

BRIEFING PAPER

TITLE 24 hour access ANU Library: Chifley Branch Library
DATE 12 May 2014
AUTHOR Roxanne Missingham

Background

University libraries provide a very important space for staff and students to undertake activities including quiet study, access to electronic resources, use of computers, access to support from staff, training and knowledge development, access to a print collection, group study facilities and more.

The 2012 User survey identified opening hours as the highest in gap between importance and performance (see <http://anulib.anu.edu.au/resources/reports-and-publications/client-assessments/anu-library-client-survey-august-2012.pdf>). The feedback was that the Library should be open as long as possible every day.

The Library is a valuable asset to the ANU community. Use remains high – visitation was:

- 1,288,230 visitors in 2012 (626,498 were to Chifley Library or 49% of visits)
- 1,255,280 in 2013 (616,634 were to Chifley Library or 49% of visits)
- For the first quarter of 2014 numbers are 257,160 of which 47% were to Chifley Library (121,230 visitors).

The ANU Library user community has expressed a need for 24 hour access to the Library as part of feedback through the ANU Student's Association, Post Graduate Students Association and PVC Student Experience.

Australian university libraries are increasingly offering 24 hour access. A summary of Group of 8 libraries late opening hours can be seen in Attachment A. The Australian National University needs to review the possibility of extending Library opening hours in order to offer the similar access to physical study spaces as other Australian and overseas universities.

Universities are rethinking their physical space allocations and those that have already redesigned their learning spaces have incorporated the Library spaces as the 'heart of the campus' ensuring that the Library is the dynamic hub of their campus design e.g. University of Adelaide. Potential students factor in the availability of 24/7 study spaces when making decisions about where they want to study. Existing students are juggling study, work and family commitments – the library needs to meet their needs in a time sensitive manner.

What are the benefits of having library space open 24/7 for students?

- Safe, secure, quiet space in which to study
- Access to print and electronic resources
- Access to PC's
- Access to printing
- Access to an environment that supports study
- Access to refreshments

Models for 24 hour access

Australian university libraries provide 24 hour access through two different models:

- access to the library and its collection (for example the University of Queensland Law Library - <https://www.library.uq.edu.au/taxonomy/term/10545>)
- access to a designated 24 hour area without access to the Library print collection (for example University of Melbourne).

While generally the library is not staffed for the extended hours, and the designated areas without collection access are not staffed, on occasion there may be student employees or limited security supervision (for example University of Western Australia).

A proposed model for ANU

There is a need to test the proposal for 24x7 access with the user community. In developing a proposal following factors were taken into consideration:

- the need to provide services within the budget available, noting that the Library has had a budget reduction in 2014 of approximately 20 staff and is likely to have a further significant reduction in budget in 2015
- the need to fit within the Universities sustainability policy which sets energy reduction targets of 10 per cent in 2014 and 10 per cent in 2015 (<http://sustainability.anu.edu.au/crew>)
- the impact of access on the collection, noting that there were over 3.1 million downloads from e-books and e-journals, while only 249,824 physical items were lent (a ratio of 12.5:1 electronic to print uses)
- staff and clients have noted that there is a need to ensure that physical resources are not lost or stolen
- security available – both the ability to call security for any incidents or assistance and availability of CCTV for monitoring of behavior, note that the cctv replacement project is scheduled for 2014 to update the equipment and that cctv cameras are located in (43 number of locations) in Chifley Library in the ground floor
- support services required by users, including
 - toilets (a disabled toilet is available in Level 2),
 - male and female bathrooms
 - refreshments – a drink machine is available outside the library
 - photocopying/scanning through mfd machines

Proposal

Two options are possible. Both are based on opening up longer hours of access in Chifley Library. Chifley Library was selected as over 50% of clients visit the Chifley Library, the library users are predominantly students, students are the group that has most strongly requested longer access – they balance employment and study requirements and are often time poor.

1. Study Hall model

Under this model level 2 of Chifley Library (Ground Floor) would be open to all students with access via their security card when the Library turned into a study hall. Access to levels 1, 3 and 4 would cease at the close of library hours. The information desk would not be staffed.

There would be no traditional library services – services would be most similar to the 24x7 labs currently available at the university

Library users would be offered a space for study, use of computers, printing, use of basic facilities, newspapers.

Library users would not have access to the physical collection, group study rooms, Disability support room.

Strengths/Advantages:

Low cost option - heating, air-conditioning and ventilation would only be required on one floor.

Low risk for theft from collection.

Extends access to a space associated with the Library.

Will support use by up to 1100 users at any one time.

Self-service options already available to holds, items on display and 2 hour loans

Weaknesses/Disadvantages:

Does not provide a library service or experience in any significant way.

Staff are concerned about security particular of the collection

Opportunities:

Library users, primarily students, will have better support area for study.

Costs:

Costs of physical work to prevent access to other floors.

