

THE UNIVERSITY OF QUEENSLAND LIBRARY

A CENTENARY HISTORY, 1910-2010



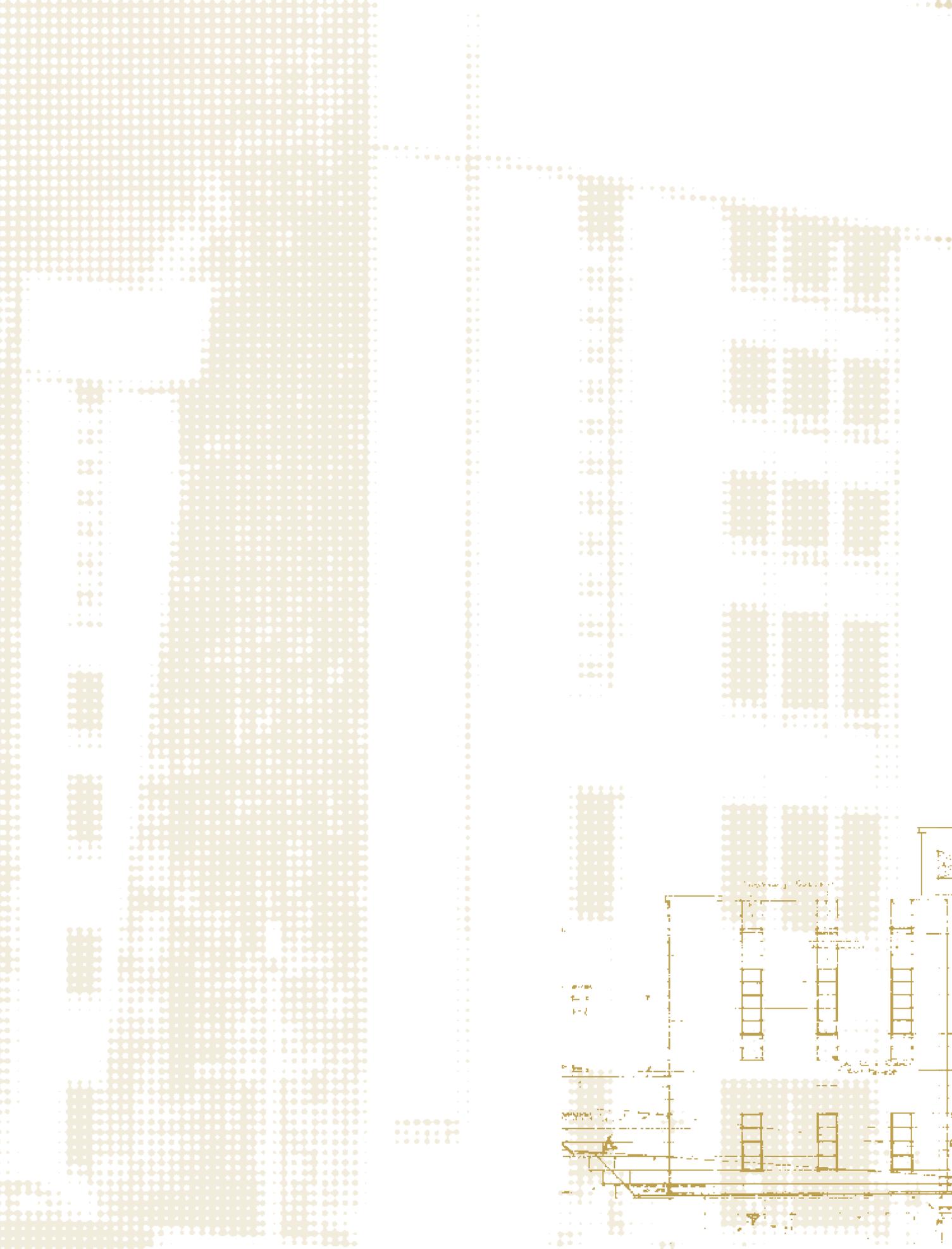
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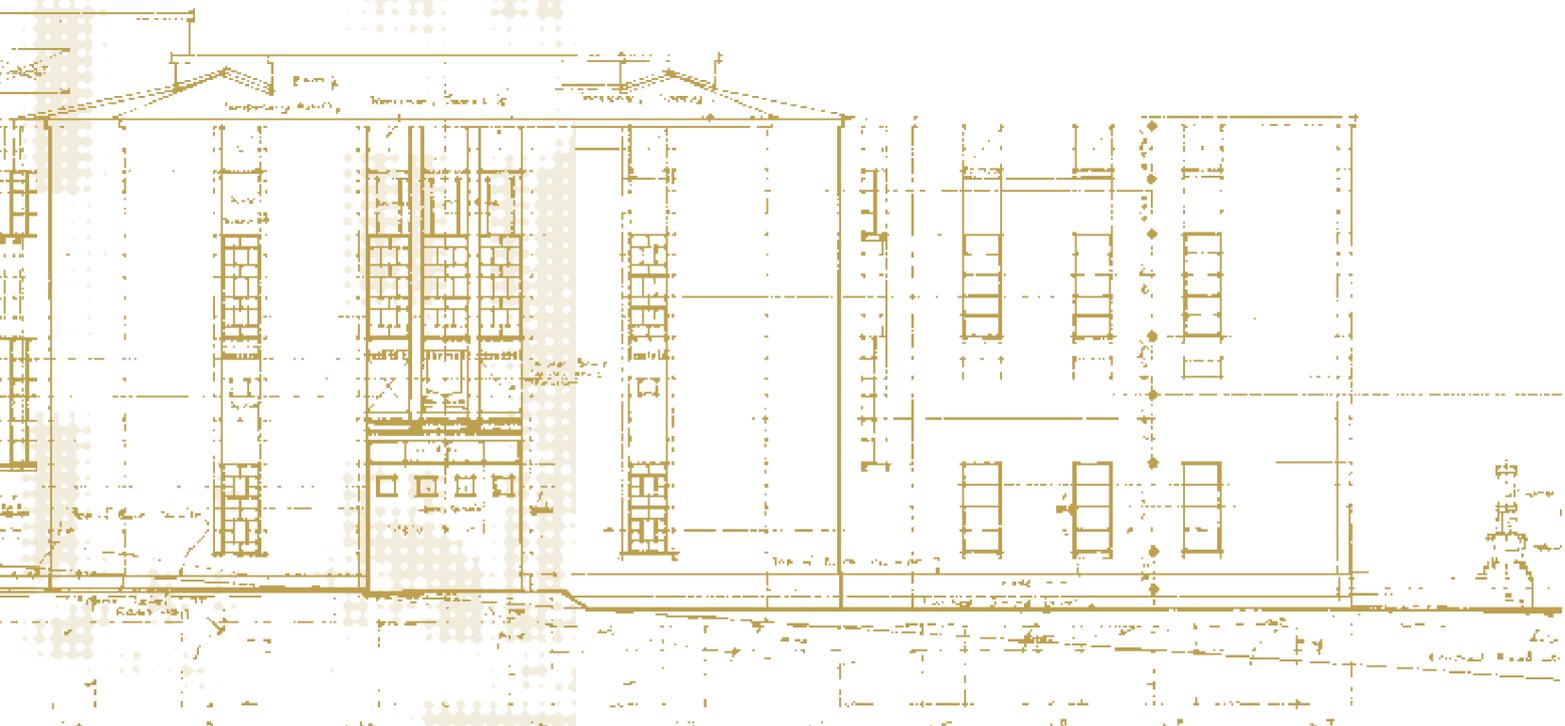
LIBRARY



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A CENTENARY HISTORY, 1910-2010

JOHN EAST



Text: John East
Design and layout: Janine Nicklin

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FWS Cumbrae-Stewart
University Registrar & Honorary
Librarian, 1910-1925



Cholmeley and Cumbrae-Stewart
A caricature published in the *Magazine of the
University of Queensland*,
October 1913



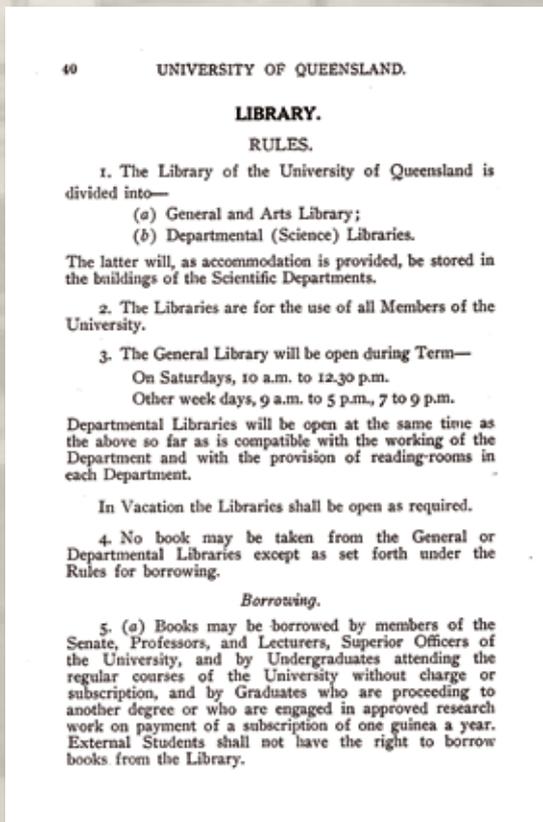
RJ Cholmeley
Lecturer & Assistant Librarian,
1911-1915



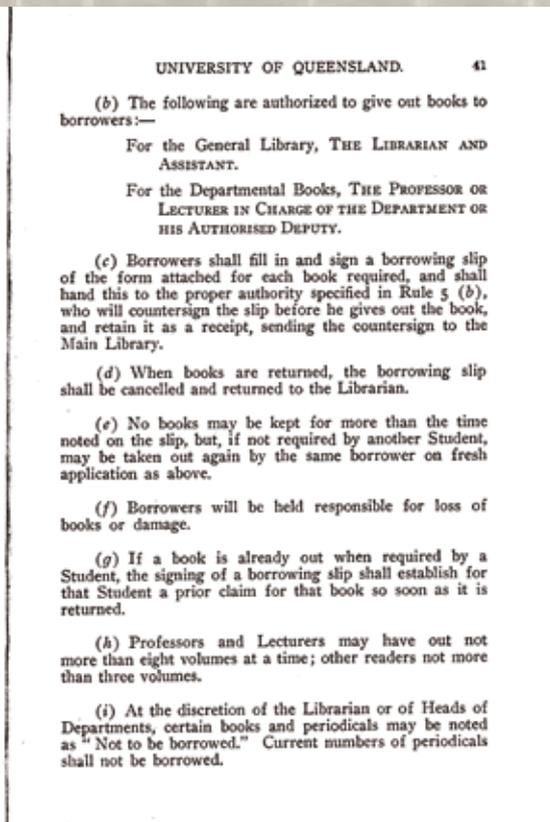
Isabel Hurwood
First Library Assistant,
1913-1917



The Foundation Stone
plaque, 1935



Library rules, 1911



1. A PROVINCIAL UNIVERSITY AND ITS BOOKS (1911-1939)



Old Government House, George Street
The Library occupied three rooms in this building from 1910 to 1923



Art Block, Central Technical College, George Street – The Library
occupied the lower floor of this building from 1923 to 1948

After decades of debate as to the value of a university in a struggling, frontier state, the Queensland Government finally resolved in 1909 to establish The University of Queensland. Funding of £10,000 per annum was approved to pay the salaries of four professors and ten lecturers, and to cover the cost of ‘attendants, registrars, librarians, messengers, caretakers and general expenses.’¹

Although the need for a library was thus recognised in the Bill which eventually established the University, no provision was made for the purchase of books. However, a public appeal raised £2000 for an equipment fund, which was supplemented by £1000 granted by the government for equipment for the Faculty of Arts, and these funds were used for the purchase of the initial book stock.

When classes commenced in 1911, the fledgling university enrolled a total of 83 students in three faculties (Arts, Science and Engineering), with a teaching staff of nineteen. Perhaps to this small number of students the meagre Library facilities did not seem particularly inadequate, but the teaching staff, mostly recruited from overseas, must have found the collection very poor. To supplement the very limited resources of the University Library, early lecturers made use of the excellent private library of the prominent Brisbane barrister and University Senator, John Laskey Woolcock, one of the early champions of university education in Queensland.

