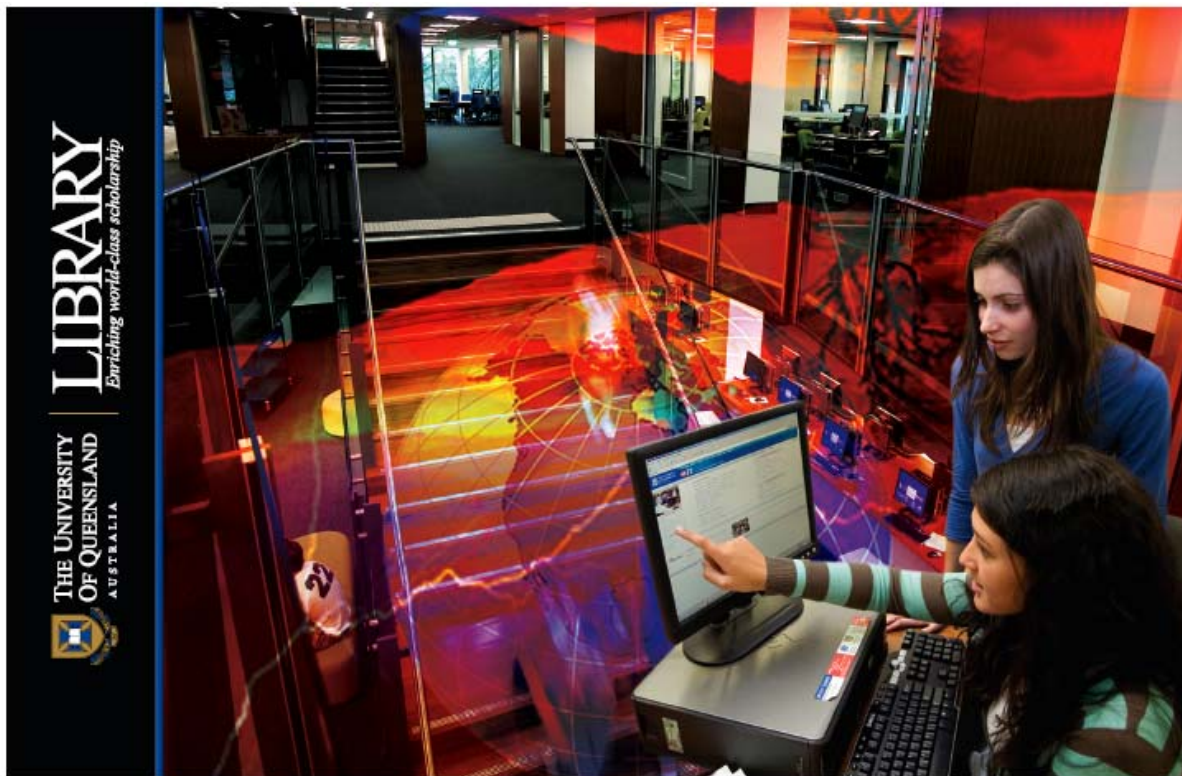


2007

University Of
Queensland Library



[ANNUAL REPORT]

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INTRODUCTION

The University of Queensland Library is an important element in the culture of research excellence and innovation at The University of Queensland. It enriches world-class scholarship by working in partnership with the academic community and providing access to quality information and first-class learning and research infrastructure. In 2007 it continued to develop collections to support established and emerging research at the University, ran a forum on open access publishing, played a leading role in defining, creating and managing the University's e-Research infrastructure, provided access to digital material vital for scholarship and research, and used technology to capture treasures from its collections and showcase these to the world. This year the Library launched its new flagship publication *Phoenix*, which illustrates some of the many ways in which the Library enriches scholarship at UQ.

RESEARCH AND RESEARCH TRAINING

The Library launched its Strategic Plan 2007-2012, *Mapping the future* setting out its vision for the future. The Library's overarching strategy is to enrich learning, teaching and research at UQ. Supporting that strategy are four key priority areas: building the digital research environment, enhancing the student experience, providing convenient and customised access to information, and maintaining and developing community partnerships. These are underpinned by practising ethical and accountable governance and developing and supporting its people.

The University of Queensland Library has one of the largest collections amongst academic libraries in Australia and by far the largest in Queensland. In 2007 the Library expanded its electronic book collections particularly in the areas of architecture, design and the arts; behavioural science; business and economics; earth and environmental science; engineering; health sciences; humanities, social science, law and psychology. It purchased substantial online products of note including: Scopus; the Biosis archive (1926 – 1984); Monash e-Press package; CSA Illustrata; Foreign and international law resource database (FILRD); Sage Journal package and Archive; Sydney Morning Herald Digital Archives 1955-1990; China: Trade, Politics and Culture Online; Economist Historical Archive; 18th Century Parliamentary Papers online; and Nature Archive 1869-1949.

The Library received many valuable gifts, most notably:

- The papers of Julian Burnside and Kate Durham, a manuscript collection focusing on asylum seekers and Australian refugee policy, including a large art installation by Kate Durham reflecting on the sinking of the SIEV-X
- The papers of Rebecca Edwards, a young Queensland poet and artist, author of *Scar Country*, *Draw A Lion*, and *The River Sai*
- Manuscripts reflecting editorial work done by Craig Munro and Robyn Sheahan-Bright on the book *Paper Empires: A History of the Book in Australia 1946-2005*, published by UQP in 2006
- Research materials and recorded interviews used by Andrew Stafford in the writing of his book *Pig City: From the Saints to Savage Garden*, a history of rock music in Brisbane
- Additions to the Kim Wilkins manuscript collection, including drafts of *The Autumn Castle*, *Giants of the Frost*, and *Rosa and the Veil of Gold*
- Historical records from Family Planning Queensland dating back to the 1970s
- The records of the Queensland Conservation Council, from the 1970s to the present

- Personal papers and scientific records related to entomology from the estate of Dr. Elizabeth Nesta Marks
- Manuscripts of Percy Brier donated through the Music Teachers' Association of Queensland
- Research materials on central Cape York Peninsular languages collected by Bruce Sommer between 1964 and 2003

The Library received donations of rare books including: *D. Io. Alberti Bengelii Gnomon Novi Testamenti: in quo ex nativa verborum vi simplicitas profunditas concinnitas salubritas sensuum coelestium indicatur*; *Imitatio Christi. Von der Nachfolgung Christi vier Bucher*; *Sefer Tehilim = Psalterivm*; and *A New, Universal and Impartial History of England: From the earliest authentic records, and most genuine historical evidence, to the summer of the year 1786*. The Library made available to the general public Archive CD Books Australia, comprising more than 500 rare Australian books and records.

The Library worked in partnership with its library system supplier, Innovative Interfaces, and a small group of libraries from the United States, the United Kingdom and Australia to develop a new search tool. Known as Encore, the tool deploys a range of Web 2.0 technologies to provide easy access to the Library's catalogue and the vast array of electronic databases, books and journals to which the Library has secured access. In 2007 the Library developed a new website including the new Encore catalogue search and Research Pro, the next-generation federated-search application that allows searching across library-selected resources. The new website will provide benefits such as the ability to customise pages. Further enhancements to technology in this area include the implementation of the RefWorks referencing software and continued support and training for Endnote and Endnote Web.

The Library continued to play a leading role in defining, creating and managing the University's e-Research infrastructure. It participated in the APSR (Australian Partnership for Sustainable Repositories) project and managed and provided access to UQ research through UQ eSpace, the University's institutional digital repository, which was migrated to the locally developed Fez platform during the year. The Library conducted seminars on storing and accessing research data, and on the changing nature of scholarly communication.

The Library assessed the scope for opening up its legacy collections through digitisation, and worked with user communities to identify key targets for early representation in this way. Online exhibitions such as *The 1967 Referendum, Radical Politics and The University of Queensland*, and *One Man's Gift: the Father Leo Hayes Collection*, captured treasures from the Library's collection and showcased them to the world. The Library again offered a Fryer Library Award to promote scholarship in the arts and use of the collections of the Fryer Library.

TEACHING AND LEARNING

In 2007 the Library continued to enrich teaching, learning and research at the University through the work of specialist librarians, an outstanding collection, the provision of a range of learning spaces and an array of tools and services which underpin eLearning and eResearch.

Liaison Librarians fostered information literacy among students, providing assistance, training, and access to course materials for students. Help was available in person, via email, online chat and telephone and new technologies including blogs, RSS feeds and Blackboard tools were used to

communicate with clients. The Library supported Faculty first year experience program initiatives including the BA Community Website.

Training continued to be a priority. Librarians delivered 1,418 information skills classes to 22,143 attendees. The Ask I.T. computer help and training service delivered 179 training sessions to 2,193 students. The training program complemented the help desk service which is provided in person, via email and telephone, and via the Ask I.T. website. Delivery of research skills training was provided face-to-face to 600 researchers and postgraduate students and complemented by Researchers and Postgraduates Information Discovery (RAPID), an online version delivered through Blackboard. Training was linked to UQ graduate attributes and its teaching programs.

In 2007 the Library conducted its biennial client survey for the fifth time. Comments on the resources, services, facilities and staff of the Library were analysed for quality assurance, planning and benchmarking against 45 other tertiary libraries in Australia and New Zealand who used the survey. UQ Library was in the top quartile of results for all indicators in the benchmarking exercise.

The Library and Ask I.T. launched new websites in 2007. The new Library website uses Web 2.0 technologies to provide easy access to the catalogue and the many electronic databases, books and journals to which the Library provides access. The website will provide benefits such as the customisation of pages, an assignment planner to assist students, and user-generated tag clouds.

In 2007 the Library was visited by more than 3 million people (4.7 percent more than in 2006) visiting 14 Branches. The Library recorded more than 100 million online requests for web pages and 15 million (18 percent more than in 2006) online catalogue searches. It developed virtual tours to assist clients with orientation to the Branches. The Library launched an inaugural YouTube Competition, inviting current students to make a short video for orientation and promotion purposes.

The Library is a central provider of learning space, research infrastructure and technology on campus and provides a high-quality environment that encourages independent learning and peer interaction. The Library had significant involvement in the Next Generation Learning Spaces Colloquium held at the University in July. Its focus was the changing nature of how students use space. A prime example of Library as Learning Space, the Biological Sciences Library, was officially opened in July 2007.

An investigation was also undertaken to determine the viability of using games and virtual environments such as Second Life as a means of providing information about Library services and resources to undergraduate students. Gaming applications have been used widely in public libraries but have not made the move to the academic environment quite as readily and most gaming has been for recreational purposes. The investigation found that technology requirements and development costs were barriers to the introduction of these tools, but staff continue to monitor developments.

COMMUNITY PARTNERSHIPS

The University of Queensland Library worked closely with other universities, cultural and heritage organisations and research agencies in 2007. It maintained strong links with other organisations associated with the University including secondary schools, alumni, hospitals, and the wider community of which it is part.

The UQL Cyberschool provides teachers and students in Queensland schools with access to quality online resources for effective teaching and learning. Membership continued to expand in 2007, with more than 300 secondary schools using its services.

In 2007 the Library hosted several events. The UQL Cyberschool Seminar *Making a Difference: Impact, Influence and Evidence* was attended by more than 160 teachers, teacher librarians and school principals from Queensland and interstate. In conjunction with the 2007 Study of Australian Literature Conference, the Fryer Library held three special literary events: an exhibition *Queensland Writers: 15 Authors of Note*, a 'white gloves' tour of some of its treasures, and *An Evening of Readings at the Fryer Library*. The Library celebrated the 40th anniversary of the donation of the remarkable collection of Father Edward Leo Hayes with an event, a 'white gloves' display of significant treasures from the Hayes collection and an online exhibition. The Library together with the Faculty of Arts at Ipswich hosted a book launch for UQ researcher Toni Risson's new book entitled *Aphrodite and The Mixed Grill: Greek Cafes in Twentieth Century Australia*.

The Library attracted many visitors in 2007 and provided a number of tours of its spaces. The Library was particularly pleased to host a visit by Michael Keller, University Librarian at Stanford and one of the pre-eminent University Librarians in the world, who delivered a public lecture on the Google book search project.

