Maintain and develop community partnerships

Whilst the Library's primary focus was on serving the information and research needs of the staff and students of the University and associated hospitals, it also had links with other universities, research agencies, libraries, secondary schools, cultural and heritage organisations, UQ alumni and the general community.

Displays in the Library's Duhig Building exhibition space strengthened partnerships between other areas of the University in particular; as did the hosting of special events such as art exhibitions and book launches at UQ Ipswich.

Guided tours of the branches showed off the facilities to visitors and encouraged use by secondary school students.

Friends of Fryer functions provided educational and entertaining activities for members and guests with events supporting an Australian Literature conference, the 40th anniversary of the Hayes collection donation and 'Confessions of a Book Collector who Threw it all in for Travel Ephemera'.

Hospital libraries continued their cooperative management, funding and research associations with Queensland Health and related authorities.

Library staff participated in library association activities and committees, with senior representatives on several governing bodies.

And the UQL Cyberschool boosted its membership to 343 schools Australia-wide, providing access to its website for learning and teaching tools, free database trials and discussion lists, as well as the provision of tours, seminars and customised training.

Practise ethical and accountable governance

The Library received a 2.5% increase in funding for 2007 but, with salary increases and rises in the cost of library materials above this amount, prudent financial management was required. The result was salaries 3.2% under budget, materials on budget and maintenance and equipment 4.6% under budget.

Planning for future workforce declines was another priority with preliminary staff surveys being conducted to determine the true situation.

File and project management was also investigated, resulting in a major overhaul of the administrative systems of both. A Projects Management Framework, LibShare Corporate Documentation fileshare and a wiki to replace the staff intranet were all introduced.

Storage needs remained a vital consideration as all warehouses and branch libraries were full and the need for repurposing library space had become a high priority. Two project teams began addressing these issues.

Branch libraries continued to be refurbished and maintained as required with perhaps the highlight being the commencement of the Fryer Library staff area and Law Library information desk upgrades.

Website page requests increased from 46 million in 2006 to nearly 59 million in 2007 (1.9 million per day), despite policy changes which included access to social networking sites in student quota.

The fifth biennial Client Satisfaction Survey produced positive results overall and indicated a diverse range of client needs from a library.

Develop and support our people

Library staff have long been respected within the University for their exceptional service and professionalism and so, in 2007, many training and development opportunities were provided to maintain this position.

Secondment opportunities were arranged; workshops, seminars and courses were organised; conferences were attended; and the ongoing Future Focus and Library Wellness sessions were delivered.

The Library offered a range of inhouse IT training courses and several staff attained their International Computer Driver's Licence.

The Rotation and Development Scheme (RADS) continued to provide the opportunity for staff to work in another area of the Library for a short period. This was supplemented by the QULOC Secondment Scheme which allowed for UQL staff to work temporarily at other organisations, as well as accept staff from elsewhere to work at UQ.

The Librarian Scholarship Scheme, which allowed a qualified librarian with no experience to work as a librarian for a 15 week period, was again offered in 2007 and awarded to two staff members. A Library Technician Scholarship was also offered.

Senior managers enjoyed two very informative sessions on psychological wellness and managing very difficult workplace behaviour; and several HEW6 staff participated in the Transition to Management program.

It was also a busy year for selections and appointments especially after a number of key senior staff retired.

2007 Governance

Streamlined processing delivered resource efficient service outcomes
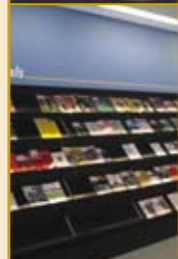
The Library was managed by its Library Executive which in turn reported to the Deputy Vice-Chancellor, Academic, Professor Michael Keniger *(pictured at top)*. Senior library managers oversaw discrete sections of the organisation:
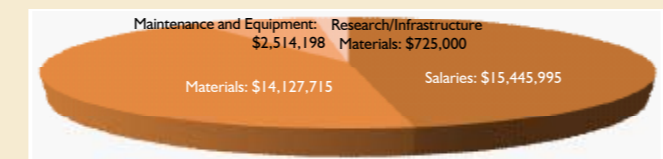
University Librarian and Director of Learning Services				
Library Corporate Services (LCS)	Library Technology Service (LTS)	Information Access Service (IAS)	Social Sciences and Humanities Library Service (SS&HLS)	Engineering and Sciences Library Service (ESLS)

The Library Committee of the Academic Board, chaired by Professor Susan Hamilton *(pictured above left)*, provided a conduit between the University community and the Library and offered policy advice and direction to the University Librarian and Director of Learning Services.