The University Registrar, FWS Cumbrae-Stewart, also held the post of Honorary Librarian from the establishment of the university in 1910 until 1925, but his duties as registrar left him little time to attend to the Library. For this reason one of the lecturers in the Faculty of Arts, RJ Cholmeley, was appointed Assistant Librarian to attend to the day-to-day running of the Library and to catalogue the books.

Cholmeley, who had no training in library work, has been described as ‘an eccentric who carried his books in a child’s satchel, and wore baggy trousers, an over-large coat and a straw-boater on the back of his head.’² Like many later eccentrics among the Library staff, he proved to be an excellent librarian during the four years prior to his departure to volunteer for military service in England. He served with distinction in the First World War and was awarded the Military Cross, but died after a naval accident during the Russian intervention of 1919.

In 1915, when preparing a new version of his edition of Theocritus, Cholmeley lamented in the preface ‘the difficulty



'New Library Building', George Street
Built in 1935, but never occupied by the Library, it now forms part of the Queensland University of Technology

of obtaining necessary books which besets a worker in a distant Colony.¹³ It was a plaint which researchers at The University of Queensland would echo for decades to come.

A succession of female clerk typists was employed to provide assistance in the Library, one of whom, Ellen ('Nellie') McIver, was appointed in 1918 and was to spend forty years with the Library. A competent woman of forceful personality, she soon made herself indispensable. In 1925 the Registrar and Honorary Librarian, Cumbræ Stewart, was appointed Professor of Law, and the post of Librarian was left vacant. To fill this gap, McIver was promoted to the position of Assistant Librarian, with effective control of the Library. However, her lack of tertiary education or professional qualifications made it impossible for her to advance further, and over the years she became increasingly resentful of her superiors. She also became another of the Library's great eccentrics. A later University Librarian recalled that she was:

prone to make fierce 'ssh'ing raids into the reading room. On one such occasion a very brave student, destined to become something of a figure in the Australian academic world, made so bold as to say, 'But surely we students have some rights.' 'That's just where you're wrong, dear,' said Nellie, 'you have no bloody rights whatever.'⁴

From 1911 until 1923 the Library was housed in Old Government House, which formed the nucleus of the University site in George Street. It occupied three rooms, with desk space for only twenty-four readers. The books and the wooden shelves were subject to attack by white ants and borers. Opening hours in 1911 were from 9am to 5pm and from 7pm to 9pm on weekdays, and from 10am to 12.30pm on Saturdays. By 1922 the collection contained only 20,000 books, but the shelves were already full and books were stacked on the floor or in a storeroom. The student body now numbered 405, and the number of teaching staff had risen to thirty-two.

In 1923 the Library was moved to the ground floor of the Art Block of the Central Technical College in George Street, adjacent to the University site. Here it was to remain until 1948, when it moved to the St Lucia campus. These 'temporary' premises soon became dangerously overcrowded, and the building eventually developed alarming cracks. The reading room had bare floors, the desks were merely trestle tables, and the students were not allowed direct access to the book stacks.



ACV Melbourne
Honorary Librarian, 1934-1938



Medical School Library, Herston, 1939. These were the first
purpose-built Library premises

The Depression years were particularly difficult for the Library. In 1930, when the State Government substantially reduced funding for the University, a Senate select committee proposed a series of austerity measures, including a large reduction in the Library budget. In 1934 the post of University Librarian was again filled, albeit on a part-time basis, by ACV Melbourne, a lecturer in the History Department. Melbourne knew little about librarianship but, as a long-standing member of the academic staff and a member of the University Senate, he was well placed to obtain extra funding and staff for the Library.

The State Government finally yielded to pressure from the University and the foundation stone for a new library building in George Street was laid in 1935. That building still stands as part of the Queensland University of Technology but, although it was always referred to as 'The New Library Building', it was immediately dedicated to other uses and the Library never occupied more than some basement storage space.

In addition to the main library, which served the needs of the Faculty of Arts, there were smaller libraries in the various science departments. Some of these departmental collections were nothing more than a few bookshelves, but others gradually expanded into substantial collections of books and journals, usually managed by the departmental secretary. By 1939 there were about eight departmental libraries.

The 1935 survey of Australian libraries by Ralph Munn and Ernest R Pitt reported that The University of Queensland Library was 'inadequate in number of volumes, size and training of staff, and building facilities.'¹⁵ They added that 'the staff is composed of two women who have had no training in library methods ... cataloguing is inadequate, comprising only author and shelf lists, both of which are kept in the office and are not available to students.'¹⁶ The annual expenditure on the University Library (£1725) was the lowest of all the mainland states. 1935 was a particularly bad year for the Library, as the University decided to reduce the Library budget to help pay for an expansion into new fields of teaching and research to celebrate the Silver Jubilee of the University's foundation.

The comments by Munn and Pitt on the other libraries in Brisbane help us to understand the problems faced by students and lecturing staff at the University during these years, especially in the Faculty of Arts. The Public Library of Queensland (the future State Library) was 'so far below the state libraries of every other state, except Tasmania, that exact comparisons become futile'¹⁷ and during the depression year of 1932/33 only thirty books were purchased for the collection. The Brisbane School of Arts library contained mainly fiction, although the recently established Workers' Educational Association library possessed 8000 volumes of 'high standard.'¹⁸ The only well run and adequately funded library in Brisbane was the Parliamentary Library, 'which would be an ornament to the most expensive gentleman's club,'¹⁹ but university students would not normally have had access to this collection.

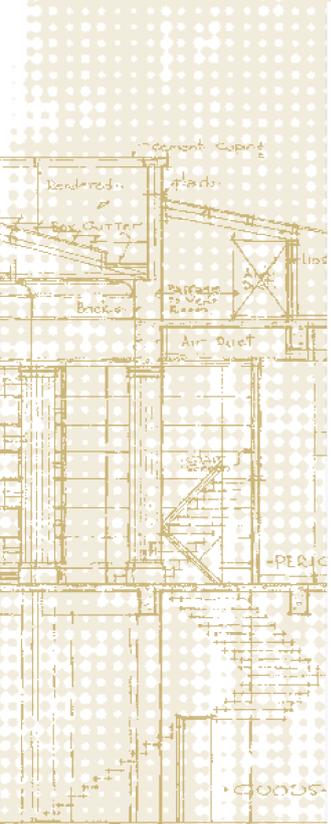
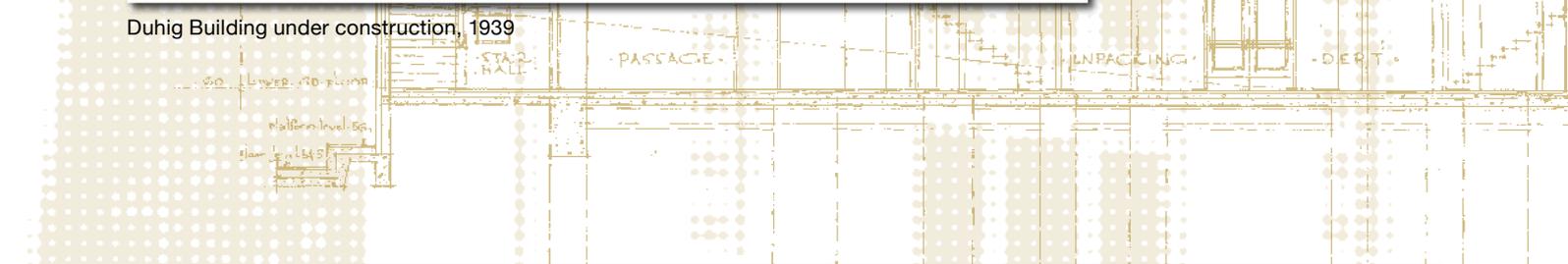
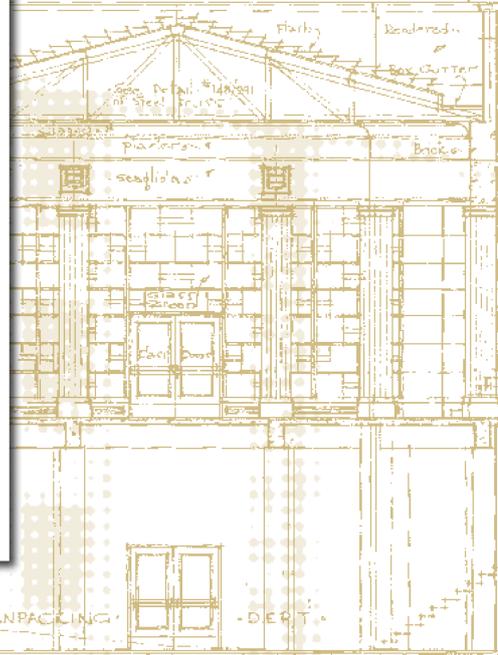
In the sciences, the situation was perhaps not quite so grim. The Royal Society of Queensland library had a significant (if disorganised) collection of journals, which was housed at the University, and there were substantial libraries in certain government agencies, such as the Queensland Museum, the Geological Survey and the Government Botanist's office.

By the end of 1938 the University Library (including the departmental libraries) held a collection of around 36,500 volumes.

1939 saw the opening of the new Medical School at Herston, incorporating a large and well furnished room for the library. The book stock and journal collection were limited, but the students had access to other libraries, such as that of the Queensland Branch of the British (later Australian) Medical Association.

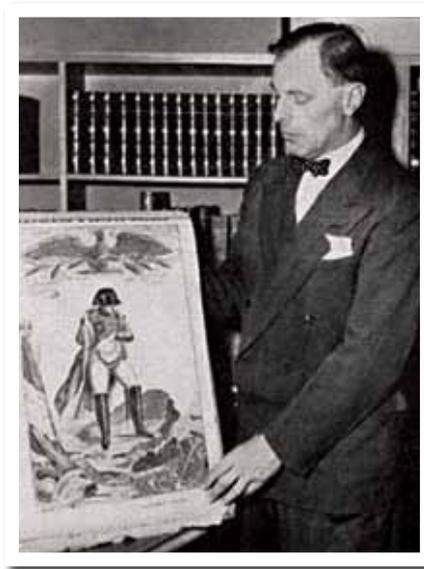
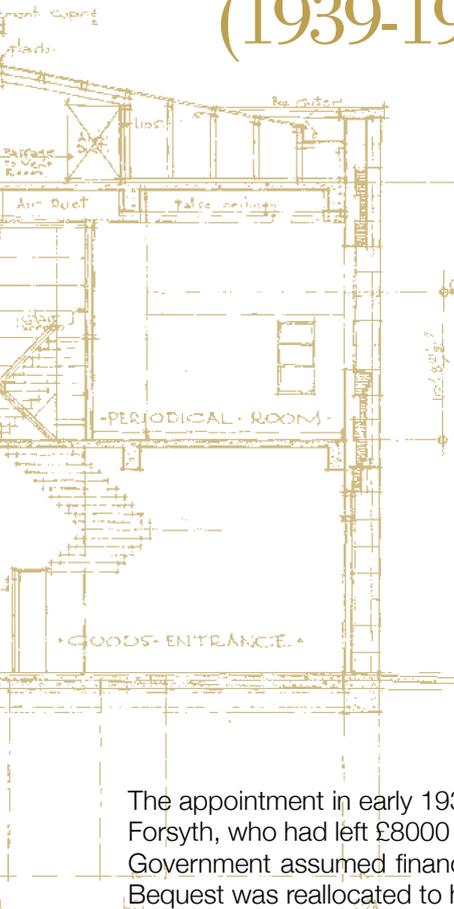


Duhig Building under construction, 1939



Duhig and Forgan Smith Buildings, 1940s

2. THE BEGINNINGS OF PROFESSIONAL LIBRARY SERVICE (1939-1949)



Richard Pennington
First University Librarian,
1939-1946



Norman Gould
University Librarian,
1947

The appointment in early 1939 of a professionally trained University Librarian was the result of a bequest from James Forsyth, who had left £8000 to the University for the construction of a new library building at St Lucia. When the State Government assumed financial responsibility for the construction of the new campus, the income from the Forsyth Bequest was reallocated to help pay the salary of a full-time professional librarian.

