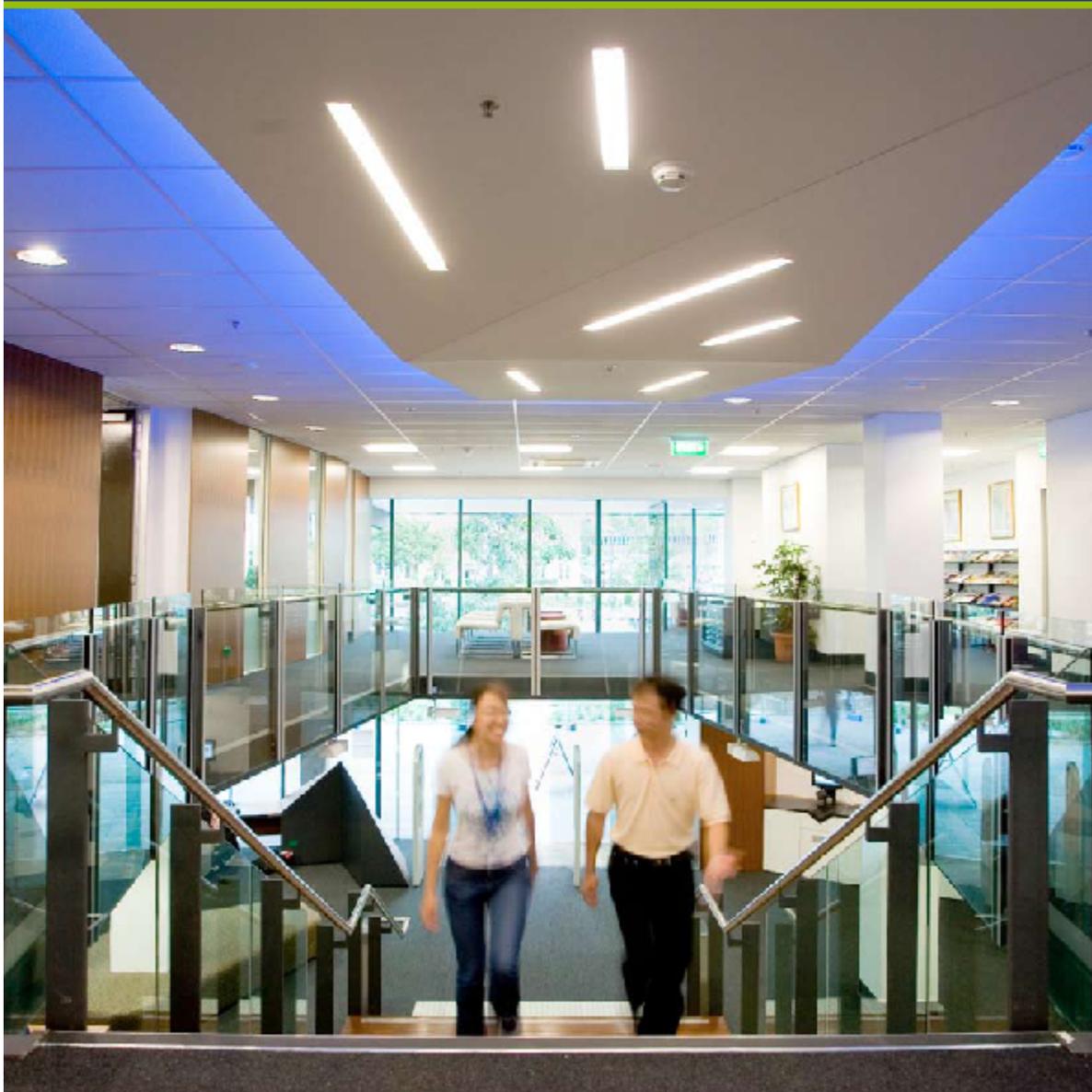


The University of Queensland Library

2008: 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. The Library contributes to the UQ Advantage by providing information resources, training and high-quality resources to coursework and research students. In 2008 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 digitising technology to capture treasures from its collections and showcase these to the world.

In 2008, UQ Library had more than 80,000 registered users, collectively representing one of the largest library memberships in Australia. Clients included undergraduate and postgraduate students, UQ staff, UQ Alumni, staff from the major teaching hospitals and Cooperative Research Centres with which the University has significant involvement, and the wider community. All brought differing needs and variations in service demands to which appropriate responses were made by the Library.

DISCOVERY

The Library sets out its vision in its Strategic Plan 2008-2012, *Mapping our 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. The Library has, in recent years, enhanced its extensive print collections by the provision of a vast range of digital materials. These include substantial archives of journals, archival material and electronic books.

In response to user expectations, the Library further expanded its electronic collections during 2008. Electronic book collections were purchased particularly in the areas of classics, philosophy, psychology, education, law, business and management. Other notable online products purchased included SAGE e-Reference titles, the Early American Imprints Series II, 1801-1819, the Hague Academy Collected Courses, the First Consult medical database and the Human Rights Documents Online database. In addition, the Library set aside funds to support focused collection development in all formats, either to reflect emerging or new research areas where substantial collection development was required or to enhance or fill gaps in existing collections. Successful selection was undertaken in areas of focus that included music, legal history, e-education, architecture and property studies, Islamic research, philosophy, aboriginal environments, religion and the social history of Ancient Greece and Rome.

The Fryer Library, the branch of the University of Queensland Library responsible for rare books, manuscripts and special collections, received much valuable and noteworthy material in 2008. Fryer Library continues to make available to the general public by special arrangement with the database producers, *Archive CD Books Australia*, currently comprising more than 1,000 rare Australian books and records. It also opened up its legacy collections through online exhibitions such as *International Women's Day* and *Brisbane Between the Wars: a History by Design*. The Library offered a Fryer Library Award to promote scholarship in the arts and use of the collections of the Fryer Library.

The Library's strategy to provide convenient and customised access to information was achieved through enhancements to the Web 2.0 interface to the catalogue, plus the launch of a database cross-search service on the home page.

The Library continued to play a leading role in defining, creating and managing the University's e-Research infrastructure. The institutional digital repository UQ eSpace, developed and maintained by the Library, was launched officially in March by the Vice-Chancellor Professor Paul Greenfield AO. During Research Week, the Library presented the open access seminar *Make Your Mark in the e-Research World*. It included presentations on open access by University Librarian and Director of Learning Services Keith Webster and Vice President of Science, Science Commons, John Wilbanks. Webcasts of the talks were made available from a new Library web page on open access, developed for scholars and researchers.

LEARNING

In 2008 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 e-Learning and e-Research.

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. New technologies including blogs, RSS feeds and Blackboard tools were used to communicate with clients.

Training continued to be a priority. Librarians delivered approximately 1290 information skills classes to more than 19,000 attendees. The Ask I.T. computer help and training service delivered almost 200 training sessions to more than 2,000 students. The training program complemented the help desk service 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 almost 400 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.

The Library participated in UQ activities including Orientation Week, Graduate Student Week, Research Week and Teaching and Learning Week. It also participated in Open Day and Diversity Week, during which it presented posters on its Schools Outreach Program and the Ask Me, Tell Me project. The Library was also highly commended in the 2008 Vice-Chancellor's Equity and Diversity Awards.

The Library ran a competition for current students inviting them to create a short video to be used for orientation and promotion. It also presented the Library Excellence Award to three undergraduate students who demonstrated excellence in the use of the Library to enhance their studies.

The Library continued to elicit feedback from its users and benchmark its performance against other libraries. In 2008 the Library conducted for the first time the LibQual+ client survey, developed by the Association of Research Libraries (US) and used by Libraries in the UK and Europe as well as in the US.

In 2008 the Library was visited by more than three million people (2.1 percent more than in 2007) visiting 14 Branches. The Library recorded more than 117 million online requests for web pages. It developed virtual tours to assist clients with orientation to the Branches.

An Innovation Lab was launched in which staff, released part-time from regular duties, work on projects to enhance the student experience and provide opportunities for collaboration with research groups from all over the University. Teams worked on developing content suitable for podcasting and on a web content management system.

The Library remained a central provider of learning space, research infrastructure and technology on campus and provided a high-quality environment that encourages independent learning and peer interaction. The Library had significant involvement in the second Next Generation Learning Spaces Colloquium held at the University in October. The colloquium focused on the evaluation of learning spaces and Library staff presented findings from its survey of student use of library learning spaces and work with student focus groups. The Biological Sciences Library was designed with next generation concepts in mind and was one of the campus spaces visited by colloquium attendees. The Library extended students' physical access to its spaces with a popular 'Late Nights at the Library' initiative which saw the Biological Sciences Library remain open until midnight.

ENGAGEMENT

The University of Queensland Library worked closely with other universities, cultural and heritage organisations and research agencies in 2008. 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 Library attracted many visitors in 2008 and provided a number of tours of its spaces.

The UQL Cyberschool continued to provide teachers and students in Queensland schools with access to quality online resources for effective teaching and learning. Membership continued to expand in 2008, with more than 400 secondary schools utilising its services. Numerous tours and training sessions for secondary school students were conducted and staff presented at conferences throughout the year. The Library piloted a successful scheme to offer borrowing of books to Year 11 and 12 students.

In 2008 the Library hosted several events.

The UQL Cyberschool in conjunction with the School Library Association of Queensland Brisbane sub-committee ran an Update on Web 2.0 Technology, which was attended by 65 teacher-librarians from schools around South-East Queensland.

The Fryer Library held several special literary events during the year. A lecture on Australian Detective Fiction Writer Carter Brown was delivered by Dr Toni Johnson-Woods (UQ) who was the Fryer Library Award Fellow for 2007. Inspired by the Fryer Library's Burnside/Durham collection of correspondence between Australian activists and refugees detained on Nauru, the Library held a *Refugee Narratives*



seminar which brought together academics and community members to discuss refugee issues. A presentation on the history of the Brisbane Exhibition was delivered by Dr Ross Laurie (UQ) and Associate Professor Joanne Scott (University of the Sunshine Coast). The Fryer Library sponsored a session at the Brisbane Writer's Festival featuring Australian barrister and author Julian Burnside in conversation with Australian barrister Steven Keim. The final literary event for the year was a talk by Dr Veny Armano (UQ) who spoke about his novel *Candle Life*.

Together with AustLit, the Library co-hosted an event at Customs House in October. Acclaimed author David Malouf recalled his time as a student at The University of Queensland at the dinner which was held to celebrate 80 years of the Fryer Library and to launch the final volume of *The Bibliography of Australian Literature*.

