While 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.

The Library received a 2.3% 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 4.4% under budget.

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

File and project management was also investigated, including a major rethink of the Library’s systems of both. A Projects Management Framework, Library Copyholding Documentisation Framework 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 with perhaps the highlight being the commencement of the Fryer Library staff area and Law Library alternative desk upgrades.

Website page requests increased from 46 million in 2006 to nearly 55 million in 2007 (1.9 million per day), despite policy changes which included access to social-networking sites in student guides.

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

The 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 attended their Information and 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 UQ staff to work temporarily at other organisations, as well as staff from hospitals 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 Technicians Scholarship was also offered.

Senior managers enjoyed two very informative seminars on psychological wellness and managing very difficult workplace behaviour; and several HEW 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.

Ordered 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, coffee shop rents. With some tight fiscal management throughout the year, the Library finished around 3% under budget overall.

Building exhibitions strengthened partnerships between other areas 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.

The Library was managed by its Library Executive which in turn reported to the Deputy Vice-Chancellor, Academic. Professor Michael Honeyman, and played an important role. The Library manages overview across sections of the organisation.

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 staffIovering and overdue, library and library services, technical services, building functional enhancements to the Library website, as well as the client satisfaction survey, among other things. It also ratified the new strategic direction of the Library:

To maintain and develop partnership relationships within the University for the benefit of all staff and students.

To interact with and demonstrate fairness and accountability.

To commit to excellence through reliable, quality customer service, treating all with dignity.

Values

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

We act with integrity and demonstrate fairness and accountability.

We are innovative, proactive and flexible in a changing environment.

We promote and practise open communication for the benefit of all staff and students.

We treat with integrity and demonstrate fairness and accountability.

We are committed to excellence through reliable, quality customer service, treating all with dignity.

We promote and practice open communication for the benefit of all staff and students.
2007 Highlights

- Official opening of the $1.5 m refurbished Biological Sciences Library (which attracted more than 100,000 visits during 2007).
- Launch of inaugural flagship publication Phoenix and five-year Strategic Plan Rhythm our Future, both of which demonstrated how the Library enriches the learning, teaching and research of The University of Queensland.
- Fifth biannual Client Survey conducted with double the previous response rate, and a strengthened performance report. Improvement of 2.7% compared with 2006.
- Many service improvements introduced: online facilities booking system, online training booking system for RGF homepage, new IT, website and RFID technology in Low Library.
- UQ-developed Free institutional repository package adopted by many international libraries, while Free- based UQ databases (used for RQF trials) accepted institutional repository content formerly hosted in aQueU.
- Online exhibitions, such as The R1976 Redefinem, Radical Politics and The University of Queensland and One Men's Gift: the Fuller Lee Hayes Collection, extended access to Library collections.
- Project Management Framework introduced with 15 projects commenced (67 completed) during 2007.
- Reorganization of Library structure to create new areas: Library Service, Engineering and Science, and Social Sciences and Humanities.
- New corporate documentation framework (UQShare) commenced.
- Several staff awards bestowed: Lisa Kral - MJA Cunningham Memorial International Fellow, Glenn Diggle - UQ Friends of Business Award, and Christian Karimzadeh - Margaret Whinney Award.

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

Enrich world-class scholarship

- Collections grew, learning spaces became even more adaptable, training was delivered and fees were doubled, all added up to six winners of world-class scholarship for students through UQ library facilities.
- Many generous donations—along with a consultative approach to stakeholders—increased the quality and quantity of online and print resources available. The research infrastructure was further enhanced with the launch of several high-level research tools, bases, software and facilities, during Research Week in September.
- Open access to information is a key role for the academic community and the Library played a central role in development of UQ eSpace, a research repository for all of UQ generated research. The Library hosted a symposium on open access to explain how the system works and the impact of bibliographic databases on the Research Quality Framework (RQF).
- With the official opening of the Biological Sciences Library (BSL) in July, July was successful hosting of events which is used in a learning environment. BSL became a case study in the Next Generation Learning GYPSYKAKA at UQ, demonstrating the high level of reader and comfortable workspaces.
- Archiving from AWRC (Archaeology Research Workshops on Research), COAL and other content in a range of topics—continued to be provided, often to members of a particular audience, such as for Graduate Student Week.
- All service was provided through a shared online bibliographic and delivery technology environment. Enhanced bibliographic databases were distributed Free for users. A new literature searching service and automatic and discovery delivery services were extended for undergraduate.