In 2007 the Library held several displays including Orientation Week, Early Australian Maps, New religion courses (display produced by the School of History, Philosophy, Religion and Classics), National Archaeology Week (display produced by the School of Social Science), Queensland Writers, Research and Postgraduate Week, Water for Life, Engineering Week, PAH Writers, The History of the Mater Hospital and the Ipswich Girls Grammar and Ipswich Grammar art exhibition.

The UQ Library participated in University activities including Open Day, when it ran competitions to win an iPod and a Community Membership to the Library for a year, and Diversity Week which saw a visit to UQ Ipswich by Aboriginal Elder Uncle Albert Holt who presented the Library with a copy of his autobiography, *Forcibly Removed*.

Keith Webster

University Librarian and Director of Learning Services

OUR MISSION

Enriching world-class scholarship

The Library is integral to achieving world-class scholarship at The University of Queensland. We work in partnership with the academic community to provide convenient access to quality information, and to manage and provide access to UQ scholarship. We provide information services which are customisable to individual needs and which recognise disciplinary perspectives and their information requirements. We engage with the community to foster scholarship. We strengthen the culture of collaboration and partnership within the University.

OUR VALUES

- We are innovative, proactive and flexible in a changing environment.
- We promote and practise open two-way communication for the benefit of all and we respect the opinion of others.
- We act with integrity and demonstrate fairness and accountability.
- We are committed to excellence through reliable, quality customer service, recognising diversity and treating all with integrity.
- We maintain a healthy work/life balance and foster a collaborative working environment.

LIBRARY COMMITTEE OF THE ACADEMIC BOARD

Terms of Reference of the Library Committee:

- To advise the Board and the University Librarian on matters relating to the University's requirements with respect to the Library.
- To consider and advise the Board and the University Librarian on library policy matters and the conditions of use of the Library.
- To serve as a means of communication between the University community and the Library.

2007 Membership

Ex Officio

Deputy President, Academic Board: Professor Susan Hamilton

University Librarian and Director of Learning Services: Mr Keith Webster

Other Members

- Two persons elected annually by and from the Academic Board:
Professor Brian Key
Assoc/Professor Stephanie Hanrahan
- One representative at a senior academic level from the Institute for Molecular Biosciences, to represent all the University's institutes, nominated by the Deputy Vice-Chancellor (Research) and appointed annually by the Board:
Professor Jenny Stow
- One representative at a senior academic level nominated by each faculty and appointed annually by the Board:
Arts Dr Chris Tiffin
BACS Dr David Merritt
BEL Dr Alan Davidson
EPSA Professor Richard Morgan
HS Mr John Hughes
NRAVS Dr Robert Pym
SBS Professor Kevin Clements
- One representative from alumni of the University nominated by the President of the Board and appointed annually by the Board:
Mr Blair Wilson
- Two undergraduate students nominated by the president, University of Queensland Union:
Ms Claire Stimpson
Ms Helen Davies
- One postgraduate research student nominated by the Postgraduate Students Area Committee
Mr Christopher Glen
- One postgraduate coursework student nominated by the Postgraduate Students Area Committee
Mr James Hudson
Secretary: Ms Elizabeth Jordan.

Report

The Library Committee met three times during the year, and reports were made to the Academic Board after each meeting. Matters considered by the Committee included academic staff borrowing and overdue, Library membership for academic visitors to the University, functional enhancements to the Library website to take advantage of web 2.0 technologies, and the very positive results of the Library's biennial client satisfaction survey.

The Committee reviewed the final draft of the Library's five-year strategic plan, *Mapping our future*, prior to its launch. The two meetings held after the launch included a presentation from the University Librarian on one of the Library's strategic priorities, as defined in the Plan. The two priorities addressed were Enriching world-class scholarship and Enhancing the student experience.

The remaining five priorities, Building the digital research environment, Providing convenient and customised access to information, Maintaining and developing community partnerships, Practising ethical and accountable governance, and Developing and supporting our people will be similarly addressed during meetings over the next year.

HIGHLIGHTS OF 2007

MAPPING OUR FUTURE

The five-year strategic plan “Mapping our future” was launched during the third quarter of the year. The Plan re-casts the Library’s mission and values statements, and sets out strategic priorities for the Library. The over-arching strategy is simply that the Library does more to enrich learning, teaching and research in the great university of which it is part. Supporting that strategy are four key priority areas and two underpinning activities which focus upon the Library’s philosophy and infrastructure.

Enriching world-class scholarship			
Enhance the student experience	Build the digital research environment	Provide convenient and customised access to information	Maintain and develop community partnerships
Practise ethical and accountable governance		Develop and support our people	

PROJECT MANAGEMENT FRAMEWORK

A Projects Management Framework was introduced during the second quarter. Keith Webster conducted a full-day training workshop in May with staff of HEW Level 8 and above, most of whom will be involved in managing projects. A Project Board was established to oversee the implementation of the framework. 129 new projects were commenced in 2007, of which 67 were completed. Projects carried forward to 2008 were expected to be completed in the first quarter.

PHOENIX LAUNCHED

The first issue of *Phoenix* appeared in May, welcoming the new University Librarian, and featuring the newly refurbished and extended Biological Sciences Library. The September issue introduced the five-year Strategic Plan.

CLIENT SATISFACTION SURVEY

The fifth biennial Client Satisfaction Survey was run from 13th August – 8th September. A weekly draw for an Apple iPod was conducted from the responses for the week. Whether because of this or

the efforts of staff at service points to promote the survey, the response rate was more than double that of the 2005 survey.

The report of the Client Satisfaction Survey was received from InSync Surveys in October. The overall result was very good, with the Library's "weighted performance index" improving by 2.7%, which is three times the rate of improvements between any two previous surveys. The number of significant (greater than 2.0) gaps dropped from 15 in 2005 to 1 in 2007 (this was re opening hours in Dentistry).

ORGANISATIONAL RESTRUCTURE

With the resignation of Dr Grace Saw, formerly Executive Manager, Physical Sciences and Engineering Library Services and International and Consultancy Services, her responsibilities were taken over by Heather Todd and Ros Follett, Executive Managers, Biological and Health Sciences Library Service and Social Sciences & Humanities Library Service respectively. Biological and Health Sciences Library Service became the Engineering and Sciences Library Service. Dorothy Hill Physical Sciences and Engineer Library became part of that group, and the Architecture and Music Library became part of the SS&H group. Responsibility for International and Consultancy Services reverted to the office of the University Librarian.

BIOLOGICAL SCIENCES LIBRARY RE-LAUNCHED

The newly-refurbished and extended Biological Sciences Library was officially opened 19th July by Professor John Shine AO, Executive Director of the Garvan Institute. The Library's spectacular spaces hosted more than half a million clients during 2007, and featured in the Carrick Institute sponsored *Next generation learning spaces colloquium* in early July.

LOSS OF A LIBRARY COLLECTION

A fire at the University's Heron Island Research station in late March resulted in the destruction of the library collection there. Staff of the Biological Sciences Library worked closely with academic staff and staff in the Library's Information Access Service to replace the collection in minimum time.

LIBSHARE

The Library's new Corporate Documentation fileshare, named LibShare, was commissioned early in the year after all staff had been trained in its use. The new structure promotes document management across the Library, and enables the Library better to meet the requirements of the *Public Records Act 2002* to manage the storage, retrieval and archiving of records.

UQ ESPACE

At the Open Repositories 2007 conference in San Antonio, Texas, Library Technology Service developer Christiaan Kortekaas gave a presentation on the development of Fez, an institutional repository package which has been developed with DEST funding through the Australian Partnership for Sustainable Repositories. A number of major libraries in the United States have begun to implement Fez for their own research collections, joining a number of libraries in Europe, Australia and New Zealand with whom the Library had been collaborating. At UQ, the institutional repository

content has been transferred to UQ eSpace which is hosted on a Fez platform. All the material formerly housed in ePrintsUQ was migrated. UQ eSpace was also used for research assessment trials at UQ in preparation for the Research Quality Framework exercise in 2008.

SERVICE IMPROVEMENTS

An **online facilities booking system** was introduced during the first quarter, enabling clients to book individual or group study rooms, lockable desks or assistive technology rooms in any of the Library's branches.

Another enhancement was the introduction of an online self-booking system allowing students to **register themselves for any of the range of training classes** offered by the Library.

The Library developed a **new website** including the new Encore catalogue and ResearchPro, the next-generation federated-search application that allows searching across library-selected resources. The new website provides benefits such as the ability to customise pages. Encore deploys a range of Web 2.0 technologies to provide easy access to the Library's catalogue and the vast array of electronic databases, books and journals to which the Library has secured access.

The completely redesigned version of the Ask I.T. website went live on 26th November. The new site employed some of the new web 2.0 technologies enabling a more interactive and user-centric experience. The site was developed in conjunction with a move towards hosting pages in a content-management-system (CMS) which reduces the work needed to maintain pages. The site now includes RSS feeds that students can subscribe to in order to stay up to date with the latest innovations in the UQ computing environment, along with a direct feed on the Ask I.T. classes that are offered throughout the year.

RFID technology was introduced in the Law Library during 2007.

ONLINE EXHIBITIONS

The Library assessed the scope for opening up its legacy collections through digitisation, and identified key targets for early representation in this way. Online exhibitions such as *The 1967 Referendum, Radical Politics and The University of Queensland*, and *One Man's Gift: the Father Leo Hayes Collection* captured treasures from the Fryer Library's collection and showcased them to the world.

2007 was also the 80th anniversary of the establishment of the Fryer Library. The collecting of Australian literature commenced in 1927, and deliberately set out to build a research collection of Australian literary works and critical studies on Australian literature.

STAFF HIGHLIGHTS

Farewells

The Library in 2008 said goodbye to several long-standing and valued staff members. **Robyn Spooner's** retirement from the position of Manager at the Joint PAH/UQ Library was preceded earlier by the acknowledgement of her twenty-five years of service to the University in this capacity. The Manager of the UQ/Mater McAuley Hospital Library, **Jackie Chamberlin**, also resigned after ten years in the role. Another long-standing staff member, **Deborah Turnbull**, Manager Information

Skills and Community Outreach retired late in the year. **Irene Sachs**, the Manager of the Biological Sciences Library, and a key contributor to the refurbishment project, resigned to move to Malawi later to work at Mzuzu University with Australian Volunteers International.

Professional Engagement

Library staff continued to be involved in a range of professional activities. Preparations continue to host the International Congress on Medical Librarianship in September 2009. The University Librarian and Director of Learning Services was appointed Chair of the organizing committee for the conduct of the conference of the International Federation of Library Associations in Brisbane in 2010.

Significant conferences which Library staff attended and presented papers in 2007 included the Open Source Developers Conference, the ANZIL 2007 Conference, Information Online, The Australian Universities Quality Forum, the 7th Northumbria International Conference on Performance Measurement in Libraries and the International Indigenous Librarians' Conference.

Awards

Lisa Kruesi, Senior Manager, Health Sciences Library Service, was the recipient of the Medical Library Association (USA) Cunningham Memorial International Fellowship. The Fellowship, to be undertaken during 2008, covers the costs of a three week study tour in the USA and attendance at the Medical Library Association's Annual Meeting to be held in Chicago.

Glen Dalgleish, Finance Coordinator in Library Corporate Services, received an award from Business Services for innovative use of the Business Objects Program.

Christiaan Kortekaas, Library Web Developer, was the 2007 recipient of the Margaret Waugh bursary.

Social Activities

Biological Sciences Library was again the venue for the staff Christmas party, a Trivia Night, held beneath the palm trees on the northern side of the building. The building and its surrounds again proved to be a great party venue.

A number of branches again joined in the Australian Cancer Foundation's annual fundraiser, Australia's Biggest Morning Tea. Staff contributed an array of home baked delicacies, and these were enjoyed in a relaxed atmosphere, to raise almost \$1,000.

