

# SIS All Staff Meeting

Thursday 16 July 2020

## Welcome

Roxanne Missingham, University Librarian opened the meeting, noting this is a usual meeting and was not being recorded. At 9:45 we will be addressed by Grady Venville.

## Meeting notes

Overview from Roxanne:

- A poster has been created to highlight how our division have contributed to education during the COVID-19 period from Semester 1.
- There will be staff focus groups and brainstorming in the form of Knowledge Cafés
- A project for student welfare in Library spaces
- Heather will discuss the transition to semester two and the sessions with consultants who ran multiple scenarios on COVID-19 response procedures.

Guest Speaker:

Grady Venville commenced by thanking all the SIS staff for their work in supporting the entire ANU community. In surveys of students they were really appreciative of all our efforts to ensure they were able to continue.

In semester two study will be a hybrid of online and in person, with some lab work on campus and all exams and graduations conducted remotely. Thank you to the Library for your assistance with student access to computers for the remote exams.

Much work has been done in preparation for the students returning to campus. You will notice more COVID safe signage being placed all over the campus. There are now student teams trained to remind students about social distancing requirements for being on campus. This group, named 'Thrive' will also be learning from the approach of SIS with your social distancing messaging and scripts on approaching students.

The Halls of Residence are moving to a model of 'family pods' of 20 – 25 students. This is aimed at alleviating the distress of prolonged isolation for individual students. Should anyone within the 'family pod' show symptoms, the entire group will isolate for 14 days.

Directions for the Future: The unpredictability of the future means we need to support students to be independent thinkers and lifelong learners. 2021 admissions for domestic students are going well with 7,000 applications to date, increased from the 4,000 in 2020. Requests for scholarship is also increased and the committee is meeting today. (16 July).

Roxanne thanked Grady for speaking with us. Noting that Heather Jenks is a member of the Remote Exams Committee and examinations group.

## Part 2. Reports and policy matters

SIS activities overview:

With semester 2 commencing in two weeks we are seeing more staff on campus and responses to the changing environment ongoing. We have created a poster that outlines the

SIS contribution to the University during the 4 months since the COVID-19 disruptions. While the majority of the University was working from home the Library continued to have access for students with 179,944 visits and increased usage of our range of electronic resources during this period. For a snapshot of an array of productivity and support for the ANU community look at the poster in the link below.



200708 SIS  
Contributing to Uni

Comparative statistics for SIS over four years 2015 - 2019

Shelving decreased by 34.6%	
Total physical collection loans decreased by 40.3%	
Visitors (Users) increased by 4.7%	
Theses moved online	
New journals and books primarily digital with digital workflow	
<b>Doc supply/Interlibrary loans</b>	
for ANU users decreased	-14%
from ANU collection increase	+10.7%
Articlereach approximate decrease	-50%
Requests from off campus users decreased	-47.3%
<b>Reserve</b>	
Scanned copies decreased	-55.7%
Scanned course guides increased	+40%
<b>Reference</b>	
Library enquiries decreased	-31.3%
CAUL reference queries	-50.2%
<b>Hume</b>	
Total items supplied to other institutions	-14.23%
Loans	+146.17%
<b>Archives</b>	
Collection use	+27.58%
Enquiries	+16.95%
<b>ANU Press</b>	
Downloads increased	+224.41%
Books published increase	+152.63%
<b>Digital Collection</b>	
Downloads increased	+680.15%
Collection size increased	+26.48%
<b>Training</b>	
Number of Attendees	-13.41%
<b>Library - ecollection</b>	
Usage increase	+39.32% changes in methodology

## **Lessons Learned Year to Date**

ANU Scholarly Information Services post study and working from home: lessons to take forward (Attachment 1.)

- Everyone is invited to participate
- Aim is a quick process with teams run by a leader, with a report produced in August considering what we have learned and effect on direction for the future.
- Topics have been compiled from consultation with Branch Managers, Library Communications, Archives, Digital Scholarship, Roxanne and Heather and are still open for additional input.

Please read the information and contact Margaret Prescott with your preferred team options – as soon as possible.

