

MEMO

SUBJECT **Report on the trial of Sunday opening hours, Semester 1, 2014**

TO Roxanne Missingham, Library Branch Managers, Daisy Gao, all Library staff

FROM Heather Jenks, Associate Director, Information Services
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DATE 18 June, 2014

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Introduction

In November 2013, after consultation, the Library agreed to run a trial for a new model for Sunday hours this included

- changing the hours that the Library was open – offering for the first time opening hours for the Chifley Library on a Sunday morning,
- the number of libraries that were physically open on a Sunday was reduced from 5 libraries to three ,
- using Security Guards in each of the libraries during opening hours,
- redeploying Library Stand down staff who had previously worked these Sunday opening hours throughout the first semester of 2014, retaining their penal rate for Sunday hours during the trial period.

The rationale for the trial was based on statistics collected by library staff who were currently working on Sundays during 2012 and the results illustrated that library usage after 8pm in the Chifley and Hancock libraries are very low. These were the only two libraries that were open until 10pm. on a Sunday night

The Library has always listened to feedback on the demand for access to ANU libraries for study use during the weekend. There have been an increasing number of requests for access at the weekend on a morning; these repeated requests were being made by the ANU students' associations, ANUSA and PARSA representatives. This was backed up by the results of the *ANU Library Client Survey August 2012*, conducted externally by Insync Surveys Pty Ltd indicate a strong need by all clients for weekend morning access to at least some libraries at ANU.

Moreover, access to online resources to meet learning and research needs was identified as a top priority in the *ANU Library Client Survey August 2012*, Insync Surveys Pty Ltd, suggesting that face-to-face staff support and access to physical resources are changing. ANU Library users are more self-reliant and increasingly using online resources rather than print resources, the Library has also been creating additional online help tools for the students including "How to guides...". There has been a 43% decline in use of the print collection and a 49% increase in use of digital resources. The reserve print collection has declined significantly in size and this trend is likely to continue in 2014.

In addition the Library continues to explore ways to most cost effectively provide services to meet the University's financial situation.

In the week beginning the 17th February, the Library instigated the trial hours for 17 weeks of Sunday opening as shown in the table below.

The current and trial Sunday opening hours for each library branch were as follows:

Library	Current Sunday Opening Hours (During Semester)	Proposed Sunday Opening Hours (During Pilot in Semester 1, 2014)
Chifley	1pm - 10pm	10.00am to 7.00pm
Law	1pm - 5pm	1.00pm to 5.00pm
Hancock	1pm - 10pm	1.00pm to 5.00pm
Menzies	1pm - 5pm	Closed
Art & Music	1pm - 5pm	Closed

For the purpose of the trial Sunday opening hours are defined as the hours that the Library is open on a Sunday for the semester period, i.e. 34 Sundays per year. Saturday and weekday opening hours were not included in this proposal. Stand down periods are also not included in this proposal.

In order not to increase the span of hours that the Library was open, trailing morning opening on a Sunday at the Chifley Library meant that this Library closed at 7.00 p.m. instead of 10.00 p.m. as it had during the previous semester

During the pilot period the libraries were open and staffed on Sunday as follows:

Library	Current Sunday Opening Hours (During Semester)	Current Sunday Staffing (During Semester)	Pilot Sunday Opening Hours (During Semester 1 2014)	Pilot Sunday Staffing (During Semester 1 2014)
Chifley	1.00pm to 10.00pm	3 stand-down library staff in two shifts	10.00am to 7.00pm	1 security officer
Law	1.00pm to 5.00pm	2 stand-down library staff	1.00pm to 5.00pm	1 security officer
Hancock	1.00pm to 10.00pm	3 stand-down library staff in two shifts	1.00pm to 5.00pm	1 security officer
Menzies	1.00pm to 5.00pm	2 stand-down library staff	Closed	No staff
Art & Music	1.00pm to 5.00pm	2 stand-down library staff	Closed	No staff