At the end of the year, staff of Information Access Service ran their annual raffle to raise funds for Camp Quality. Again, staff from across the Library contributed items for the prize hampers, bought tickets in the raffle, and then took advantage of the draw to get together and enjoy some pre-Christmas conviviality. \$800 was raised for the chosen charity.

STRATEGIC PRIORITY: ENRICHING WORLD CLASS SCHOLARSHIP

The Library continued to enrich teaching, learning and research at The University of Queensland through the work of specialist librarians, an outstanding collection, the provision of a range of learning spaces and an array of tools and services which underpin eLearning and eResearch. It continued to raise awareness of its role across the university and to ensure that it supported the University's strategic directions.

The University Librarian gave a paper at the first Australasian eResearch conference, held at UQ. The presentation examined changes in the interaction between researchers and libraries and the almost universal expectation that content will be delivered electronically. In addition, social networking technologies were being adopted not only by students but also were poised to play a front-line role in academic scholarship. Mr Webster reported that the Library was making considerable progress in this area, building the blocks to integrate with the research workflow. The Library was moving beyond its traditional areas of responsibility such as information provision to support eResearch and using skills in data curation and information behaviour to contribute to the overall research enterprise. An example was the leading role being playing in a DEST-funded initiative, Online Research Collections Australia, which seeks to identify and preserve collections of research data.

At the Carrick Institute *Next Generation Learning Spaces Colloquium* in July, the focus was on the increasing conversion of traditional library facilities into learning spaces which are used in a variety of ways by students. The success of the Biological Sciences Library refurbishment demonstrated the insatiable demand for space which is flexible, comfortable and conducive to collaborative and active learning. However, there remained a high demand for quiet study space, particularly during examination revision periods. Given clearly defined physical boundaries, it is necessary to arrive at ways in which libraries can change their learning environments during the cycle of the academic year. It must also be recognised that students learn in many different places on campus, and the Library needs to collaborate with other University agencies to create a truly integrated campus-wide learning space.

UQ Research Week offered the opportunity to share in the community of scholars at UQ and to highlight the contribution that the Library makes to research excellence. In 2007, this sentiment was even more acute as the University accelerated its preparations for the Research Quality Framework. Open access has become an important feature of scholarly communication in recent years, and is increasingly connected to the conditions associated with external research funding. Open access publishing broadly falls into two categories. Open access journals are high-quality, peer-reviewed services, freely accessible through the Internet. Many open access journals now attract impact factors comparable with conventional academic journals, and claim to heighten the exposure of research to a wider audience. The second form of open access is through a research output repository, into which copies of articles from academic journals are deposited by authors. UQ's institutional repository, the Library-developed **UQ eSpace**, is a fine example of this and offers the University community an opportunity to showcase its research to the world. Almost every academic publisher allows authors to reproduce their work in a repository in some form and, again, evidence shows that doing so heightens the exposure and impact of research. Many research funders, including the ARC and the NHMRC, now require grantees to make their research publications available in open access form, although appreciation of the means of doing so is not widespread. To

help inform the University of the current state of play the Library hosted a symposium on open access on the afternoon of Monday 17 September, the first day of Research Week.

Publications are one of the final elements of the research process, and the Library continually sought to provide more effective tools to support all aspects of research activity. During Research Week the Library launched three significant enhancements to the research infrastructure:

Encore, a Web 2.0 form of the Library's catalogue, which allows searchers to access simultaneously the catalogue and a range of databases and electronic journals.

Scopus is the largest abstract and citation database for research information, containing 30 million abstracts, results from 275 million scientific web pages and 21 million patent records. It offers details of citations to papers indexed, and straightforward links to the full text of papers. Scopus was launched by Elsevier in 2005 and has become internationally recognised for the depth of its content, particularly of non-US material, and the ease of searching. It offers a range of features including RSS feeds and easy links to RefWorks.

RefWorks is a major web-based research management, writing and collaboration tool designed to help researchers easily gather, manage, store and share all types of information, as well as generate citations and bibliographies. The Library is pleased to offer all users the choice of EndNote and RefWorks, and advice on selecting the most appropriate tool - and access to both - is available from the Library's web page. Encore and Scopus can both also be accessed through the website.

RESEARCH QUALITY FRAMEWORK

Liaison librarians worked closely with their respective schools to check bibliographic information and provide access to the full text of articles in preparation for the Research Quality Framework. Library staff also worked closely with staff from the Office of the DVC Research on the RQF Bibliometric Analysis project, coordinating the work at Library level, checking on CVs and bibliographic integrity for academic staff eligible for RQF submission. This project was halted with the change of government in November.

RESEARCH AND POSTGRADUATE INFORMATION DISCOVERY

The RAPID course has been available to all postgraduate students via Blackboard during 2007. Evaluation of the course and feedback from postgraduates continues to be very positive with some postgraduate supervisors making the course compulsory. With over 14,000 students enrolled it is the largest course in Blackboard at UQ. There is still no ability to obtain usage statistics from within BlackBoard.

Participation in **RAPID** face to face classes continued and Liaison Librarians also reported that contact with individual postgraduate students steadily increased. This reflected the students' need for greater customisation and as a response, a series of RAPID Short Courses was developed with some good attendances during Graduate Week. The classes were generally one hour sessions focusing on a particular resource – Web of Science, Patents, Alerting Services and RSS, Clinical Queries, MeSH searching in PubMed, Marine Science databases, Databases for NRAVS students and Life Sciences Resources.

COLLECTIONS

In 2007, Faculties were again given the opportunity to redirect a proportion of their research monograph fund to the purchase new journal subscriptions. The offer was accepted by a number of Faculties, the Faculty of Biological and Chemical Sciences converting \$16,000 of their allocation to journal subscriptions.

Music score collection – approximately 1100 music scores were acquired to fill gaps in the collection. Some of the areas covered were brass music, chamber music and 20th century Scandinavian music.

Liaison librarians at Ipswich continued to develop the collection to meet the needs of emerging areas of nursing, health sciences and human services. Ipswich and health sciences libraries worked closely to provide support for students in the School of Nursing and Midwifery. Resources and services are provided across campuses and at the teaching hospitals.

Other significant acquisitions included:

- Glenn Murcutt folio showcasing the work of the Pritzker Prize winning architect – eight folders with photographic essays, full-size plans and drawings (ARMUS)
- Foreign and International Law Resources Database (Law)
- Iran-United States Claims Tribunal Reports (large back set for Law Library)
- Australian Romance Fiction Collection (Fryer Library)
- Additions to the papers of Thea Astley and Frank Moorhouse (Fryer Library)
- *El Pais*, *New York Times*, *JoongAng daily*, *Sekai Nippo* and *Kompas daily* (online through NewsStand platform)
- *APA style guide to electronic resources* (online)

Significant donations:

- Large donation of books and journals from Vice Chancellor, Professor John Hay. Items were added to the collections of SS&H, Fryer and Ipswich libraries.
- Over 100 print and audio visual items from the Consul-General of the Peoples Republic of China were added to the SS&H collection.
- Donation of books from Mrs Scott on behalf of her late husband, Mr Cam Scott of the architectural firm, Hayes and Scott.
- Papers of Julian Burnside and Kate Durham dealing with asylum seekers on Nauru and refugee policy in general, including artworks by Kate Durham (Fryer Library)
- Literary manuscript collections – papers of Rebecca Edwards, Laurie Hergenhan, Rebecca Sparrow and Kim Wilkins (Fryer Library)
- Queensland Conservation Council Records dating back to the 1970s (Fryer Library)

Document Delivery

The Library's document delivery service continued to provide UQ researchers with access to resources not held in the UQ collections, held in the Library's closed access collections (Warehouse)

or on another UQ campus. Introduction of Ariel 4.1.1 software allowed all documents received via Ariel to be sent direct to clients' email accounts, greatly improving the turnaround time.

LITERATURE SEARCHING SERVICE

A new digital literature search form was developed by Library Technology Services to facilitate service access for busy hospital staff and researchers undertaking literature reviews for evidence-based practice. Once a completed search form is submitted, it is directed to the appropriate liaison librarian, who conducts the search. If necessary, the librarian will contact the client to refine the original search, otherwise the results will be emailed. The client may request articles through the Library's document delivery service depending on their availability.

ENDNOTE BIBLIOGRAPHIC SOFTWARE

The upgrade to EndNote X was made available on Library computers and distributed via direct download and free CDs in January 2007. The web site and all training information were also updated. The Endnote Licence/Statistics/Software Delivery database which allows the Library to maintain licence statistics and allows UQ staff and students to directly download the EndNote software was very successful. There were over 10,000 downloads of the software during the year, with the Library also giving out over 2000 CDs. The Library continued to support all versions of EndNote currently in use by University staff and students (Versions 7-X). Ongoing maintenance continued for updating supporting software such as filters and connection files.

Endnote Training Statistics

Demand for EndNote classes continued. Extra classes were conducted in the beginning of Semester 1 to meet the high demand from new postgraduate students.

EndNote Web

In 2007, the Library also offered all UQ staff and students access to EndNote Web. Like RefWorks, EndNote Web is a web based product useful to undergraduate and course work postgraduate students.

GRADUATE STUDENT WEEK

Various Library sessions were run and advertised on the Library Training Calendar. Ask I.T. ran advanced sessions on Microsoft Word and Excel. Graduate School staff were very grateful for the development of the class bookings database by the Library.

Library sessions were run throughout the week, including;

- Info Seek, Info Find: Best Practice for Postgraduate Students
- RAPID – Researchers and Postgraduates Information Discovery
- UQ eSpace - Online to the world
- Copyright, Copy wrong!
- Who's Citing Your Work? Citation Index Searching.
- Finding theses

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STRATEGIC PRIORITY: ENHANCING THE STUDENT EXPERIENCE

Students are by far the largest of the Library's client groups and have demanding expectations of high-quality learning environments, technology provision and ready access to resources to support their studies. Many regard the Library as the place in which active learning takes place, often through collaboration with peers, whilst others turn to the Library for quiet study space. Significant numbers of students are immersed in social networking technologies and expect the Library to deliver services and information through that environment, but some still need basic IT training and support. These are indicative of the diverse nature of the student community. A common feature is the time pressures faced by students, requiring the Library to ensure that its spaces and services are accessible when students need them and are not constrained by conventional hours of service.

SPACES

The newly refurbished and extended Biological Sciences Library was officially opened in July 2007. Vice Chancellor Professor John Hay noted that "students are the rightful drivers of the reforms (in teaching and learning spaces), as their lifestyles, aspirations and technology preferences demand revision of the orthodoxies of classroom design". University Librarian and Director of Learning Services, Mr Keith Webster observed that Library spaces allowed students to "study alone in quiet carrels, work in large groups in seminar teaching rooms, or enjoy collaborative and active learning in small groups focused around comfortable seating and easily accessible technology – personal computers, laptops and large screen projector equipment."

Students responded with enthusiasm to the new Library, with the half-million visitors in 2007 more than doubling previous figures.

The changing nature of how students use space was the focus of a national colloquium on *Next Generation Learning Spaces*, held in the Biological Sciences Library in July. Facilitated by the Carrick Institute funded UQ Project Team led by Professor David Radcliffe, the colloquium attracted 133 delegates from 25 universities.

The innovative Ipswich Campus Library continued to be popular with students enjoying its garden setting, colourful environment and versatile seating and meeting areas.

The Walter Harrison Law library undertook an upgrade on one level to better accommodate student preferences for private meeting rooms and action-learning group study areas, while the service provision area on the ground floor was upgraded to meet the requirements of the Library's move to RFID technology – the first of the Library branches to do so. RFID, when implemented early in 2008, will greatly streamline the circulation process for both students and Library staff.

SERVICES

More self-service options were made available for students across the Libraries in 2007. The online **Facilities Booking System** for group rooms, individual study room, locked desks and assistive technology rooms was launched in April. The Service was well-received, resulting in a total of 63,031 online bookings for the year.

Students were also able to make their own **bookings online for the various information skills and IT classes** offered by the Library. The Social Sciences and Humanities Library Service staff completed **virtual tours** for all branches. Available from the Branch websites, these modular tours provide an alternative to students who cannot attend the guided tours offered in the early weeks of semester.