The UQ Ipswich Library hosted a book launch for UQ Ipswich PhD candidate Toni Risson's book *Batty Business*. Author Hugh Lunn launched the book and more than 60 people attended the event. The UQ Ipswich Library was also the venue for the St Edmund's College Mentoring Program Awards, an event attended by student participants, their mentors, family and friends, along with staff from UQ Ipswich.

During 2008 displays held in the Library included: Orientation, National Archaeology Week (produced by the School of Social Science), Ipswich Girls Grammar School art exhibition, International Year of Languages, NAIDOC Week (with the assistance of the UQ ATSI Unit), UQ and the Olympics (in conjunction with the Centre for Olympic Studies), Expo 88, Anne of Green Gables, Universities of the World, Open Access, Anzac Day, Diversity Week, Nanotechnology, Engineers without Borders, International Year of Planet, PAH Week, School of Education Publishing, Graeme Clark/Bionic Ear, Medical Humanities, Santa: the law breaker?, Law and Entertainment, Public Holidays celebrated in Queensland; Notable UQ Law Graduates, and International Courts.

Staff across the branches of the Library and in the service support sections have worked to capacity to deliver the outcomes detailed above. I take this opportunity to thank them for this, and express my appreciation of another good year for the Library in 2008.

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.

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.

2008 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 Candi Peterson; 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	Professor Carole Ferrier
BACS	Dr David Merritt
BEL	Dr Alan Davidson
EPSA	Dr David Wadley
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 Carly McCarroll; Mr Joshua Young

One postgraduate research student nominated by the Postgraduate Students Area Committee:

Mr Andrew Hodge

One postgraduate coursework student nominated by the Postgraduate Students Area Committee:

Ms Tania Ferreira-Jardim

Secretary: Ms Elizabeth Jordan.

Report

The Library Committee met twice during the year, and reports were made to the Academic Board after each meeting. Matters considered by the Committee included pressures being experienced by the Library in its budget and also in space availability for both collections and client use. Mr Webster reported that his sense of priority in this environment was as follows:

- Continue and complete the migration from print to electronic
- Retire legacy collections
- Continue to repurpose the library as primary learning space
- Reposition library expertise and resources to be more closely embedded in research and teaching enterprise
- Extend the focus of collection development from external purchase to local curation.

Mr Webster continued his presentations on the Library's strategic priorities. "Maintaining and developing community partnerships" was the focus in the first meeting. In the subsequent discussion, members focused on the Friends of Fryer group, and its potential in relationship building, and the Library's services to University alumni. The practice of opening up the Fryer collection more with events and exhibitions was strongly endorsed. In the second meeting, Mr Webster led a discussion on the priority of "providing convenient and customised access to information".

The Committee was advised of the death of former University Librarian and Director-General of the National Library of Australia Mr Harrison Bryan. The following obituary, prepared by long-term Library Reference Librarian Dr Spencer Routh, was tabled and was also forwarded to the Academic Board.

Vale Harrison Bryan

HARRISON BRYAN AO Librarian

Born: Brisbane - September 23, 1923

Died: Melbourne - February 12, 2008

HARRISON Bryan was one of Australia's outstanding librarians of the twentieth century. He was, between 1950 and 1985, successively the University Librarian at the Universities of Queensland and Sydney and the Director-General of the National Library of Australia.

His parents were Walter Heywood Bryan and Myee, née Harrison. His father was Professor of Geology at The University of Queensland, 1947-59. One brother, Robert, kept close to his father's discipline as an outstanding mining entrepreneur, but Harrison went from Brisbane Grammar School to study history at the university. Three years in an army signals unit, mostly in north Queensland, complicated his education. He married Florence Jolly on February 21, 1948, and then trained as a librarian at the now State Library of New South Wales.

In 1950 he became James Forsyth Librarian at The University of Queensland. The university's library collection was puny, even by contemporary Australian standards. It had had only two professional librarians in 45 years and many of the university's books and periodicals were held in its academic departments. Queensland was crying out for professionals of every kind and university enrolments were booming. Helped by a study tour in Britain and the United States in 1957, Harrison persuaded the university to lift its library holdings from 96,000 in 1949 to 289,761 in 1962. Zestful, outgoing, very productive through long workdays, he took on positions to promote the library's and its Librarian's profile, such as secretary of the university's academic staff association. He and his deputy and great friend, Barry Scott, could be decisively "hands-on"; whether their occasional book-shifting blitzkriegs helped Harrison's campaign to achieve professorial status could be debated. (The University was ready to grant this when advertising for his successor.)

Two of Harrison's great themes throughout his career were the adequacy of collections, both locally and nationally, and the importance of inter-library cooperation. Like many university staff members, he believed he had greater freedom as a public advocate than most state or local government employees. So he and Scott took leading roles in the Library Association of Australia locally and in representing Queensland nationally.

In 1963 Harrison Bryan was invited to become Librarian at the University of Sydney. There he succeeded Andrew Osborn, whose previous experience as Associate Librarian at Harvard University, the Mecca of American university libraries, had engendered plans, and funding proposals, to create a building and an acquisitions policy for books and periodicals on a scale much greater than any other Australian university. By slightly discounting Osborn's demands, Harrison Bryan made himself warmly welcome to his new university's managers.

At the University of Sydney until 1980, he managed Australia's leading university library, acted as consultant on senior library appointments and new library buildings at other Australian universities and, with Professor Gordon Greenwood of The University of Queensland, helped the emerging colleges of advanced education develop worthwhile libraries. He was President of the Library Association of

Australia 1973/74 and for many years a leading member of the main cooperative body for libraries (AACOBS).

By 1980 the University of Sydney's library had grown to more than 2,600,000 volumes. Students and researchers had learnt to expect much more from libraries, and libraries were increasingly using computers to enhance their services. Harrison had been contemplating early retirement but when the position of Director-General of the National Library of Australia became vacant the library profession and the Council of the National Library of Australia virtually drafted him into the position. Some at least of his years at Sydney had seen university libraries comparatively well financed: in 1980 Canberra's watchword was frugality. Harrison had to cope with national and state politicians and bureaucrats keenly guarding territory and money as he strove for more effective inter-library cooperation. In spite of these obstacles he ensured that the National Library became much more decisively the centre that enabled libraries to share their cataloguing work and to locate individual items across Australia.

In 1985 Harrison Bryan retired. Many honours came in the 1980s. A book of essays in his honour, *An Enthusiasm for Libraries*, was published in 1988. He was awarded Hon. LLDs by Monash and Queensland universities and an Hon DLitt by Sydney. In 1994 he published an autobiography, *No Gray Profession*. *Who's Who* in Australia regularly notes as a hobby "gardening," at the home he and Florence had retained at Oatley, Sydney, but to be added are hand printing, some landscape painting, reading and, most important, the grandchildren.

Less robust in health in his last years, Harrison Bryan died on February 12, not quite getting to the diamond wedding day of February 21.

Spencer Routh

HIGHLIGHTS OF 2008

LIBRARY VIDEO/YOUTUBE COMPETITION

The inaugural Library Video/YouTube competition generated interest among students, with a \$1000 first prize and a runner up prize of \$500 providing incentives for current UQ students to make a short video about the Library. The winning entry *The Chronicles of Library Man* was placed on the website during first semester and shown during Discover the Library presentations in Orientation Week.

EQUITY AND DIVERSITY AWARD

This award from the Vice-Chancellor recognised the Library's work for various initiatives to assist indigenous scholars, disabled students, and those from non-English speaking backgrounds.

UQ ESPACE

The University's digital repository, developed and maintained by the Library, was officially launched in March by the Vice-Chancellor Professor Paul Greenfield AO.

OPEN ACCESS SEMINAR

Make your mark in the e-Research World presented during Research Week, included presentations by University Librarian and Director of Learning Services Keith Webster and Vice President of Science, Science Commons, John Wilbanks.

THE INNOVATION LAB

The Lab was launched in October. Staff were released part-time from their regular duties to work on projects that will enhance student experience and provide opportunities for collaboration with research groups from around the University.

FRYER LIBRARY AWARD

The Fryer Library and the Faculty of Arts named Dr Katherine Barnes from the University of New South Wales as the recipient of the Fryer Award 2008 to work on her project, *David Malouf: The Poet's Fiction*. Fryer Library's collection of David Malouf's papers begins with the drafts of his first book of poetry *Bicycle and other poems* (1970) and includes the manuscripts of all of his major novels.

SPACE USE SURVEY AND DESIGN WORKSHOP

The Library surveyed patterns of use and purposes of visits in four libraries on one day in August. Two thousand responses were analysed by software developed in-house, and results presented at the Next Generation Learning Spaces Colloquium held at the University in October.

UQL CYBERSCHOOL OUTREACH

In conjunction with the School Library Association of Queensland Brisbane the Cyberschool ran an Update on Web 2.0 Technology which was attended by 65 teacher-librarians from schools around South-East Queensland.

RFID FIRST

The Law Library became the site of the first deployment of remote frequency identification technology in the Library.

STUDENTS HELP IN RESEARCH STUDY

'Information seeking behaviour of first year university students' was the title of the research study in which 21 students participated. Two focus groups were held and students then used log books to record all their information seeking activities in the preparation of a major assignment – where they looked for and found information, who they asked, where they worked, how long they spent. This provided very helpful information for Library planning.

LIBQUAL SURVEY

In September, The Library conducted the Libqual+ Client Satisfaction Survey for the first time. Developed by the Association of Research Libraries in the US the survey is widely used in the US and UK. Use of this survey offers the opportunity for UQ Library to benchmark against international partners.

STAFF PERCEPTION SURVEY

The biennial staff perception survey was conducted for the fifth time in May and June. Response rates were good, and overall results were also good. Results were analysed extensively via an online gateway using software prepared by Warren Ham. Results were reported via *eLinks* (the library staff newsletter), to 7Up, and at the Liaison Librarians' forums in June, and incorporated into the Workforce Planning Project.

OLYMPICS CELEBRATION

A display of memorabilia and posters celebrated UQ's involvement with the Olympic Games over 60 years, and acknowledged the UQ seventeen athletes participating in the Beijing Games.

UNIVERSITY CITATION

Library staff training and supporting of students in the use of referencing software were awarded a University of Queensland Citation for outstanding contributions to student learning. The citation named UQ Librarians for "almost a decade of providing internationally renowned, unique specialist expertise in the support of referencing software, training and individual services for students."

ASK A LIBRARIAN QWIDGET

Ask A Librarian online service was enhanced by the deployment of a user-friendly “widget” on the website home page. Figures from 2007 to 2008 subsequently showed a 42% increase in the use of this Ask A Librarian Chat service.