Richard Pennington, the first James Forsyth Librarian, was an Englishman with a degree in English from Birmingham University, who had lived in Sydney for some years in the 1920s and was well known in literary circles there. After returning to England in 1930, he completed a Diploma in Librarianship at the University of London and then spent four years as Gladstone Librarian at the National Liberal Club. The main reason for Pennington's return to Australia seems to have been financial. In his semi-autobiographical novel *Peterley Harvest*, the hero travels to Australia 'already dreading the hot colourless vistas of the Brisbane River.'¹⁰

Shortly after his arrival, Pennington reported on the poor quality of the Library's holdings of Australiana. There was little he could do to rectify this problem, as the annual acquisitions budget of around £2000 was divided between the academic staff, who made all purchasing decisions. Pennington's staff consisted of the Assistant Librarian (McIver), two cataloguers, a clerk-typist and an attendant. McIver was to prove a constant source of irritation to Pennington, who tried unsuccessfully to have her dismissed.

The outbreak of war, only five months after his arrival in Brisbane, also acted as a brake on Pennington's ambitions for improving the Library. The newly constructed buildings at St Lucia were handed over to the Army for the duration of the conflict, and the Library had to remain in its increasingly cramped accommodation in George Street. The Library collections expanded significantly during Pennington's term of office, mainly as a result of donations which he solicited from individuals, government agencies and other libraries. Pennington was ahead of his time in recognising the need to build up strong collections of Australian material, but the University authorities did not share his vision in this regard.

Cataloguing standards improved under Pennington's administration and he also began reclassifying the collection from the Dewey Decimal system to the Library of Congress classification system, a decision which was reversed by one of his successors, and reversed again in the 1960s. He also attempted to bring the mushrooming departmental libraries under tighter control. Students were given better access to reference books and in 1943 new students were given a library guide printed with a Roneograph duplicator – a remarkable innovation at that time.



Settling in at St Lucia, about 1949. Upper floor of the Main Library building at St Lucia (now Level 2 of the Duhig Building), just after the move from George Street. The man standing is Harrison Bryan. The older woman is Nellie McIver.

The poet Judith Wright was working in an administrative capacity at The University of Queensland at this time, and assisting her future husband with his researches in philosophy. She has left us a vivid picture of the research libraries in Brisbane in the early 1940s:

I had tried the libraries and been staggered by their inadequacies; the old WEA [Workers' Educational Association] library was the best of them, but there was not one trained librarian in any library in Brisbane. When I went to the public library for a reference on one of Jack's quotations from an article in the Royal Society journal, the chief librarian had refused to entertain my request. 'The Royal Society for what?' he demanded. 'It must be a society for something.' Finally I found the reference myself in the parliamentary library among a dusty series undisturbed since they had reached the shelves ... The war years had cut Australia off almost completely ... Books had been among the first imports to suffer but Brisbane's bookshops were at least better than its libraries, where lack of money prevented acquisitions even when they were available.

The university library was better supplied, and ... I began to go through the more recent accessions and journals and find at least some essential references ... I remember asking for a back issue of *Nature* at the only place it was listed, the university library. The librarian finally located it in the limbo of some shelf far off in the dungeons and gave it to me with the expression of one overtaxed by demands, remarking, 'Nobody has ever asked for that before.'¹¹

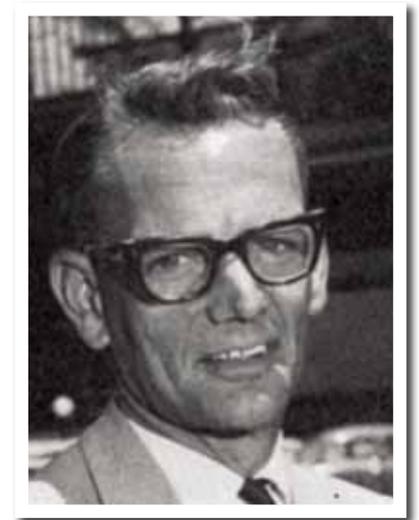
Working in a small, provincial university under wartime restrictions proved very frustrating for Pennington. Soon after the end of the war, in January 1946, he departed to take up the post of University Librarian at McGill University in Canada. He remained there for almost twenty years before retiring to France. He died in 2003.

In his final annual report (for 1944) Pennington puts the size of the library collection at approximately 80,000 volumes.

He was succeeded by Norman Gould, who had worked as a secondary school teacher in New South Wales and had done pioneering work in the development of school libraries before briefly holding the post of librarian at the New England University College in Armidale. Gould's tenure of his new position in Brisbane was also very brief, because he was only in post from March to December 1947, but he is remembered for the long overdue innovation of placing call numbers on the spines of the books. He suffered a nervous breakdown (which was generally attributed to his inability to cope with the increasingly difficult Miss McIver), and his doctor advised him to resign his post and resume his teaching career in New South Wales. He committed suicide in 1973.

When the English librarian Lionel McColvin surveyed Australian libraries in the summer of 1946/47, he reported that 'the University Libraries of Australia, with one exception, form the group of which it would be least fair to be critical and derogatory. The exception is The University of Queensland, which is shockingly housed in "temporary" premises, with its stock dispersed in a variety of unsuitable rooms – even in corridors.'¹²

3. POST-WAR EXPANSION (1950-1964)



Harrison Bryan
University Librarian,
1950-1962

The post-war years saw a rapid expansion in university enrolments throughout Australia, as men and women returned from war service to resume or commence their studies. Numbers were further boosted after 1951, when the Commonwealth Government began providing university scholarships – many of them to students from working-class backgrounds whose families had no tradition of tertiary education. The 1950s also saw the intake of the first overseas students (mainly from Asia), funded under the Colombo Plan and UNESCO schemes.

The University of Queensland, with its perennial problems of inadequate funding and insufficient accommodation, struggled to cope with the ever-increasing student body. The buildings at St Lucia were eventually vacated by the Army and returned to the University, and the first classes were held there in 1949. However, the George Street campus remained the centre of student life for some years to come.

The energies of the academic staff at The University of Queensland had hitherto been largely consumed in the teaching of students, leaving little time for research. After the war, this slowly began to change. The PhD degree was introduced in 1950, and in 1953 the Senate established a separate fund for research fellowships, equipment and maintenance. In 1954 the Senate resolved 'that it be a condition of appointment of members of staff that they shall carry out research in addition to teaching duties.'¹³

To lead the Library during this time of rapid change, the University appointed the twenty six year-old Harrison Bryan as third James Forsyth Librarian in 1950. Bryan, the son of the Professor of Geology, had been born in Brisbane and was a graduate of the University, with an honours degree in history. After graduation, he had trained as a librarian at the Public Library of New South Wales and commenced work immediately afterwards in 1949 as Assistant to the Librarian at The University of Queensland, effectively in charge of the Library, and was promoted to the position of University Librarian the following year. If Bryan was lacking in years and experience, he was well endowed with energy and enthusiasm, and he was to need both.

At the end of 1948 the Arts Faculty moved to St Lucia, along with the Main Library, in time to commence operation at the beginning of the 1949 academic year. (The science and engineering departments, with their associated departmental libraries, were to remain at George Street for some years yet, and in some cases until the 1960s.) The Library Building at St Lucia was a two-storey structure, comprising the two lower floors of what is now the Duhig Building. It had been



Exterior of the Main Library building at St Lucia in the 1950s

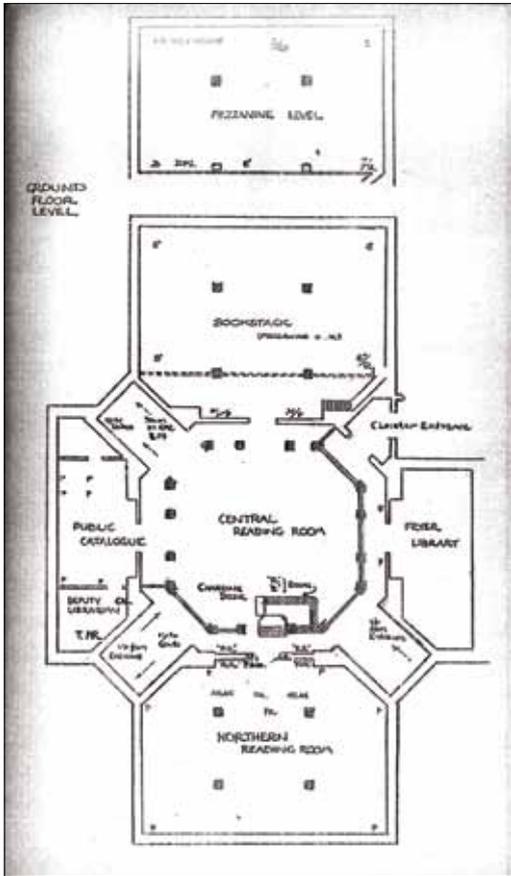
modelled on the great libraries of Europe, with an octagonal reading room on the upper level and a glass ceiling to provide natural lighting, but in 1948 it was still far from complete. Although the building's sandstone exterior created a fine impression on the visitor, its cavernous spaces and internal layout were quite unsuitable for a library and Bryan never ceased to complain about the deficiencies of the building. Bookworms and cockroaches were a constant menace in the warm, humid conditions.

Bryan was determined to improve the services provided by the Library and to raise its profile within the University. He was able to obtain extra staff to improve and extend the library card catalogue, providing subject indexing (via Library of Congress subject headings) for the first time in 1951. The introduction of stencil duplication of catalogue cards in 1953 considerably speeded up the cataloguing process. He continued Pennington's practice of providing a printed guide to the Library, and orientation tours were introduced. As University Librarian he enjoyed the salary and entitlements of a Lecturer of the University and became a member of the all-powerful Library Committee of the Senate. By the end of 1951, the Library book stock had finally reached 100,000 volumes and there had been a substantial increase in the budget for book purchases.

By 1954 the Main Library building was already full, and it was necessary to build a mezzanine floor on the upper level to provide for further expansion of the collection. In the same year the Fryer Memorial Library of Australian Literature was moved from the English Department into the Main Library. This collection had been established in 1927 and owed much to the foresight of Dr FW Robinson, a pioneer in the study of Australian literature. It would develop over time into a major resource for Australian studies.

In 1955 Bryan was finally successful in having the University agree that all employees occupied full-time in library work were to be part of the Library staff. This helped him to exercise more control over the many departmental libraries at St Lucia and George Street. It also made him responsible for the Thatcher Memorial Library, which had been established by the University's Department of External Studies in 1948 to lend books to the University's many external students. When the University began to establish study circles in Queensland country towns in the 1950s, small libraries were established to support them, often in conjunction with a local public library. These libraries were extensions of the Thatcher Library and were later named the Ringrose Libraries, after the Director of External Studies who established them.

MAIN LIBRARY IN THE 1950s



Harrison Bryan at the Charging Counter, Upper Floor (now Level 2 of Duhig Building)



Above and below Upper Floor, Reading Room





Barry Scott, the first Deputy University Librarian, 1956



Library staff, early 1950s

In 1956 Barry Scott, who had commenced his career in the Library as a junior assistant in 1947, was appointed as the first Deputy University Librarian.

The first students at St Lucia found their new campus a 'barren and inhospitable place.'¹⁴ Public transport and all other facilities were very limited, and this inevitably had an impact on the usage of the Main Library in an era when few students owned a car. If one is to judge from David Malouf's novel, *Johnno*, students in the early 1950s made more use of the Public Library – centrally situated in William Street – than of the University Library at St Lucia. Nonetheless, use of the Main Library slowly increased and in 1957 it became possible to justify the re-introduction of Saturday opening for the first time since the move from George Street.

The appointment by the Commonwealth Government in 1957 of the Committee on Australian Universities, under the chairmanship of Sir Keith Murray, marked the beginning of a new era in university education. As the Commonwealth Government became increasingly involved in this area, university funding improved significantly, although The University of Queensland still struggled to meet its financial commitments, always trying to maximise its grant from the State Government to which Commonwealth funding was tied.