Services such as these allow students to act in their own time without being constrained by Library opening hours or staff availability.

REFERENCING SOFTWARE

The Library has long provided and supported the referencing software EndNote, used mainly by Academics and postgraduate students. In 2007, the Library purchased and will support additional referencing software, RefWorks. This is a web-based product, not needing an individual installation on a local workstation, more intuitive than alternatives, and more suitable for undergraduate student requirements. The RefWorks licence also allows for a perpetual licence to all future UQ graduates, meaning that they can continue to maintain their personal databases of bibliographic citations into their professional lives.

INFORMATION SKILLS CLASSES

Information Skills training and courses remained popular with UQ students and staff with 22,143 staff and students attending 1,418 training sessions in 2007.

Customised information skills classes were delivered to students across the spectrum of Schools supported by each of the Branch Libraries. Examples of these include:

- In DHPSE information skills sessions were an integral part of the ENGG1000 project in which all first year engineering students participate. Classes were provided for 850 students.
- At Gatton, the first six weeks of Semester One were primarily dedicated to information skills classes for first year courses. Two of these courses were core courses – Agricultural and Environmental Biology and Natural and Agrifood Systems. These two courses are undertaken by all students enrolled in the three year Bachelor of Science and a majority of Diploma programs at UQ Gatton. All classes are tailored to the students' assessment using real examples to assist them find information relevant to their needs.
- At Herston Health Science Library information skills classes to support evidence-based healthcare and lifelong learning continued to be a vital component of service delivery to staff and students. Liaison Librarians presented information skills training to match the diverse needs of the HHSL clients. In 2007 a total of 195 classes, tours and talks were presented to 2502 participants.

- Librarians in the Armus Library held integrated information skills classes for all first year Architecture and Music students.
- Classes for first year law students, delivered as part of Laws 1000, were revised prior to Semester One with the aim of increasing student engagement. A quiz, with prizes donated by legal publishers, was incorporated into the series of four classes to test the information skills of the students.

INFORMATION ENQUIRY SERVICE

Use of the face to face information enquiry service, offered in all Branches, has been declining for some years. While over 80,000 reference queries were fielded in 2007, the total number of enquiries exceeded 250,000. More than half of these were taken by Loans Desk staff, students expecting to have all queries handled at one location – circulation, information, directional. It has become apparent that maintaining the practice of staffing Information Desks with professional librarians during all library opening hours is no longer an effective use of their time.

The Library has therefore continued to trial ways of offering information discovery assistance to students using differing methods. The AskALibrarian service offers email and real-time online chat options, and the uptake of that service continued to increase slightly in 2007. In the Biological Sciences Library, a trial of roving was undertaken in the first half of the year. Librarians, instead of remaining at an Information Desk, moved around the Library wearing readily identifiable shirts to advertise their availability for consultation. In the DHPSE Library, the staffing of two desks, for Loans and Information, was discontinued, and staff at the one desk handled all base level queries. The Social Sciences and Humanities Library discontinued the practice of rostering professional staff on the Information Desk during all hours of Library opening. Instead, Library Assistants were rostered on the Desk during selected time slots, with a Librarian ‘on call’ to respond to more involved queries. The effectiveness of all of these approaches is being assessed to inform ongoing decisions about service provision.

LOANS

Circulation figures in 2007 continued the decline of recent years. While 3.5% fewer items circulated in 2007 than in 2006, a comparison with the 2004 figure shows a drop of 20% in the three year period. Shelving statistics show a similar decline, 20% for returned items, and a larger drop, almost 40% in the number of items not borrowed but used in the libraries and reshelved.

LIBRARY VISITS

While loans statistics are down, the turnstile figures for 2007 showed an increase of 5% on the previous year, with well over three million visits recorded. Of particular significance is the increase in numbers coming into the libraries at night. This figure is up 20% over the last three years.

Students are coming into the libraries to use workstations or their own or library-provided laptops (42% more loans of these in 2007 than 2006), to access information available electronically, (successful hits on the library website increased by 115% in 2007) and to use the range of learning spaces provided. These figures confirm the Library’s approach of reducing space dedicated to book stock and increasing the proportion of space available for student use.

LIAISON LIBRARIANS

Liaison librarians in all branches continued to undertake the front line service of mediating between the information seeker and the information. They staffed the enquiries service in its various modes, taught almost 3,000 information skills classes, supported the use of bibliographic software, and engaged in collection development in their specialty areas. They are the human face of the Library to students and staff alike.

Liaison Librarians operate in different ways according to the nature of the discipline they work with and the teaching and learning preferences of their client base. The four MBBS liaison librarians, for example, who are located across the three hospitals and two Rural Clinical Division Libraries, have organised themselves to each work with students in one of the four years of the MBBS programme. This allows them to specialise at that level, while at the same time working collaboratively with their colleagues on joint projects such as course subject guides to be made available on the MBBS core library website.

In the Social Sciences and Humanities Library, Liaison Librarians in the Arts Faculty Service were closely involved in the development of the BA Community Website, an initiative to engage particularly first year arts students, designing library content and maintaining a presence in online “lounges”.

Also in SS&H library, Liaison Librarians were involved in a project funded by the University’s Higher Education Equity Support Program (HEESP) to develop an information skills and liaison program for indigenous students.

In the Architecture and Music Library, librarians, taking advantage of the provisions of the Tertiary Music Licence, arranged for compilation CDs of course related music selections for four music courses to be made available for sale from the UQ Bookshop. The music selections were streamed also directly from music course Blackboard sites.

Librarians in several branches – Law, BSL – exploited the possibilities of social networking technologies such as blogging to keep in touch with students.

ASK I.T. WEBPAGE

A completely redesigned version of the Ask I.T. website went live in November 2007. The new site has employed some of the new web 2.0 technologies enabling a more interactive and user-centric experience. The site was developed in conjunction with a move towards hosting pages in a content-management-system (CMS) which reduces the work needed to maintain pages.

The site now includes RSS feeds that students can subscribe to in order to stay up to date with the latest innovations in the UQ computing environment, along with a direct feed on the Ask I.T. classes that are offered throughout the year.

The search feature on the site includes “tag cloud” technology that shows at a glance the most popular searches on the site itself and with one simple click will return the results on that search.

The design and presentation of the home page has moved away from trying to fit links to everything on the one page and has instead drawn the focus to the three core activities of the *Ask I.T.* service for students - Welcome (and General Information), the HelpDesk, and Training. Much of the site content has also been updated to the new format and includes brand new features on content, such as Office 2007, and makes a large amount of training materials available online.

Clients can now quickly and easily move from one part of the site to another through the horizontal drop down menus at the top of each page which again have been refined to focus on the key aspects of student computing at UQ. Coming soon will be real-time support via an integrated chat-client and the new self-managed online booking system for training classes.

The new web site was also demonstrated to the University Web Interface Working Party who highly commended the work and praised it for its originality, innovation and student focus – approving it as an official variation to the corporate theme for web sites at the University.

PC AVAILABILITY MAPS

A project began to duplicate the PC availability maps used in ITEE for Library areas. ITEE kindly provided the code for the system which was adapted to the Library environment. The PC availability maps are now displayed in public areas and have been made available via the website to enable Library clients to quickly and easily find spare computers.

STRATEGIC PRIORITY: BUILDING THE DIGITAL RESEARCH ENVIRONMENT

The scholarly information environment has been transformed over the past decade through the emergence of open access publishing, networks of digital resources and the affirmation of protocols such as the Budapest Open Access Initiative. These developments have taken place alongside an overwhelming growth in the availability of scholarly information in electronic format. Most recently, deep back-files of complete runs of journals and the digitisation of printed books have augmented contemporary information released electronically at the time of publication. Extensive access to digital material in both the short and long term is increasingly vital for scholarship and research.

The Library also plays a leading role in defining, creating and managing the University's eResearch infrastructure. This is most evident through the development of the University's repositories for research data and outputs and responsibility for the curation of the vast data produced through eResearch. Technology also offers the Library an opportunity to capture treasures from its collections and showcase these to the world.

UQ ESPACE

At the Open Repositories 2007 conference in San Antonio, Texas, Library Technology Service developer Christiaan Kortekaas gave a presentation on the development of Fez, an institutional repository package which has been developed with DEST funding through the Australian Partnership for Sustainable Repositories. A number of major libraries in the United States have begun to implement Fez for their own research collections, joining a number of libraries in Europe, Australia and New Zealand with whom the Library had been collaborating. At UQ, the institutional repository content has been transferred to UQ eSpace which is hosted on a Fez platform. All the material formerly housed in ePrintsUQ was migrated. UQ eSpace was also used for research assessment trials at UQ in preparation for the RQF in 2008.

DIGITAL COLLECTIONS

Work around digital collections in the Library can be broken down into five main areas

The Online Research Collections Australia Project (for APSR)

The aim of this project is to identify eResearch needs locally, to contribute training ideas to the project, to build local networks of eResearchers for support and consultancy, and to contribute to the ORCA registry of research datasets. UQ had several aims for the project work:

- To survey academics here about their current data management practices so as to identify gaps for advice and training as well as identifying infrastructure issues such as access to high performance computing and networking tools
- To create and run training events around eResearch issues such as data management and digitisation

- To run focus groups on eResearch issues, using survey responses to identify key areas of concern
- To build an ongoing local eResearch reference group
- To contribute research datasets to the central ORCA registry
- To develop local Web pages and tools around data management and digitisation

Consultancies delivered

Some of the following consultancies about publications and data management came out of the survey work; others came out of UQ eSpace work.

- Parenting and Family Support Centre
- Ecology Centre
- Teaching and Learning Unit
- David Carter (Australia China Council publications)
- David Adams (School of Biomedical Sciences)

Events

Library staff working on UQ eSpace attended and spoke at a number of events during the year to promote the open access initiatives and the management of research data. These included

- Open access forum (held on 17 September at UQ during research week)
- Long Lived Collections (September 11)
- Creating a research data management plan (12 October)
- Digitisation (16 November)

RESEARCH QUALITY FRAMEWORK

Library staff were also members of the University's RQF planning group, and managed the data checking part of the RQF planning work. This was a considerable undertaking, involving regular meetings and a considerable amount of time.

Selected staff from UQ eSpace and the Library Technology Service played an important role in the University's Research Quality Framework planning and preparation. Changes were made to the record structures of the UQ eSpace repository to accommodate the RQF's stringent reporting requirements. Considerable amounts of data were imported into UQ eSpace from a variety of sources, including Thomson/ISI databases, academic CVs, EndNote libraries and UQ's ResearchMaster system. This then created a centralised dataset of citations for academics whose work would go forward for the RQF. The records, approximately 60,000 in number, were de-duplicated and checked by a specially hired team. The data checking work took around three months. Staff also liaised with ITS staff about the design and delivery of a Publications Data System through which academics could select which records would go forward for the RQF, and where they could notify UQ eSpace staff of any omissions and errors. Staff also attended regular planning meetings of the RQF Working Party, and contributed to its success.

DIGITISING LIBRARY COLLECTIONS

The **Digilib Architecture Image Library** comprises two major collections of images: Queensland Contemporary Architects, currently with 700 images, allows users to identify specific features of buildings by contemporary architects, for example, balustrading, rafters, timber framing, while Queensland Country Towns currently includes 260 colour images of different towns taken over a number of decades. Images typically include shots of main streets, houses and farmhouses, shops and stores, council chambers, railway stations, mines, gardens, and cattle stations. Many of these buildings are previously unrecorded in any accessible form and several have since been demolished. The original 800 slides of Queensland country towns and cities were rescanned and catalogued during 2007. An additional 800 slides were cleaned, scanned and published on eSpace.

A proposal was submitted and approved for a continuation of the project which includes expanding the database by an additional 1000 slides and cataloguing the Queensland Country Towns Print Archives. Selected papers from this archive will be scanned and linked to the Digilib slides.