UQUICKSEARCH IMPLEMENTED

Enhanced capabilities for searching were achieved with the implementation of UQuicksearch which uses Innovative products Encore and ResearchPro to offer a new way of searching UQ Library catalogue as well as the option to broaden searches to selected full-text databases and search engines - all at the same time.

80 YEARS OF FRYER LIBRARY

Together with AustLit, the Library co-hosted a dinner at Customs House in October to celebrate 80 years of the Fryer Library. Acclaimed author David Malouf recalled his time as a student at The University of Queensland. The final volume of *The Bibliography of Australian Literature*, edited by former Vice-Chancellor Professor John Hay and John Arnold, was launched.

CORPORATE SERVICES REVIEW

An event of significance for Library Corporate Services was an external review, conducted in July by consultants from BDO Kendalls. The review resulted in a changed organisational structure for the section, in which inward and outward focusing tasks performed by staff were clearly differentiated.

STAFF HIGHLIGHTS

Awards

Lisa Kruesi, Senior Manager, Health Sciences Libraries was awarded the Cunningham Fellowship, by the USA Medical Library Association (MLA). The Fellowship was undertaken by attending the MLA's Annual Meeting in Chicago in 2008 and visiting three major University Libraries in Southern USA. Lisa is only one of three Australian librarians to receive this honour since it commenced in 1973.

Social Activities

Thanks to all who supported the Library's annual participation in the Cancer Council's Australia's Biggest Morning Tea. Stalls were set up at the Social Sciences and Humanities, Biological Sciences, Dorothy Hill Physical Sciences and Engineering, Architecture and Music, and Graduate Economics and Business Libraries at UQ St Lucia and \$1923.55 was raised for cancer research. A great effort! Thanks to all Library staff who provided delicious food and other donations.

The annual Christmas raffle organised by the Information Access Service raised \$800 for Camp Quality.

ARCHITECTURE AND MUSIC LIBRARY

- Digilib (architecture image database) moved to UQ eSpace and given a new look
- Additional funding for architectural history, music scores and Aboriginal environments research publications
- Autoloan machine installed to increase service efficiency.

BIOLOGICAL SCIENCES LIBRARY

- Staffing changes – including new Manager
- Experimenting with new technology (clickers and podcasts)
- Opening hours extended to midnight on weekdays
- Responding to students' changing demands on the library space.

DENTISTRY LIBRARY

- Information literacy project with Bachelor Oral Health students
- \$14K allocation to place Dentistry textbooks at the Biological Sciences Library
- ADA(Q) warehouse for UQ books and journals freed up space for core collections
- New Dentistry Senior Librarian.

FRYER LIBRARY

- Refugee week seminar showcasing the outstanding collection of primary material on human rights, a focal point of which is material donated by Julian Burnside and Kate Durham
- Fryer workroom refurbishment, resulting in a more attractive and functional space with better ventilation and lighting
- 80 years of Fryer Library celebrated with an event at UQ Customs House.

GRADUATE ECONOMICS AND BUSINESS LIBRARY

- The Facilities Booking system was implemented for ECOB spaces
- The Business and Economics Blog was regularly updated with information regarding new databases, research training, sites of current interest, new displays and a regular "book of the week" entry
- Staff adapted quickly to the requirements of the intensive teaching mode for the UQ Business School's new MBA program.

HERSTON HEALTH SCIENCES LIBRARY

- Twenty-four hour training room access made available
- Librarian authorship of Reviews
- Librarian part of Nursing Grand Rounds success story
- Med-e-serv librarian position created
- Successful brokering of QH resource funding
- Appointment of Senior Librarian and Senior Library Technician
- Cunningham Fellowship.

IPSWICH LIBRARY

- A new manager was appointed
- As part of gearing up for the first intake of MBBS students at Ipswich Campus, two librarians undertook the University of North Carolina's course – *Evidence-Based Medicine and the Medical Librarian*
- The Ipswich Library Blog was launched in February and entertained and informed the campus community throughout the year
- The launch of PhD student Tony Risson's children's book *Batty Business* by author Hugh Lunn saw the Library turn into a bat cave for an evening
- Hosting of the Ipswich Girls' Grammar School Art Exhibition.

JOINT PAH/UQ LIBRARY

- Help to achieve successful Magnet recognition for nurses
- New Health Sciences Library in PACE receives UQ funding
- New PAH/UQ Library Manager.

LAW LIBRARY

- Law became the first of the UQ Library branches to have RFID technology implemented
- The refurbished Service Desk and mail processing area improved working conditions for staff at the branch
- Laptop recharge lockers were installed on Level 2 as part of the refurbishment of the desk area
- A number of Law School courses changed with the introduction of a new curriculum resulting in an additional workload for staff.

UQ/ MATER MACAULEY HOSPITAL LIBRARY

- Commencement of works on Queensland Children's Hospital and lobbying for Library presence
- Arrival of Queensland Paediatric Cardiac Service from The Prince Charles Hospital; commencement of works (carpark)
- Additional library grant for books
- Establishment of Departmental Champions to assist with service and collection development
- New Library Manager.

RURAL CLINICAL SCHOOL LIBRARIES

- New facilities for Rural Clinical School Library in Bundaberg, Rockhampton and Toowoomba
- Library highly rated in client surveys
- High participation rates in the PDA Service for Rural Medicine Rotation students
- Increased integration into the curriculum of Library staff and content.

SOCIAL SCIENCES AND HUMANITIES LIBRARY

- HEESP funded project "Enriching indigenous higher education" very successful
- Space planning for changing needs a major focus, with plans developed for implementation in 2009
- New triaged service model trialled for provision of information enquiry services, and a new staffing model trialled for the Service Support Team.

LEARNING: ENHANCING THE STUDENT EXPERIENCE

Again the commencement of the 2008 academic year brought with it a fresh generation of students to The University of Queensland. Seeking to enrich their time with us, the Library adopted a number of approaches this year to better understand their use of libraries and learning spaces and their interactions with people, places and technology as they undertook their studies. This work complemented, but did not replace, the various client perception surveys undertaken on a regular basis.

The Library had conducted the biennial InSync survey in the second half of 2007, which revealed continuing high levels of satisfaction with staff, services and collections. Nevertheless, during first semester of 2008, staff identified opportunities for improvement and acted in response to these, and also advertised these responses to the Library's clients via a Highlight on the front page of the website linking to further information on the Surveys page.

In 2008, the Australian-developed InSync survey was complemented by participation for the first time in the international LibQUAL+ survey. This gave the opportunity to benchmark the perceived quality of the Library against academic libraries in the US and UK. The response rate was very good, and the number of respondents from the various demographic cohorts was more than sufficient to ensure representative validity.

This survey told us that more than 90% of respondents use the Library at least weekly for both information resources and the study spaces. The rate of daily and weekly in-library use was the highest when benchmarked with nineteen international libraries. The UQ Library also had the highest percentage of daily use of resources via the Library webpage (45.8%, compared to an average of 32.2%).

Respondents also told us that they are more interested in the "information control" aspect of Library service than either "affect of service" or "library as place". Accordingly, they want the Library to put even more effort into making sure that they can easily and independently access electronic journals and other electronic resources that they require for their work. They also would like more specialist support when they have complex information needs.

In recent refurbishments, the Library has worked hard to ensure that there is adequate provision for group and collaborative learning in the Library spaces. This has been successful and is appreciated by clients. However, survey respondents let us know that the need for quiet spaces still exists, particularly around exam time, and, while there are designated quiet areas in all the branches, clients would like the requirement of quiet enforced.

In addition to the surveys, further research was undertaken to create a much richer picture of the ways in which the libraries are used and how they could be developed in the future.

During Orientation Week around 600 first year students participated in a survey gathering information about their ownership of, and access to, technology, their use of the internet and libraries, their participation in social networking services and support networks for their studies. This showed widespread ownership of laptop computers and extensive access to the internet off-campus. In response to these directions, the Library installed laptop lockers where students can connect their computer to the power supply to recharge their batteries and leave the computers in a secure environment.

During the course of the year the Library worked with a group of volunteer students to understand the ways in which they seek and use information when working on an assignment. Students participated in two focus groups facilitated by the University Librarian, and in second semester they maintained a log book of their activities as they researched and produced a major assignment. They recorded where they looked for information, who they talked to for help, where they spent time on the assignment, and how long they spent in the various activities. This study afforded rich insights into the many influences that shape, help – and hinder! – the student assessment process.

In a further study in second semester, questionnaires were distributed to students entering four of the largest libraries. Each questionnaire had three elements: a series of questions about the students' intentions as they use the library space; a floor plan on which they marked their movements and activities during their time in the library; and an exit questionnaire which compared the success of the visit with their intentions when they arrived. Some students also participated in a design workshop led by Hamilton Wilson of Wilson Architects, in which students worked together to design their preferred learning space for a number of different academic scenarios.

This research demonstrated that students are very intentional about their use of the Library spaces and services. They know what is available and they are purposeful about where they go to work in the Library according to their current task. They expect to get the job done. One student reported that she had not fulfilled her intention in visiting the Library and blamed her 'own stupidity' for wasting time. Certainly students are using intelligently the various types of spaces – quiet, social, technology-enabled – that are provided by the Library. The students at the design workshop affirmed that place is important to them: they like to come to the Library. They also confirmed what staff knew from experience: that student demands of Library spaces change during the academic year according to course progression and the nature of assessment tasks, so flexibility is an important design consideration.

Concurrent with this research, a survey was undertaken by health librarians to gain understanding of medical students' use of information for their studies. All MBBS students were invited to complete an online survey and a total of 238 responses were received. Follow-up focus groups were held with 24 students. Results showed that while 90% of students have broadband internet access at home, 60% of them prefer to use print rather than electronic resources. Student preferences amongst the evidence-based resources were identified. Seventy percent of students use Google to find information for their studies, but notably twice as many use Wikipedia as use Google Scholar (40% and 20% respectively).

Awareness that today's students have spent their lives surrounded by the toys and tools of the digital age, and that they think and process information differently from their predecessors, led to the establishment of the Library's Innovation Lab. Selected staff members are released part time from their regular duties to work on developing applications which bring information to the Web 2.0 places inhabited by the students. The first team of staff in the Lab produced a number of podcasts and vodcasts, referencing guides and information skills training applications using a range of technologies to create and publish rich-media content. It is expected that the availability of these learning objects via the Library website will accord with our Gen Y students' learning styles and expectations.

The Library also took advantage of the efficacy of peer-to-peer learning by running a video competition over the semester break of 2007-2008. Students were invited to create a two-minute video that would help incoming first year students learn about the Library and the services it provides. The winner,

Chronicles of Library Man, was shown to students during Orientation Week and featured on the website home page during first semester, attracting viewings in the thousands.

