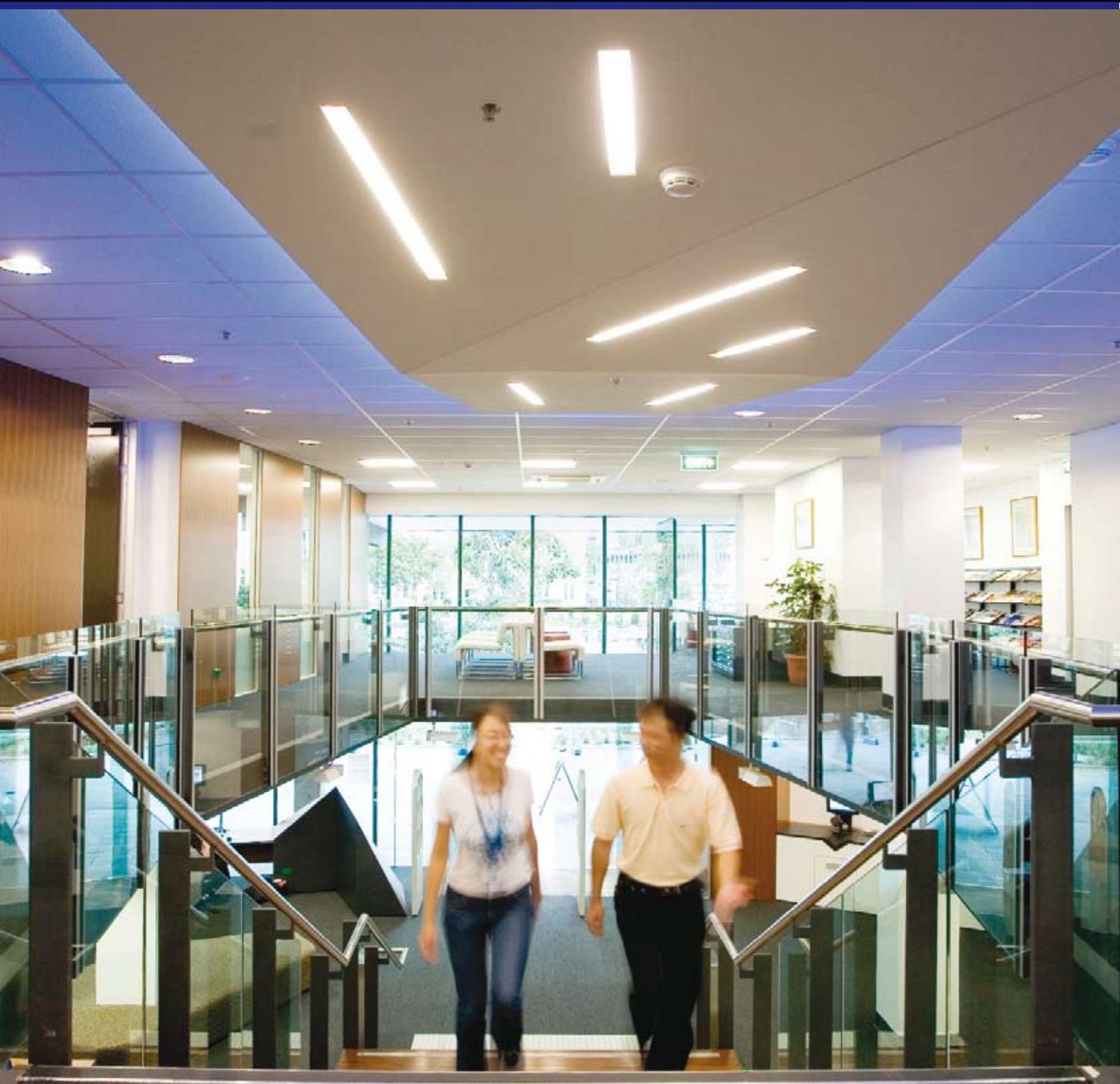


The University of Queensland Library

# 2008: THE YEAR AT A GLANCE



**LIBRARY**  
*Enriching world-class scholarship*



# INTRODUCTION

The University of Queensland Library plays an integral role in **learning, discovery and engagement** at The University of Queensland.

The Library 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.

Delivering high-quality service to students is one of the Library's priorities. To learn more about student needs, in 2008 we undertook research and sought feedback from them about their use of information and learning spaces. Some of the research was presented at the Next Generation Learning Spaces Colloquium in October. We were proud to present the Library Excellence Award to three UQ undergraduate students in recognition of their use of Library resources to produce an assignment for which they received an excellent result. We also established a Library Innovation Lab where staff will work on projects designed to enhance the student experience.