The Fryer Library commenced projects which use a newly acquired AO scanner/printer. A number of architectural plans from the **Torbreck Collection** have been scanned and all items in this collection will be scanned for preservation purposes. A number of **theses** either held only in print in School theses collections or not held at all by the Library have been scanned and placed in UQ eSpace to meet demand.

Almost 500 **book covers of Carter Brown's crime fiction novels** were added to eSpace. The digitised covers were linked to the Austlit record via eSpace. The catalogue records for over 500 items were ingested to eSpace to assist with the project.

The Grahame Garner collection was also added with 190 records, and continues to be heavily accessed. The Hayes manuscript listing "*Catalogue of manuscripts from the Hayes Collection in the University of Queensland Library*" is among the top 50 papers in eSpace

ONLINE EXHIBITIONS

A number of online exhibitions have been mounted during 2007 to showcase some of the unique materials of the Fryer collection. These included:

- 1967 Referendum – Featuring documents and photographs from over a dozen manuscript collections, the exhibition told the story of the referendum and highlighted the Queensland context of this historic event. Response to the display was extremely positive: it was chosen as one of the websites featured on the News and Events section of the Federal Government's Culture and Recreation portal, a site attracting over 4 million online visits annually. In conjunction with this activity, posters were also produced for a physical display in the Law Library, copies of which were provided to the Aboriginal and Torres Strait Islander Studies Unit for the 40th Anniversary Referendum Dinner held on Friday 25 May 2007 at the UQ Centre.
- Radical Politics and the University of Queensland - This is an incisive analysis of the times, with just enough of the personal element to engage with a wider audience. The Radical Politics online exhibition was launched at an event in association with Research Week. Arts Faculty Director of Studies, Fred D'Agostino, spoke about his experiences of radicalism on US

campuses in the 1960s. Greg George also spoke, as did Dan O'Neill. The event was well attended by former students associated with radical politics at UQ in the 1960s.

- One Man's Gift – the Father Leo Hayes Collection - On Friday, 5 October over 100 people gathered for an event hosted by the Friends of Fryer to celebrate the 40th anniversary of the donation of the remarkable collection of Father Edward Leo Hayes to Fryer Library. Ros Follett and Keith Webster spoke about the significance of the Hayes collection and the extent to which it put Fryer on the map as a research collection in Australiana. Father Chris Hanlon (Hayes' biographer for *The Australian Dictionary of Biography*) gave an engaging talk about Hayes the man. Former UQ Librarian Derek Fielding entertained with a discussion of the "courtship" surrounding the acquisition of the collection. Many current and former staff members who were closely involved in the processing of the collection were gathered there including Derek Fielding, Nancy Bonnin, Spencer Routh, Mary Rose McCarthy, Marianne Ehrhardt, and Carol Hetherington. In conjunction with the event there was a "white gloves" display of significant treasures from the Hayes collection.

COPYRIGHT

This is one of the most challenging copyright periods since the first copyright legislation, the Statute of Anne, became law in the U.K. in 1709. Rapid technological developments continue to present both opportunities and risk for the University.

Because of popular reporting of copyright threats and occasional prosecutions by copyright owners, one of the ongoing challenges of the role of Copyright Coordinator is to ensure that University staff and students do not become so risk averse that they do not avail themselves of the many legitimate copyright rights that exist for both their own research and for the broader teaching, learning and research functions of the University.

Fostering a good working knowledge of copyright rights and their limits is a key task and the introduction of a series of "Quick Guides" to the Library website is designed to deliver digestible copyright information on significant day-to-day topics.

The Copyright Coordinator spoke at many Schools and Centres on a wide range of topics, and also addressed postgraduate students on a number of occasions. As well, the day-to-day demand for one-off advice continues to remain strong as University staff try to make sense of their rights and responsibilities.

The University was subject to a 'sampling survey' of electronic use of copyright materials pursuant to the Part VB statutory licence in the Copyright Act. The Library had a primary role in responding to the survey and performed with great credit.

STRATEGIC PRIORITY: PROVIDE CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

Convenient access to information and services is an expectation of clients today. Academic staff and students lead increasingly busy lives and need to be able to identify and access library information and services irrespective of time and location. The volume of information which can be accessed through the Library has increased vastly in recent years, and clients need tools which easily help them to identify resources which will meet their needs. The Library's physical spaces also must adapt to keep up with changing user demands. Inherent in this is the need to offer a flexible assortment of individual and group study space.

UPGRADING THE WEBSITE

The Library commenced a major project which will revamp the website architecture in both content and navigation. Some highlights in 2007 were:

- The addition of a navigation bar on all web pages to aid in moving quickly through the website
- A much simplified home page
- Customised pages for major client groups

LIBRARY SYSTEM ENHANCEMENTS

Activities to improve Millennium, Library Management System (LMS) continued. Release 2006 beta testing began in July with Millennium Acquisitions, Millennium Cataloguing and Electronic Resource Management (ERM) modules as well as the Catalogue. Whilst time-consuming it was worth the effort involved and gave early access to new features, providing an opportunity for staff to comment on and influence how the new features work. We also implemented new products (My Record Feeds, Spell Check).

The Library received an invitation to become a development partner in Innovative's Encore development initiative. Encore is a new discovery services platform that has the potential to transform the user experience of the catalogue with expanded search functionality and community features. Testing of the new service began in February 2007 and we made a preview version available to our clients in June. Performance issues prevented us from fully implementing Encore before the end of the year.

To complement Encore, the Library purchased and implemented Research Pro, a metasearching facility which will be used to search across a number of our databases.

COLLECTIONS

Print Collections

A total of 33,956 new titles (45,612 volumes) were added to the collection in 2007. This was a decrease of 1.6% in the number of titles and a decrease of 1% in the number of volumes.

The Library continues to expand its reference collections in a variety of formats. Additions for 2007 included:

- Complete online set of international tables of crystallography
- The turfgrass information file
- Encyclopedia of surface and colloid science
- Blackwell International Encyclopedia of Communication
- Encyclopedia of Islam Online

By the end of 2007, the number of print journal subscriptions was 9,991. During 2007, 66,819 journal issues were accessioned. A total of 125 new subscriptions were placed, including

- Journal of indigenous policy
- Yishu : journal of contemporary Chinese art
- Pacific arts
- International journal of green economics
- Effective practices for academic leaders
- Communicative disorders review
- Legisprudence
- Law and humanities
- International journal of nursing education scholarship
- Indian Journal of Constitutional Law
- Business Ethics Quarterly
- Journal of Forensic Accounting
- Critical Studies in Television
- Journal of Whiplash & Related Disorders

Microform

Despite the digitisation of many backfiles by publishers, the microform remains the format of choice for the reproduction of many important bodies of historical research data. For example, in 2007, the following important microfilm collections were purchased with school research funds:

- Daily Northern Argus
- The Bulletin [marked up copies] from the 1920s and 1930s
- Australasian pastoralists review

- Australian variety, and, Australian variety and show world
- Masculinity : men defining men and gentlemen, 1560-1918. Parts 1 & 2
- Nuclear disarmament after the Cold War. Parts 1,2 & 3

Gifts

The University community, graduates and the greater community helped the Library expand and enrich its collections through generous donations of money and resources. Of the 2,636 resources donated in 2007, significant titles included:

- A new, universal and impartial history of England : from the earliest authentic records, and most genuine historical evidence, to the summer of the year 1786.
- Von der Nachfolgung Christi vier Bucher, 1669
- Sefer Tehilim = Psalterivm (Halae Magdeburgicae: Impensis Orphanotropei, 1738

Electronic Collections

The number of databases continued to expand, with a total of 950 by the year's end. New databases included:

- Scopus
- eTG
- CSA Illustrata
- Foreign & international law resource database (FILRD)
- China: Trade, Politics and Culture Online from the publisher Adam Matthew
- 18th Century Parliamentary Papers online (to replace microfiche)

The Library expanded its suite of referencing software with the purchase of perpetual access to RefWorks.

The number of electronic journals continued to rise, bringing the total number to 51,000. New packages and titles included:

- Nanotechnology law & business
- Nature nanotechnology
- Nature photonics
- Review of law and economics
- Journal of theoretical economics
- International journal of green economics
- Journal of cognition & development
- Sleep & biological rhythms
- Humana Press journals
- Additional Sage journals
- International journal of nursing education scholarship
- Effective practices for academic leaders
- Observatory on borderless higher education

The following titles were added to the newspaper gateway

- JoongAng Daily
- Kompas
- New York Times
- El Pais

During 2007, the Library was again able to substantially supplement the existing electronic journal collection with addition of electronic backfiles. These included:

- Sydney Morning Herald Digital Archives 1955-1990
- Biosis archive – 1926 – 1968
- Biosis backfile – 1969 – 1984
- Brill journals
- The Economist Historical Archive 1843-2000
- Nature Archive 1869-1949
- Blackwell backfile expanded by the addition of 150 titles
- Wiley backfiles including
 - Analytical sciences
 - Angewandte Chemie
 - Business management
 - Earth and environmental sciences
 - Education
 - Food science, technology and agriculture
 - Genetics and evolution
 - Healthcare and policy management

eBooks

UQ Library clients now have access to over 387,000 electronic books. Liaison Librarians are actively seeking titles to add to the collection particularly to support teaching and learning. Platforms of choice for titles purchased individually vary but to date, the majority of ebooks used by undergraduates are on the following platforms:

- NetLibrary
- EBL
- StatRef
- Safari

In addition, the Library has purchased ebook packages from publishers including:

- Royal Society of Chemistry
- American Psychological Association
- INFORMIT Engineering
- Digital Library of Classical Protestant Texts (purchased for the collection by the [History of European Discourses](#) Centre)

- Elsevier
- Springer subject collections including:
 - Behavioral science
 - Architecture & Design
 - Business and Economics
 - Earth and Environmental Sciences
 - Humanities and Social Sciences & Law
 - Engineering

Multimedia Collections

Some 3411 new multimedia titles were added to the collections.

Specialised Collections

The Fryer Library manuscript collection was enhanced with addition of several significant collections including:

- Additions to the papers of Venero Armanno
- Papers of Julian Burnside and Kate Durham

Australian Digital Theses Program

Theses were added to the Australian Digital Theses (ADT) Program database, an initiative of the Council of Australian University Libraries, comprising digital versions of theses produced by postgraduate research students throughout Australia. The Postgraduate Studies Committee and the Academic Board supported the recommendation that students provide an electronic copy of their theses in addition to the four print copies. The print copy kept in the University Library would be the 'official' copy and the Library would be responsible for adding the electronic copy to the ADT program. Access to the abstract only outside the UQ domain ensured control of the intellectual property.

High Use collections and course materials

The Library continued to maintain collections of high use textbooks and other items in most branches although the number and use of such items is in decline. Most course materials have been made available online, either through in-house scanning of book chapters and journal articles or linking to full text journal articles. Use of these locally digitized materials increased by 6.4% in 2007 to a total of 1,122,100 requests, showing that the service is well used by UQ students. Library assistants also maintain links from the UQ Course Profiles to the Library course materials page.

In ARMUS Library, almost 2,000 compilation CDs of required listening were made available for students in four music courses. Students were also able to stream the music directly from the course BlackBoard sites.

The Multimedia team produced almost 400 DVDs of broadcast programmes. Some full videos and some video clips have been made available as streaming media via the library catalogue, at the request of academic staff. Library Technology Service statistics show more than 60,000 successful requests for such streamed media during 2007.

Collection Maintenance

Work continued in all libraries to maintain the collections at optimum relevance:

The PAH Library undertook a major review of its journal collection during the year. A list was compiled of all print titles available electronically, either through the University of Queensland Library or the Clinician's Knowledge Network and the number of times they were borrowed. This list was then circulated to Department Heads for recommendations to cancel and 23 titles, all duplicate subscriptions were cancelled at a combined value of \$32,811.

In Armus Library approximately 1100 music scores were acquired to fill gaps in the collection. Areas covered were brass music, chamber music and 20th century Scandinavian music.

Also in Armus, a grant was received to evaluate the Library's holding in the Planning area. This resulted in the purchase of additional monographs for the collection.