The Committee met three times during the year and discussed: academic staff borrowing and overdues, library membership for academic visitors to the University, functional enhancements to the Library website, as well as the client satisfaction survey, amongst other things. It also ratified the new strategic direction of the Library:

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

Operating funds were provided 'off the top' of the University budget, with supplementation from the teaching hospitals and general projects. Miscellaneous revenue was also received from printing and photocopying charges, overdue and replacement fees, research grant overheads, document delivery services and coffee shop rent. With some tight fiscal management throughout the year, the Library finished around 3% under budget overall.

Maintenance and Equipment: $2,514,198
Research/Infrastructure Materials: $725,000
Materials: $14,127,715
Salaries: $15,445,995

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.

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 dignity.

We maintain a healthy work/life balance and foster a collaborative working environment.

The University of Queensland Library

2007: The Year at a Glance

THE UNIVERSITY OF QUEENSLAND AUSTRALIA | LIBRARY
Enriching world-class scholarship
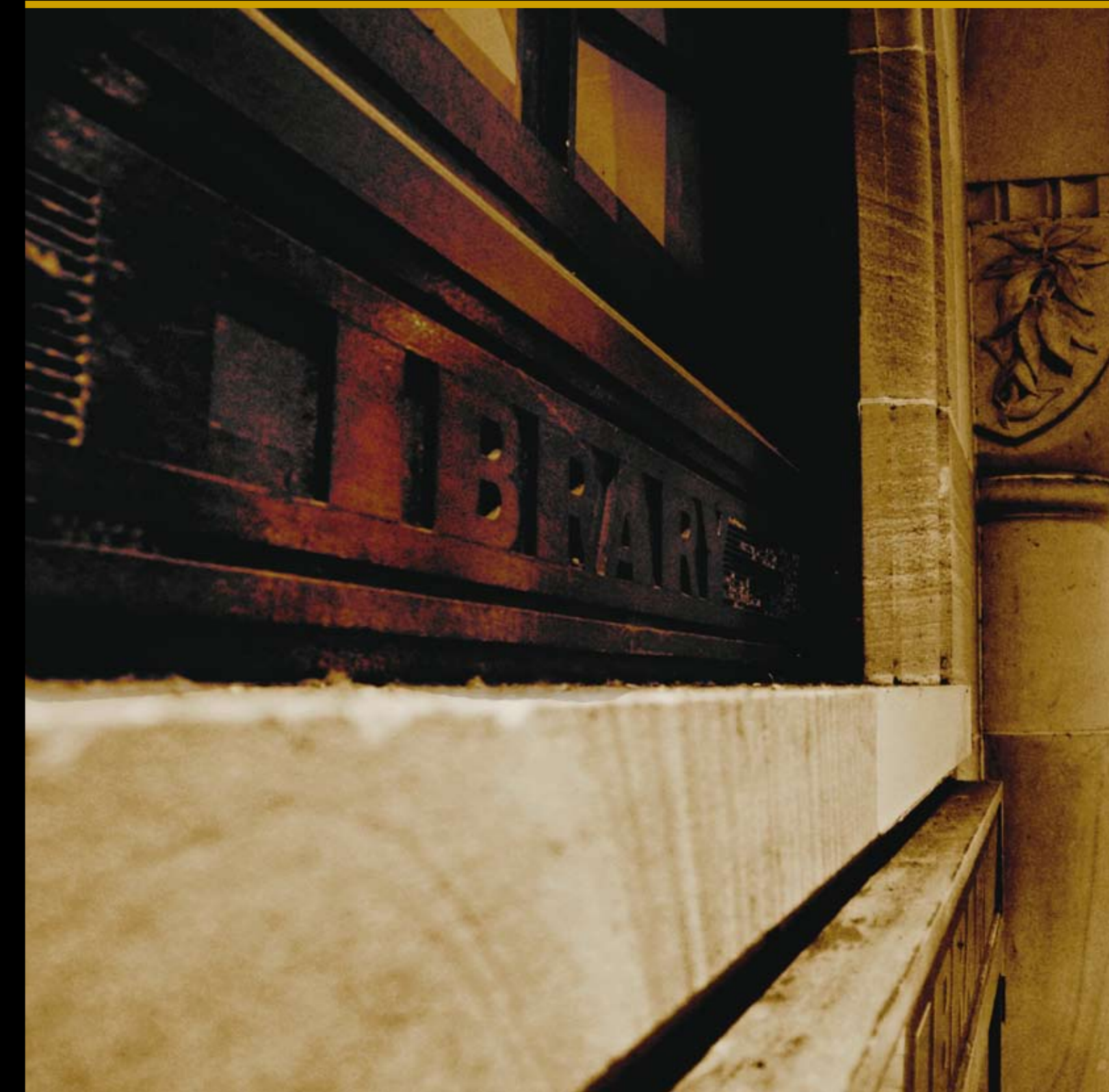
Introduction