Apart from the above undertakings the vast volume of regular services offered by the Library to enrich student learning continued in 2008.

INFORMATION ENQUIRY SERVICES

Trends in students' use of staff at information desks and loans desks over recent years had indicated a tendency to go to one desk with the expectation of all queries being handled there. This was noted in the report last year, as were the number of different approaches to offering an enquiry service being trialled in various branches – one desk, a triage model with Library Assistants answering basic questions and referring more complex queries to a Librarian on call, roving, and online help. By the end of 2008, only one Library, the Social Sciences and Humanities Library, still retained separate desks for Information and Loans services. Plans for a refurbishment there in 2009 include converting to just the one-desk service point. Balancing this, and consistent with the need to meet the students in the Web 2.0 spaces they prefer, the Ask A Librarian online service was enhanced by the deployment of a user-friendly “widget” on the website home page. Figures from 2007 to 2008 subsequently showed a 42% increase in the use of this Ask A Librarian Chat service.

INFORMATION SKILLS SERVICES

While the number of information skills classes delivered and participants attending has fallen by around 10% in 2008, successful efforts have been made to more effectively target and deliver this service.

In the Biological Sciences Library, Liaison Librarians, as part of a project to provide integrated information skills session to the Bachelor of Science Program, provided training to more than 900 first year students.

In the Law Library, following changes to the LLB curriculum, for the first time, information skills classes for first year students were not scheduled in their usual tutorial times. Instead, students enrolled online to attend four supplementary classes. An extra incentive to attend was provided by the fact that the mid semester examination for Legal Method (LAWS1111) was an online test based on the material covered in the Library sessions. The test counted for 30% of the total mark for Legal Method. Contestable funding was sought and received to support the project to convert the first year information skills classes into an online learning package, and a Liaison Librarian was released from regular duties on a part-time basis to work on this.

Staff at the Gatton Library taught information skills to all first year students through participation in the compulsory first year course AGRC1015 Knowledge Management. The classes are tailored to the students' assessment using real examples to assist them find information relevant to their needs.

Also in the Dorothy Hill Physical Sciences and Engineering Library, all 1000 first year engineering students were “captured” by the Librarians' teaching and assessing information skills as part of the compulsory ENG1000 course.

The Library also extended its support of reference software to the web-based package RefWorks. The licence was acquired in 2007, and RefWorks was seen as an alternative to EndNote (used mainly by academics and postgraduate students) for undergraduates. There was not a big take up of classes for RefWorks, but undergraduate use of referencing software may take time to develop.

IT SKILLS SERVICES

The appointment of a new Ask I.T trainer in March 2008 provided a more stable resource and the number of standard sessions and attendance at those sessions increased dramatically. The number of sessions offered in 2008 rose by 46% on the previous year and the attendance increased by 52% from 722 students in 2007 to 1376 students in 2008.

In 2008 Ask I.T. implemented its Office 2007 training program. This was very well received with course handouts a dramatic improvement on previous versions and the accessibility of these from the Ask I.T. website another benefit for students.

In comparison to 2007, there was an overall increase of 43% in online resources / network enquiries to the Ask I.T. service. The most notable increases in online resources / network enquiries related to download quota, authentication problems, passwords and password changes.

Laptops are available for loan to students from six UQL Branches. Laptop loan activity across all branches increased by 31% in 2008 in comparison to the same reporting period in 2007.

COURSE RESOURCES PROVISION

For some years, the Library has been examining methods to extend its course resources service, both within the Library and to relevant UQ services. Additional links added in 2008 included access to Blackboard, the Interactive Learning Centre and the Course profiles.

Almost 4000 records in the catalogue were created for course readings in 2008, a decrease of 12.8%. Within the records, there were 1824 links to subscribed electronic resources (decrease of 9%) and 1704 links to journal articles and book chapters, digitised and stored on a library server (decrease of 26.8%). Use of these locally digitised materials decreased by 37% to a total of 704,074 requests, still showing that the service is well used by UQ students.

A major step forward will occur in 2009 as the Library plans to more tightly integrate its content based on the central hub represented by UQ courses. Specific “widgetisation” activities include:

- Currently separate course-related services - reading lists and past exam papers
- Components of the current subject guides
- Components of the current undergraduate and coursework postgraduate pages.

LOANS

In contrast to the trend of recent years, loans increased in 2008, albeit only slightly. Total loans for the year were almost 1.5 million, almost half of them to undergraduate students and more than half of them made via the *auto* LOAN machines (in keeping with the student preference to do things independently whenever possible). The Library also put considerable effort in 2008 into a review of lending policies and procedures, responding to a need to update loan periods and client groupings for changing circumstances. Recommended changes were to be implemented before the beginning of Semester 1, 2009.

LIBRARY VISITS

While many efforts were made in 2008 to understand how students use library spaces and resources, the traditional practice of counting clients did not cease. More than three million visits to the Library were recorded, an increase of 2% on the previous year. Students, while expecting twenty-four hour access to electronic resources, still value the Library as a provider of study spaces appropriate to their various needs. Significant also is the 26% increase in visits after 5pm, reflecting the changing circumstances of student life, where commitments to paid work make considerable demands on their time.

LIBRARY EXCELLENCE AWARD

The Library first introduced the Library Excellence Award to acknowledge students who demonstrated excellence in the use of the Library to enhance their studies. This year, during Teaching and Learning week, the awards were presented by Deputy Vice-Chancellor (Teaching and Learning) Professor Debbie Terry to Khamla Mott, Samantha Gannaway, and Steven Tasztotszky, from UQ Gatton, Ipswich and St Lucia respectively.

LIBRARY VIDEO/YOUTUBE COMPETITION

The inaugural Library Video/YouTube competition generated interest among students, with a \$1000 first prize and a runner up prize of \$500 providing incentives for current UQ students to make a short video about the Library. The primary aim was to obtain some videos that would give new students a quick introduction to the UQ Library, as seen through the eyes of other students. The winning entry, *Chronicles of Library Man*, was shown to new students during Discover the UQ Library talks in Orientation Week. It was also posted on the Library website for the duration of first semester.

STUDENTS HELP IN RESEARCH STUDY

'Information seeking behaviour of first year university students' was the title of the research study in which 21 students participated. Two focus groups were held and students then used log books to record

all their information seeking activities in the preparation of a major assignment – where they looked for and found information, who they asked, where they worked, how long they spent. Completed log books were returned late in Semester 2, and analysis of responses completed. The Report of the whole project was prepared and accepted by the Library Policy and Planning Group in December, to inform decision-making about service and space use improvements.

SPACE USE SURVEY AND DESIGN WORKSHOP

Students contributed again to research into the use of Library learning spaces. A survey asked all students visiting four libraries during one day, 13 August, to indicate what they had come to do and whether they achieved it, and to map on a floor plan their movements around the library. In a design workshop conducted a week later, students contributed their ideas for optimum design of library study spaces. Data from the survey responses was analysed using software produced inhouse. Material from the survey and the workshop was used to prepare a presentation for the Next Generation Learning Spaces Colloquium in October. The paper and powerpoint presentation were placed on UQ eSpace, and the paper will appear in the published proceedings of the Colloquium.

DOCUMENT DELIVERY FOR UNDERGRADUATES

From the beginning of 2008, the Library offered document delivery to undergraduate students for the first time. Undergraduate students were able to request up to a maximum of 15 items per semester. This may include requests for books or articles that are related to their studies and which are not held at The University of Queensland Library as well as requests for journal articles held at Warehouse or at another UQ campus.

DISCOVERY: BUILDING THE (DIGITAL) RESEARCH ENVIRONMENT

The scholarly information environment has been transformed over the past decade through the emergence of open access publishing (developed in support of the principle that the published output of scientific research should be available without charge to everyone), 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 to scholarship and research.

The Library 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 the 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.

The University of Queensland celebrates outstanding research during Research Week and the Library participated actively again this year, presenting a series of workshops and seminars to academic and research staff as well as postgraduate students. During the week, the Library welcomed to UQ an esteemed colleague from Creative Commons, John Wilbanks. As the Vice President of Science, John runs the Science Commons project at Creative Commons based at Massachusetts Institute of Technology. The timing of his visit was fortunate, allowing him to co-present, with the University Librarian and Director of Learning Services, a seminar for Research Week entitled *Make Your Mark in the eResearch World*. The focus of the presentation was on how researchers can increase their impact through open access and also on how the Library can assist with the management of research data. The Library also presented a talk by Florian Goessman of the Australian Research Collaboration Service (ARCS) on the ARCS Data Fabric. Podcasts of the sessions were made available from a new Library website on open access, developed to assist scholars and researchers.

The Library also hosted two presentations of interest to academics and researchers: *Recent developments in the use of publication metrics in research evaluation* by Berenika Webster and *Essential Science Indicators in action* by Sue Curlewis.

BUILDING THE COLLECTIONS

At the commencement of the year the Library set aside funds to support focused collection development in all formats either to reflect emerging or new research areas where substantial collection development was required or to enhance or fill gaps in existing collections. Criteria for funding under this system were:

- collection development of specific areas of the existing collection deemed to be lacking in depth and/or quality
- the start up of collections to support new areas of research and/or teaching and learning
- new subscriptions to support existing and emerging teaching and learning and research activities
- the purchase of electronic back files

Successful selection was undertaken in areas of focus that included music, legal history, e-education, architecture and property studies, Islamic research, philosophy, aboriginal environments, religion and the social history of Ancient Greece and Rome.

PRINT COLLECTIONS

A total of 29,707 new titles (41,213 volumes) were added to the collection in 2008. This was a decrease of 11% in the number of titles and a decrease of 9.6% in the number of volumes. This can be attributed to the dramatic fall in the value of the A\$ and the subsequent suspension of ordering at the beginning of October 2008.

The Library continued to expand its reference collections in a variety of formats. Additions for 2008 included:

- Encyclopedia of electrochemistry
- Routledge Encyclopedia of Philosophy
- SAGE eReference
- International Encyclopedia of Communication (Blackwell reference)
- Learning & memory: a comprehensive reference (ScienceDirect reference)
- Encyclopedia of quaternary science (ScienceDirect reference)
- Drug discovery and evaluation: pharmacological assays (SpringerLink reference)
- Encyclopedia of cross-cultural school psychology (SpringerLink reference)
- Encyclopedia of algorithms (SpringerLink reference)
- Soft matter characterization (SpringerLink reference)
- Molecular microbial ecology manual (SpringerLink reference)
- General surgery: principles and international practice (SpringerLink reference)
- Encyclopedia of Human-Animal Relationships (Greenwood Publishing)
- Wiley encyclopedia of computer science and engineering.