The first effects of the new funding regime were seen in the Library in 1959, when the acquisitions budget rose by 40%. Unfortunately, the student population also rose by 19% in that year, whereas the number of Library staff rose by only 10%. Attracting and retaining suitable staff (especially graduate staff) was to be a problem for many years.

Providing space for the rapidly expanding collections was another headache, especially after the Senate began to provide modest funding for the development of research collections. In 1959 a large mezzanine floor was inserted into the lower level of the Main Library, partly to accommodate the Thatcher Library, and partly to provide extra seating in the reading rooms. Two years later the Main Library was able to expand into the eastern end of the Main (Forgan Smith) Building. As the University Librarian recorded, this provided space for (among other things) 'an informal reading area in an endeavour to syphon off the rowdy element that had thrived in our multi-reader table environment.'¹⁵ This was the first, if grudging, recognition that university libraries were not just places for silent, individual study. Another important innovation was the appointment of Spencer Routh as the Library's first reference librarian in 1959. He was to play a major role over the next thirty-eight years in developing the Library's reference services and research collections.

In a 1959 report of the Humanities Research Council entitled *The Humanities in Australia*, the following assessment was made of the humanities collections in The University of Queensland Library:

This ... is quite a weak collection which appears to have suffered badly from inadequate buying during a large part of the history of The University of Queensland. In most areas of the humanities, it is barely adequate as a collection for pass undergraduates. Honours work is made very difficult by its manifold deficiencies and these are made the more burdensome by the serious weakness of the holdings of the Public Library ... Fortunately, it is an improving collection ... but it will need a great deal of strengthening before it becomes fully adequate even for undergraduate teaching. It is hardly necessary to add that, for research work, it is negligible.¹⁶

A significant advance for the influence of the Library in university affairs came in 1960 with the announcement that the University Librarian was to be a member of the Professorial Board, although not as a Professor. This finally gave the Librarian a voice in the forum responsible for major decisions on academic policy.

Harrison Bryan resigned at the end of 1962 to take up the post of Librarian at the University of Sydney, from which he later advanced to the position of Director-General of the National Library of Australia. He was able to look back proudly

on fourteen years service to The University of Queensland, during which time the Library collections had grown from 96,000 volumes to almost 300,000 and staff numbers had increased from eleven to sixty-one. He died in 2008.

During 1963 and 1964 Bryan's deputy, Barry Scott, held the post of Acting University Librarian, before resigning in July 1965 to become the inaugural University Librarian of Macquarie University. He remained in that post until his untimely death in 1970.

Overcrowding in the Main Library had become so severe that in 1963 the University Senate decided to proceed with the upwards extension of that building, despite the fundamental unsuitability of the structure. The original plans were followed as regards the height of the building, but five more floors were added, instead of the planned three floors. Construction began in December 1963.

1964 saw a significant rise in the acquisitions budget, which permitted the first large-scale acquisition of multiple copies of heavily used books. A special grant from the Australian Universities Commission was used to pay for some long back runs of journals and some large collections of government publications in microform.

Some first steps were being taken to amalgamate the small departmental libraries into larger, more efficient units. In 1960 a Biological Sciences Library was formed from the fusion of the Zoology and Agriculture libraries, and Botany and Entomology were also incorporated into this collection. In 1964 the Physiology and Biochemistry libraries were amalgamated to form what came to be known as the Bancroft Library. Larger branch libraries were able to offer students longer opening hours and more sophisticated services, and opening hours in the Main Library were also improving, with the introduction of Sunday opening in 1964.



Dental School Library, 1950s



Architecture Library, 1960s – A typical small departmental library

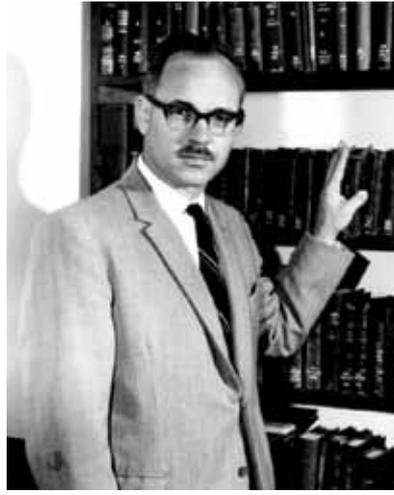


Main Library extensions during which five floors were added, 1963-1966

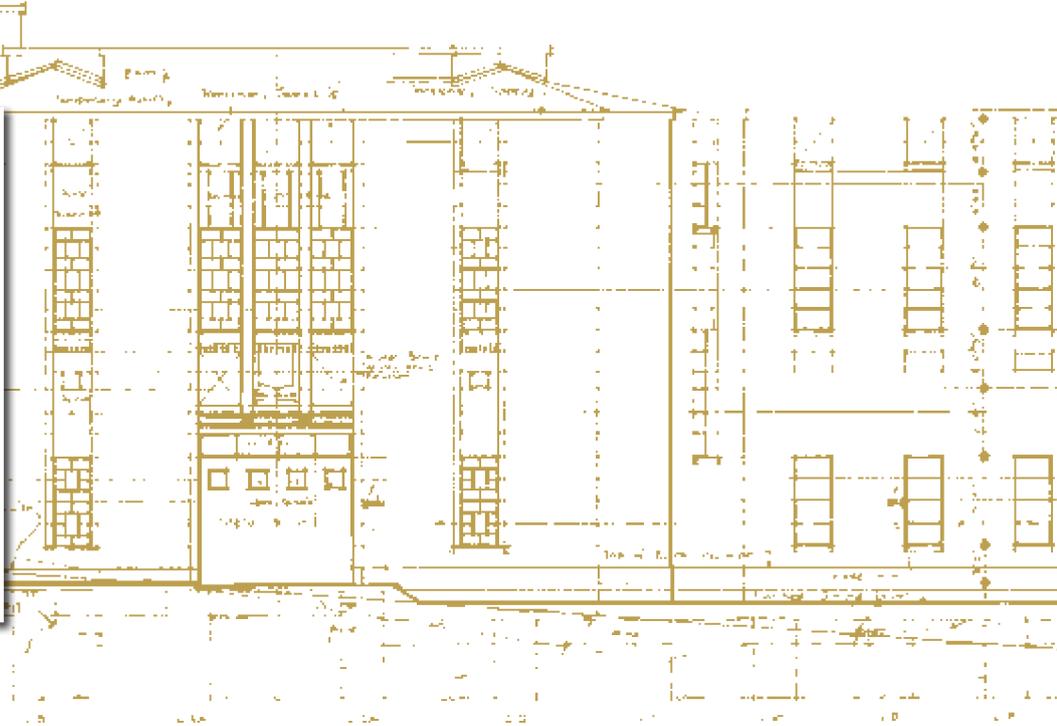


Students working in the Architecture Library, 1969

4. THE GROWTH OF A RESEARCH LIBRARY (1965-1976)



Derek Fielding, 1965
University Librarian, 1965-1992



The early 1960s were a period of rapid growth for The University of Queensland. A long overdue expansion of secondary education in Queensland was producing more students qualified for university entry, and noticeably more women matriculants. The University's student population was growing at the rate of around 1000 per year, new degree courses were being introduced, teaching departments were being expanded and new departments created. More than one hundred new academic staff were appointed in some years.

The Commonwealth Government was providing increasingly large sums to universities through the Australian Universities Commission. This led to greater research activity, and the number of postgraduate students at The University of Queensland rose from 173 in 1958 to 779 in 1965. To support these developments, the Commission provided very generous funding for university libraries during the triennium 1964-66.

This then was the situation facing the new University Librarian, Derek Fielding, when he commenced work in June 1965. Born in Belfast and a graduate of Trinity College Dublin, Fielding had trained as a librarian with Sheffield City Libraries before holding senior posts in university libraries in New Zealand and Western Australia. From March 1966 he had the assistance of a new Deputy University Librarian, Sid Page, who came to The University of Queensland after working in special libraries in New South Wales and the scientific and technical information service of the Hertfordshire County Council in England.

Harrison Bryan had campaigned unsuccessfully for professorial status for the university librarian. It was his successor who benefited from these efforts. Fielding's appointment was at professorial level, a significant step upwards in the prestige and influence of the position.

As the extension of the Main Library was still under construction when Fielding arrived, it is not surprising that buildings and accommodation were an early concern of his. The completion of the extension in 1966 provided a respite, but with the rapid increase in the size of the collections during the 1960s, the respite was to be only of brief duration. In many of the branch libraries, overcrowding was severe and endemic.

Staffing was another problem area. With no School of Librarianship in Brisbane, it was difficult to attract trained staff. Most of the professional staff had 'learnt on the job' and had completed the examinations conducted by the



Main Library after the major extension, 1967



Duhig Building Reading Room, 1968

Library Association of Australia to gain their qualifications. At the lower levels, staff turnover was very high. In 1969, for example, twenty-two of the fifty-six library assistants resigned. It was always possible to recruit new staff at this level, as the University provided a congenial working environment and excellent opportunities for part-time study, but the endless filing of cards and other repetitive tasks ensured that many of these bright young people soon sought alternative employment. Staff at this level were almost exclusively female, because females were cheaper to employ in the era before women achieved equal pay with men for clerical work. When equal pay was introduced in 1972, male library assistants slowly became more common.

In his first Annual Report, Fielding suggested that 'a greater willingness by the university to employ older women could be most helpful'.¹⁷ By 1970 he was able to report that arrangements were being made to accommodate the needs of married women on the staff, with flexible working hours and leave of absence: 'on balance the extra administrative complications are outweighed by the special abilities and maturity which the employment of married women places at the library's disposal.'¹⁸

In 1965, there were no fewer than thirty-eight locations outside the Main Library where library books were housed. Consolidation of these collections into larger, more viable branch libraries was one of Fielding's priorities. In 1967 he submitted proposals to Senate for eventual reduction of the collections at St Lucia to a research library for the humanities and social sciences, an undergraduate library, a science library, a biological sciences library, a fine arts/architecture/music library, an engineering and geology library, a law library and a curriculum laboratory. He eventually achieved something very similar to this proposal, but it would require many years of planning and much skilful diplomacy.

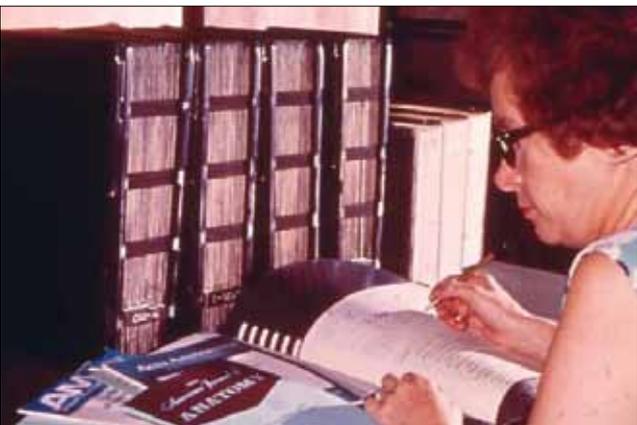
In the year before Fielding's arrival, the Acting University Librarian had reported that 'in 1964 there was, as there has been in recent years, more and more emphasis placed on wider undergraduate reading by the teaching staff ... the set text book approach to teaching in the University is weakening.'¹⁹ This revolution in teaching methods gathered pace in the following years, and meant vastly increased use of the Library. The number of items loaned by the Main Library almost doubled between 1963 and 1965. The introduction of the first coin-operated photocopying machine in 1967 provided an alternative to borrowing which students were not slow to embrace. Another alternative to borrowing was demonstrated by the substantial increase of theft from the Main and branch libraries, necessitating the introduction of controlled turnstiles in the Main Library in 1966.