At Ipswich liaison librarians continued to develop the collection to meet the needs of emerging areas of nursing, health sciences and human services. Ipswich and health sciences libraries worked closely to provide support for students in the School of Nursing and Midwifery. Resources and services are provided across campuses and at the teaching hospitals.

The Law Library completed a project to shelve the European Union Information Centre (EU*i* Centre) as a separate collection. Although initially driven by a need to create space in the rapidly expanding monograph collection, the move enabled the Library to comply with a new agreement with the European commission stipulating that the ER*i* material be shelved as a separate collection. The Law Library also expended an additional \$30,000 for collection development to support the increase in first year student numbers.

SPACE PLANNING

The Social Sciences and Humanities Library is experiencing some space issues, in that the physical size and distribution of the collections and the lack of warehouse space and processing ability do not encourage a climate of de-selection at a level required for long-term stability. Parts of the collection grew at different rates, necessitating fairly significant back shelving efforts to accommodate new acquisitions.

First semester saw the introduction of Quiet and Discussion areas in the branch. In 2006 there was frustration amongst both students and staff with noise levels, in particular that caused by the use of mobile phones. Increased eating and drinking in the branch was also an issue. Shelving Support Assistant had to deal with difficult customers, frustrated by noise levels they found excessive. Desk staff had to provide more of a policing role to try to prevent food and beverages coming into the library.

It was decided to trial making levels 3 and 4 Quiet Spaces, where mobile phones were turned to silent and quiet study was required. Levels 1 and 2 were designated as discussion areas. The trial was extended into Semester 2 and combined with a “What did you do today?” survey, which will be used to determine client use of the Library and how it is meeting client needs. Evidence to date suggested that the spaces were going some way towards meeting staff and student needs.

Group rooms in ARMUS were completely sound-proofed as well as new comfortable seating installed in the listening area.

In the Law Library, space planning focussed on the redesign of the Loans Desk area to facilitate introduction of RFID technology. In addition to this project, statistics collected on Level 4 during semester 1 showed that there was consistently high demand for study space with a computer and individual study rooms. This contrasted with the low rate of occupancy for individual study carrels, indicating a preference for lockable study space. The statistics suggested that development of part of the study carrel area into a study area comprising lockable study desks would better meet client needs and designs for the redevelopment of the area were produced and replacement furniture ordered.

STRATEGIC PRIORITY: MAINTAIN AND DEVELOP COMMUNITY PARTNERSHIPS

The Library's primary users are the staff and students of the University, and the staff of hospitals in which joint university/hospital libraries operate. Beyond that, the Library also works closely with other universities, cultural and heritage organisations and research agencies. Strong links are maintained with other organisations associated with the university including secondary schools, alumni and the wider community of which it is part.

Staff from across the Library participate in University and Faculty committees, including Faculty Boards of Studies, and School Teaching and Learning Committees.

Pam Schindler, Education Liaison Librarian in the Social Sciences and Humanities Library, was appointed as a General Staff representative on the Disability Subcommittee of the UQ Senate Standing Committee for Equity, Diversity and the Status of Women.

LIBRARY SERVICES OUTREACH

Libraries of the **Social Sciences and Humanities Library Service** found many ways to strengthen partnerships with their communities.

Displays, for special events of University or wider significance, were mounted frequently, sometimes in collaboration with other agencies.

- *Charts, Commerce and Conquest : the mapping of Terra Australis, 1487-1814* commemorating the 400th anniversary of Dutch discovery of the Australian mainland (curated by Fryer Library staff for display in SS&H)
- *Indigenous housing and music* – for UQ Diversity Week in ARMUS
- *International Criminal Court* – Law Library
- *UQ Mooting Teams* – participation and success by UQ law students in mooting competitions – Law Library
- *Water for Life* –featuring the power of water in the arts, architecture, health, mythology, the environment and life in general. Also on display was material from UQ's Advanced Water Management Centre, an international centre of excellence in innovative water technology and management – SS&H Library
- *We all Count: 40th anniversary of the 1967 Aboriginal Rights Referendum* – displays at Ipswich, Law and SS&H.

UQ Ipswich Library participated in the St Edmunds School Year 11 boys' conference held at the Campus by providing information skills training for students in different discipline streams. In August, the St Edmunds College awards ceremony was held in the Library garden area.

Tours of the Ipswich Library were conducted for staff from the University of Waikato, National Library of Australia, Queensland Police Service Library Service, Central Queensland University, University of South Australia, and Queensland Tourism.

Ipswich Library hosted a visit by Albert Holt, a widely respected Elder with extensive experience working with all sectors of education, mainly in the Inala area.

Toni Risson's book, *Aphrodite and the Mixed Grill: Greek Cafes in Twentieth Century Australia* was launched at UQ Ipswich in conjunction with the Arts Faculty at Ipswich. Many members of the Ipswich community were present.

Ipswich Girls Grammar School and Ipswich Grammar School held their annual exhibitions of student art work in the Ipswich Library.

Law Library collaboration on the OzCase and Weblaw projects continued. The Manager was involved in planning the launch of OzCase. Work commenced on a revamp of the Weblaw site and a draft of the redesigned site was presented to the members of ANZACLL (Australian and New Zealand Academic Law Librarians) in September where it was very well received. A large number of Weblaw links to legislation were checked for currency during the year and updated as required.

Fryer Library held events in conjunction with the *2007 Association for the Study of Australian Literature Conference* at UQ in July. These were a "white gloves" tour of the treasures of Fryer, an evening of readings for delegates and Friends of Fryer and a display noting 150 years of Queensland's literary history.

The "white gloves" tour showcased for viewing John Lang's 1837 satirical narrative poem of his voyage to England to study law (Lang is Australia's first native-born novelist); Henry Kendall's copy of his 1880 book of poetry *Songs of the Mountains* where a poem removed because of a threatened libel suit is reinserted in his own handwriting; a limited edition of Louisa Anne Meredith's *Bush Friends in Tasmania* (1891); and manuscripts by Barbara Baynton, Thomas Shapcott, Frank Moorhouse, Bruce Dawe, David Malouf, Elizabeth Jolley, and Thea Astley.

At the evening of readings for ASAL delegates and Friends of Fryer, four authors presented selections from their works. Alexis Wright, winner of the 2007 Miles Franklin award for *Carpentaria* read from that novel. Chris Masters, perhaps Australia's best-known investigative journalist and the son of novelist Olga Masters (whose papers Fryer Library holds), read from *Jonestown*, his examination of the power and the myth of talk-radio host Alan Jones. Dorothy Porter, a critically acclaimed poet, read from her latest verse novel, *El Dorado*, which is both a detective novel and an examination of a long-standing friendship between a man and a woman. Peter Skrzynecki, a renowned Australian poet with fifteen published works, wound up the evening with poems that explored his parents' experiences in Australia as Polish immigrants after World War II and with an extract from his memoir *The Sparrow Garden*.

During 2007 Fryer staff visited the State Library of Queensland where former Fryer staff members Deb Stumm and Jo Ritale hosted a tour and overview of the Heritage Collections. Mark Cryle and Laurie McNeice paid a visit to the Queensland State Archives and met with Janet Prowse, Director and State Archivist, and Jenny Kidd, Manager, Marketing and Communications. Discussion revolved

around the upcoming celebrations of Queensland's 150th anniversary (including a proposal for an exhibition of the top 150 documents telling the story of Queensland), the proposed Centre for the Study of Government at UQ, and opportunities for collaboration and cross-promotion of events.

The third event held in conjunction with the ASAL conference was a display noting 150 years of Queensland's literary history and highlighting 15 prominent Queensland authors. Rare and unique items from the Fryer Library's collections pointed to the importance of each author in Queensland's literary development. The fifteen authors were: Venero Armanno, Thea Astley, George Essex Evans, Gwen Harwood, Xavier Herbert, Ernestine Hill, David Malouf, Oodgeroo Noonuccal, Nettie Palmer, Vance Palmer, Rosa Praed, Steele Rudd, Rebecca Sparrow, Janette Turner Hospital, and Herb Wharton.

On Friday, 5 October over 100 people gathered for an event hosted by the Friends of Fryer to celebrate the 40th anniversary of the donation of the remarkable collection of Father Edward Leo Hayes to Fryer Library. Ros Follett and Keith Webster spoke about the significance of the Hayes collection and the extent to which it put Fryer on the map as a research collection in Australia. Father Chris Hanlon (Hayes' biographer for *The Australian Dictionary of Biography*) gave an engaging talk about Hayes the man. Former UQ Librarian Derek Fielding entertained with a discussion of the "courtship" surrounding the acquisition of the collection. Many current and former staff members who were closely involved in the processing of the collection were gathered there including Derek Fielding, Nancy Bonnin, Spencer Routh, Mary Rose McCarthy, Marianne Ehrhardt, and Carol Hetherington. In conjunction with the event there was a "white gloves" display of significant treasures from the Hayes collection. An online exhibition entitled *One Man's Gift* was also launched at this event.

The final event of the year for Fryer was a Christmas party for the Friends for Fryer on Monday, December 3rd, where Prof. Peter Spearritt, the new chair of the Fryer Library Advisory Committee, spoke. He gave a light-hearted talk entitled "Confessions of a Book Collector Who Threw It All In for Travel Ephemera", which was well received by the 55 Friends of Fryer who attended.

The Friends of Fryer Committee met on 23rd July. Keith Webster announced the appointment of Peter Spearritt as Chair of the Fryer Library Advisory Committee and plans for UQ to collaborate with the state government in establishing a digital archive of the history of Queensland as part of the celebrations of the 150th anniversary of the state. He also announced that funding was in place for the 2008 Fryer Library fellowship. He hoped that Carla Boeckman, Director, Office of University Development and Graduate Relations, would be able to attend the next meeting of the Friends of Fryer Committee, to help direct its future efforts. Mark Cryle outlined upcoming digitisation projects and the plans for a major refurbishment of the Fryer Library staff area.

HOSPITAL PARTNERSHIPS

With the appointment of a new Queensland Health Library Director in 2007, Mr Garry Hall, and changes to services occurring at the major Brisbane teaching hospitals, closer management relations were established. In December 2007 a working party was established to determine the information needs of the hospital staff with the aim of working with Queensland Health to provide library services. The working party will also address issues relating to the budgets for subscriptions with the aim of resolving budgetary issues during 2008.

At the Herston Health Sciences Library, for the first time in many years, hospital staff have been the largest group of clients, at 52%. This can be attributed to a significant increase of nurses joining the Library in the 2007 (from 687 nurses as members at the end of 2006 to 1352 in 2007). The major group attending information skills classes was also hospital staff (46%).

The establishment of School of Medicine Clinical Schools at Queensland Health Hospitals at Caboolture, Redcliffe, Nambour, QE11 and Redlands resulted in the UQ Library establishing informal relationships with libraries at these sites.

The Mater McAuley Library provided an information service for all Mater Health Services staff in seven hospitals, including Mater Private Hospital - Redland. It also provided library services for the staff of the Mater Medical Research Institute, Queensland Health's Radiation Oncology Clinic at Mater and the Child and Youth Mental Health Service at Inala, Greenslopes and Yeronga. At the end of 2007, there were 2,580 Mater staff registered to use the Library services.

Mater Health Services recognised the value of research and high quality research activity with the establishment of the Mater Research Register by the Mater Research Support Centre in 2005. Librarians updated the EndNote Library of journal articles published by Mater staff for the past year and included journal impact factors. This entailed an extensive search of approximately eight databases. A similar project was undertaken by the Library for the Mater Medical Research Institute.

The libraries of the Rural Clinical School Library Service demonstrate a high degree of cooperation with other agencies. All moved towards enhanced service in 2007, with a move to new facilities in Bundaberg, and a new building nearing completion at Toowoomba. A new library service was established at Roma, with the cooperation of staff of the Roma Town Library. For Hervey Bay/Maryborough clients the main book collection was housed in the Hervey Bay Library (a joint University of Southern Queensland/Hervey Bay City Council) facility. The Rockhampton service will operate from new facilities from early 2008.