By the end of 2008, the number of print journal subscriptions was 8,742. During 2008, 67,394 journal issues were accessioned. A total of 146 new subscriptions were placed.

ELECTRONIC COLLECTIONS

The number of databases constricted slightly to 970 by the year's end. The Library successfully undertook a project to rationalise aggregator databases and to remove duplicate links to full-text thereby focusing the user on the link with superior coverage.

New databases included:

- First Consult
- Harvard research in international law
- ASM alloy phase diagram center
- Informit request TV
- PsycEXTRA
- Essential science indicators

- Chicago manual of style online
- ResourceBank
- Mental measurements yearbook with tests in print
- DOC.com
- Masters of architecture
- Pidgeon digital
- Human rights documents online
- Early American Imprints, Series II Shaw-Shoemaker, 1801-1819
- Hague Academy Collected Courses.

The Library took a decision to move to an e-only format for several major publisher packages including Wiley (excluding Blackwell), Emerald, Karger, RSC, ACS, Humana, and the remainder of Sage, Berg & University of Chicago Press. Titles housed in any of the three Hospital Libraries were maintained. The number of electronic journals continued to rise, bringing the total number to 53,000. New packages and titles included:

- InformaHealth Package
- Nature Chemistry
- five additional Nature Clinical Practice titles.

EBOOKS

UQ Library clients now have access to over 409,000 electronic books. Liaison Librarians continued to actively seek 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
- AccessMedicine
- OVID.

New collections and packages of eBooks included:

- Oxford Scholarship Online - Classics
- Oxford Scholarship Online Linguistics
- Oxford Scholarship Online - History
- Oxford Scholarship Online - Literature
- CABeBooks, 2000-2005, + 2006-2008
- Oxford handbook of clinical dentistry.
- ScienceDirect. Book series. Business, management, economics
- Handbooks in economics series.
- Red book online
- SpringerLink ebook collections (Engineering 2008, Business & Economics 2005-8, Earth & Environmental Science 2005-8, Humanities, Social Science & Law 2005-8), Architecture, Design & Arts (2005-8), Behavioral Science 2008)

- Taylor & Francis 100+ titles
- Wiley titles
- Cambridge companions complete collection
- Synthesis digital library of engineering and computer science.

MULTIMEDIA COLLECTIONS

Some 9,349 new multimedia titles were added to the collections. Funds were set aside to support a project to update material in the outdated video format to DVD format.

SPECIALISED COLLECTIONS

The Fryer Library's manuscript holdings were enhanced with the addition of several significant collections, including:

- The manuscripts of *Blue Ribbons*, *Bitter Bread* (2000) and *To Hell and Back* (2007) to add to the Susanna de Vries collection (UQFL421)
- Research materials, recorded interviews and transcripts used by Andrew Stafford in the writing of his book *Pig City: From the Saints to Savage Garden* (2004), a history of rock music in Brisbane
- Additions to the Kim Wilkins collection (UQFL396), including drafts of *The Autumn Castle* (2003), *Giants of the Frost* (2004), and *Rosa and the Veil of Gold* (2005)
- A comprehensive collection of the manuscripts of Australian novelist Trevor Shearston, from his first book of short stories *Something in the Blood* (1979) to *Dead Birds* (2007)
- Manuscript material related to *The Dirty Beat* (2007) to add to the Venero Armano collection (UQFL375)
- Recordings and research material related to indigenous languages collected between 1964 and 2003 by Cape York linguist Bruce Sommer
- 30 logbooks or diaries kept by Xavier Herbert between 1976 and 1984, to add to the Sadie and Xavier Herbert collection (UQFL83)

AUSTRALIAN DIGITAL THESES PROGRAM

In January 2008, the University changed its requirements for final thesis copies, which meant that permanent copies of theses were no longer required to be held by the Library. In the place of permanent hard copies, degree candidates lodged electronic copies of the final thesis with the Printery prior to conferral. These files were then uploaded to UQ eSpace and access to the full text files made available to UQ staff and students via links displayed in the Catalogue.

In September, self-submission of theses was introduced and candidates lodged their final submission directly to eSpace. Also at this time, the process of making the UQ Thesis collection records available to the Australasian Digital Thesis Project was completed. By the close of 2008 approximately 1500 research higher degree theses were available via eSpace.

DIGITISATION

The Fryer Library pursued an intensive digitisation program, opening up more of its specialist collections to a wider researching audience. Digitisation projects finalised included:

- 118 photographic images from the Mobsby collection (UQFLI81) added to eSpace (they appeared to be popular with a large number of downloads and Picture Queensland approached Fryer Library about the possibility of harvesting them for inclusion in their database - either through Picture Australia or as a separate harvest)
- a large collection of university photographs for the upcoming UQ centenary in 2010
- the student newspaper *Semper Floreat*, covering the years 1932-2004, made keyword searchable by OCR software
- the bulk of the Peter Pinney collection, including a number of war diaries on loan from the Victoria Barracks Historical Museum
- digital links for titles in EEBO (Early English Books Online) and SETIS (University of Sydney Library's Electronic Text and Image Service)
- links created to items available digitally through the Archive CD Books Project (this project is ongoing however, and links will continue to be created as more items become available).

Dr Peter Cahill identified key items from the Papua New Guinea Association of Australia collection for digitisation. Mark Cryle submitted a report on this project to the Association's journal *Una Voce*. Funds have been promised from the Association for digitisation work. The likely outcome will be a "Treasures of the PNG Collection" online display.

From a list of 11,000 items held by UQ Library, either of Australian interest or English literature, 300 items were linked to digital versions through Internet Archive, including over 100 items held only in Fryer. 19th century Queensland material has been a particular focus of this project.

Work began on a detailed listing of the Daphne Mayo collection (UQFL119) with a view to extensive digitisation of this material and an exhibition on Mayo in 2009.

Appropriate documents for digitisation for the Q150 web portal for the Centre for the Government of Queensland began being identified. Some of these will be presented in association with a documentary and illustrated chronology of Queensland history, funded from Q150 money. UQ theses on Queensland history and government will be digitised in this process.

An audit of "at-risk formats" in Fryer Library manuscript collections will be carried out next year. Information gained in the course of this audit will assist in setting priorities for digitisation and preservation projects. Another Fryer project will set priorities for enhanced guides to manuscript collections with links to digitised material.

DOCUMENT DELIVERY

The Library's document delivery service continued to provide UQ staff and students with access to resources not held in the UQ collections, held in UQ Library's closed access collections (Warehouse) or on another UQ campus.

Use of the document delivery service by all clients remained relatively high, however the total number of requests received decreased marginally:

- Total of 40683 (down 4.94%)
- 17667 external (down 10.41%)
- 9934 intra requests (up 7.24%).

Supply by Australian libraries was up by 2%. Supply from overseas libraries was down by 24%. The overall request fill rate was 96.33%.

In 2008, the document delivery service was made available for the first time to undergraduate students. A trial was held in semester 1. Some 312 undergraduate students made a total of 716 requests with an average of 2.3 requests per student. The service was rolled out in semester 2 and drew a steady increase in the take-up of the service with 716 students making a total of 1765 requests (average of 3.5 requests). Feedback received from undergraduate students about the service has been very positive.

COPYRIGHT

In addition to being a significant user of third-party copyright material for teaching, learning and research, the University also produces a diverse portfolio of original copyright material. Increasingly, Schools and Centres are seeking to better understand their rights as they make such materials available to much wider audiences beyond the University and the Copyright Coordinator took an active role in providing both general guidelines for University-wide use, as well as providing individual advice to a large number of Schools and Centres.

Fostering a good working knowledge of copyright rights and their limits is a key task and the copyright "Quick Guides" available on the Library website were well received. Designed to deliver digestible copyright information on significant day-to-day topics, liaison librarians have commented on how their job has been made easier by having this resource readily available when assisting academic staff with course materials requirements.

A number of projects around the University are looking to digitise analogue copyright materials and make them available for teaching and learning purposes, and in some cases more widely in the general community. These projects raise significant copyright issues and the Copyright Coordinator continues to closely assist the project teams.

During the year 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. The day-to-day demand for one-off advice continued to remain strong as University staff tried to make sense of their rights and responsibilities.

JOINT UQ/HOSPITAL LIBRARIES

The UQ hospital libraries collaborated on a Herston, Mater and PAH Staff library page that was accessed 61,860 times throughout 2008. The page linked to the Clinicians Knowledge Network (CKN), a gateway to core clinical information resources.

The UQ hospital branch libraries worked closely with Queensland Health (QH) Library staff to provide feedback on the redevelopment of the CKN website. Negotiations were successful with QH Library staff to have UQ Library paid subscriptions incorporated on the CKN platform. Extensive checking and trouble shooting of hospital resources was undertaken, in particular for SpringerLink and Blackwell Wiley access, to ensure they were working for our clients. Library Assistants across the health sciences assisted with transfer of the electronic resource entries to CKN. Review of the UQ paid subscriptions during the year recommended that only two major resources, *Cinahl Full Text* and *Proquest Health and Medical Complete*, be retained. Further negotiations with QH to absorb the subscription costs for these resources were eventually successful though were challenging and time consuming over the year.

With the redirection of UQ hospital clients to CKN, access challenges such as Mater Private Hospital staff being ineligible for CKN and access issues for Mater staff not on the QH network, were not resolved.

Library Managers began a review of health sciences print journals during the year. A major aim of the review was to cancel print titles no longer required and redirect any savings to enhance the digital environment.

Efforts were made to address linkout problems hindering access to digital resources via the core database PubMed. Client feedback indicated that seamless access to full text articles from the PubMed bibliographic database was improved through the Library's efforts.

Library staff embraced new information technology hardware by adopting iMacs and iTouches in 2008 to undertake their work and lead the way with the introduction of new services such as pod and vodcasting.

The Health Sciences Libraries implemented online information skills bookings. This enhancement to the Library system allows clients to make and edit their own bookings to attend Library classes. In addition, clients can also book meeting rooms online at times to suit their needs.

For many decades the School of Population Health and the School of Medicine have placed print copies of theses at the Herston Health Sciences Library. Based on the Library's Collection Development Policy higher degree theses produced at The University of Queensland for research Masters and PhD degrees are deposited in Fryer Library. With the shortage of shelving space it was recommended that any duplicate holdings of theses be removed from the Herston collection and in future clients be directed to access electronic versions of theses. In 2009 the Library will investigate digitisation of the print theses being removed from the Herston Library.

ENGAGEMENT: MAINTAINING AND DEVELOPING 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. Library staff also participate in a number of local, national and international professional forums, with an anticipation of mutual benefit as the outcome.