Spencer Routh (the first reference librarian, 1959) and Madeline McPherson, 1960s



Mary O'Sullivan, Card catalogue, Biological Sciences Library, Goddard Building, 1970s



Teddy Barker, serials entry, Biological Sciences Library, Goddard Building, 1970s



Helen Routh, Loans Desk, Biological Sciences Library, Goddard Building, 1970s

In 1966 a large Open Reserve Collection of 10,000 books in heavy demand was established on the lower ground floor of the Main Library, and Fielding became increasingly convinced of the need for a separate Undergraduate Library. He recognised the problem of adequately predicting undergraduate needs and suggested the introduction of Library staff members to liaise with particular departments. He noted in his 1968 annual report that 'there is a need to find more efficient ways to train students in library use'²⁰ and the growing size and complexity of the University Library and the increasing emphasis on self-directed study only made this need more acute. In 1972 the Library took advantage of the latest technology to produce its first tape/slide orientation program, which proved very popular with new students, and in 1975 the first Principal Librarian in charge of Reader Education was appointed.

Although developments in computer technology promised to remove much of the drudgery from library work, the benefits were slow to appear. The first successful automation project was the production, in 1969, of a printed catalogue of the Thatcher Library to be distributed to external students. The following year Library staff began helping medical researchers to formulate search statements to be submitted to the MEDLARS database, which was held on tape in Canberra. These were the first steps in computerised information retrieval at The University of Queensland, but it was not until 1974 that researchers in the biological sciences had access to similar facilities.

The number of volumes in the University Library reached half a million in 1968. The growth in the collections was fuelled not just by increasing undergraduate demand, but also by the greatly expanded research activity of the University. Meeting the much more complex information needs of research students was a daunting task. A separate Reference Department was established in the Main Library in 1966 to provide better assistance to students and to deal with the increasing number of inter-library loan requests. In 1967 Fielding reported – with a hint of bitterness – that 'this university is attempting to foster post-graduate study without any real conception of the cost of adequate library resources.'²¹ However, there were years in which funding was more generous, and in 1969 total expenditure on the Library reached almost one million dollars for the first time.

The Library's research collections received a substantial boost in 1967 when the collection of the late Father Leo Hayes was donated to the University. Twenty-five tons of material were transported from the Catholic Presbytery at Oakey and incorporated into the University's Library and museums. The collection included 25,000 books, pamphlets and periodicals, mostly on Australian subjects, along with much valuable manuscript material.



Fryer Library, 1969. Compact shelving providing more space for the expanding collection



Main Library, Reading Rooms (Upper Floors), 1972



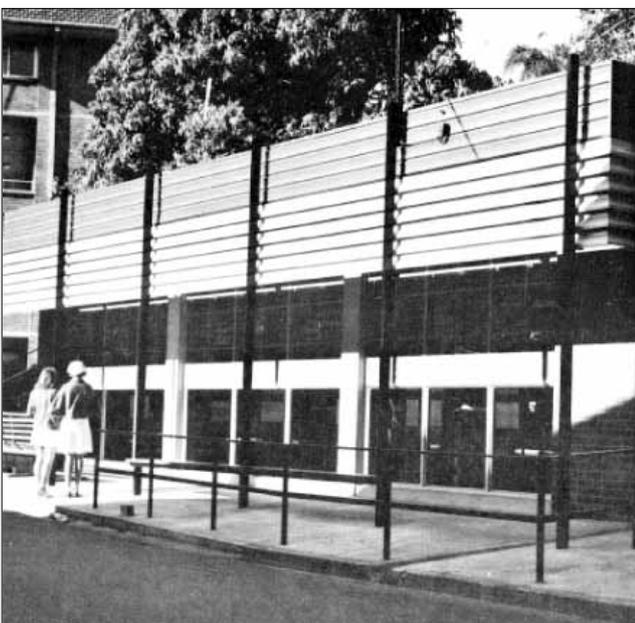
Photocopying, about 1970, using a coin-operated photocopier



Main Library, Ground Floor, entrance from Great Court, 1972



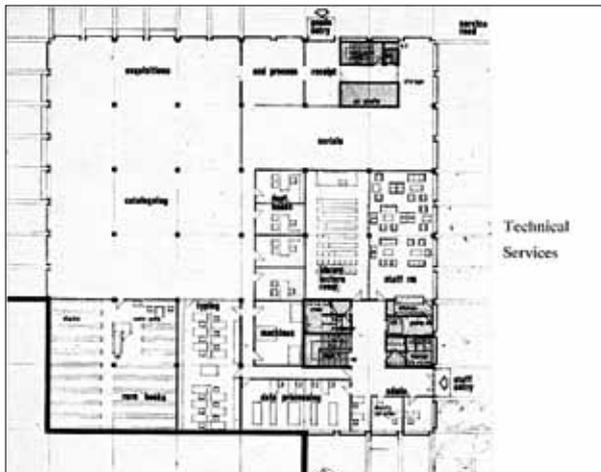
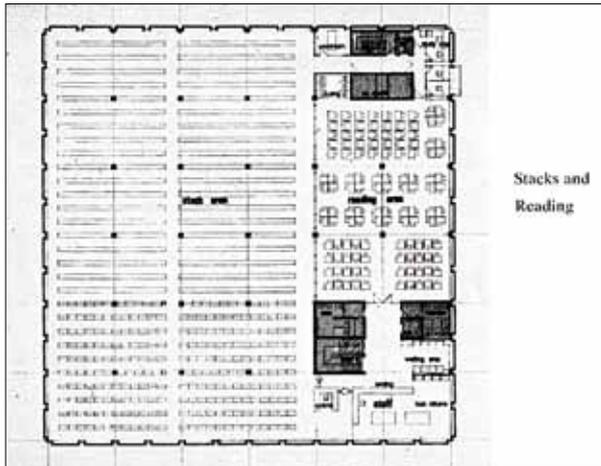
Main Library, Card Catalogue, Ground Floor, 1972



Mater Hospital Library, 1970



Main Library, Reader services, 1972



Father Hayes – The Hayes Bequest (1967) significantly strengthened the Library's research collections



NEW CENTRAL LIBRARY, 1973

The construction and opening of the new Central Library in 1973 which contained research collections in the social sciences and humanities, accommodation for library staff and administration services

The cataloguing staff had barely finished processing the Hayes collection when, in 1969, they embarked on a major project to reclassify the whole University Library from the Dewey Decimal system to the Library of Congress system, a project which was not completed until 1979. It involved the handling of a staggering number of catalogue cards. In 1974 alone, 688,000 cards were produced, sorted and filed.²²

1968 was a turbulent year on university campuses throughout the Western world, and in Queensland the following three years were marked by severe student unrest, the inevitable result of conflict between reform-minded students and an ultra-conservative State Government. The Library maintained its services during this period, although the introduction of a Student Union Library Liaison Committee in 1968 and of a Library suggestion box in 1969 were indicators of a changing environment. A more dramatic sign of the times was the appearance of a naked male on the Library roof in July 1969 as part of a student-organised display of erotica.

The severe overcrowding in the Main Library was relieved by the opening of the Central Library at the beginning of 1973. This new building was erected just to the north of the existing Main Library to contain the Library's research collections in the social sciences and humanities, as well as providing accommodation for Library staff and administration. Its holdings were soon to be enlarged by a special Australian Universities Commission grant of \$150,000 for the 1973-75 triennium, which was used to purchase back runs of periodicals and other research materials, including a large number of microfilms. The Commonwealth Government had assumed responsibility for university funding from the beginning of 1974, creating hopes (soon to be disappointed) of a secure financial future for university libraries.

The old Main Library building (now renamed the Duhig Building) became the Undergraduate Library. This was a collection of heavily used material, much of it in multiple copies, dedicated to the needs of undergraduate students. The staff included professional librarians designated as 'readers' advisors' to liaise with the teaching departments. The Undergraduate Library contained the Library's first collection of audio-visual materials, in recognition of the growing role that these were playing in university teaching. This was a collection which would grow rapidly over the following years.



Architecture and Music Library, 1975



Undergraduate Library, Loans enquiries desk 1976



Library staff assist flood victims, 1974



Undergraduate Library, Loans desk 1976

Sid Page resigned in 1972 to become the inaugural University Librarian of Griffith University (a post which he held until his retirement in 1983), and he was replaced as Deputy University Librarian in July 1973 by John Cummings, who had previously worked in university libraries in New South Wales and the United States. Cummings underwent gender reassignment in 1989 and took the name Katherine Cummings. In her memoirs published under the title *Katherine's Diary*, she describes the impact on the Library of the torrential rains which caused the Australia Day Floods of 1974:

The new University Library ... was taking in so much water that ... I spent much of my time visiting the new building to empty the garbage tins of water which filled beneath the gushing runnels from every ceiling. The joints between the slabs of facing had not been sealed adequately and water would enter the seams, run for a distance through the suspended ceilings, then debouch into the carpeted reading areas ... after bailing out the library, [we] would go to the top floor to watch tangled masses of vegetation and the odd house swirling past ...

The aftermath of the flood was in some ways more disheartening than the flood itself ... The University gave its staff permission to go and help anyone they knew and organised teams of helpers from those left over. Library staff worked on the flooded homes of less fortunate colleagues and at night we were organised into security patrols to prevent looting of unoccupied houses.²³

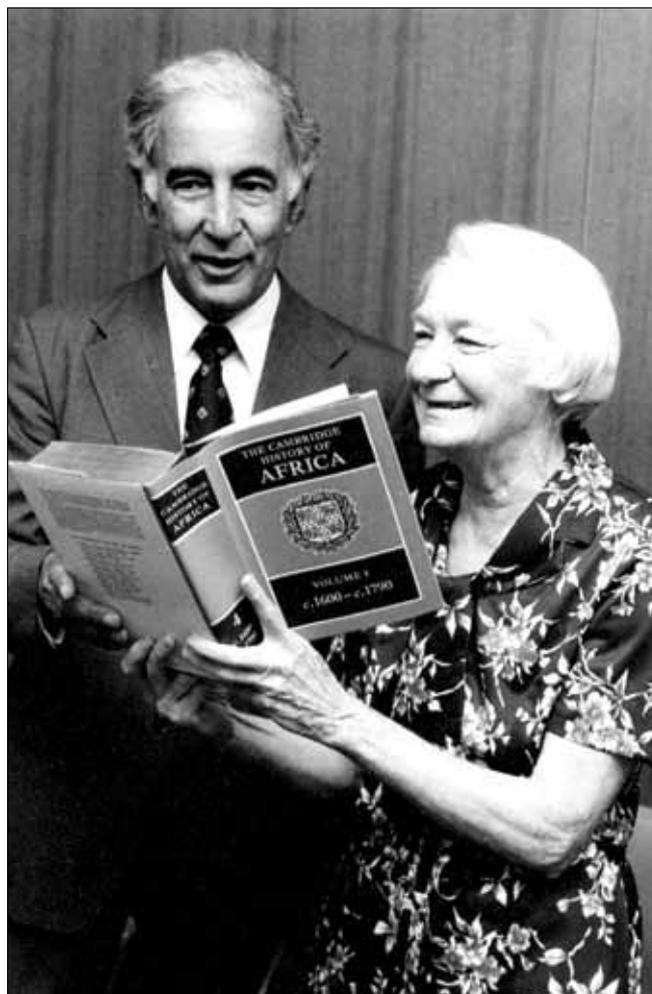
In retrospect it can be seen that the year 1976 was a turning point in the Library's development. On the positive side, it saw the first fruits of Fielding's long campaign for the amalgamation of branch libraries, with the opening of the new Biological Sciences Library, a four-storey building with a refectory on the first level and the Library on the three floors above. Fielding proudly reported that 'for the first time a separately staffed service point for reference enquiries was available in a science library.'²⁴ The Architecture and Music libraries were also amalgamated in the new Zelman Cowen Building. As a fitting coda to these achievements, a ceremony was held on 7 December at which Professor Emeritus Dorothy Hill, the University's most distinguished graduate and a generous supporter of the University Library, presented the Library's millionth book to the Vice-Chancellor.



Outside the Biological Sciences Library, 1976



Biological Sciences Library, 1976



The millionth book, 1976
Presented by Prof. Dorothy Hill to Vice-Chancellor Zelman Cowen

In contrast to these pleasing developments, 1976 saw a severe cut in the University's budget, as a result of a downturn in the global economy coupled with a decline in the value of the Australian dollar. Three staff positions were lost from the Library's establishment, the number of journal subscriptions fell for the first time since the 1940s and there was a substantial reduction in the number of books purchased. The Library also began to put more effort into discarding unwanted (mostly duplicate) material in an effort to create additional space, as it became increasingly obvious that funding for new or expanded buildings was unlikely to be forthcoming at any time in the immediate future.