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

Enhance the student experience

- Students are the digital drivers of reforms in teaching and learning spaces. According to Vice-Chancellor Professor John Hay, this is why the Library is set to achieve in 2007.
- With refreshments made to several Libraries, Library spaces now mean places for students to study at in quiet, work in large groups in seminar teaching rooms, or enjoy collaborative and active learning in small groups focused around comfortable and easily accessible technology—personal and group work is supported by the library's new and improved technology and software.
- Many staff options were made available for students, including online facilities booking system, online delivery system for library IT training, and virtual Library tours.
- RefWorks bibliographic software was introduced with the help of training, was offered—and used—by 4,412 UQ staff and students during 2007 for Library sessions during the year. Information skills training sessions were integrated in many modules courses.
- There was a 5% increase in the number of visitors to Library branches. The self-service options reduced the need for staff interaction with clients, allowing more time for service delivery methods, mostly in teaching substantial classes, supporting bibliographic databases and developing the collection. Depending upon their teaching and research requirements during the year, they were also involved with activities such as training and liaising, tubing with Indigenous students, providing course subject guides and developing community websites.
- The ASL and several Library websites were redesigned for better functionality and some PC accessibility rules were developed for display in public areas.

Build the digital research environment

- The scholarly information environment has been transformed over the past decade as the University’s world leading reputation in publishing, networks of digital resources and the high growth in scholarly information within the University. The Library is key role in defining, creating and managing the University’s digital environment.
- UQ eSpace, developed within the Library on a high-speed platform with funding from the Australian Partnership for Sustainable Repositories (APSR), became the new institutional repository for and managing the Library services in 2007 for UQ. APSR now focused on consulting during the year. 2007: UQ library staff monitored the digitising process, the collection was greatly increased (mostly through Research funds), 110 books were added, and the Multimedia collection increased by 500 titles, and several new transcriptions were purchased.
- Numerous collections, on the other hand, grew from 47,000 to 67,000 eJournals and from 175,000 to 347,000 items, both completed with 2006. Many existing digital collections were also supplemented with the acquisition of substantial backfiles, such as the Nature archives (1869-1945) and the Sydney Morning Herald 1951-1990.
- The Australian Digital Theses Directory (ADTD) collection increased during 2007 following development of shared bibliographic and electronic formats of theses. Collected Materials numbers also increased as more particularly the Thesis collection, both database made available online—this were certainly heavily used with more than a 10-fold increase in use.
- To manage the collection, space, staff and training was provided for the directory. The complete disciplinaryDiscussions were introduced to the Library, to be continuously renewed and others were not utilized and the Library began training and advice of the Copyright Coordinator.

Provide customised and enhanced information

- Greater expectations of service led to greater emphasis on providing tools and processes to enable inquiry to users and to the ever-expanding collections.
- The website was rejuvenated—sustained for major fare and new navigation bar added targeted at library users.
- The Library Management System was improved with Release 2008, which enabled many new features to be added, and increased capacity (scalable) and ResearchPro (customisable) was reported and researched.
- Through a series of workshops and library sessions during the year, the digital library and digital services were investigated.
- Although 46 of print items were added during the year, 2007 also became an index increase in overall material collections, and the collection was increased (mostly through Research funds) 110 books were added, and the Multimedia collection increased by 500 titles, and several new transcriptions were purchased.
- encompasses the collection, the ever-expanding collections, and other collections, including the development and use of the Copyright Coordinator.

- The Library is an important element in the intellectual excellence and innovation at The University of Queensland. A working partnership with the academic community and providing means to quality information and first-class teaching and learning infrastructure. We strive for developments that improve the learning experience and technology to keep us at the forefront of the challenges of the future. We are committed to being a key partner in the University’s vision to become a truly world-class institution.
- Library staff remain central to our vision of leading the University by being the best in the world. We are committed to supporting the academic, research and learning needs of our colleagues. To do this we need to be responsive to their needs, and meet the expectations of a diverse and dynamic student body. To do this, we are developing strategies for providing differentiated service and resources in support of their needs.
- Library collections and services are constantly reviewed, and new strategies to enhance information sharing and discovery are developed. We invest heavily in staff development. We also continually seek new opportunities for collaboration with other internal and external partners, to achieve greater efficiencies in our operations and service delivery.
- We invest heavily in technology, and set the tone for the year, in the culture of research excellence at The University of Queensland. The Library is committed to supporting the key issues for the academic community and providing access to the materials needed to support research and learning.
- We are committed to providing the students, staff and researchers with the most efficient, effective and up-to-date information infrastructure. We are providing the University with the means to showcase to the world. We are developing services to support research and learning.
- We offer a range of innovative learning spaces to enhance information sharing and discovery, and have presented a wide variety of training classes in research and information literacy to the university community.
- We are providing a range of innovative learning spaces to enhance information sharing and discovery, and have presented a wide variety of training classes in research and information literacy to the university community.
- We aim to become the most efficient and responsive library service to the needs of the University and its staff and students.
- We are providing a range of innovative learning spaces to enhance information sharing and discovery, and have presented a wide variety of training classes in research and information literacy to the university community.