For the pilot period the Stand down staff who worked on Sunday's were offered the following alternative work options for the number of hours that they normally worked on a Sunday. The pattern of work offered was in some cases different to their previous pattern of work on a Sunday

Library Management and Human Resources staff worked with affected staff members to ensure that they retained the same number of hours per week throughout the trial period, either by filling shifts that were already vacant or became vacant during the trial period or through Project work. The Projects that were worked on were –

- NARU collection work, Menzies Basement
- Some work in the Archives
- Some work in the ANU Press

In an email to staff, the University Librarian, Roxanne Missingham wrote that “The issue of piloting the new model for Sunday hours and changing Sunday hours is a very complex development which requires the input of all. It was very valuable to have so many discuss the pilot.” This proved to be the case and

there were a number of issues that arose through the trial, these are addressed in the section on feedback.

The pilot was run in the first semester, 2014 and it only affected Sunday opening hours. The three libraries open on Sunday were staffed by a security guard. The Security Guard was located at the front of the building. The usual support arrangements with ANU Security applied for any issues or incidents – the Security Guards in the libraries were not available to be called out for other security related tasks.

Rationale for the Proposed Pilot

Research was undertaken by ANU Library to collect data on the changing demands and needs of its users. International trends in library usage were used to inform and shape the proposed changes. With the low usage of ANU libraries on Sundays, demands for longer weekend morning opening hours, increased usage of online resources and the decline in face-to-face service; it was proposed that a new user-centered service model for Sundays be implemented to better meet the needs of users.

Improvements to ANU Library online services took place throughout 2013 and 2014 consistent with the *2012 Library Client Survey Action Plan* to meet the identified users' top priority for online resource access for learning and research needs. These include the implementation of the online "Finding books and more" guide, Data Management guide, inter-library loan self-service (Virtual Document eXchange), improvements to Supersearch (library collection search tool) and upgrade of the Library computer system to Sierra.

Responses from the *ANU Library Client Survey August 2012* and regular feedback from users also indicated that users expect stronger support for the self-help approach to library services whereby demands for self-service and off-campus access to information resources have increased.

Preparation for the trial

To foster a culture change for both library staff and clients towards an ethos of self-service and in preparation for the upcoming Sunday opening hour's trial, self-check machines in the Library were upgraded and installed into each Branch Library. The three libraries opening on Sunday had existing self-check machines which were all at least 12 years old or older. The self-check machine in the Law Library died in October/November which meant that the Law Library clients had to wait until February when the new self-check machines were installed library wide.

The Library consulted with ANUSA and PARSA about the proposed service model change and posters explaining the changes we placed in libraries and information was posted on the Library website.

Staff consultation

A meeting was held to discuss the proposal with the Stand down staff. After the meeting Library staff submitted questions to the University Librarian seeking clarification on various issues and an email was sent out to all Stand down staff with the replies. Once clarification of all of the issues had been reached, the Library then moved forward with the proposal to change the service delivery model into the trial period.

From November 2013 to February 2014, Stand down staff worked through the options that were available to them to ensure that they retained their total hours of work at the same level and often this meant working in a different Library carrying out different duties.

Statistics

The statistics reflect that the libraries have been well used throughout the trial period.

Chifley Library has shown good patronage throughout the trial. There were technical problems with the new 3M security gates installed in the Chifley Library from February through to mid-May this year therefore the door counter figures do not accurately reflect the numbers using this Library.

Chifley has averaged 73% of the self-checked loans on a Sunday over the period of the trial, the average number of Chifley loans each Sunday equalling 124. With the limited door count statistics available for Chifley, the average number of clients entering the Chifley Library each Sunday is approximated to be 1,200 prior to mid-May, the May/June statistics that were able to be collected show that 1,538 people used the Chifley Library on Sunday 8th June, which was a weekend where students would have been studying for exams. Total loans during the trial for the Hancock Library equalled 279 and the Law Library reached a total of 228. The Chifley Library reached a total of 1,987 self-checked loans. None of the three libraries open on Sunday offered access to the 2 hour reserve collections during this trial period.