All library services at Bundaberg relocated into the new joint University of Queensland/ Queensland Health Teaching and Learning Centre in November 2007. It will be officially opened by the Head of the School of Medicine, Professor David Wilkinson, in February 2008. The new facility provided over 85 percent more floor area than the old Library. Patron zones were upgraded, with larger and more varied types of spaces. Facilities included 5 UQ and 2 QH PCs with Internet access, wireless internet access, printing and copying facilities. All UQ Library books were also catalogued in the Queensland Health library's Voyager Library Management System. Bundaberg loans were primarily processed through Voyager.

The Dentistry Library is being assisted by Australian Dental Association (Queensland), which provides warehousing facilities for lesser used books and journals to ease the collection space problem in the Dentistry Library

UQL CYBERSCHOOL

The Cyberschool is the Library's outreach to prospective University of Queensland students, while they are still in secondary school throughout the State (and increasingly in other States also). It continued to expand, and the number of schools participating in database trials has also increased. By year's end, 2007 Queensland secondary schools were able to request trials of 90 databases, and there were

- 717 current subscriptions from
- 247 secondary schools to
- 61 online databases.

343 Schools have used the services of the UQL Cyberschool to:

- visit the University of Queensland Library for training and tours
- link to the UQL Cyberschool web page on their own school or library website
- use the UQL Cyberschool web page for learning and teaching
- belong to the UQL Cyberschool discussion list
- attend UQL Cyberschool Free Updates
- attend the annual UQL Cyberschool Seminar for a small charge
- access free monthly trials to the databases before making any purchasing decisions.

The UQL Cyberschool potentially reaches over 200,000 secondary school students across Queensland, New South Wales and Victoria. Most schools with existing database subscriptions have renewed their subscriptions for 2007. Many existing subscribers are subscribing to additional databases as staff and students more fully realise the potential for integrating Information and Communication Technologies in the curriculum. Many more schools make use of the free resources available to schools through the UQL Cyberschool website.

In 2007, the Cyberschool again received funding through the Higher Education Equity Support Program (HEESP) to give access to online databases for students from low socio-economic/low income backgrounds and students from rural and isolated areas. A teacher librarian was employed on a casual basis, to assist in evaluating the project and preparing the report. The following ten schools continued to receive subscriptions to databases and training from Cyberschool staff in 2007.

1. All Souls St Gabriel's School (Charters Towers)
2. Blackheath & Thornburgh College (Charters Towers)
3. Gilroy Santa Maria College (Ingham)
4. Good Shepherd Catholic College (Mt Isa)
5. Goondiwindi State High School
6. Home Hill State High School
7. Longreach State High School
8. Mount St Bernard College (Herberton)
9. The SCOTS PGC College (Warwick)
10. Thursday Island State High School

At the request of schools, Cyberschool staff visited and conducted extra training for staff and students at All Souls St Gabriel's School (Charters Towers), Gilroy Santa Maria College (Ingham) and Mount St Bernard College (Herberton)

The UQL Cyberschool Seminar – *Making a Difference: Impact, Influence and Evidence* was held on Friday 10th August 2007. Over 160 teachers, teacher librarians and school Principals from Queensland and interstate attended.

Support and sponsorship were received from organizations including Thomson Gale, AustLit, EBSCO Publishing, Echo Education Services, Aldis Associates (distributors of Turnitin), Library Webs, Encyclopaedia Britannica, Facts on File (Warner Books), Oxford Online, UQP, Red Apple Education, Show and Tell Promotions and RMIT.

STRATEGIC PRIORITY: PRACTISE ETHICAL AND ACCOUNTABLE GOVERNANCE

The Library manages one of the largest organisational units in the University, employing 250 staff across 20 locations. Ethical practice in all areas of operation is critical, and the accountable management of resources – financial, human and physical – is a top priority. A high degree of operational transparency as well as open channels of communication are key elements in achieving this.

FINANCIAL MANAGEMENT

The Library received a 2.5% increase in operating funding for 2007. With salary increases and rises in the cost of library materials above this amount, prudent financial management was required during 2007. Sufficient savings were made throughout the year to result in; salaries 3.2% under budget, materials on budget, maintenance and equipment 4.6% under budget. This is an excellent financial result, however it is not sustainable if operating funding continues to decline in real terms.

The Library received project income totalling \$556,014 during 2007. Of this \$185,014 was from the Australian Scheme for Higher Education Repositories project, \$220,000 was granted from the University's contestable fund and \$151,000 was from the Australian Partnership for Sustainable Repositories.

Library income from other sources was maintained during the year. The Mater, PAH, RBWH and RCH contributed significant amounts towards the cost of library materials, salaries and consumables for the Hospital Libraries. Revenue from public printing, overdue and replacement fees, research grants overheads, document delivery services and coffee shop rent was comparable to 2006.

WORKFORCE PLANNING EXERCISE

One of the issues confronting the Library, along with others in Australia and elsewhere, is that of workforce planning. Major surveys have shown that close to 30% of professional librarians will reach retirement age in the next decade. Through 2007, the staff in Library Corporate Services have conducted an extensive investigation and planning exercise, to understand the Library's situation in this regard, and plan for the future. A staff skills survey was also developed in conjunction with this. The outcomes of the exercise will not be finalised until early 2008, but there is an awareness that significant numbers of senior staff, with concentrations in some areas of the Library, are likely to be lost in the short term, requiring careful succession planning and action.

LIBSHARE CORPORATE DOCUMENTATION MANAGEMENT

The Library's new Corporate Documentation fileshare, named LibShare, was commissioned early in the year after all staff had been trained in its use. The new structure promotes proper document management practice across the Library, and enables the Library to better meet the requirements of the *Public Records Act 2002* to manage the storage, retrieval and archiving of records.

Later in the year, a Reference Group was established, chaired by the Executive Manager, Library Technology Service, to implement a wiki as the vehicle for the Library Staff intranet. This will enable staff to maintain their local intranet sites without needing html skills. Meetings were held regularly, and work progressed on moving content from Sirius, the former staff intranet platform, to the wiki. *Confluence* was chosen as the software for the wiki.

PROJECT MANAGEMENT FRAMEWORK

A Projects Management Framework was introduced during the second quarter. Keith Webster conducted a full-day training workshop in May with staff of Level 8 and above, most of whom will be involved in managing projects. A Project Board was established to oversee the implementation of the framework. 129 new projects were commenced in 2007, of which 67 were completed. Projects carried forward to 2008 were expected to be completed in the first quarter.

PLANNING FOR STORAGE NEEDS

All three Warehouses remain at full capacity. While the move to e-formats of journals is reducing future space requirements, there is still a need for expanded storage of print materials. It is recognised that to maximise access, library collections should be on open access. However, there is a finite amount of space in each branch library and each one is at full capacity. Based on a retention policy approved by the Academic Board, the last copy of each title is retained and thus a small percentage only of material is discarded. In order to achieve a steady state in open access collections, material must be transferred to purpose built storage.

Based on current retention policies, projections indicate that the Library will need additional storage for approximately 370,000 volumes over the next 10 years. Space is an issue for all branch libraries and there are no plans to extend the space for collections in any branch library. In fact there is an increasing need to repurpose branch library space. This can only be done by decreasing the space necessary for housing collections. It is critical that a permanent solution be found. To this end two Library initiatives commenced were undertaken in 2007.

- A project to allocate a custodian library for journal titles with duplicate holdings was established. Once a custodian has been allocated, the remaining holding libraries have the option of discarding unwanted volumes.
- A GO7 Last Copy Collection Retention Strategy Working Group was established with an aim of examining the possibility of jointly sharing the responsibility of retaining a print single print copy of journal print runs for which all group members have purchased electronic backfiles. The University of Western Australia is not a participant in this project. A pilot study involving Oxford University Press titles was commenced. Work will continue in 2008.

Pressure is also being experienced in the Fryer Library, where a reorganization of collections should allow Fryer approximately 2 years growth in monographs if the current rate of acquisition continues. Despite the renovation of the staff area on level 4 (due for completion in March 2008) and the availability of the former Alternate Print Service Room (due to become available by end of February 2008) storage space for manuscript material remains at a critical level. Large manuscript collections were acquired in 2007 - Queensland Conservation Council (45 boxes), Elizabeth Nesta Marks (42 boxes), Frank Moorhouse (25 boxes), and Bruce Sommer (12 large cartons). All available space on Level 5 of the Duhig Building will soon be filled. The room formerly designated as Seminar Room 3 will provide some interim storage space while these collections are being processed. The former Alternate Print Service Room will become redesignated as Seminar Room 3.

The Library intends submitting a proposal to the Space Planning and Management Committee (SPAMC) to be considered at the March 2008 meeting.

FACILITIES MANAGEMENT

Sixty-six new multi-function printing and photocopying machines were introduced throughout the Library early in 2007. After some initial problems with the networked printing aspect of their functioning, the increased functionality of the 'MFDs' proved them to be an asset. For the first time in five years, the decline in use of the machines, was reversed.

At the beginning of second semester the Library joined the rest of the University in the introduction of smart card technology.

The Library maintains a cycle of maintenance of all branch and section facilities, both for good order and to maximise use of the facilities. Some of such work in 2007 is listed below.

Fryer Library:

New glass doors were fitted at the entry to the Fryer library on level 4, for improved security and to allow student access to the study desks when the Library is not staffed.

Data loggers were tested for use as a very accurate method of monitoring temperature and humidity for the special collections.

Damaged floor panels and vinyl was replaced in the Fryer store area on level 7.

Refurbishment of the staff area commenced late in the year, with work due for completion in March 2008

DHPSE

Panel for the express terminals was removed, and walls repaired and repainted.

Law Library

Refurbishment plans for a major project for the main counter and process area were finalized early in the year. Work commenced in third quarter and is due for completion Late February 2008

A new computer bench was installed on level 3 with power and data for an additional 5 computers.

Business and Economics Library

All group rooms were painted. 61 chairs were replaced.

Social Sciences and Humanities Library

Stair noising was fitted to the stairs in Duhig North. Broken tiles were becoming a Workplace Health and Safety issue.

General maintenance was carried out, including repainting dirty walls on all levels of Duhig North. Rub rails were installed in several areas to prevent trolleys from damaging the walls.

All cupboard handles were replaced on level 3 staff area. This was a Workplace Health and Safety issue as the original handles were very sharp and had caused cuts to arms.

Carpet replacement was planned for the High Use area and level 2.

Library Technology Services

Two adjustable Height desks were installed for staff members as recommended by a Workplace Health and Safety report.

An Additional swipe card reader was installed on the work room for added security.

Express terminals on level 1 and level 2 were altered to allow for the fitting of flat screen monitors.

Gatton Library

Additional power points were installed (for studnet laptop use) in the postgraduate study room.

A roller door was installed to divide level 1 and level 2. This will allow for 24 hour study space for students when the Library is not staffed.

Dentistry Library

The replacement of the book return chute and installation of an electronic book bin improved work flows and safety issues.

General

Height adjustable desks have been installed in most Libraries. This is an added service for students with disabilities.

Herston Health Sciences Library

Installation of an auto door to the eZone allowed for after hour access for students to use Library workstations.

TECHNOLOGY INFRASTRUCTURE MANAGEMENT

Management and reporting on Library websites remained a priority for Library Technology Service staff in 2007. This activity became increasingly important as work progressed on re-design projects for the Library public web site as well as the Library management system, Millennium, and the Ask I.T. website. A project to redesign and integrate the underlying database architecture of Library websites was completed in 2007. Work was also completed during the year on a partnership to host

web-based survey tools – staff worked with a number of academic stakeholders to help design and then host online survey instruments as part of their research.

LIBRARY WEBSITE:

Library Public Website Statistics	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Annual
Successful Page requests for website	11,163,801	13,161,482	34,423,135	34,928,518	58,748,418
Average successful requests per day	370,262	433,818	1,124,254	1,139,069	1,928,334
Successful requests for home page	6,964,520	28,043,638	5,508,662	2,738,992	43,255,812
Data transferred (Gb)	470.40	749	731	637.41	2588.17
Average data transferred per day (Gb)	15.56	25	24	20.80	84.91
Busiest day (page requests):					626,304
					28-Aug-07
Busiest month (page requests):					Oct

New Standard Operating Environments which included Office 2007 were developed for both staff and public computers and these SOEs were deployed to all workstations by the end of the year. New security measures were implemented, including a mandatory security policy for all workstations to have a screen-saver with 15-minute idle timeout.

