

Supplying Material During COVID-19 Shutdown

Background

All Library buildings with the exception of Chifley were closed at the end of March in line with the University's campus shutdown. All Library staff are now working remotely. As a result, there is no access to the physical collection in the majority of Library locations.

The Library needs to find ways to supply required material for teaching, learning and research which takes into account that the physical collection is not available beyond the subject areas covered by the Chifley branch. It also needs to apply to material not currently held in any format by the Library.

Workflow

The existing workflow incorporates Document Supply and Collection Management for sourcing material required by the ANU Community. Given the new circumstances worldwide around COVID-19, we need to establish which changes to processes are required to enable this workflow to continue.

Document Supply – Status mid April

The DSS team are still receiving requests via VDX and email. ArticleReach is still operating (some consortia members have paused their services, but the fill rate is still good). BONUS+ has been discontinued until 30 June 2020.

When patrons request physical resources the DSS team check all ILL, open access and electronic purchase options. Details of the material available for purchase is emailed to the relevant CML for a decision on purchasing. Patrons are notified if there are no options. Requests for articles, scanned chapters and tables of contents are currently continuing to be supplied by a range of libraries and supply services that are still operating.

As at mid April the following services are still operational

- National Library of Australia
- Some other Australian university, government and corporate libraries (partial services)
- National Library of Medicine
- Subito
- Reprints Desk
- Some US academic libraries
- Library of Congress (partially operational)

Collection Management and Acquisitions

When a purchase request is made, the following locations should be checked before ordering:

- Proquest and JSTOR online book platforms. Books may have been added to our DDA/EBA plans but the records are waiting to be loaded.
- Sierra/catalogue
- Resources made available temporarily for free by publishers at <https://anulib.anu.edu.au/news-events/news/publishers-offering-free-access-scholarly-materials-response-covid-19>
- GOBI and other publisher or vendor sites
- **All acquisition of physical material will cease immediately.** Branches will use their existing workflows to determine where requests for physical items are held until we have a return to campus date.

Collection Management

- Collection Managers (CMLs) will work with their technical service teams to source electronic versions of material wherever possible.
- If a resource is available at a higher cost than expected, CMLs should consult with their Branch Manager who will consult with the Associate Director regarding the possible purchase.
- Where an item is not available electronically at a reasonable price, CMLs will liaise with the Bibliographic Access Coordinator (Menzies) around asking publishers for temporary free access. Please refer to the related section [Requesting Access from Publishers](#).

Acquisitions

- Acquisitions should be processed in Sierra as normal.
- Postings and voucher output will be run by the Menzies monographs team until work resumes on campus. Finance will extract these from the shared drive as normal.
- The Finance work process is modified to meet remote working requirements.
 - Refer to the draft protocol [Invoice processing during the ANU remote work period](#) (currently available on the Megadisk under Information Management\Procedures drafts).
- All existing protocols regarding additional approvals by the Associate Director or University Librarian for invoices over certain dollar amounts still apply.

Acquisitions teams and CMLs should work together as per the normal branch workflows regarding checking for online versions of the required resource. This includes providing advice to the CML when a resource is not available online from the usual vendors.

Requesting Access from Publishers

There will be instances where a resource is not available via Document Supply and is also not available to purchase as an online resource (at all, or for a reasonable price). After checking the list of resources made temporarily available by publishers, CMLs should contact the Bibliographic Access Coordinator with details of the resource needed so the possibility of free temporary access can be explored.

The Bibliographic Access Coordinator (Menzies) will be the central point for all requests to ensure publishers are not receiving multiple emails from different contacts at the ANU. This includes serials as well as monographs and other material types.

CMLs should provide the Bibliographic Access Coordinator with the following information via email at bibservices.coordinator@anu.edu.au:

- Publisher representative details including contact information (if known).
- A link to the online version of the resource if available, or confirmation you have not been able to find an e-version.
- Resource details
 - Title, author/director, publication/release details, ISSN/ISBN, edition including any local edition information (eg 2nd Edition Australia and NZ)
 - Do we need the entire resource? Only sections or chapters?
 - Which courses or research will be impacted if we are unable to access the resource online?
 - Any other relevant information.

Finding Electronic Versions of Requested Resources

Checklist for Information Desk Staff

Before sending a request from a user for a print resource to Document Supply or a collection manager, check the following.

- Library catalogue
- Proquest online book platform
<https://ebookcentral-proquest-com.virtual.anu.edu.au/lib/anu/home.action>)
- JSTOR online book platform
<https://www-jstor-org.virtual.anu.edu.au/>
- The list of resources provided for free by publishers during the COVID-19 crisis:
<https://anulib.anu.edu.au/news-events/news/publishers-offering-free-access-scholarly-materials-response-covid-19>
- Google Scholar – open access versions of full resources are often linked.
- Online repositories:
 - At the author's institution if applicable
 - Any well-established open access repositories in a given subject area, for example SSOAR, ArXiv, etc.
- The author's personal webpage or institutional researcher page

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17th April 2020

Samantha Jackson