## **ANU financial repositioning and planning/directions**

- VC and COO continue to keep the ANU community informed about the University's financial position and the challenging times ahead.
- Every division and college are required to make savings on 2019 spending.
- Less budget = less services and ANU already spends less on Libraries than many other Australian Universities.
- The statistics show that there is less usage of the physical collection however there is still a great demand for our services, particularly digital and spaces.
- Training modules are largely online so what do we need to do next? – Think about what works well.
- Semester 2 – how are we being used – Branches are 9 – 5 Monday to Friday with Hancock and Chifley 24/7, even with these reduced hours there will be packages of work for the standdown staff.
- With the financial constraints in ANU, there is the option of voluntary separations, however these positions will be disestablished and in most cases will mean restructuring of current processes. This will cause an impact on SIS and the next 6 months will be a testing time.

### **Questions**

- Do we have a timeframe for VRS and going forward? A. There is a multiyear change happening and the VC has put out information on the budget. Unlike UNSW, ANU is not looking to push all changes at once. Instead streamlining processes with One ANU. The VRS will be in the more immediate changes.
- Will we be closing the smaller branches? A. Many smaller Library branches have already been closed (5 in Science for example). Our first step is to get an efficient single storage unit which will save money. A single library building is not likely in the next few years.
- Will there be casual employment in Semester 2? A. Possibly for projects and if we can get funding for projects.

- If there is a 2-3 year plan for overall changes in staffing, how will the Library address staff shortages in branches where redundancies have been made in the short term? A. Restructuring will be a process required and we need to be flexible including assessing changing demand.
- Our work computers are out-dated and slow. They are expensive to run as their slowness wastes staff time. Is there any prospect of upgrading them? A. SIS were scheduled to have our computers upgraded in 2020 however with the budget cuts it is not likely. This is on the agenda for discussion.
- Ongoing building patrols will expose Library staff to a high number of individuals on a daily basis for under 15 minutes. These interactions will be too short to be recorded on the COVIDSafe app, for example. This makes contact tracing challenging and may put all staff members at higher risk. Isn't this a concern for WEG? A. WEG make regular audits of COVID compliance and this has not been a concern raised.
- There will be things we want to do moving forward that we will need to be prepared to bid for grant money to be able to achieve.

## Area Reports

**WHS:** Heather Jenks, Associate Director, Libraries

- ANU has moved to self-insurance for WHS. This involves every division establishing an enormous amount of paperwork with several reports due every quarter. We need everyone's assistance in getting the SIS training plan up-to-date. Would you please go into Pulse and complete the following courses (unfortunately some courses you have already completed may now not show as completed):
  - University WHS Induction
  - Comcare Work Health & Safety
  - Comcare Work Health & Safety for Managers (if you supervise staff)
  - Manual Tasks on Pulse plus viewing the following:
    - Broad guidelines for safe lifting, pushing & pulling techniques can be found on the ANU Human resources site @ <https://services.anu.edu.au/human-resources/health-safety/injury-prevention-advice/lifting-pushing-pulling>
    - YouTube video made by Uni SA covering WHS manual handling which is library specific: [https://www.youtube.com/watch?v=lm7\\_T\\_YB9V8](https://www.youtube.com/watch?v=lm7_T_YB9V8)
  - WHS Committee Member Training (if you are a member of the LSCC)
  - Office Ergonomic Essentials
- COVID-19 for Library/SIS
  - Roxanne, Kathryn, Heather, Samantha, Meredith, Diane and Joanna all worked on the return to work plan and hazards.
  - Heather has been working with F&S with the continuation of additional cleaning – Pink vested cleaners are cleaning all the high touch areas
  - Cleaning antiviral supplies can continue to be sourced from F&S. Though gloves etc. are available through WINC.

- Fogging will continue with hospital grade antiviral chemical to all Libraries except Art and Music as the area is too close to the collection. If there is any feedback, please let Heather know.
- Toilet cleaning is now noted on a date and time schedule in each facility.
- Library Comms have ensured the COVID notices are prominent on the Infoscreens.
- Scripts for approaching students not distancing are going out to other areas of the University.
- The ANU weekly questionnaire via Figtree has no major incidents logged.
- WEG continue the COVID inspections across campus.
- Roxanne and Heather attended a COVID scenarios activity. Both found it interesting to understand the processes for decision making and procedures. Please ensure that you keep up-to-date with the email notifications. It is very important that the messaging is consistent with one-set of rules across the University.
- Be aware of your own health and support your colleagues as everyone becomes fatigued as this event continues.

