources that are usually very securely held behind pay walls. The list for these resources on the Library webpage.

https://anulib.anu.edu.au/news-events/news/publishers-offering-free-access-scholarly-materials-response-covid-19

Flood replacement project

The Library Project Coordinator Luciana Panei has continued working to create workflows, place orders and receive shipments. A separate Flood report has also been tabled, these are additional comments on the team and their projects. Cameron has moved to a position in the Menzies Library and we are

currently recruiting for the position. We have increased this position to a 1 FTE, it was previously a half time position. Many orders have been placed for print items and we look forward to their delivery as the COVID restrictions ease. We continue to work with Harry Hartog to find replacement copies of Australian materials and accept donations from a variety of sources.

ANU Library

The reshaping of the Library continues with the last two new position filled - the Philippa Stott, Manager Collection Initiatives and Analysis, has joined us, she reports to Katie Ferguson in the Collection Access and Discovery Team. Brian Kenady is the Information Services and Spaces Coordinator reporting to Tom Foley is leading the Client Services. These two areas are working to build and consolidate their teams, replacing staff who have left or gained a promotion and in some instances, we granted permission to employ staff into newly created positions. The Library is looking at new ways of working, adapting and adopting new and old tools to streamline routines in order to continue to deliver excellent customer service e.g. Libstaffer software.

Ask a Librarian - New engagement tools

In quarter three 2021 the Library continued to transform models of service provision with the procurement of LibCal and Lib Answers from the SpringShare SaaS suite. This enables the ANU Library to offer to the ANU community:

- Chat Service - Anyone, anywhere – direct 9am – 5pm AEST
- Ask A Librarian - Anyone, anywhere – mediated 24/7
- Book an online research consultation - Subject expertise, bookable by anyone, anywhere – based on staff members availability. Builds on the current service in making the booking process more seamless
- Frequently asked questions - Extending from the Ask InfoBot to develop a library of FAQs to enable seamless access to simple and complex answers to questions that are frequently asked.

Soft launch of these services occurred during lockdown. A decision was made to FastTrack the implementation to enable further means for the ANU community to engage with the Library. The suite will be fully operational and embedded by the commencement of Semester 1 2022.

Chat Service went live with soft launch on Tuesday 12 October 2021. 144 chats were answered in October and 71 answered chats so far in November. An average of 18 chats per day in the first week of November!

Feedback in the first week of the chat service.

- *Love this new function*
- *I am delighted.* [On being told she was the first real chatter] *I think this is a great feature esp in the current climate*
- *I am glad to receive your email* [ticket created to follow up chat] *and appreciate the help extended to me in my academic pursuits. That really makes a student feel good. I wish I had used this facility in my previous essays.*
- *u r my angle* [she meant angel I'm sure]
- *love u*
- *I really appreciate your help with finding this ebook! That's more help than I could've asked for today*

Academic Integrity Week

Terra Starbird, Manager Academic Competencies and Digital Capabilities and Benjamin Kooyman, Learning Adviser worked together to plan and execute the first Academic Integrity Week from 30 August to 3 September 2021. The aim of the program was to raise awareness of academic integrity among staff and students, equipping them with knowledge and strategies to uphold academic integrity in their research, writing and wider academic practice. The week was coordinated by the ANU Library's Academic Competencies and Digital Capabilities (ACDC) team, with input and collaboration from a wide range of stakeholders, including Professor Royston Gustavson (Dean, Academic Quality), Professor Maryanne Dever, Pro Vice-Chancellor (Educational & Digital), Roxanne Missingham (University Librarian) and academics from across the university.

- Highest attendance for the Writing with Academic Integrity session and staff Academic Integrity and Assessment Design sessions.
- Highest YouTube views for the Exams session.
- Collaboration between ANU Library's ACDC staff and Researcher Development, Academic Standards & Quality Office (ASQO), Exams Office, ANUSA and PARSA fostered positive relationships.

Academic Integrity Awareness Week will return in 2022 and learning from this years' experience, we will further refine the sessions to accommodate the requirements of the ANU's staff and students.

The lifts in the Menzies Library are on F&S schedule for replacement this financial year. Both lifts have already celebrated their 60th birthdays and have earnt their retirement. However, due to COVID issues, the replacement lift has not yet arrived in Australia. The older lift in the Chifley Library will also be replaced next year.

The rooves of both the Law and Chifley libraries were badly damaged in the hailstorms in early 2020 and work on replacing these rooves is expected in early January 2022.

Sponsor
University Librarian

2.7 Archives and Records report

Action required	☒ For information ☐ For discussion ☐ For decision
Sponsor	Kathryn Dan, Associate Director, Archives and Records
Purpose	To provide information on work of ANU Archives and Records in 2021.
Background	Archives has continued to develop collections and services despite the challenges faced by the university changes had been made to meet the 2021 environment including resource constraints and lockdown.
Recommendation	That the report be noted.

Executive Summary of Issues

COVID-19 restrictions disrupted in-person research use of the archives and progress with work on collections during the second half of 2021. Services were delivered online as far as possible, including the Archives Annual Lecture.

Research and Use

Research use that had returned to close to 2019 levels in mid-year has again been impacted by the COVID-19 shutdown. Staff responded to reference requests while working from home using digitised sources where possible. Since return to campus at the beginning of November, staff have worked through the backlog of requests which required access to the physical archives. Researchers are already booking in to use material in the reading room with three researchers spending time reviewing records in the first week of opening.

Access and outreach

While working off campus, Archives staff continued to add descriptions of items to the publicly accessible database using older lists, upgraded or enhanced metadata, and worked on preparation of guides. Minimal processing was possible in the second half of 2021 without access to the repository. Staff undertook catalogue work on:

- the 'K photos' – around 4,000 photographs from a wide range of business, labour and personal collections that under past practices were removed and held as a separate series. These are being digitised and will be made available on Open Research
- trade union lists

Significant preparation for 2022 digitisation plans was made while off campus. Staff prepared around 16 business cases for digitisation of research archives including records, photographs, maps and plans from the Colonial Sugar Refining Company.

While exhibitions have been delayed, the Archives will continue to commemorate the 75th anniversary of ANU through early 2022 with material on people and students of ANU.

The 2021 Archives Annual Lecture, organised in conjunction with the Friends of Noel Butlin Archives Centre, was delivered as a fully online event on 26 October. Freelance historian Dr Anthea Hyslop spoke on 'Records and Recollections: the Pneumonic Influenza Pandemic in Australia, 1918-1919', a topic that resonated strongly with the audience. The lecture attracted our highest participation yet with 206 registrations and 138 participants online for the live lecture. The recording and compilation of questions and answers are being made available online.

Collections

The Archives is in discussions about acquiring the historical archives of AMP founded in 1849 as the Australian Mutual Provident Society. It is anticipated that this will include minutes, operational records and photographs from this significant company.

University Records

FOI requests continue to place pressure on the team with increased number and complexity. Staff continue to offer online training in use of ERMS, the enterprise electronic records management system. The SharePoint-ERMS integration tool has been adopted by several areas.

Author:

Kathryn Dan, University Archivist

8 November 2021

2.8 Digitisation report

Action required	☒ For information	☐ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To report on progress on digitisation of collection material.		
Background	The digitisation program enables online access to resources that are critical for teaching and research.		
Recommendation	That the report be noted.		

Despite the effects of the ACT lockdown digitisation continued.

October 2021 Digitisation update

Part 3. Other business and closing remarks

Action required	☒ For information	☐ For discussion	☐ For decision
Sponsor	Roxanne Missingham, University Librarian		
Purpose	To allow any other business to be raised.		