The total number of clients using the Hancock Library on Sunday's from 1.00 p.m. to 5.00 p.m. rose by 50.8% (2013 3,750 : 2014 5,658). The 2013 usage by 5,801 students between 5 p.m. and 10 p.m. was dissipated and these students may well have moved over to use the Chifley Library from 5.00 p.m. to 7.00 p.m.

The Law Library has had solid usage with a total of 1,450 people through the doors. There have been some issues with the Library opening on time which were not raised until the last week of the trial, when they were addressed with the utmost urgency.

Feedback

The Library used the following mechanisms for gathering feedback –

- Questions, comments and/or queries to the Security Guards who related these to Library staff
- Feedback cards
- Online feedback form
- Questions, comments and/or queries to Library staff via phone, email or face-to-face
- ANU Library Facebook page

Any written or oral feedback received was responded to through an FAQ page on the Library website as well as to the individual if names or any other contact details were supplied. If able to, the Library staff immediately contacted the person and talked through the issue that they had raised.

Very few issues were reported to the Security Guards on duty; in Chifley there were 4 lost property reports, 3 printing issues, 8 issues concerning loans via the self-check option or loan limits, 1 group study room issue, and an incident concerning power supply on Level 4 of the Chifley Library. The Hancock Library received 4 queries during the trial and 2 library feedback cards were submitted. The Law Library Security Guard received 7 enquiries throughout the trial period and 14 feedback cards.

The issues have been collated into the groups below –

Access to collections

2 hour loans were extended to those who borrowed them prior to closing on Saturday evenings and these items are able to be returned on Monday morning. This of course meant that those

coming into the library on Sunday might well find that there title was on extended loan and not available again until Monday morning.

The Library has a booking system on place for 2 hour reserve items, and as a result of this trial this booking system is being reviewed, as it disadvantages those who are in the Library and cannot loan the book out if it has been booked for another Library client.

26/4/14	Very happy to see weekend 2-hour loan changes.
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Processes were also reviewed for holds and Hume requests, these items have been placed in an accessible area of the Chifley Library, close to the self-check machines, and are available for pick-up whenever the Library is open.

Feedback concerning the lack of access to the print 2 hour loan collection was noted and has helped speed up the process for being able to make these items available for students to borrow items on a Saturday and not have to return them until the following Monday morning.

26/2/14	It is essential to staff the library on the weekends. We need access to the 2-hour loan books. It is really difficult as a part-time student to access these kinds of things at the library on the weekend. Please help! Not date given – Very happy to see weekend 2 hour loan changes
6/05/14	Reserve collection item should be made open/accessible on Sunday. Inconvenient for the users on Sunday.
11/05/14	Not having 2-hour loan books available on Sundays is prohibitive of people who use those books instead of buying them. Surely there is a better solution than the medieval one of locking them up.

Hours of opening

A very early positive feedback item received in February.

26/02/04	Extremely grateful that the library is now open at 10am Sundays. Thank you times a million!!
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One request for additional opening hours, for both Saturday and Sunday, was received

23/3/14	I would love longer opening hours! Especially on Saturdays and Sundays it would be great if the library opened in the morning (ie 10am) like Chifley. I know a few others who also prefer to study in the morning on the weekend.
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This author of this feedback request did not let us know which Library they were referring to and Library staff have been unable to follow up with them. Chifley Library was open at 10 a.m. on Sunday. During the trial period

26/2/14	If possible could the library please open at 10am on Sunday. I believe the demand is there.
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Two feedback cards were received commenting on the early closing of both Hancock and Chifley at the weekends. The hours of opening on a Saturday were not part of this trial and remain as they were in previous years.

2/03/14	To library info, Just wondering why Chiefly and Hancock close so early on the weekends now? My general observance was that plenty students stayed until 10pm on Sundays, especially towards the end of semester. Personally I did support opening the libraries earlier but not at the expense of closing earlier, as I, and many of my peers feel ourselves to be more productive during those later hours. Look forward to hearing from you,
26/04/14	Could hour times please be extended to there old times, especially Sundays 1-10pm? Even better, would it be possible to have either Chifley/Hancock as 24/7.