UQL CYBERSCHOOL

The work of the UQL Cyberschool has taken on increased importance as the University seeks to strengthen its outreach to secondary school communities. The Cyberschool Community increased to more than 400 schools in 2008. The website was updated to bring it in line with the look of the new Library website. Highlights of the year were the collaboration with the School Library Association of Queensland Brisbane sub-committee to run an Update on Web 2.0 Technology, attended by sixty-five teacher-librarians from schools around South-East Queensland; and participating in the School Library Association of Queensland Conference that was held at All Hallows' School, Brisbane by presenting papers and hosting a trade stand. This year the UQ Library ran a pilot scheme to offer borrowing of books to Year 11 and 12 students. The pilot was successful and borrowing will be extended in 2009. The Cyberschool also promoted UQ SchoolsNet to secondary schools through its newsletter and online discussion list.

UQ AND THE OLYMPICS

In recognition of the Beijing Olympics, the Library worked closely with the Centre for Olympic Studies Director, Dr Ian Jobling, to mount an exhibition on *UQ and the Olympics – 60 years and counting*. Featuring a series of posters plus a wide range of sporting memorabilia from many previous Olympic Games, the exhibition acknowledged the many athletes and officials emanating from UQ who have represented their country over the past 50 years. In 2008 there were 17 athletes and nine officials with connections to the University, including swimming gold medallist Melanie Schlanger.

FRIENDS OF FRYER

Numbers of registered Friends approached one hundred in 2008. Several successful events were held during the year.

On 3 April the 2007 Fryer Award recipient, Dr Toni Johnson-Woods, gave an engaging and well received talk about the detective fiction of Carter Brown at a Friends of Fryer event.

On 27 August another successful Friends of Fryer event was held: "All the Fun of the Fair: Reflections on the History of the Brisbane Exhibition" with guest speakers Dr Joanne Scott (University of the Sunshine

Coast) and Dr Ross Laurie (UQ Ipswich), authors of *Showtime: a History of the Brisbane Exhibition* (UQP, 2008).

In September, Vol. 3, No. 1 of *Fryer Folios*, the Friends of Fryer newsletter, was produced and distributed to the mailing list and also to the audience at Fryer's sponsored session at the Brisbane Writer's Festival. The issue had an historical and military focus. The lead-off piece outlined the life of Jack Fryer, as a forerunner to the celebrations of Fryer Library's 80th anniversary.

The final event of the year for Friends of Fryer featured Queensland writer Venero Armano speaking at an evening cocktail party held in the Fryer Library Reading Room on Wednesday, 3 December. His talk, on the genesis of his novel *Candle Life*, was much appreciated by those in attendance.

Q150 PREPARATION

2009 will be the year of Queensland's sesquicentenary, and in 2008, the Library began work on a project in collaboration with other Queensland collecting agencies to establish an online Q150 portal of Queensland Government information. Funding was also obtained to expand the Digilib Architecture Image Library collection *Queensland Country Towns*. These images will be available through the National Library's PictureAustralia service, as well as the Q150 portal.

LIBRARY SERVICES OUTREACH

ALUMNI

New graduates of the University are offered one year's free membership of the Library, which entitles them to a range of services, set out on a dedicated webpage. In 2008, to make continued membership more attractive, a review of Alumni fees was conducted and the fee structure revised. As well as borrowing entitlements, the Library negotiated for some online content to be also available to alumni members.

OTHER LIBRARIES

UQ Library assisted other Australian and overseas libraries, universities and organisations through reciprocal borrowing schemes, interlibrary loans and other resource-sharing initiatives.

GENERAL PUBLIC

Members of the general public were able to use the onsite services provided by the Library and also access the Library's website and use many associated services. Borrowing was also available for a fee.

BRANCH ENGAGEMENT

BIOLOGICAL SCIENCES LIBRARY

Numerous visitors were hosted, most of them wanting to experience the inviting learning spaces that the BSL offers its users. Visitors included a film crew for a children's television show called *The Shak* and librarians from Thailand, Macquarie University, RMIT and Monash University.

HEALTH SCIENCES LIBRARIES

The UQ health sciences libraries were represented on the QULOC Health Reference Group. This Group was formed in 2007 to create an innovative forum between the key University Libraries with Medical and Health faculties in Queensland and the Queensland Health (QH) Libraries. In 2008, the Group mapped information resource support for QH staff and University researchers and students in Queensland and found a lack of common health information resources between the two services: University libraries provide a far greater range and depth of health and medical information resources than QH.

A huge effort took place to make arrangements for the International Congress on Medical Librarianship (ICML). The Congress will occur in the first week of September 2009. In 2008 staff organised a continuing education program, keynote speakers were invited, a sponsorship prospectus was prepared, and a call for abstracts was drafted and distributed. Over 260 responses arrived during November that were organised before the year's end, a draft of the program was compiled, social activities planned and a blog was maintained to keep delegates informed of Congress plans.

DENTISTRY LIBRARY

The Dentistry Library continued to support the information needs of the Australian Dental Association (Queensland). Services included book loans, the supply of journal articles and responding to reference queries as well as including several literature searches. Library information sessions were held for Clinical Supervisors for 5th year Dentistry students on placement at QH dental clinics.

HERSTON HEALTH SCIENCES LIBRARY

Library technician fieldwork student from Southbank TAFE, Carmel Sutherland, worked on the Otto Hirschfeld history of medicine collection for 100 hours part-time at the Herston Health Sciences Library.

Dr Deng Peiwen, Vice Director of Information Research Department, Medical Library, Shanghai Jiao Tong University School of Medicine, had a work experience placement at the Herston Health Sciences Library over the period 7 July until 15 August 2008.

PRINCESS ALEXANDRA HOSPITAL LIBRARY

PAH Library staff worked with the Diamantina Health Care Museum and Committee. During the year a tour of, and talk by, the SLQ Conservation Unit staff was organised for the Committee.

Staff kept Princess Alexandra Hospital patrons informed through their regular contributions to *WhisPAH*, the Hospital's community newsletter. Articles covered a range of topics, including disaster preparedness, Alzheimer's disease, Florence Chatfield, nurse pioneer, free law resources on the web and Christmas holiday reading.

IPSWICH LIBRARY

Students from St Edmunds College visited UQI Library in February for their annual Year 11 Conference. The sessions, held over three days, aimed at equipping the students with a range of skills for years 11 and 12. In addition to the information skills classes conducted jointly by our librarians and teacher librarian Joy Swinton from St Edmunds, the students attended sessions on aims and aspirations, initiatives with group work, assignment writing, learning effectively, career and portfolios and "producing the goods". UQL Cyberschool staff and Ipswich Library staff also conducted a session entitled *Introduction to University Life*.

The Ipswich Girls' Grammar School Art Exhibition was hosted by the Library in October. The successful opening function 31 October was attended by over 100 parents, friends and teachers from the school. The exhibits remained in the Library for two weeks following the opening evening.

In December, the Ipswich and West Moreton Division of General Practitioners again held their annual Christmas Party in the Library. The event on Friday 3 December was attended by approximately 130 staff members from general practices in the Ipswich region, with a full three course meal, music and entertainment.

On 20 August the Ipswich Campus Library was the venue for the St Edmund's College Mentoring Program Awards, an event attended by student participants, their mentors, family and friends, along with staff from UQ Ipswich. The program, *Learning from the Experts*, is designed to encourage high achieving Year 11 students aspire to a professional career and the event was a huge success.

FRYER LIBRARY

On 19 June Fryer acknowledged Refugee Week with a seminar intended to promote and encourage discussion of refugee issues. Inspired by the Burnside/Durham collection, which contains correspondence between Australian activists and refugees detained on Nauru, the discussion brought together academics and community members. It was the first time this type of event had been held but it proved to be a great success. The event was an opportunity to not only showcase the significant collection of material on the topic held in the Fryer Library, but to provide a forum for academics and researchers to mix with members of the community and discuss refugee issues. The four-hour seminar included presentations from UQ's Professor Gillian Whitlock from the School of English, Media Studies and Art History, whose *Soft Weapons: Autobiography in Transit* is about life narrative and the war on terror; Dr Jeff Rickertt, a librarian at the Fryer Library; Dr Karen Dooley from QUT's School of Cultural and Language Studies in Education; and Bruce Henry, an immigration lawyer who was formerly a member of the Immigration Review Tribunal. Following the presentations was a panel discussion chaired by Adele Rice, a prominent refugee activist and Principal of Milpera State High School. The panel consisted of four community leaders from communities with significant numbers of people who came to Australia originally as refugees.

On 20 September, Fryer sponsored a session at the Brisbane Writer's Festival entitled *Watching Brief: Reflections on Human Rights, Law and Justice*, featuring Julian Burnside in conversation with Stephen Keim. Julian Burnside has been a leading public critic of the government's refugee and anti-terrorism laws and Fryer Library holds a collection of his and his wife Kate Durham's papers and artworks relating to this issue. Brisbane barrister Stephen Keim in 2007 defended terrorism suspect Dr Mohammed Haneef. The session was very well received by an enthusiastic audience.

On Wednesday, 12 November, a celebratory dinner was held at Customs House with David Malouf as guest speaker and an audience of major Fryer donors in attendance to celebrate Fryer's 80th anniversary and the launch of the final volume of *The Bibliography of Australian Literature*. Past and present staff members of the library were also in attendance.

An online exhibition *Brisbane between the Wars: a History by Design* was mounted on the Fryer website in August. Curated by Jeff Rickertt, the exhibition looked at the architecture of interwar Brisbane, using it as a window into the city's political, economic and social history. It can be viewed on the Fryer website at www.library.uq.edu.au/fryer/brisbane_btw/.

SOCIAL SCIENCES AND HUMANITIES LIBRARY (SSAH)

Tours were provided throughout the year to various overseas agents for international universities.

COLLEGE LIAISON

Liaison Librarians liaised with students from Women's College, St Leo's College and Union College. Publicity material for orientation weeks and training posters were supplied to the Colleges throughout the year.

DISPLAYS

SSAH extended its outreach to all visitors in 2008 by the curating of ten displays covering a variety of topics. The display space continues to provide much interest to those coming into the library. It was enhanced in 2008 by the placement of a large wall mounted LCD screen, which was popular during the Olympic Games, and which also shows images related to current displays. Highlights were:

April – May '*International Year of Languages*' provided a celebration of languages from around the world

May – June '*National Archaeology Week*'

June - July NAIDOC/ATSIS provided a display on '*Indigenous Knowledge*'

September – October '*Open access*': this display coincided with the celebrations for UQ's Research Week

October '*Famous Librarians*': Famous librarians were identified and one interesting fact about each one displayed. Where possible a book by them held in the library was included. Some interesting characters were identified e.g. J Edgar Hoover, Mao Zedong and Casanova. The display stimulated some comments of amazement from students.