Fielding had already commented the previous year that 'by 1975 a point had been reached at which services appropriate to a modern university had been reached.'²⁵ With the symbolic acquisition of the millionth book in 1976, The University of Queensland Library, the second largest university library in Australia, with 229 staff and annual expenditure of over \$3.6 million, had clearly become a significant research library.

5. GOING ONLINE (1977-1993)



Derek Fielding, 1981
University Librarian, 1965-1992



University of Queensland Libraries logo 1976-1992

The ending of the 'long boom' of the post-war Australian economy brought significant problems for the University and the Library. Cutbacks in funding were exacerbated by the volatility of the Australian dollar, a crucial factor for the University Library because most of its books and journals were purchased from overseas. In these circumstances, the first priority was to maintain journal subscriptions, so book purchases were greatly reduced. The number of books purchased in 1980, for example, was only about half the number purchased in 1974.

There was a temporary improvement in university funding after the election of the Federal Labor government in 1983, but a dramatic decline in the value of the Australian dollar from 1985 onwards resulted in drastic cancellations of journal subscriptions in 1986 and 1987. The budgetary pressures eased for some years thereafter, until rapidly rising periodical subscriptions and book prices began to cause further problems.

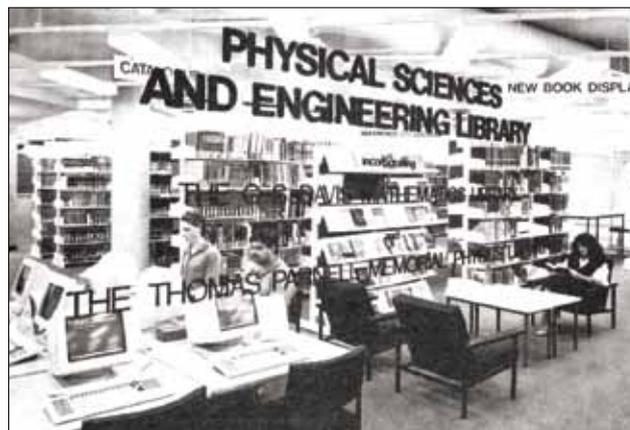
Of course financial pressures affected not only the Library's collections, but also its services. Staff numbers were reduced in 1977 and 1980, and by 1982 it became necessary to curtail opening hours to meet a 5% reduction in salary expenditure. As Fielding noted that year, 'the majority of students are more inconvenienced by reduced hours than by the absence of research material'²⁶ and students were not slow to voice their anger. In April 1982, for example, an all night 'study in' was held in the Law Library to protest against the cutbacks.

Despite the economic stringency, Fielding pressed ahead with plans for automating the Library's operations. Development in this area had begun in earnest in 1974 with the purchase of a Varian V72 minicomputer. A systems analyst and programmer then began working on an automated loans system which was inaugurated in the Undergraduate Library in 1976. Even though this primitive system required the library staff to manually key the user code of each borrower and the item code of each book borrowed, the reduction in clerical work and increased speed in the processing of returned loans were dramatic. Automated lending was extended to Central Library in 1981 and gradually to other branches thereafter.

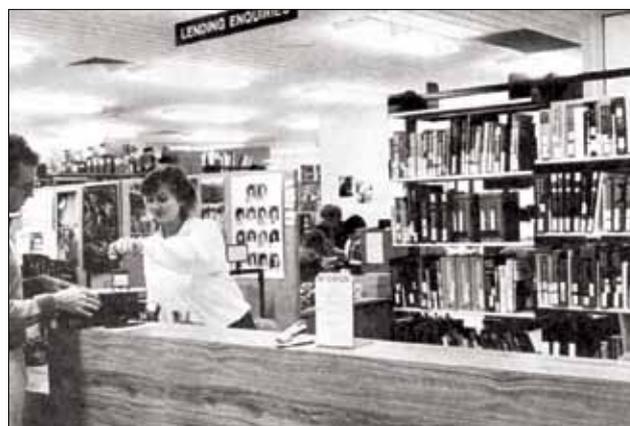
Although commercially produced library automation systems were now starting to appear on the market, the Library found it surprisingly easy to extend its home-grown loans system to handle automated cataloguing as well. In 1983 an online catalogue of the Library's journal holdings was produced for staff use, and a computer-output microfiche version was produced for public use and for sale to other libraries.



Central Library lending desk, 1982



Physical Sciences and Engineering Library, 1991



Herston Medical Library, 1984

Cataloguing of current accessions was then automated, and in 1985 work began on retrospective conversion of the Library's vast card catalogues to machine-readable form. This Herculean task took only three years to complete. Like the earlier reclassification project, it was overseen by Mary-Rose McCarthy, who gave outstanding service to the Library for quarter of a century as manager of the Cataloguing Section, and later of all technical services operations.

However, it gradually became clear that the Library's in-house computer system was not sufficiently robust to mount an online public catalogue, and the search began for a commercial system to replace it. 'In many respects [our] own system is much more sophisticated than the available commercial packages,'²⁷ lamented Fielding, but the pioneering era of home-grown systems was drawing to a close. In 1987 the PALS automated library system, which was still under development, was purchased from Unisys.

The first tangible benefits of the PALS purchase were seen in August 1988 when the online public catalogue became available in Central Library. Although it was a fairly complex command-driven system, students welcomed it enthusiastically, and usage of the collection jumped dramatically as automated keyword retrieval replaced the laborious searching of alphabetical card catalogues. The PALS loans module was implemented the following year, in conjunction with a project to barcode the book stock to speed up lending procedures.

Library staff had been involved in computerised information retrieval since 1970, but it was not until 1977 that they began searching databases online. In that year the MEDLINE database became accessible at the Department of Health in Canberra, using existing telephone lines and an acoustic coupler. The Library was obliged to charge \$20 for each search to cover the telephone costs and other charges, and details of the retrieved references were printed offline and posted from Canberra. The following year it became possible to perform online searches of databases mounted by the Lockheed Corporation in California, at a cost of \$44 per search.

However, it was not until the purchase of the first databases on computer disc (CD-ROM) in 1988 that library users were able to search databases themselves, without using a librarian as intermediary and without paying communication charges. As this was the same year in which the Library's catalogue became publicly accessible online, it can be seen as a watershed year in the development of information retrieval.

More sophisticated means of information retrieval resulted in increased use of the Library's collection and increased demand for material not held by the Library. It also meant that users required more assistance in using the new technologies. Many of these users (especially in the evenings and at weekends) were not students or staff of The University of Queensland, and the Library struggled to define appropriate levels of service for non-members of the University.

In 1977 Fielding was able to report that 'each year there are fewer students who do not get exposed to some form of reader education'²⁸ but in 1980 he conceded that 'some students are attending reader education sessions with very similar coverage several times.'²⁹ The development of new information technologies meant that the importance of training students in use of the Library became more widely accepted, but an effective model for integrating reader education into the curriculum was to remain elusive.

The first computer for student use (a mini-computer used to run computer-assisted learning software) was acquired in 1981. The Library was ambivalent about its role in providing computer facilities to students: 'it is not intended that the Library should be used as a parking space for terminals simply because libraries are open and supervised for seven days each week' wrote Fielding in 1982.³⁰ Nonetheless, a further sixteen machines were acquired in 1985 and housed in the Audiovisual Services section, along with a rapidly growing collection of video-recordings.

Finding accommodation for a large and expanding library collection became increasingly difficult. University administrators around the world were coming to the conclusion that they could not continue indefinitely building larger library buildings, and so the concept of the 'steady state' library was born. University libraries were required to constantly review their collections and to discard little-used material, or store it in off-campus warehouses. The University of Queensland Library acquired its first off-campus storage in 1977, in a hot, dusty, poorly-lit warehouse at Herston. By the end of 1989 this unsuitable facility was full.

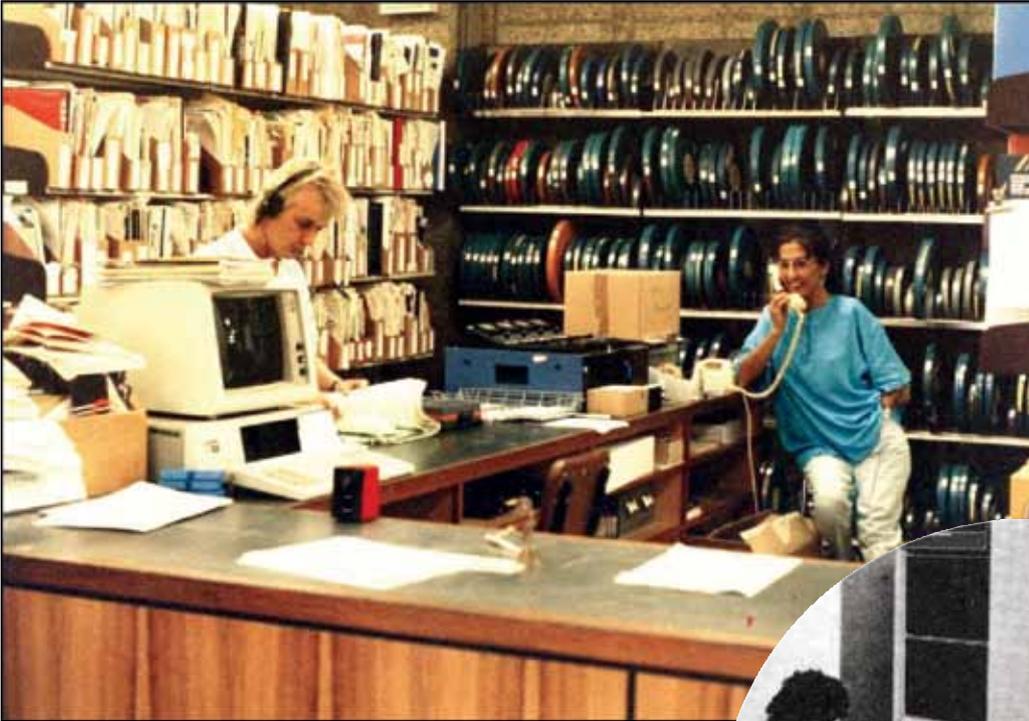
Selecting material for removal from the shelves involved Library staff in time-consuming and sometimes agonising decisions. In 1978 Fielding foresaw a time when 'there is little material on open access which is more, possibly, than twenty years old. This prospect has distressing implications for research, particularly in the humanities and some social sciences'.³¹ He campaigned unremittingly for the building of the projected Stage 2 of the Central Library Building, but the economic climate was against him. Failure to obtain funding for this much needed extension also affected the quality of the Library's collections: Fielding admitted in 1984 that he was not pushing the University to provide more equipment funds to develop the collection because of the lack of space. In 1988 he lamented that 'the central libraries at the Universities of Sydney and Melbourne can display twice as many volumes as our Central Library'.³²

There were, however, some successes in dealing with the accommodation problem. The new Herston Medical Library was opened at the Royal Brisbane Hospital in 1984, combining the former Central Medical and Clinical Sciences Libraries, and incorporating part of the library of the Queensland Branch of the Australian Medical Association. The opening of the Physical Sciences and Engineering Library in January 1990, amalgamating the Engineering, Mathematics, Physics and Chemistry libraries, was the final step in Fielding's long campaign to combine small branch libraries into larger, more efficient collections. And the notoriously inadequate Law Library was ingeniously rebuilt so as to incorporate an extra floor when it reopened in February 1990.

The library staff remained predominantly female. In 1980 there were only eight males among the fifty-four librarians and senior librarians, and only fourteen males among the 113 library assistants. However, in the upper echelon the gender imbalance was reversed, with five males among the nine senior managers.