In 2008 we continued to develop collections to support established and emerging research at the University. We developed the Library website and added customised content for our clients. We enhanced our extensive print collections with a range of digital materials including journals and electronic books, and we developed online exhibitions to showcase our collections to the world. We were delighted to welcome John Wilbanks, visiting from MIT, who spoke about publishing today as part of a forum on open access publishing.

Community engagement is another Library priority and in 2008 the Library hosted several functions, including a successful Refugee Narratives seminar. We celebrated 80 years of the Fryer Library and held a series of Friends of Fryer events where Library supporters could mingle and listen to featured guest speakers. Our UQL Cyberschool program increased its number of participating secondary schools to more than 400.

*Keith Webster, University Librarian and Director of Learning Services*



# 2008 HIGHLIGHTS



## 'I LOVE YOU MY DEAR LIBRARY' - FIRST LIBQUAL+ SURVEY

- Launch of inaugural Library Video/YouTube competition (winning entry placed on Library website)
- UQ eSpace, the University's digital repository (developed and maintained by the Library) officially launched by the Vice-Chancellor in March
- Receipt of UQ Diversity Week commendation in recognition of Library's support for Indigenous, disabled and international students
- Launch of Innovation Lab in October to enable staff to work on projects to enhance student experience
- RFID technology deployed in Law Library
- HEESP funded project *Enriching Indigenous Higher Education* undertaken with great success
- Fryer Library 80th anniversary celebrations held; and Fryer Award winner announced
- Several surveys undertaken, including Space Use and Design, LibQual+ Client Satisfaction, Information seeking behaviours of first year university students, and Staff Perception
- Open Access Seminar *Make your mark in the eResearch World* held during UQ Research Week
- UQL Cyberschool Update (Web 2.0 Technology) held
- Library website improved with introduction of Ask a Librarian widget and UQuicksearch function
- Library Corporate Services functions reviewed and resulted in a changed organisational structure
- Late Nights at the Library trialled in Biological Sciences Library
- New facilities for Rural Clinical School Library at Bundaberg, Rockhampton and Toowoomba
- UQ Citation for outstanding contributions to student learning awarded to Library staff for provision of specialist referencing software support
- Money raised for charity by staff fundraising events.





## MANY SURVEYS WERE CONDUCTED DURING THE YEAR TO FIND OUT WHAT USERS ACTUALLY WANTED

# PROVIDING QUALITY SERVICE WAS A TOP PRIORITY



### LEARNING

#### ENRICHING WORLD-CLASS SCHOLARSHIP

In keeping with the University's mission statement, in 2008 the Library helped create a **Learning** and **Discovery** environment for students and staff to develop and fulfil their aspirations.

Collections, services and facilities were continually upgraded and improved to provide information resources of a world-class standard.

Excellence, openness and innovation were encouraged, and **Engagement** with diverse communities was fostered through awards, surveys, and participation in many committees, events and other public forums.

The Library Excellence Award was presented to three undergraduate students, Khamla Mott, Samantha Gannaway and Steven Rasztotszky, who demonstrated excellence in the use of the Library to enhance their studies.

The Fryer Library Award was bestowed upon Dr Katherine Barnes from the University of NSW to assist with her research on *David Malouf: The Poet's Fiction*.

A LibQUAL+ client satisfaction survey was conducted which indicated high branch visit and website usage rates compared with other libraries. It also verified the priority of access to information resources over service or physical facilities (although the need for both collaborative and quiet study space was confirmed).

Several student surveys were also held.

The Library participated in all University events such as Open Days and themed weeks (Orientation, Diversity, Teaching and Learning, and Research)—with tours, training, displays and other activities—as well as being an active member of general community library forums.

#### ENHANCING THE STUDENT EXPERIENCE

The influx of new 'digital-savvy' students saw increased expectations for online information resources, although training in how best to access these resources was still required. The Library responded with a series of tailored information skills classes—often integrated and assessed within the School from which the students came—as well as increased spending on eResources. Ask I.T. services were enhanced with many more improved online course handouts.

The online Ask a Librarian service was extended with the deployment of a user-friendly 'widget' on the Library's website homepage and resulted in a 42% increase in queries compared with 2007.

To discover what students really want from UQ Library, many surveys were held:

- Medical students were interviewed about their research needs: most wanted print resources!
- First year students were questioned about their use of technology: this resulted in the installation of laptop lockers. Some were also surveyed about their study habits.
- Students visiting the branches were asked to complete a time/motion questionnaire: they were actually very intentional about their use of the Library. And some were also invited to a workshop to design the perfect library.

All survey results were incorporated into the year's strategic planning process.

An Innovation Lab was launched to enable library staff to work on developing Web 2.0 type applications to suit student needs and expectations.

The new RFID technology in the Law Library made the borrowing process easier for students. This, along with the new extended opening hours and the comfortable surrounds, made the branches very appealing places to visit.

Document delivery services also became available to undergraduates for the first time.