**Archives:** Sarah Lethbridge, Senior Archivist

During the COVID off campus, their activities have included:

- Adding metadata to collection catalogue
- Entering paper lists into a database
- Training online

Now back on campus

- Making arrangements with researchers for access.
- Projects including:
  - Digital workflows
  - Design of the Pacific Digital Museum
  - Establishing the ANU COVID-19 Collection – Digital collection and reflections.

**ANU Press:**

Staff changes

- Vanessa Rouse started as marketing coordinator for the Press in December, she replaced Julia Boyd
- Lorena Kanellopoulos will be saying farewell as Press manager, her final day will be on 31 July. She has been with the Press from the start and we will be very sad to see her go. Anyone who wishes to send a message through to add to her farewell card, or contribute to a leaving gift, please get in touch with Emily Tinker

Production

- Published 20 titles so far this year
- Also published 15 back issues of the Made in China journal, we added this journal to our lists this year and the first issue published by us was released in May.
- We have 29 publications in-house
- We have published 891 titles in our catalogue, which means we will be publishing our 900th title later this year!

#### Printing and distribution

- NewSouth Books ceased as our distributor at the end of January
- Ovato is now fulfilling orders for us and the new partnership has been very successful, we were able to continue to fulfil domestic orders throughout the COVID shutdown. International orders were directed to Amazon during this time for fulfilment.

#### Projects

- Updating our ONIX data to ensure sellers and distributors have comprehensive metadata for all our titles
- Creating records for all our titles in the Repository, this includes providing both whole book information and chapter-level information, and the DOIs associated, each record links back to the relevant ANU Press website
- Lorena and Emily put together presentations on the Press for the development webinars held during COVID lockdown; Lorena presented an overview of the Press and Emily talked about the production processes of the Press.
- Statistics
  - 2,039,792 downloads from the Press website to the end of June 2020; this is an increase of 32% compared to the same time last year
  - We have had good downloads/views from JSTOR OA Books as well, with 501,245
  - Sales have been strong with 1,300 books sales to the end of May – we reached 81% of our total 2019 year's sales by the end of May!
  - Our international audience growth saw a huge increase this year, Indonesia now accounts for 7% of our readership (a 864% growth in readers), and India 4% (a 152% growth in readers)

#### Marketing and events

- COVID lockdown saw a lot of activity for the Press both in terms of access of its titles and engagement on social media:
  - Our Twitter followers increased by 30% and we had a 176% increase in mentions; engagement on Twitter increased by 14%, while on Facebook it was a huge 112% increase
- Some successful campaigns were launched:
  - Vietnam Vanguard: launch in March 2020 in Queensland, significant social media promotion, promotion with Australian War Memorial, other media promotion has led to 595 sales and 6500 downloads to end of May

- Open Access campaign saw a big spike in our back catalogue usage: for example, Realities and Futures of Work had a 340% increase and Global Warming had a 191% increase. This campaign led to 290,000 pageviews of the Press website in one day!
- Major campaign for Morrison's Miracle, published on 2 July. This has led to exposure on social media and our highest Altmetrics score yet of 199; it has attracted 2265 downloads in just 12 days.

### **Projects Activity Reports**

- Skills Development project – Meredith Tibbetts, Convenor
  - Thank you for everyone's participation. Terra for advising and training along with Imogen and Candida.
  - Numbers were: 13 courses with over 450 participants
  - Skills were built from the content, presenting and the rapid adaptation to Zoom and Teams.
  - Next stage :
    - Lib Comms are redoing the webpage
    - Knowledge Café to be integrated

### **Library Communications:** Michelle Chudzinski, SIS Communications

- Library Chatbot launched. Chatbot has been developed by ITS to supplement communications. Benefits are that it is running 24/7, unlimited access at the same time and reaches everyone.
- [https://eforms.anu.edu.au/ChatBot\\_LibraryBot/](https://eforms.anu.edu.au/ChatBot_LibraryBot/)

### **Data Commons:** Erin Gallant, Digital Scholarship

- Update for Digital Commons for storage and making it user friendly. Now awaiting ITS time slot – probably August – for PhDs and early career academics to have access.