Staff in Library Technology Service also developed virtualised hosting services (VMWARE) for staging and production sites in the Library web site cluster, as well as virtualised hosting for the linux-based repository service.

CLIENT SATISFACTION SURVEY

The fifth biennial Client Satisfaction Survey was conducted during August and September. The results were extremely good, and the Library was grateful to the several thousand students and staff who took the time to fill in the survey form, and often write additional comments – more than 100,000 words' worth of them!

The survey instrument used has been developed by InSync Surveys, and is also used by most of the University Libraries in Australia. Over time, a rich database of results has been built up, which allows the Library to benchmark its performance with other Libraries in the sector.

The survey report showed UQ Library's overall 'weighted performance index' was 80.2%, an improvement of 2.5% over the 2005 results, and an increase of three times the improvement rate between previous surveys. The Library's performance rating for the various categories also showed

an improvement over the results of the 2005 survey. Given the Library's commitment to continuous improvement, these results were very satisfying for hard-working Library staff, as is the knowledge that UQ Library retains its position well in the top quartile of tertiary libraries in the country as represented by survey results in the database.

There is still 'room for improvement'. A 'gap' greater than 2.0 between 'importance' and 'performance' is regarded as a significant one, pointing to a real need for action. There were no such gaps in the overall results for the Library in 2007. Still, the 'top ten gaps' were examined to see what issues could benefit from attention lest they become significant gaps in the future. The foci of the gap issues were access to computers, enough seating (for both quiet and group study), easy electronic access to information resources, longer opening hours, and collection adequacy. These are the ongoing challenges.

The 100,000 words of free text comments written by respondents yielded much helpful information as well. These were grouped by respondent cohorts – academic/research staff, postgraduates, undergraduates and hospital and general staff. Leximancer, the UQ developed text analysis program, was used to mine this wealth of information. Undergraduates told us that Library to them still means a place of books and study, as well as electronic access to quality information. Postgraduates and academic/research staff are more interested in the extent of our online journal collection and failsafe electronic access to those journals from their own place of work or study.

All groups of respondents emphasised their appreciation of the work of the Library staff, and their indebtedness in particular to Liaison Librarians, which was appreciated by staff.

ENVIRONMENTAL RESPONSIBILITIES

The Library has continued its involvement with the UQ Green Office Programme in 2007. All branches and sections have Green Office representatives, whose role is to encourage environmentally aware practice in the workplace. Staff are encouraged to use practices such as limit printing, print double-sided where possible, recycle paper, turn off computers when not in use, and be conservative in water usage.

STRATEGIC PRIORITY: DEVELOP AND SUPPORT OUR PEOPLE

Library staff are respected in the university for exceptional service and professionalism. Staff development and training opportunities aligned with the changing requirements of the information profession and the university environment will ensure that staff continue to develop the skills they need to implement the Library's strategies.

STAFF RECRUITMENT AND SELECTION

Recruitment and selection activities have continued throughout the year for all classes of position, across all HEW levels and in all branches and sections.

The year was significant due to the number of resignations and retirements of senior staff members. Dr Grace Saw, Executive Manager, Physical Sciences and Engineering Library Service left the Library in November. Irene Sachs, Manager, Biological Sciences Library, Jackie Chamberlin, Manager, UQ Mater/McAuley Library and Robyn Spooner, Manager, Joint UQ/PAH Library all resigned during the year. Deb Turnbull, Manager, Information Skills and Community Outreach retired at the end of the year.

A number of acting arrangements were put in place pending recruitment to these management positions – Marg Schindler became Acting Manager, Biological Sciences Library, Kathy Hibberd acted as Manager, UQ Mater/McAuley Library until the new Manager, Majella Pugh takes up the position in January, 2008. Lucy Peachey acted as Manager, Joint UQ/PAH Library from August until the end of the year.

Bill Beach was appointed to the new Senior Manager position in Social Sciences Library and Mark Cryle was appointed Manager, Fryer Library replacing Bill. Tanya Ziebell was transferred to the new position of Manager, Marketing and Communications created after Deb Turnbull left the Library. Sandra Rothwell was appointed to the position of Manager, Faculty of Social and Behavioural Sciences Library Service within the Social Sciences and Humanities Library. Pauline Line and Michael Whiteway were appointed to Senior Librarian positions within the Social Sciences and Humanities Library.

Margaret Gauld, Manager, Physical Sciences and Engineering Library Service and Liz Jordan, Manager, Quality Services were confirmed in their positions and Belinda Weaver's position of Co-ordinator, UQ eSpace was reclassified to that of Manager, UQ eSpace.

Additional resources were put into the Library Technology Service as a result of the Library's participation in some significant IT projects. Lachlan Kuhn and Rhys Palmer were appointed as Senior Web Developers.

EMPLOYEE RELATIONS

The UQ Enterprise Agreement (General Staff) 2005 is due to expire in June 2008. The negotiation period leading up to a new Enterprise Agreement was due to be notified by Christmas 2007. The change of Federal Government will bring about many changes in the industrial area in 2008 with the

abolition of AWA's and much of the WorkChoices legislation. More locally, within the Library, a number of employee relations and ill-health issues have been managed during 2007. These issues have been extremely time consuming to deal with and have involved senior staff within the Library and the University.

STAFF DEVELOPMENT AND TRAINING

Library staff availed themselves of the numerous opportunities to enhance and develop their skills through staff development and training throughout 2007.

The Staff Development Program for 2007 attempted to provide wider opportunities for staff development for staff up to HEW 5 level in response to data from the 2006 Staff Perception Survey. The 2007 Program included in-house workshops on Self and Time Management, Managing the Personal Transition through Change, a Job Applicant Skills workshop entitled "How do I get that Job?" and Train the Trainer programs for group presenters and one-on-one trainers. Library staff who work in the Lending and Shelving areas of the Library were also able to visit other academic libraries at Griffith University and the Queensland University of Technology as part of the QULOC Libraries Inter-Organisational Experience Program.

A significant component of the 2007 Staff Development Program was a series of Proactive Service and Relationship Building workshops facilitated by Joan Giannone from Mentor Group Training, Canada. All managers from service delivery areas of the Library, liaison librarian staff and some other staff involved in customer service roles attended these workshops during a 2 week period in September. Online coaching and follow up was provided by the facilitator.

Library staff also attended numerous workshops, seminars and courses presented by ATEM, the Australian Vice Chancellors Committee and the Queensland University Libraries Office of Cooperation. Courses available from the University's Staff Development Program administered by TEDI were also popular.

Attendance and presentation of papers at both national and international conferences is encouraged and supported. Significant conferences attended by Library staff in 2007 included the Open Source Developers Conference, the ANZIL 2007 Conference, Information Online, The Australian Universities Quality Forum, the 7th Northumbria International Conference on Performance Measurement in Libraries and the International Indigenous Librarians' Conference.

The Future Focus and the Library Wellness Programs continued to be valued by Library staff with all sessions well attended. Speakers for both programs are invited from both within and external to the University.

STAFF ICT TRAINING

A full range of ICT courses were presented in-house primarily by the Staff IT Training Coordinator with some assistance from other Library Technology Service staff. Courses in Word, Excel and PowerPoint (basic and advanced levels) and Writing for Web pages were just some of the courses on offer to Library staff. A number of staff undertook the International Computer Driver's Licence (ICDL) program in 2007.

ROTATION AND DEVELOPMENT SCHEME

The Library's Rotation and Development Scheme continued to be successful with its fourth round of participants. Participants are able to seek a rotation into a different role within the Library or a Skills Enhancement Placement in another section of the Library whereby they work in the new section for one day per week for a specified period of time. The scheme encourages cross fertilisation of ideas, skills and knowledge. This year the sections involved in hosting participants were the Fryer Library, UQ Ipswich Library and the Herston Health Sciences Library. Participants came from Social Sciences and Humanities Library, the UQ Ipswich Library and the Information Access Service. A staff member from Library Corporate Services also went on secondment to the University's Office of Marketing and Communications as part of the rotation scheme.

LIBRARIAN AND TECHNICIAN SCHOLARSHIPS

The Librarian Scholarship Scheme was again offered to staff in 2007. The scheme provides those staff members who have completed a Librarianship qualification but who have little or no experience working as a Librarian with the opportunity to work as a Librarian for a 15 week period and gain that professional experience. Two scholarships were awarded in 2007 – the recipients were Bernie Lane who worked in the Law Library during her scholarship and Jennie Davis who worked in the Biological Sciences Library.

A Technician Scholarship was offered for the first time in 2007. The aim of this scheme is similar to that of the Librarian Scholarship Scheme in terms of recognizing staff members who have been motivated to gain a library qualification and to provide them with an opportunity to gain work experience at a higher level commensurate with their qualification. In this case the qualification is a TAFE Diploma level qualification of Library and Information Studies. Unfortunately a Technician Scholarship placement was not offered in 2007 as all applicants had already worked as Technicians in other organizations. Both scholarships will be offered again in 2008. The Scholarships are funded from library generated revenue.

QULOC SECONDMENT SCHEME

Library staff have taken the opportunity to work in other organizations via the QULOC Secondment Scheme. The University Library supports staff gaining experience and developing new skills through secondments which are usually at a higher level than their substantive position in the Library. This enables Library staff to gain further skills and experience without having to relinquish their position at the University of Queensland and preserves leave entitlements and continuity of service. The University Library is also able to fill short term positions with staff from other libraries. In 2007 Barbara Adamson completed her secondment from ACU Library to the Dorothy Hill Physical Sciences and Engineering Library, Sarada Rao was seconded from State Library of Queensland to the Dentistry Library and Pat Loria from Social Sciences and Humanities Library took up a secondment with Griffith University Library.

MANAGEMENT DEVELOPMENT PROGRAMS

Leadership and Development Program

The focus of the leadership and management skills development stream of the Staff Development Program in 2007 was on psychological wellness and managing difficult workplace behaviour. The 7 Up Group of Library senior staff participated in two seminars presented by Dr. Leith Baird, Staff Support & Rehabilitation Advisor, Human Resources Division on psychological wellness and organizational stressors. The group also attended a day long workshop facilitated by Greg Cook, Director, Centre for Leadership and Management on Managing Very Difficult Workplace Behaviour.

Transition to Management Program

The Transition to Management Program for HEW 6 Librarians was implemented in 2005. This program has been developed to assist Librarians prepare for the transition to a management role. During 2007 participants were able to attend a session on the Team Management Profile and its usefulness as a self-awareness tool. A number of staff in this program participated on selection panels to gain experience in the human resource management area. Other participants were involved in project activities. A number of program participants have successfully moved into management roles as Senior Librarians and others have taken up acting opportunities during the year.

Staff statistics – 2007

Hew Level	Resignations	Appointments		Transfers	Changes of Hours	Re-Appts
		Permanent	Fixed Term			
Hew 10	1		3			
Hew 9		1				
Hew 8	1	1	10	9	2	10
Hew 7	2	2	9	2	4	6
Hew 6	2	3	20	3	14	13
Hew 5	3	4	26	4	5	16
Hew 4	6	6	26	9	11	15
Hew 3	8	12	159	6	36	53
Hew 2	3	1	49	1	3	33
TOTAL	26	30	202	34	75	146

Workforce Planning

The Library began a workforce planning project in 2007. A number of activities were carried out in preparation of the plan. These included a retirement intentions survey; analysis of the age profile in

each branch and section; annual turnover rates and length of tenure. In addition to the collation of these statistics, research was undertaken to identify a suitable skills audit tool. Interviews were carried out with senior staff in each section to discuss what they thought were going to be critical job roles in their area, whether current staff have the skills required for the future and how many staff will be needed.