The Library is an important element in the culture of research excellence and innovation at The University of Queensland. By working in partnership with the academic community and providing access to quality information and first-class learning and research infrastructure, in 2007 we embraced our newly defined mission of *enriching world-class scholarship*.

We continued to develop our collections to support established and emerging research. We played a leading role in defining, creating and managing the University's eResearch infrastructure. We provided access to digital material vital for scholarship and research and used technology to capture treasures from our collections to showcase to the world. We offered a range of innovative learning spaces to enhance information sharing and discovery. And we presented a wide variety of training classes in research and computer skills.

Library staff remain central to our work and we strive to recruit and retain the best possible individuals to advance our mission. To underpin our focus on service improvement and information delivery, we invested heavily in staff development. We also amended our internal structures and procedures better to ensure that we deliver an efficient and responsive library to the university community.

This *Year at a Glance* publication provides a quick overview of the Library's activities during 2007 and is organised according to the recently developed Strategic Plan. Full details of the year's achievements can be found at: **www.library.uq.edu.au/about/annualreport.html**

Keith Webster
University Librarian and Director of Learning Services

2007 Highlights

The new mission statement of *enriching world-class scholarship* set the tone for the year

- Official opening of the $13.5m refurbished Biological Sciences Library (which attracted more than 500,000 visitors during 2007).

- Launch of biannual flagship publication *Phoenix* and five-year Strategic Plan *Mapping our Future*, both of which demonstrated how the Library enriches the learning, teaching and research of The University of Queensland.

- Fifth biennial Client Satisfaction Survey conducted with double the previous response rate and a 'weighted performance index' improvement of 2.7% compared with 2005.

- Many service improvements introduced: online facilities booking system, online training booking system, new Library homepage, new *Ask I.T.* website and RFID technology in Law Library.

- UQ-developed Fez institutional repository package adopted by many international libraries, while Fez-based UQ eSpace (used for RQF trials) accepted institutional repository content formerly housed in ePrintsUQ.

- Online exhibitions, such as *The 1967 Referendum*, *Radical Politics and The University of Queensland* and *One Man's Gift: the Father Leo Hayes Collection*, extended access to Library collections.

- Project Management Framework introduced with 129 projects commenced (67 completed) during 2007.

- Reorganisation of Library structure to create two new Library Services: Engineering and Science, and Social Sciences and Humanities.

- New corporate documentation fileshare (LibShare) commissioned.

- Several staff awards bestowed: Lisa Kruesi - MLA Cunningham Memorial International Fellowship, Glen Dalgleish - UQ Friends of Business Objects award, and Christiaan Kortekaas - Margaret Waugh bursary.

"Library spaces allow students to study alone, work in large groups or enjoy collaborative work with comfortable seating and easily accessible technology"

Putting the strategic priorities into practice

Enrich world-class scholarship

Collections grew, learning spaces became ever more adaptable, training was delivered and technology was constantly updated. All added up to an enrichment of world-class scholarship through UQ Library facilities and services in 2007.

Many generous donations—along with a consultative approach to acquisitions—increased the quantity and quality of physical and online resources available. This research infrastructure was further enhanced with the launch of several high-level research tools, Encore, Scopus and RefWorks, during Research Week in September.

Open access to information remained a key issue for the academic community and the Library played a pivotal role in its development of UQ eSpace, a research output repository for all UQ generated research. The Library hosted a symposium on open access to explain how the system works and the impact of bibliographic holdings on the Research Quality Framework (RQF).