Costs of lighting, heating/airconditioning/ventilation for 12 midnight to 8 am

Cost of installing a security card system on the main entry which provides the ability to students of both entering and exiting the Library safely

2. Library extension of access model

Under this model all levels of Chifley Library would be open to all students with access via their security card when the Library reached a certain time. Those in the Library would need to

The information desk would not be staffed.

There would be no traditional library services – services would be most similar to the 24x7 labs currently available at the university

Library users would be offered a space for study, use of computers, printing, use of basic facilities, newspapers – (do we want to highlight newspapers when we are trying to make these electronic resources rather than print?) . Library users would also have full access to the physical collection, group study rooms, Disability support room.

Strengths/Advantages:

Higher cost option - heating, air-conditioning and ventilation would only be required on all floor.

Question about whether these could be motion/user activated.

Some risk for theft from collection, greater risk of misfiling. Could this be mitigated by stronger or more visible CCTV?

Extends use of the Library.

Could increase use of the collection – currently use is generally low.

Will support use by up to 2570 users at any one time.

Self-service options for the all print collections are already available

Weaknesses/Disadvantages:

Costs.

Staff are concerned about security, particularly that for the collection.

Opportunities:

Library users, primarily students, will have better support area for study.

Costs:

Costs of physical work to prevent access to other floors.

Costs of lighting, heating/air conditioning/ventilation for 12 midnight to 8 am

Cost of installing a security card system on the main entry

Issues for further investigation

Building costs

Any additional requirements from users – refreshments,

Any security implications

Cleaning (noting this currently occurs at approximately 3am) Discussion around timing of the clean at present being 3.00 a.m. and how this would be advantageous to continue with this timeframe

Will this be just a semester weeks model?

Recommendation

1. That feedback be sought from ANUSA and PARSA
2. That consultation continue in the Library
3. That costings be sought from Facilities and Services on the preferred model.

Action timetable

PHASE 1: Develop proposal		
What	Key issues/activities	Who
Seek comments from staff and finalise briefing	Staff information	Helena Zobec – from staff meeting of 15 April
Finalise briefing	Consult with staff	Roxanne to table at Branch Managers meeting
Consultation	Consult with users on models	Roxanne/Heather to consult with PARSA, ANUSA and PVC
Costs	Work with Meetu on rough costs	
Finalise single proposal	Consult with Library Advisory Committee	Roxanne to take to committee

To be completed by mid May 2014

PHASE 2: Detailed proposal		
What	Key issues/activities	Who
More detailed brief for building work and costing	Work with Facilities and Services	Facilities and Services

To be completed by ? 2014

Attachment A. Group of Eight libraries – latest opening hours

	Opening hours	
Australian National University	Latest opening hours midnight semester period (Chifley and Hancock only)	
Monash University	Latest opening hours midnight semester period (Sir Louis Matheson Library and Caulfield libraries only) 2am exam support period (Sir Louis Matheson Library only)	http://monash.edu/library/libraries/australia/opening-hours.html
University of Adelaide	Latest opening hours semester period 10 pm	http://www.adelaide.edu.au/library/about/hours/
University of Melbourne	Latest opening hours – extended hours zones 1am – Baillieu, Brownless, Eastern Resource Centre, Giblin Eunson	http://library.unimelb.edu.au/hours
University of New South Wales	Main Library open till 10 pm - During study and exam periods, the Library remains open until midnight. 24x7 access close by.	http://library.unsw.edu.au/about/opening.html
University of Queensland	Open 24 hours – Biological sciences library (1), Dorothy Hill Engineering & Science Library (2), Graduate Economics & business library (3), Princess Alexandra Hospital Library (4), Law Library (5), Gatton Library (6), Towoomba (7)	https://www.library.uq.edu.au/hours/ Note: (1) Walk in access from 7am to 8pm. Entry after 8pm UQ ID card necessary. (2) The 24x7 Study Space is available when the DHESL Library is closed. Please enter via Cooper Road after hours. UQ ID card necessary. (3) Access is 24 hours. It is limited to the use of Business, Economics and Tourism postgraduate students. UQ ID card necessary (4) 24x7 Study Space - Princess Alexandra Hospital proxy card access only (5) 24x7 Study Space is available when the Library is closed. After hours entry is off the Great Court near the Michie Building. UQ ID card necessary. (6) The 24x7 Study Space is available when the library is closed. Swipe card access after hours and public holidays. UQ ID Card necessary. (7) Keypad access after hours and public holidays.
University of Sydney	Till 10 pm,	http://www.library.usyd.edu.au/about/openhrs.html
University of Western Australia	Reid 24x7	http://www.is.uwa.edu.au/about/opening-hours - UWA student/staff *Campus Card access only: for extended hours – 10pm-7.30 am M – Thursday, 6pm-7.30 am Friday, Saturday, Sunday)