### DISCOVERY

#### BUILDING THE DIGITAL RESEARCH ENVIRONMENT

UQ Library continued to play a leading role in defining, creating and managing the University's eResearch infrastructure: developing and maintaining UQ eSpace, digitising the collections, and presenting information sessions on research matters.

More than 80% of the Library's collection budget was spent on eResources.

UQ eSpace, the University's digital repository, was officially launched, and for the first time was used to collect bibliographic data for the Department of Education, Science and Training, as well as being the new lodgment site for UQ higher degree graduate theses.

Fryer Library pursued an intensive digitisation program, opening its specialist collections to a wider research audience by adding hundreds of photographs to UQ eSpace, streamlining the navigation tools for online content, and digitising thousands of items from its various collections.

Several online exhibitions were also curated, such as *Brisbane Between the Wars: a History by Design*.

UQ's Research Week brought an excellent opportunity for the Library to showcase its expertise in research by presenting a seminar *Make your Mark in the eResearch World* with guest speakers from Creative Commons and the Australian Research Collaboration Service.

Two other presentations to academics and researchers were also held during the year: *Recent developments in the use of publication metrics in research evaluation* and *Essential Science Indicators in Action*.

Faced with ever-diminishing resources, the Library made the decision to convert many of its publisher packages to electronic only. By year's end users had access to 970 databases, 53,000 eJournals and 409,000 eBooks (as well as 8742 print journal subscriptions, 9349 new multimedia titles, and an extensive range of books, pictures and realia).

### ENGAGEMENT

#### MAINTAINING AND DEVELOPING COMMUNITY PARTNERSHIPS

Although the Library's primary users were UQ staff and students plus staff at hospitals with joint UQ libraries, the Library also worked with other universities, cultural and heritage organisations, research agencies, secondary schools, alumni, the general community and library associations.

The UQL Cyberschool was particularly active in maintaining links with prospective tertiary students, increasing its presence to more than 400 schools. It also organised a Web 2.0 Update, presented at the School Library Association of Queensland Conference, and ran a successful pilot scheme to enable Year 11 and 12 students to borrow books.

The Friends of Fryer held many social events of a literary nature during the year; and Fryer Library sponsored a session at the Brisbane Writers Festival, *Watching Brief: Reflections on Human Rights, Law and Justice*, as well as hosting a seminar during Refugee Week.

With 2009 being the State's sesquicentenary, work began on a project in collaboration with other collecting agencies to establish an online Q150 portal of Queensland Government information.

Liaison continued with external agencies to prepare displays of interest, such as for National Archaeology Week and the 2008 Beijing Olympics.

The Library maintained close links with the community: reviewing services for alumni, working with professional bodies such as the Australian Dental Association, providing venues for community events—including for TV show *The Shak*—and hosting a plethora of visitors.

Participation in general library initiatives was also a key priority. As well as the usual resource-sharing schemes such as document delivery, UQ supported work placements for trainee librarians, helped organise international conferences, and had representation in all major library association management groups.

## MANAGEMENT AND RESOURCES



### PROVIDING CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

With more interdisciplinary resources now required for research, UQ Library reviewed the way it apportioned spending so that collections could be enhanced from a 'whole of library' view rather than just a school/faculty/institute perspective. More input was given to library branches to determine gaps in the collection and so address concerns raised in the 2007 InSync survey about the adequacy of UQ collections for academics and postgraduates.

The last quarter of 2008 saw increased budgetary pressures caused by the rapid fall in the value of the Australian dollar against the major foreign currencies. As a result, UQ Library was forced to put a freeze on all non-subscription orders.

UQ Library continued to be a development partner in Innovative's Encore discovery services platform initiative, an enhancement to the catalogue. This resulted in the purchasing of a new server to address performance issues that had arisen during testing. Work also continued on the implementation of Research Pro, a federated search tool from Innovative.

All Library Warehouses remained at full capacity in 2008 and two projects were initiated to solve future space problems: the allocation of a custodian library for journal titles with duplicate holdings and a Go7 Last Copy Collection Retention Strategy Working Group.

Document Delivery continued to be a highly valued service for both the UQ and world communities.

#### IN 2008 UQ LIBRARY:

- processed **953,186** loans
- was open up to **98.5** hours per week
- welcomed **3,090,091** people through the gates
- provided **3900** seats
- made available **951** computers, and
- purchased **43,797** new books.

### PRACTISING ETHICAL AND ACCOUNTABLE GOVERNANCE

An external review of Library Corporate Services was conducted, resulting in a reorganisation of services and structure. To better reflect its activities the section (*staff pictured above*) was renamed Marketing, Outreach and Corporate Services (MOCS).