One request each was received to re-open the Art & Music Library and Menzies Library on Sunday was received. There was also one phone call from an external borrower requesting that Art & Music be re-opened on a Sunday. Through Document Delivery there have been two requests for Menzies to be reopened on a Sunday, as access to the ANU Thesis collection is curtailed.

2/04/14	Can Menzies please re-open on Sundays?
22/02/14	I was dis-heartened to learn the School of Art/Music is not open on Sundays this semester. This is an important research facility and I rely on weekends in part.

4 feedback cards were received about the Law Library concerning the late opening of the Law Library on the 8th June and the complaints also stated that the Security Guard had been late opening up the Law Library on the previous three Sundays. Actions were undertaken to ensure that the Security Guard would be on time the following Sunday (which was the final Sunday of the trial), the Security Guard turned up at 1.01 p.m. and the Law Library was open for business by 1.02 p.m. and was used by 69 people.

Library staff vs Security Guards

Anecdotally there have been grumbles about Security Guards being on duty and not Library staff. Only a small number of comments have been received on this issue from clients

From the ANUSA Facebook, the 24/7 discussion paper elicited the following comment on Sunday staffing or lack of

(Cam) Hannah, looks either way it won't be staffed. Would love some feedback on that: you may have noticed that Sundays are no longer staffed.

yep, it is crazy and seems to be causing issues for quite a few students (from what I hear on my end as a teacher)

Self-check for returning items has not been able to be addressed and will also be an issue if the Library opens 24/7. The self-check machines the Library has in place are not able to return items. There are a number of strategies that may be able to be activated in order to resolve this issue. Budget constraints may influence which strategy is chosen.

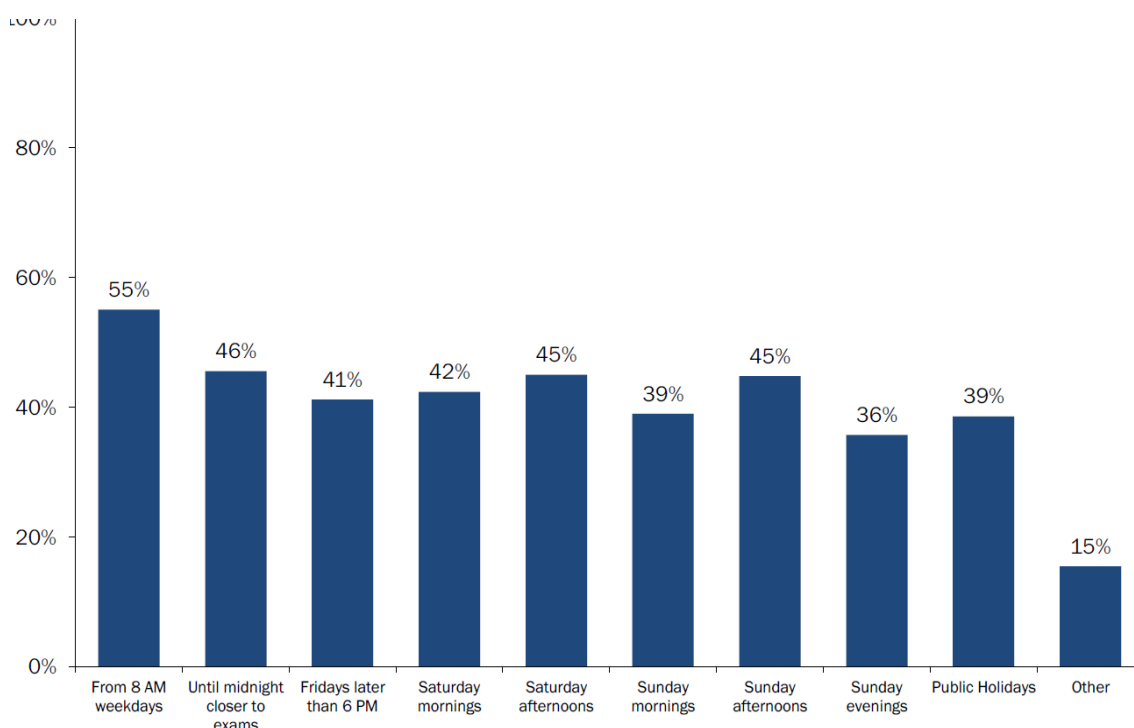
23/3/14	I had not realised there was NO librarian available in the WHOLE library system on Sundays to check in books. This means readers on their borrowing limit cannot change books. I suggest you put a notice near the opening hours part of the library website to this effect. What about nighttime? Do the same restrictions apply?
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Feedback from the 2014 Insync.