November – December *'History of Academic Dress'* : this display provided an overview of how the graduation robe evolved and how the mortar-board came to be. Information included how different countries have made their own variations, yet retained a flavour of the original. The display was accompanied by a screening of the video from Academic Dress Hire *Wearing your academic dress* and a previous year's graduation ceremony.



MANAGEMENT AND RESOURCES

Three of the priorities of the Library's Strategic Plan are clustered under the Management and Resources heading: Provide convenient and customised access to information; Practise ethical and accountable governance; Develop and support our people.

2008 brought challenges in this area, as budget constraints and currency fluctuations impacted on funds for both information resources purchases and staff salaries. Various measures set out below were implemented to manage the collections funding. In the second half of the year, as a 2% budget increase for 2009 and a 4% salary rise were the given facts, some difficult decisions had to be made if the Library was to continue to manage within its means. The course taken, to be implemented from the beginning of 2009, was to reduce the opening hours in some libraries, mainly at night and on weekends, when statistics pointed to least usage. This allowed for a reduction in casual staff employed during those hours. The changes in opening hours were balanced by the provision of 24x7 online access to a vast range of resources; and also by the fact that despite the changes, the actual range of hours during which an open library was available on the St Lucia campus was greater than previously. Measures such as the late night opening of the Biological Sciences Library, without Library staff but with security guards, also contributed to this outcome.

PROVIDING CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

MANAGING THE COLLECTIONS BUDGET

The overall position of the Library's collections budget was one of contraction, with funding not keeping pace with rising costs.

For 2008, the Library received a 2.5% increase in its Operating Grant. This compared with database and journal subscription costs estimated to increase by 8%. Effectively, this equalled a 5.5% shortfall in purchasing power. While the favourable state of the Australian dollar for the first half of the year defrayed this shortfall, the situation did not last.

Other factors that continued to impact on the ability of the Library to expand its collections in response to increasing client demands included:

- Increased student numbers in areas with expensive textbook requirements, notably law, medicine and engineering. Reduced materials budgets created the potential to further erode course support provision for students in these areas.
- Continued high demand for online access to materials. This demand was particularly acute in support of taught programs with a high level of electronic delivery. Many of these resources were online editions of existing print journals and books, and were priced as a "print plus electronic" bundle by publishers. Decreased budgets in this area had the potential to adversely impact upon our ability to support new approaches to learning and teaching and expanding areas of research.

In addition, it has become apparent over the last few years that the increasingly interdisciplinary nature of the resources required to support teaching and research did not fit neatly into the existing Library's collections budget model. With this in mind, a project to review the methodology was undertaken with the following outcomes.

The monographs component of the overall collections budget was calculated after making provisions for electronic resource and journal subscriptions and a fund for new activity as well as sums for binding, document delivery and processing. The fund for new activity was targeted for strategic collection enhancement intended to provide for the following:

- collection development of specific areas of the existing collection deemed to be lacking in depth and/or quality
- the start up of collections to support new areas of research and/or teaching and learning
- new subscriptions to support existing and emerging teaching and learning and research activities
- the purchase of electronic back files.

It was envisaged that the monograph component would embrace both those materials purchased to support teaching and general purchases for our research and mainstream collections. In essence, this component of the budget was used to buy the sorts of materials we had always purchased, for example new books issued by mainstream academic publishers, new editions of textbooks and so on. This part of the budget was allocated on a branch basis, representing a shift away from the old faculty/school/institute model. Usage factors, both internal and external, and average prices were used to apportion the total across branch libraries.

It was not our intention to diminish academic involvement in informing collection development, which continued as normal, but, rather, to provide a more holistic view of the overall balance of our collections. We hoped that this would address some of the concerns expressed in the 2007 InSync Survey about the appropriateness of our collections for academic and postgraduate clients.

A total of \$16.369 million was spent on the Library's collections. The majority of the funding was from the University's Operating Grant (\$14 million), plus RIBG from the Deputy Vice-Chancellor (Research), the three teaching hospitals with which the Library jointly funds library operations, the Rural Clinical Division and Library Source 6 income.

Below is a breakdown of the 2008 Library collections budget (all sources of funds):

Allocations	\$
Subscriptions	12,791,342
Non-Subscriptions (Monographs)	2,263,641
New Collections	731,567
Document requesting	237,750
Binding	244,830
Processing, postage, labels etc	100,000
Total	16,369,130

MANAGING EXPENDITURE

As a hedge against currency fluctuations, the Library took out “forward currency” contracts in all three major currencies. In all, currencies to the value of US\$4.4 million, Euro 500,000 and GBP 100,000 were contracted.

In May, the Library was again able to negotiate an “early payment” discount for Elsevier subscriptions which helped defray the 5% price rise. An early payment discount was also negotiated with the subscription vendor EBSCO resulting in a US\$18,000 credit.

The value of the Australian dollar began to plummet in October. As a precautionary measure all outstanding orders were revalued to reflect the current exchange rates. This identified a budget pressure which could not be exacerbated and all non-subscription funds were frozen. Orders were subsequently revalued nine times to align commitment with the currency rate of the day. Small numbers of orders were processed in November but the funds substantially remained frozen for the remainder of the year.

Despite the currency difficulties the Library achieved 100% expenditure of the Library Materials budget and did not over-expend.

COLLECTION VALUATION

Discussion regarding the methodology used by the University to value the Library collection for inclusion in the University’s Asset Register continued in 2008. Resolution was reached but unfortunately, despite several requests, the Library was not advised of the accepted methodology to be used for future calculations. A request for 2008 figures in December from a new staff member in Business Services gave us the opportunity to again request a methodology. Meetings were held, information exchanged and the collection of 2008 figures commenced. Data collection will be completed in the first weeks of January 2009.

UPGRADING THE WEBSITE

The Library commenced a major project which will ultimately revamp the website architecture in relation to both content and navigation. Much preliminary and scoping activity took place in 2008. For example, project 08-53 determined a broad priority order for customising and personalising the Library’s web content. Specific recommendations for further action included:

- Develop content/service slices (aka widgets)
- Deploy widgets to build locally customised views at the major client group level
- Make widgets available for individual users to add to their personalised web pages on sites such as Facebook, iGoogle, etc.
- Agree on support for a limited number of such sites.

A major focus for the first half of 2009 will be on improving the infrastructure in order to provide a sustainable platform to support the deployment of customisation and personal activities. A key component of the new platform will be the deployment of a content management system with benefits to include:

- improving the sustainability and management of the Library public website, including page expiry, orphans and security
- making pages more accessible to content writers without their needing to possess high-level skills in HTML and/or web scripting
- enabling other projects such as the development of a “Customer Preferences System” for the public website.

LIBRARY SYSTEM

Ongoing activities to improve the Millennium Library Management System (LMS) continued. Release 2007 beta testing continued with Millennium Acquisitions, Millennium Cataloguing and Electronic Resource Management (ERM) modules as well as the Catalogue. The Library upgraded to the full release in February 2008. 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. A facility for Community Reviews in the Catalogue was also implemented.

The Library continued to be a development partner in Innovative’s Encore initiative, a new discovery services platform with the potential to transform the user experience of the Catalogue with expanded search functionality and community features. Testing of the new service continued through the year. Performance issues resulted in the Library purchasing a new server which was installed and tested in May. There were further performance issues in August which were identified and fixes were in place by October.

The Library also continued work on the implementation of Research Pro, a federated search tool from Innovative. Performance issues delayed full implementation until mid second semester. Work will continue on shaping and refining this tool, including incorporation in other Library web pages.

During 2008 Library staff continued to expand and refine the role of WebBridge in bringing UQL users closer to full text. Apart from linking through PubMed there was little feedback from stakeholders. Judging the impact of WebBridge was problematic.

CATALOGUE USE

The Library Catalogue remained popular with the University community. However, figures for 2008 show a plateau in use for the first time.

<i>Catalogue Searches (millions)</i>			
2005	2006	2007	2008
10,799	13,056	15,433	15,427

With the change to keyword as the default search, it became the most popular search at 38% and when combined with the word search in Encore this became 55%. Other search strategies included titles at 21%, courses at 8% and authors at 7%.

WAREHOUSES

All three Warehouses remained at full capacity. At the end of 2008 the breakdown of the collection stayed at:

- 249,000 monographs
- 294,000 journals
- 6,700 microforms
- 2,500 multimedia
- 14,000 maps.

While the move to e-formats of journals continued to reduce future space requirements, there was 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 only a small percentage of material is discarded. In order to achieve a steady state in open access collections, material must be transferred to purpose built storage.

The Library submitted a proposal to the Space Planning and Management Committee (SPAMC) in March but was unsuccessful. While there has not been a resolution to this problem, several initiatives commenced in 2007 continued in 2008:

- 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 single print copy of journal 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 completed, the wording of contracts agreed and a second publisher selected. Work will commence on identifying Springer holdings in common.

DOCUMENT SUPPLY

The quality of our collections was recognised both nationally and internationally. The collections were visible through the web-based Library catalogue, on Libraries Australia and via OCLC's WorldCat service.

The Library lent books and supplied photocopies or scanned documents to Australian and overseas libraries, all within the bounds of the Copyright Act. Overall, there was a slight decrease of 3.5% in the number of requests received (29,559) with approximately 71% of these requests coming from Australian libraries.

The number of requests from Australian libraries decreased slightly by 0.23%, while the number from overseas libraries decreased by 11.49%. While this appeared to be a marked decrease, it should be noted that the 2007 figures were unusually high. When compared to the average number of requests received from overseas libraries over the last five years, there was no marked change (0.1% decrease).

The fill rate for Australian libraries remained comparable to previous years at 74%. For overseas libraries the fill rate decreased slightly to 43%. The low fill rate for overseas libraries was due in part to the high proportion of requests submitted for items not held and also to the move to electronic format for journals, as electronic resources have restricted access due to licensing agreements. Inaccuracy of holdings data on the national bibliographic database, Libraries Australia (LA), may have been a factor influencing the fill rate for Australian requests. A project was initiated to update our holdings in LADD, due for completion in 2009.

Demand for copies of UQ theses increased significantly by 16.24%. The Library's reputation as a reliable and comprehensive supplier may have contributed to this increase.