Financial stringency was taking its toll on the staff. In 1981 Fielding commented that 'high staff morale has been a feature of this Library since the late sixties. It is disturbing to note that with the present discouraging resource situation signs of stress are appearing.'³³ Automation of library procedures was fundamentally changing the nature of library work and, as Fielding commented in 1982, it meant that 'the work of non-professionals ... is considerably more complex and demanding than before.'³⁴ The following year he conceded that 'in some cases new procedures have been introduced too quickly without sufficient training of those who must operate them',³⁵ and he pointed out that 'for some staff the environment to which they had been attracted and on which they had patterned their career plans is disappearing',³⁶ a perceptive comment that was still applicable decades later.

The introduction of screen-based equipment during the 1980s caused a spate of problems with repetitive strain injury. Industrial disputes followed until better understanding of the ergonomic issues resulted in the introduction of appropriate workstations and work practices.



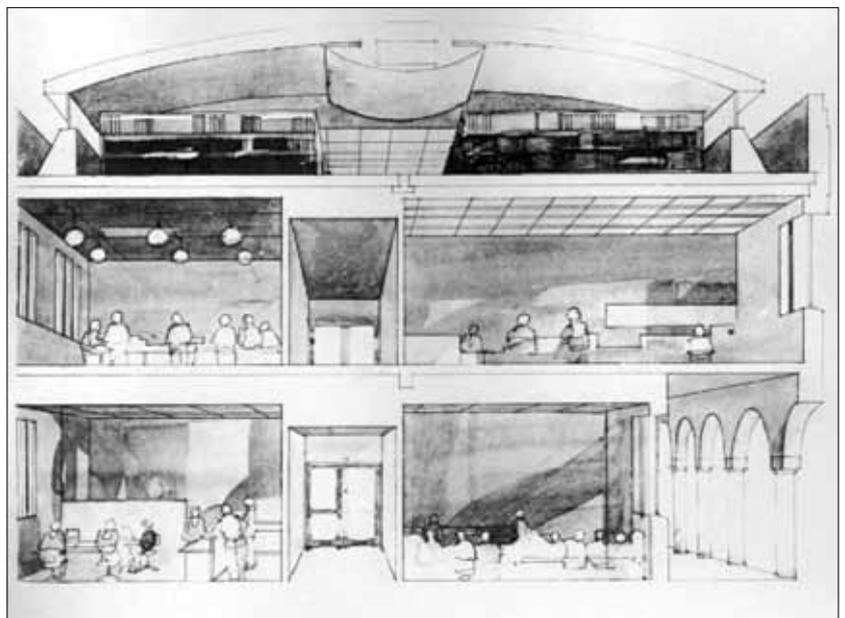
Library audiovisual services 1980s



Central Library Computer Room, 1983
 These large computers were used to run the lending and cataloguing systems



Filing the last Catalogue Card,
 Central Library, 1988



Law Library refurbishment, 1989
 Cross-section plan showing the upper floor inserted on the roof of the Forgan Smith Building

If morale had declined, this was not reflected by the statistics for staff turnover. On the contrary, the nationwide rise in unemployment had created a less mobile workforce. Procedures for recruitment and appraisal of staff were tightened to maximise human resources, and the long-standing practice of automatically promoting staff as they obtained the necessary qualifications was phased out. The first Library Staff Officer was appointed in 1988 to assume some of the personnel responsibilities which had hitherto been handled by the Deputy University Librarian.

There was considerable staff mobility in the latter position. John Cummings resigned as Deputy University Librarian in June 1977 to become Chief Librarian at the Sydney College of the Arts. He was replaced in 1978 by Eric Wainwright, who resigned in 1981 to become Librarian at the University of Adelaide. Earle Gow became Deputy University Librarian in the following year and served in that capacity until 1985, when he resigned to become Librarian at Latrobe University. George Eichinski was appointed Deputy University Librarian in 1986.

1988 brought widespread changes to Australian tertiary education, with the introduction of the so-called 'Dawkins reforms'. For The University of Queensland Library this meant rising demand from a growing student body, more of whom were postgraduates. The number of postgraduate students at The University of Queensland almost doubled between 1977 and 1992, and the number of research-only academic staff more than tripled during the same period. The pressures on Library staff who were dealing with the public were considerable. In 1992 the Undergraduate Librarian reported that 'the increased workload was carried without any increase in staffing, which caused considerable stress and was possibly reflected in the apparently high level of absence due to illness.'³⁷

The University's long involvement with distance education was one of the victims of the Dawkins reforms, and as a result the Thatcher Memorial Library and the Ringrose Libraries were closed in 1993.

As if to compensate for the loss of the Thatcher collection, the Library acquired the library of the Queensland Agricultural College at Gatton, which was amalgamated with The University of Queensland in 1989. This sudden increase in the geographic dispersion of the Library's staff and collections brought considerable costs, not the least of which was the expense of reclassifying the Gatton library and incorporating its holdings into the University Library catalogue. Fielding acidly remarked that 'there can be little doubt that if any costing at all was carried out by DEET [Department of Employment, Education and Training] before it embarked on the institutional amalgamations, the cost of integrating the libraries of amalgamating institutions went unrecognised.'³⁸

The Dawkins reforms also put pressure on universities to corporatise their management practices, and the Library responded by producing its first 'mission statement' in 1988. The funding and organisational environment in which the Library management had to work was becomingly increasingly complex.

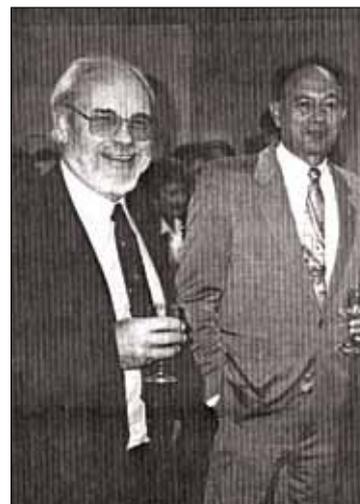
In August 1992 Derek Fielding left the Library to take up the newly created position of Pro Vice-Chancellor (Academic Services), a post which he held until his retirement in July 1994. During his twenty-seven years as University Librarian he had seen the collection grow from 400,000 volumes to over 1.5 million, and his staff had expanded from 92 to 261. In recognition of his outstanding service to the University, the title of University Librarian Emeritus was conferred on him in December 1994.

In recording Fielding's achievements as University Librarian, it is easy to overlook his significant contributions in other areas. His was a respected voice in the University on many matters outside librarianship, and was regarded as a national authority on topics such as copyright and censorship. He also played a leading role in fostering the development of library cooperation in Australia. To the general public, he was best known in his capacity as President of the Queensland Council of Civil Liberties from 1975 to 1979, a post which was no sinecure in the heyday of the Bjelke-Petersen government.

George Eichinski was Acting University Librarian from August 1992 until September 1993.



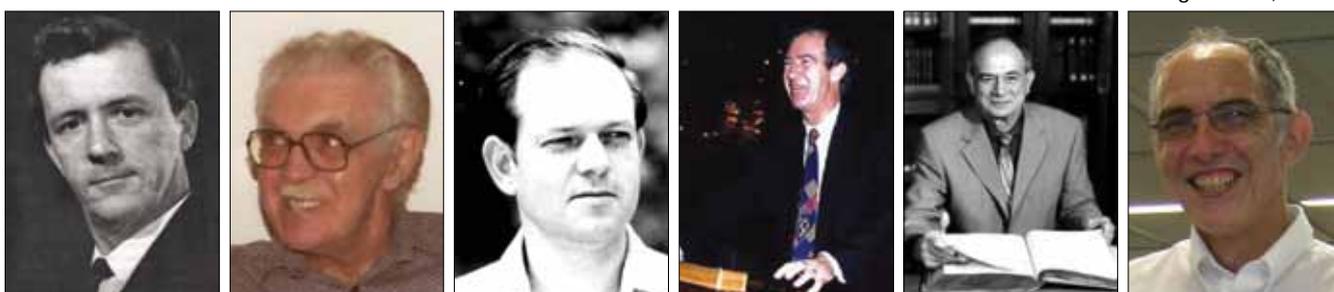
The holdings of the Queensland Agricultural College Library at Gatton became incorporated into the University Library catalogue. This is the Gatton library around 1993



Derek Fielding and Earle Gow, 1992



Internet training session, 1990s



Deputy University Librarians – Barry Scott (1956-65), Sid Page (1966-72), John Cummings (1973-77), Eric Wainwright (1978-81), Earle Gow (1982-1985) and George Eichinski (1986-1989)

6. THE ELECTRONIC LIBRARY (1994-2010)



Janine Schmidt,
University Librarian 1993-2005



Mary Lyons
Acting University Librarian, 2005-06



Keith Webster
University Librarian from June 2006

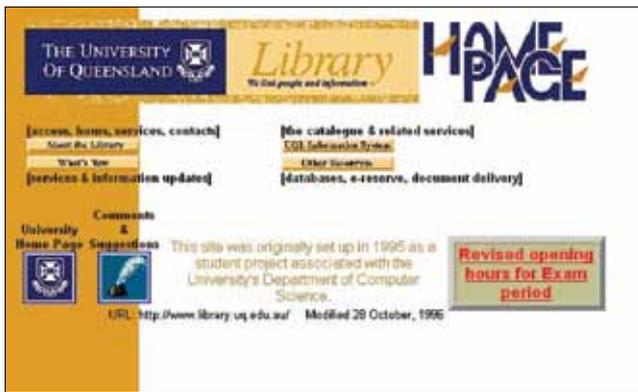
The University of Queensland was connected to the Australian Academic and Research Network (AARNet) early in 1990, thus providing the general academic community with their first access to Internet sites in the United States and beyond. Over the next few years, the use of email, file transfer and 'telnet' (remote database searching) expanded rapidly. However, it was with the release of the first graphical browser in late 1993 that 'the web' began to revolutionise the way in which information is stored and retrieved. For libraries, it was arguably the most significant development since the invention of printing in the fifteenth century.

The start of this new era coincided with the appointment, in September 1993, of Janine Schmidt as University Librarian. Schmidt had begun her career in 1965 as a typist in the Cataloguing Section of the University of Queensland Library, and had qualified as a librarian before advancing to senior positions in library education and management in New South Wales. She enthusiastically embraced the new information and communication technologies and was determined that the Library would play a central role in their adoption at The University of Queensland. She set out her vision in her first annual report: 'The Library is no longer simply a physical place with a large collection of printed material but a client driven service which is a gateway to information delivery, preferably to the individual's workstation.'³⁹

Developments in technology were rapidly altering the way in which the Library provided its services. By 1994, twenty-eight CD-ROM databases were available and networked to all campuses, and dial-in access was introduced so that clients could access the databases from their office or home. In 1995 the Library acquired a web server and the first Library web page made its appearance.

The PALS system had not lived up to expectations. A new and more sophisticated automated library system, Innopac (from Innovative Interfaces), was purchased in 1995 and was introduced early in 1996. Later that year, the first web interface to the Library catalogue became available. Significantly, this allowed the Library to link from the catalogue to web-based resources, such as the small but growing number of journals which were now available electronically. As databases migrated from CD-ROM to the web, and rapidly increased in number, the catalogue and the website became the gateway to these essential information resources, and the usage of both increased significantly every year. By 2005, the Library was subscribing to over 800 databases.

The Library was renamed the 'Cybrary' in 1998 'to describe the integration of print and electronic information service



Library home page, 1996



Library home page, 1998



Cybrary home page, 2002



Library home page, 2009



The University of Queensland Library logo 1998-2006



The University of Queensland Library logo 2006-2007

delivery.¹⁴⁰ This neologism never became popular with the Library's staff or clients, and was quietly discarded in 2005, but it accurately reflected the fundamental changes that had transformed the Library's services and collections.

In 1999, over 5000 journals were available electronically, and by 2005 that figure had reached 30,000. This represented a quantum change in the way in which scholarly information was published and accessed. It had major implications for the Library, as subscriptions to printed journals, and the manual work involved in handling printed journals, declined rapidly. Library users were now able to access many journals from their office or home, and in the scientific areas in particular, visits by researchers to the Library became much less frequent. For students, the Library was still popular as a study area and computer lab, but its significance as a repository of printed information was declining.

If journals were migrating en masse to electronic format, the same was not true of books. For various reasons, the electronic book (or eBook), was slow to establish a significant presence in academic publishing. Large collections of early printed books had been digitised, but modern scholarly monographs were still being published and accessed, for the most part, in print. However, the announcement in December 2004 by the web search engine Google that it intended to digitise the collections of several major research libraries seemed to concentrate the minds of publishers and there were significant developments in the availability of academic eBooks in the following years.