**Next meeting: 6 – 8 weeks.**

**Please send any topics you are interested in including to Roxanne.**

Next guest speaker: We will try to have Garry Whatley to discuss 5 Pillars ITS

## Attachment 1.

# ANU Scholarly Information Services post study and working from home: lessons to take forward

Roxanne Missingham, University Librarian June 2020

### Introduction

2020 has been a tumultuous year. The combination of natural disasters – bushfires, smoke, hailstorms and the COVID 19 study and work from home periods have meant that our mode of delivery of services and our work behaviours have changed dramatically.

During the months of March through May most of the service delivery to our clients, other than those who were physically using the JB Chifley Library and book delivery service from other libraries, was virtual. The work of SIS staff was primarily undertaken from home.

There are many challenges that staff have met with great spirit and innovative ideas. I have been inspired by the way we have together, overcome so many challenges and maintain our teams.

Many ideas circulated about areas for improvement that were not evident when our clients and we were on site. We need to capture these, whether then can be delivered or not.

Much has been written about the experiences of libraries, archives and universities around the world and will no doubt be written in the future.

At ANU we have a distinctive experience. Our challenge was met to a great degree by collaboration, balancing a hybrid service and focusing on the needs of our clients through the enormous capabilities of our staff.

This is an ideal time to analyse the new approaches we undertook and the developments that were successful in the period of remote work and study.

### Capturing our learnings

As a knowledge centre within a learning institution capturing what we have learnt over this period to enable us to develop our approaches for the future is an important step. Enabling divisional staff and clients to contribute to this process will help us modernise our practices, focus on building our knowledge and take a considered approach to service and work practice changes required for the post COVID 19 and meeting the challenges of the universities financial issues.

It is very important to use knowledge management practices to record and evaluate the



changes we have seen and recommend changes for the future.

To undertake this project a series of knowledge cafes will be used around the themes of our services and work. The methodology will occur through focus group events held, including staff from the ANU Press, Archives, Records, Libraries, Digital Scholarship, SIS Communications, Digital Literacy and the Officer of the University Librarian.

A description of the approach can be found on the website <https://knowledge.cafe/> - in summary:

The Knowledge Café is a conversational process that brings a group of people together to share experiences, learn from each other, build relationships and make a better sense of a rapidly changing, complex, less predictable world to improve decision making, innovation and the ways in which we work together.

The Knowledge Café is a simple but flexible, conversational event that almost anyone can run. You do not need to be a professional facilitator.

The Café at its purest brings a group of people together to have a conversation on a topic of mutual interest to better understand an issue but it can be adapted for a variety of purposes and at its best is a powerful sense-making tool.

The areas identified for sessions are:

- Digital training
- Collections – a hybrid world with a digital access focus
- Digital discovery – systems we have and areas of success, as well as potential improvement
- Communication and promotion of our services
- Collaboration between our areas and with other areas in the university
- Workflows and streamlining processes for acquisition of resources– library, archives, records, repository, etc.
- Digital transformation
- Our users – what worked and what do they expect of us (design thinking workshop).

Each session will have a team leader who will write up (or seek volunteers to write up) the session. The reports should include recommendations for actions – whether changes to how we work, processes, technology or collaboration. While it will be great if these can be achieved within our budget be prepared to think creatively for future bids for projects!

Team leaders (SM1 or ANU8s) will be given training. Volunteers are sought!

Dates will be organised in July.

Participation

The events are designed to run for about 1 1/2 hours in total including reporting back time.

Each session will have around 16 – 24 participants.

If there are more nominations we will plan to hold more than one session on a topic.

If you wish to participate advise your preferred topic area to [Margaret.Prescott@anu.edu.au](mailto:Margaret.Prescott@anu.edu.au)

#### Timeline

Sessions held July 2020

User sessions August 2020 (after semester starts) Draft report September 2020 Final report (to go to Library Advisory Committee and SIS Executive) October/November 2020