One of MOCS' roles was to oversee finance, of which all operating expenditure categories came under budget in 2008: Salaries by 1.9%, Materials 7.8%, and Maintenance and Equipment 15%, an overall saving of 5.2%. This money was carried over for 2009 as a hedge against the expected deficit likely to occur because of the 30% drop in the value of the Australian dollar in late 2007, high ongoing costs, and annual budget increases of only 2%.

Much of the Maintenance and Equipment budget was spent on minor improvements within the branches, including the installation of:

- data loggers in Fryer to monitor temperature and humidity
- laptop storage lockers in Law
- roller door security at Gatton to enable 24 hour access
- new carpet and chairs for Social Sciences and Humanities
- swipe card access to the Herston training room, and
- workstation partitions in Information Access Service.

The IT infrastructure was upgraded quite substantially with iMacs being deployed to all staff, and a concurrent issue of iPods to liaison librarians and IT staff.

As well, the UQ eSpace server was enhanced and the Encore server replaced.

### DEVELOPING AND SUPPORTING OUR PEOPLE

Following the retirement of a number of key employees, the year began with the appointment of several new senior staff, including Majella Pugh, Nicky Foxlee, Lucy Cartmel, Amberyn Thomas and Marg Schindler, as well as the transfer of Andrew Bennett to Executive Manager, Innovation Lab.

During the year, UQ Library provided several development opportunities for all staff including the:

- Rotation and Development Scheme (RADS) - three staff transferred at level to other branches
- Future Focus Program: seven sessions given on topics of broad general interest
- Wellness Program: four health/lifestyle sessions provided
- Secondments to QULOC institutions and UQ Divisions: four staff participated
- Conference participation, and
- General training workshops and seminars, including ICT online modules and management/customer service skills courses.

Inhouse training continued with a diverse range of sessions such as *Skills for Job Applicants*, *Service Burnout* and *Internal Politics*. A particularly successful workshop was *Sharing spaces and stories: Indigenous culture and libraries*, a highly interactive day of presentations conducted by staff from UQ's Aboriginal and Torres Strait Islander Studies Unit to raise the level of awareness amongst library staff about indigenous issues.

As technology advanced, training was provided in the full suite of IT programs. Of most significance in 2008 was instruction on how to use the new Library wiki, LibNet, and the trial of the *23 Things* online learning program focusing on new and emerging Web 2.0 technologies.

All staff completed a skills audit to assist with the planning of their future development and support needs; and placements were offered to five library science students and two rehabilitation scheme workers.



## 2008 GOVERNANCE

### BUDGETARY AND SPACE PRESSURES WERE KEY CONSIDERATIONS



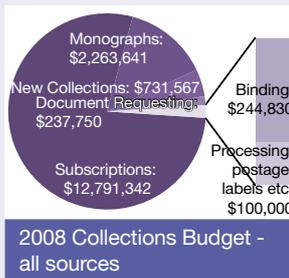
The Library was managed by its Library Executive which in turn reported to the Deputy Vice-Chancellor, Academic, Professor Michael Keniger (*pictured at top*). Senior library managers oversaw discrete sections of the organisation:

University Librarian and Director of Learning Services				
Marketing, Outreach and Corporate Services (MOCS)	Library Technology Service (LTS)	Information Access Service (IAS)	Social Sciences and Humanities Library Service (SSAHLs)	Engineering and Sciences Library Service (ESLS)

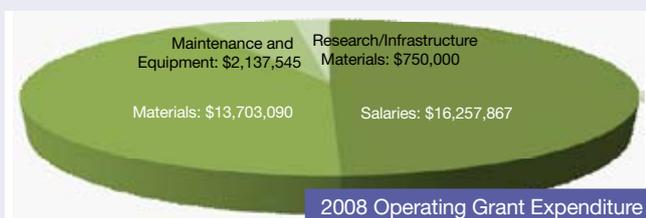
The Library Committee of the Academic Board, chaired by Professor Susan Hamilton (*pictured above left*), served as a means of communication between the University community and the Library and offered policy advice and direction to the University Librarian and Director of Learning Services.

The Committee met twice during the year and discussed budgetary and space pressures being felt by the Library, as well as the need to develop community partnerships—particularly through Friends of Fryer activities.

Operating funds were provided from the University budget, with supplementation from the teaching hospitals and general projects. Miscellaneous revenue was also received from printing and photocopying charges, overdue and replacement fees, research grant overheads, document delivery services and coffee shop rent.



Despite a 2.5% increase in operating budget, the budget was adversely affected by a reduction in the value of the Australian dollar against the US currency, more students in areas requiring expensive textbooks, and an 8% increase in database and journal subscription rates. However, careful fiscal management enabled the Library to finish the year slightly under budget.



## MISSION

*Enriching world-class scholarship.*

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

## VALUES

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

We promote and practise open two-way communication for the benefit of all and we respect the opinion of others.

We act with integrity and demonstrate fairness and accountability.

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

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