In June 2014 the biannual Library survey tool was run. The Library received 464 completed survey forms. A gap analysis undertaken on the lowest performing factors, opening hours meet my needs ranked the lowest.

Survey participants were able to include written comments and the Library inserted a specific question on opening hours for this survey in order to receive feedback on the Sunday hours trial.

Library opening hours that best suit my needs are:



N=498

As seen in the above table taken from the Australian National University Library Client Survey May 2014 key findings, page 23, significant interest was shown in confirming the current opening hours, including the Sunday opening hours on trial, as well as extending the opening hours further. 42% of survey respondents asked for Saturday morning opening, 39% requested Sunday morning opening, 45% requested Sunday afternoon opening plus 36% were in favour of having Sunday evening opening hours.

Many of the written comments from survey participants were about the opening hours over the weekend. Respondents are able to make as many comments as they like on as many topics/issues as they wished.

Two commented that they do not like the Library using Security guards on a Sunday, 18 requested that the Library offer 24/7 access, 2 commented that they would like to have access to all library resources whenever the Library is open and 57 requested longer opening hours both during the week and at weekends.

Recommendations

The trial for the new service model to deliver Library services on a Sunday did not elicit a ground swell of complaints. The complaints that were received are able to be addressed and most were either resolved or will require minimal financial input to resolve. The desire to have at least one Library open 24/7 will also resolve a number of the complaints.

Therefore I recommend that the Library continues delivering the Sunday hours using the new user-centered service model utilising Security Guards to provide a presence during Sunday opening hours. This model will need to be reviewed when and if the Library decides to offer 24/7 opening of the Chifley Library.

A consultative process with the affected Stand down staff is recommended in order for a permanent resolution to be worked through culminating in an action plan being developed with Human Resources to work through the options for Stand down staff. Resolving the outstanding hours for the affected Stand down staff who were employed to worked some of their Stand down hours on Sundays is paramount. This proposal will need to take into consideration the resolution of the outstanding hours from a change in Stand down staff work patterns made in 2012.

The following recommendations will improve the continuation of this model of service delivery by;

1. Investigating options to resolve the issue with borrower limits being reached, even though the borrowers have returned on loan resources through the Library returns shute
2. Investigate the booking system for 2 hour loans to ensure equity of access to the reserve items
3. Investigating alternative access pathways for people who wish to view ANU Theses on a Sunday, e.g. digitise the item
4. The major area which received feedback was the ability to access the 2 hour loan collection. Steps are being taken in the Chifley Library to extend access to this collection on a Sunday.
 - Security gates have been installed directly outside of where this collection is held
 - A self-check machine has been placed into the 2 hour loan area
 - An alternative being investigated would be to use RFID technology for this collection, making the collection able to be issued and returned within a secure area of the Library.
 - All three libraries will need to provide the same service model for accessible 2 hour loans and holds whenever the Library is opened.

As already mentioned, there has been a growing demand this year from the students for 24/7 access to the ANU Library. A discussion paper on this topic is out for consultation at this moment in time. This additional Library service request must be considered alongside the outcome of the Sunday opening hour's trial and the current stringent budget constraints.

Contacts & Feedback on Proposed Changes

Any feedback and/or comments on the changes in service delivery as set out in this Report are welcome and should be directed to Roxanne Missingham, University Librarian via email:

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Other contact officers for the Report are:

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