With the official opening of the Biological Sciences Library (BSL) in July attention was turned to the way in which space is used in a learning environment. BSL became a case study in the *Next Generation Learning Colloquium* hosted at UQ, demonstrating the high demand for flexible and comfortable work/study spaces.

And training—from RAPID (Research and Postgrate Information Discovery), self-paced online tutorials, to one-on-one workshops in a range of topics—continued to be provided, often customised to suit a particular audience, such as for Graduate Student Week.

All service was provided through a continually evolving high technology environment. EndNote bibliographic software was distributed free of charge, a new literature searching service was introduced, and document delivery services were extended for undergraduates.

Enhance the student experience

"Students are the rightful drivers of reforms in teaching and learning spaces," according to Vice-Chancellor Professor John Hay, and this is what the Library set out to achieve in 2007.

With refurbishments made to several branches, the libraries became places for 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 equip-ment. All with the support of fully trained library and information technology staff.

More self-service options were made available for students, including an online facilities booking system, online booking system for library and IT training, and virtual Library tours.

RefWorks bibliographic software was introduced and a plethora of training was offered—and taken up: 22,143 UQ staff and students attended 1418 Library training sessions during the year. Information skills training was integrated into many academic courses.

There was a 5% increase in the number of visitors to library branches. The many self-service options reduced the need for staff interaction with clients, allowing liaison librarians to focus on alternative service delivery methods, mostly in teaching information skills classes, supporting bibliographic software and developing the collection. Depending upon their subject area, they were also involved with activities such as preparing music compilations, blogging, liaising with Indigenous students, preparing course subject guides and developing community websites.

The *Ask I.T.* and general Library websites were redesigned for better functionality and new PC availability maps were developed for display in public areas.

Build 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 huge growth in scholarly information available electronically. The Library played a key role in defining, creating and managing the University's eResearch infrastructure.

UQ eSpace, developed within the Library on a Fez platform (with funding from the Australian Partnership for Sustainable Repositories) became the new institutional repository and was adopted by a number of international libraries for their data repositories. UQ eSpace was also used for research assessment trials in preparation for the 2008 RQF; library staff managed the data checking aspect of the project. The Library's work in this area also led to many local data management consultancies.

Many UQL collections were digitised during the year and added to UQ eSpace, making them more accessible to the general community. New resources included:
- 1600 slides from the Digilib Architecture Image Library
- A number of UQ theses
- 500 book covers of Carter Brown's crime fiction novels
- 190 records from the Grahame Garner collection.

Architectural plans from Fryer Library's Torbreck collection were also scanned for preservation purposes.

Online exhibitions were an effective way to show off treasures from the collection, particularly the Fryer Library, and served as a focus for Library events. Notable displays included:
- *1967 Referendum* (Fryer and Law)
- *Radical Politics and UQ*
- *One Man's Gift*

Of course, with new technology, came new copyright challenges which generated much training and advice from the Copyright Coordinator.

Provide convenient and customised information access

Greater expectations of service led to greater emphasis on providing tools and spaces for time-poor clients to access the ever-expanding collections.

The website was simplified, customised for major clients and had a navigation bar added to enhance access.

The Millennium Library Management System was improved with Release 2006, which enabled many new features to be added, and Encore (cataloguing system) and ResearchPro (metasearching facility) were launched.

Although 45,612 print volumes were added to the collection during the year, there was a 1% decrease in numbers overall. However, microform collections were increased (mostly using School research funds); 1100 music scores were acquired; the Multimedia collection increased by 3411 titles; and several new manuscripts were purchased.

Electronic collections, on the other hand, grew from 47,500 to 51,000 eJournals and 370,000 to 387,000 eBooks compared with 2006. Many exisiting eJournal collections were also supplemented with the purchase of substantial backfiles, such as the *Nature* archive 1869-1949 and the *Sydney Morning Herald* 1955-1990.

The Australasian Digital Theses (ADT) collection increased substantially following the UQ mandate that all students must lodge both print and electronic copies of their thesis. High Use collections and Course Materials numbers also increased as more and more were made available online—but were certainly heavily used with more than a million requests during the year.

To manage access to the collections, space planning became a high priority. Quiet and Discussion Spaces were introduced to the SS&H Library; Group Rooms in ARMUS were soundproofed; and the Law Library began the remodelling of its Loans Desk and study carrels.