GOVERNANCE

MARKETING OUTREACH AND CORPORATE SERVICES

An event of significance for Library Corporate Services was an external review, conducted in July by consultants from BDO Kendalls. The review resulted in a changed organisational structure for the section, in which inward and outward focusing tasks performed by staff were clearly differentiated. The Manager, Planning and Projects, and the Manager, Marketing and Community Outreach, continued to report to the Executive Manager. A new management position, that of Manager, Corporate Services, was established, also reporting to the Executive Manager. Glen Dagleish (formerly Finance Coordinator) was appointed to this role, taking responsibility for Finance, Human Resources, and Facilities. The staffing component of Human Resources was increased by .5, with Joanne Rutherford retaining responsibility for Staff Development on a half-time basis, and Peter Moore being appointed full-time as Human Resources coordinator.

The name of the section was changed to reflect the full range of its activities: Library Marketing, Outreach and Corporate Services.

FINANCE

All operating expenditure categories were under budget for 2008; Salaries by 1.9%, Materials 7.8%, Maintenance and Equipment 15%. This resulted in overall savings of 5.2% of the 2008 budget that will be available to use in 2009. Ordinarily this would have been a very good result, but other factors placed significant pressure on the Library's 2009 funding; namely, the exchange rate between Australian and US dollars which fell 30% late in 2008, the Library's high proportion of recurring costs, and budget increases of only 2%. A budget deficit was expected for 2009.

FACILITIES

Maintenance and improvement projects carried out in 2008 included:

- data loggers installed in Fryer Library to monitor temperature and humidity levels in collection areas
- alterations made to the staff kitchen area on Level 1, DHPSE Library
- laptop storage cupboard installed in the Law Library, and the carpet on Level 4 was replaced
- new carpet laid in the High Use area of the SSAH Library, and new chairs acquired for the eZones
- roller door security installed at Gatton Library to enable 24 hour student access
- swipe card access to the Herston Health Sciences Library training room installed
- new workstation partitions installed in Information Access Service with data and electrical cabling
- treatment for mould on the collection carried out in the PAH Library
- a number of upgrades to furnishings and fittings effected in the SSAH Library.

IT INFRASTRUCTURE

iMacs were deployed to all branch staff areas over November and December: the first time the Library has not used PCs. There were OH&S concerns that the reflective screens may cause eye strain. The UQ OH&S unit recommended that all iMacs in open plan staff areas have anti-glare film applied which led to LTS staff participating in a trial group without anti-glare film.

iPod touch deployment to Liaison Librarians and IT support staff began late December and will continue into 2009 as staff return from leave.

Two new PE2950s servers were received, tested and racked. One was put into production as the new UQ eSpace server. The other was configured as an ESX 3.5 host. The Library was apparently the first UQ unit to be issued a licence under the new CAUDIT VMWare deal.

Another PE2950 was deployed to replace the Encore server to resolve performance issues with that product and should go into production in April 2009 once the vendor finishes configuration.

DEVELOP AND SUPPORT OUR PEOPLE

RECRUITMENT AND SELECTION

Recruitment and selection activities continued throughout the year with activities undertaken for all classes of position, across all HEW levels and in all branches and sections. The year commenced with Robyn Spooner's resignation from the position of Manager, Princess Alexandra Hospital Library after many years of service to the University and Hospital communities. Her position was filled by Nicky Foxlee who was formerly the Dentistry Librarian. New senior staff taking up their positions during the year were Majella Pugh who commenced in January as Manager, Mater McAuley Hospital Library and Lucy Cartmel who commenced as Manager, Biological Sciences Library in April. Other senior positions advertised were filled by internal candidates – Lucy Peachey, Senior Librarian, Herston Health Sciences Library, Kathy Hibberd, Dentistry Librarian and Marg Schindler, Manager, UQ Ipswich Library.

There was a review of Library Corporate Services by external consultants, BDO Kendall in the third quarter. As a result of the review recommendations a new position of Manager, Corporate Services was created, advertised and filled by Glen Dalglish, formerly Finance Coordinator. The position of Human Resource and Staff Development Coordinator was split with a full time Human Resources Consultant position advertised and filled by Peter Moore who commenced duty in December. Joanne Rutherford took up the role of Staff Development Consultant on a part time basis.

Sue Macaulay took on the Acting Manager, Law Library position from September whilst Julie Oates was absent on Parental Leave. Belinda Weaver, Manager UQ eSpace was seconded to a position in UQ International for a year from August and was replaced by Amberlyn Thomas.

An Innovation Lab was set up to provide a focus for innovation and a space for Librarians to work collaboratively on new projects away from their usual work. Andrew Bennett was transferred to the position of Executive Manager, Innovation Lab. Eric Hornsby became Acting Executive Manager, Library Technology Service.

STAFF DEVELOPMENT AND TRAINING

The Staff Development Program for 2008 incorporated a number of activities. The HR and Staff Development Coordinator presented two workshops – *How do I get that job? – Skills for Job Applicants* and a Human Resources Management Information session for supervisors and managers. This session was also targeted at participants of the Transition to Management Program. Jon Morgan of Foresight Learning presented a workshop – *Service Burnout – what is it and how to avoid it?* for front line service staff.

The workshop titled *Sharing spaces and stories: indigenous culture and libraries* was run in July with the aim of raising the level of awareness amongst library staff about Indigenous issues and improving the Library service to Indigenous students. Indigenous staff members from the Aboriginal and Torres Strait Islander Studies Unit, the Human Resources Division and the Indigenous Health Unit from the School of Population Health were invited to speak at the workshop. Non Indigenous staff members also presented at the workshop. One of these presenters from the School of English, Media Studies and Art History, specialising in Indigenous art, ran a practical session on understanding the importance of symbols and stories in Indigenous art. The work being done with Indigenous students by the Library was also highlighted. The speakers provided a highly interactive day covering a diverse range of topics including cultural protocols, education, health and employment, activist campaigns and movements, and the experiences of Indigenous students utilising library services.

A workshop for senior managers on Internal Politics was facilitated by Greg Cook from the Centre for Leadership and Management based in Melbourne. This workshop followed on from the *Managing Very Difficult Workplace Behaviour* workshop for the same group facilitated by Greg in 2007. The workshop was very timely with the impact of the global economic crisis on the Library budget just becoming apparent and managers at the workshop were able to tap into Greg's expertise to assist them with planning for a difficult budgetary situation.

The Library's Future Focus Program continued during 2008 with all sessions well attended. The aim of the Future Focus Program is to expose Library staff to developments and trends in the University and wider community. (See Appendices for details of Future Focus Program.)

The Library Wellness Program continued to be highly successful and popular with Library staff. The program aimed to provide Library staff with information and practical experiences that promote health and well being. (*See Appendices for details of the Library Wellness Program.*)

Library staff also attended numerous workshops, seminars and courses presented by ATEM, Universities Australia 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 was encouraged and supported. Significant conferences attended by Library staff in 2008 included the International Conference of Medical Librarians in China; the Open Repositories Conference, Southampton, UK; the American Library Association Conference in California; the Association of Research Libraries' Library Assessment Conference in Seattle; the IFLA Conference in Canada; the World Congress of Health Professionals, Perth; VALA 2008 in Melbourne; ALIA Dreaming '08 in Alice Springs and Engineering Education 2008 in Yeppoon.

STAFF ICT TRAINING

The full suite of IT programs was provided to staff during the year. Major training activities included training for all staff on the Library wiki – LibNet. A number of staff took part in the pilot project on an online learning program focused on new and emerging technologies called *23 Things*. The program raised the awareness of the participants about the Web 2.0 environment and the technologies being adopted and used by our students.

ROTATION AND DEVELOPMENT SCHEME (RADS)

Five staff applied for rotation in 2008. Two IAS staff (one Senior Library Assistant and one Library Assistant) were placed in the Graduate Economics and Business Library and the Architecture and Music Library respectively. Three Service Support Assistant (SSA) staff applied for rotation – two from SSAH Library and one from DHPSE Library. Two of the applicants were appointed as Library Assistants before a rotation could be organised for them and the remaining SSA from SSAH Library had a Skills Enhancement placement organised for him to DHPSE in June.

LIBRARY SCHOLARSHIPS SCHEME

Librarian and Library Technician Scholarships were advertised to staff again in 2008. Unfortunately it was not possible to offer either scholarship in 2008. Of the applicants for the Librarian Scholarship none met the eligibility criteria. Of the applicants for the Technician Scholarship one was ineligible and the other applicant was appointed to a Senior Library Assistant position before the scholarships round was finalised.

SECONDMENTS

Several staff members were involved in staff secondments during 2008. Two staff worked in other institutions as part of the QULOC Secondment Scheme. The University Library supported staff gaining experience and developing new skills through secondments which are usually at a higher level than their substantive position in the Library. This enabled Library staff to gain further skills and experience without

having to relinquish their position at the University of Queensland and preserved leave entitlements and continuity of service. One staff member was seconded to Griffith University Library initially as an Information Services Team member, then as a Faculty Librarian and a second staff member was seconded to QUT Department of Education to work on the Children's Literature component of AustLit. Two other staff participated in secondments within UQ - The Manager, UQ eSpace went on secondment to UQ International within the University to manage the implementation of a new IT system. One of the Facilities Officers from Corporate Services returned from a secondment as Furniture Project Officer, Property and Facilities in April 2008.

OTHER HUMAN RESOURCES ACTIVITIES

The Library HR staff participated in the testing of the TimeKeeper module of the Aurion HR system which incorporated electronic timesheets and claim forms for casual staff. TimeKeeper was rolled out in the Library in September. Comprehensive training was provided to Library managers and supervisors. Instructions were developed for managers and casual staff to assist with the use of the new payment system.

As part of the Workforce Planning project a Skills Audit was conducted of all Library staff. This was a web based questionnaire which asked staff members to assess their competence in a very wide range of skills areas. Data from the Audit was downloaded into Excel and analysis of the results began.

The HR and Staff Development Coordinator was involved in several activities during the year. She gave a number of presentations at Discrimination Harassment Contact Officer training session about the role of the DHCO. She participated in the Equity Office review. She was also an Employer's representative on the Masters of Information Management Course Reference Group at QUT. She also participated in a poster session as part of the HEESP funded project on Indigenous participation in Higher Education.

The Library provided placements to two people who were undergoing work trials as part of a rehabilitation or return to the workplace scheme. Both of these trials were very successful. One of the participants applied for and was appointed to paid employment after the trial. Library staff in the receiving work areas provided a welcoming environment and excellent training to the participants.

The Library hosted five library science students as part of the Professional Placement Program in July 2008. Students participating in the program came from Charles Sturt University, Queensland University of Technology, Curtin University of Technology and Southbank Institute of Technology. Host libraries were Fryer, DHPSE, SSAH, HHSL and IAS.