'The Library has moved from the book business to the information business' wrote Schmidt in 1997.⁴¹ In keeping with government policies aimed at developing a more entrepreneurial culture in universities, she viewed the Library as a business, with clients whose needs were paramount. Customer satisfaction surveys, focus groups and suggestion boxes became essential management tools. She was among the first library managers to realise that a new generation of students was emerging, with very different expectations from their predecessors. In a speech in 1998 she spoke of them in these terms:

They have never wound a watch, dialed a phone, plunked the keys of a manual typewriter, written on a blackboard, spun an LP, or spent a penny.

But they think nothing of formatting floppy disks, downloading music off the Internet, heating a drink or meal in the microwave, or setting the clock – not to mention the actual recording – on a video cassette recorder.

They are a new breed of teenager, the leading edge of a generation that promises to be the richest, smartest, and savviest ever... They are technophiles not technophobes. They fax, phone and email their friends rather than meet them in the mall.

Call them Generation Y, Millennial, Echo Boomers or Generation 2000. By any name they are the cool, coddled, confident offspring of the baby boomers.

This library is for them.⁴²

Some things, however, were not changing. Journal subscriptions continued to rise more rapidly than the rate of inflation and, as a result, in 1994 \$500,000 worth of subscriptions were cancelled and monograph purchases were reduced. The decline in the book collection was a serious side-effect of rising costs for serials and electronic resources: in 1996 spending on books decreased by 19%. In March 1996 the Howard Liberal government was elected and moved swiftly to reduce spending on higher education, with a phased 5% reduction in the operating grant of each institution, coupled with an abolition of discretionary funding and a small increase in research funding. As a consequence, the number of monograph titles purchased in 1997 decreased by a further 15%. In 1998 there was a sharp decline in the value of the Australian dollar and all monograph ordering was suspended in September that year, in anticipation of a large over-run on serials expenditure. A major – and painful – journals cancellation exercise was undertaken the following year, and a further \$650,000 of subscriptions were cancelled. The Australian dollar remained weak, and sank to its lowest ever value against the US dollar in 2001, resulting in yet another \$600,000 reduction in journal subscriptions.

Inevitably some members of the academic staff were becoming concerned about the quality of the Library's book collection. In 1999, Schmidt felt it necessary to affirm that 'the Library aimed to provide an effective balance between print and electronic resources.'⁴³ However, when the Library acquired its two millionth volume sometime in 2000, this milestone went completely unremarked, in sharp contrast with the celebrations surrounding the acquisition of the millionth volume in 1976. Clearly the quality of a university library's collection could no longer be measured in terms of the number of volumes on the shelves.

Fortunately, the Australian dollar began to strengthen in 2003 and this fact, combined with significant extra funding for monograph purchases over the next few years, allowed at least some of the gaps in the book collection to be filled.

The University conducted a major reclassification of general staff positions in 1994, which caused considerable distress to many Library staff, although others benefited from the changes. A new senior management framework was introduced in 1995 to provide a 'flatter' management structure, and five long-serving senior managers retired. There was something of an exodus at lower levels as well, partly as a result of the University's offer of voluntary retirement packages to general staff. In 1996, following the cutbacks introduced by the Howard government, the University imposed a freeze on new staff appointments, and in the following year the Library lost sixteen positions through a process of natural attrition.

Library management had become concerned about the high rate of sick-leave among the library attendants (the staff responsible for shelving books), and from 1996 the permanent staff in this area were gradually replaced by casual, part-time staff (mostly students). The management structure was further 'flattened' in 1998 when the position of Deputy University Librarian was abolished and the last person to hold that title, George Eichinski, resigned. When the Library's budget was cut by 3% in 2000, at a time when the Australian dollar was steadily declining in value, further staff cuts became inevitable, and twenty staff took voluntary redundancy at the end of the year.

Librarianship was still a heavily feminised profession. Of the eighty-four professional librarians employed at August 1998, seventy-two were female. At senior management level, five of the eight post-holders were female. However, the rapid expansion of the Library's services into the information technology area would do something to redress the gender imbalance. By 2005, the Library Technology Service employed twenty-three permanent staff, of whom only eight were female.

In the ten years between 1995 and 2005, overall student numbers rose by 49%. The number of postgraduate students (traditionally heavy users of library services) rose by 88%. Yet during that time, Library staff numbers fell by 7% (from 274 to 255). In other words, the Library was catering for greatly increased student numbers, and expanding into new areas such as information technology training and support, with fewer staff. How was this possible?

Part of the explanation is that workers were gradually being replaced by new technology. The introduction of the Innopac system in 1996 finally permitted the automation of the Library's acquisitions procedures and serial receipts, abolishing the labour-intensive manual systems which had been in use for decades. In 1997 the first self-checkout machines were introduced in the Undergraduate Library, and by 2005, 44% of loans across the Library system were 'self service'.



Autoloan machines, Social Sciences & Humanities Library, 2006

Another factor was the increasing availability of electronic information sources, which affected all traditional library services. By 2005, loan figures were static or falling, as students were accessing more and more of the resources which they needed in electronic journals or in course readings scanned by Library staff and delivered via the web. The number of reference inquiries was slowly declining, despite the availability of reference services via email and online chat: clearly students were having more success in locating the information that they needed in databases or on the web. Document delivery requests for items not held by the Library were also declining as the Library's holdings of electronic journals expanded.

Realising that the traditional role of the Library was diminishing, Schmidt was keen to diversify its activities into new areas. UQL Pathways was established in 1995 as a commercial venture to provide Internet training to customers outside the University, and it operated successfully for a few years until the demand for such training declined. In 1995 a Library Research and Development section was established to obtain funding for innovative projects, focused on information technology developments and information skills teaching. In that year over \$300,000 in funding was obtained to support projects undertaken by the Library, in conjunction with other organisations. The R&D section was renamed the Communications Service in 1996 and folded the following year, but the Library remained involved in project partnerships. There was particular interest in working with other organisations to develop subject-specific gateways to the mushrooming information resources on the web. Some of these projects did not live up to expectations and were abandoned, but others such as WebLaw and AustLit proved very successful.

Earlier concerns about the Library becoming a de facto computer lab were overcome and by 1996 the Library contained almost 400 personal computers for public use, and over a thousand by the end of the decade. In 1998 an Electronic Information Centre was established in the new Social Sciences and Humanities Library to provide assistance to students on information technology matters. This was so successful that in 1999 the University asked the Library to take responsibility for information technology training and support for all students, and special funds were provided to set up the Ask I.T. service as part of the Library's burgeoning Information Technology Service (renamed Library Technology Service in 1999).

In 1998 the Library began working with Queensland high schools to help them negotiate access to databases of journal articles. This outreach project became formalised with the establishment of the UQL Cyberschool program in

1999. With school and public libraries now providing such sophisticated information resources to their users, there was a significant decline in use of the University Library by students of other institutions and members of the general public. This development was welcomed by reference librarians who had struggled for years to provide the often high level of assistance required by those user groups.

In 1998 the Library also assumed responsibility for the University Archives, but this was a short-lived arrangement and the Archives returned to the University's Records Management Section in 2006.

The Library was starting to realise the potential of the web for delivering information in new formats. For example, it was now possible to provide course readings to students via the web, and in 1995 a start was made by scanning and digitising past examination papers. In 2002 the course materials service was expanded to provide web access to scanned copies of journal articles and other set readings and even in some cases to streamed multimedia. Digitisation of historic photographs and other unique materials in the collection was also undertaken. In 2002 an e-prints server was set up to provide open access to publications of University of Queensland researchers. All of these projects demonstrated that the Library was capable of establishing a new role for itself in an era of digital information sources.

But how would students and researchers locate the material that they needed in this ever-expanding sea of data? There was a rapid expansion in demand for information skills training in the early 1990s, as more and more databases became available and the value of the Internet as an 'information superhighway' became generally recognised. For the Library, this offered the opportunity to develop new services and create partnerships with teaching staff which would significantly redefine the role of the librarian. A training course entitled 'Navigating the Internet' was introduced in 1994 and proved to be very popular. A ten-hour training course 'Information Skills for Researchers and Postgraduates' was introduced in 1995. In addition to these generic courses, reference librarians (now renamed 'liaison librarians') were teaching subject-specific courses to many classes.

A major hindrance to the development of information skills teaching was the lack of suitable training facilities. The first training room was constructed in Central Library in 1995, containing thirteen personal computers and a projector. Similar facilities were soon constructed in other branches, and subsequently expanded to meet rising demands. A senior post of Coordinator, Information Skills, was created in 1997 to oversee developments in this area.

In 2004, there were over 50,000 attendances at information skill activities. Given that the total student body in that year numbered about 34,000, it was clear that some students were being trained more than once. The Library Committee of the Academic Board had recommended in 1999 that information skills should be integrated into all teaching programs, but this aspiration remained unfulfilled.

By the early years of the new millennium, a cohort of students had emerged who had grown up with search engines and the web. They had developed new and faster ways of finding information. In 2001, Schmidt expressed concern that 'ease of access to information [was] a greater determinant of information seeking behaviour than the suitability of the information.'⁴⁴ In 2003, she pointed out that 'Content remained King and the tried and true scholarly journal was still more reliable than material of doubtful origin on the Internet.'⁴⁵

Despite unfavourable budgetary conditions, Schmidt was remarkably successful at finding funds for major building works. A new Dentistry Library was opened in 1995, replacing the cramped accommodation which had been a source of complaint for many years. In the same year, the Library Audiovisual Services were renamed Multimedia Services and the lower ground floor of the Duhig Building was refurbished to provide more suitable accommodation for this expanding service. In 1997 the Physical Sciences and Engineering Library was refurbished and renamed the Dorothy Hill Physical Sciences and Engineering Library, in honour of one of the Library's most generous benefactors. At the same time, the Geology Library, the last of the small departmental libraries, was incorporated into the Physical Sciences and Engineering Library.

Refurbishment of library buildings became an ongoing process during this period, partly to provide more space for computer workstations and training facilities, and partly as a conscious attempt to 'brand' Library services in an attractive and consistent fashion. Additional space for printed collections was, however, a low priority and became less so, as traditional library materials became increasingly available in digital form. For this reason, the construction of a purpose built Library Warehouse on the St Lucia campus in 1996 was a welcome development. Low-use material could be stored here and retrieved on a daily basis, or scanned and delivered electronically to users. When, the University Administration decided in 2006 to use this facility for storing its own archives and records, the Library was forced to return to using commercial, off-campus storage.



eZone 3, Duhig Building



Entrance to the Dentistry Library, 2009



Dorothy Hill Physical Sciences and Engineering Library, 2009



The entrance to Fryer Library, Level 4 Duhig Building

As far back as 1981 the University Librarian had commented that ‘the location of Central and Undergraduate Libraries in separate buildings prevents some economies and causes some duplication in services but there is little prospect that capital funds will ever permit them to be brought under one roof.’⁴⁶ Schmidt was able to convince the University of the need to amalgamate the Undergraduate and Central Libraries into a single Social Sciences and Humanities Library, and work commenced on this project in August 1997.

To overcome the problem of the separate buildings, a single-storey structure called ‘The Link’ was built to connect them, without seriously detracting from the heritage-listed façade of the Duhig Building. This created an interesting new two-towered structure which presented many challenges to Library managers after it was opened in 1998. In his novel, *Perfect Skin*, the University of Queensland graduate Nick Earls depicts the reaction of a former student when first visiting the new library:

I didn't know half of it when I was talking on the weekend about how much this place had changed.

For a start, where I'm sitting is underground and surely used to be dirt below a path when I was studying here. Back in a time I'm now thinking I should be referring to as the old days. The old days when the microfiche machines were cutting-edge technology and everyone got a tutorial on how to use them.

I sit inconspicuously at a terminal around the middle of the fifth row. I stumble through the catalogue ... In the distance I can see librarians sitting at a counter and I wonder if I should email them and identify myself as the person floundering back here, needing to be saved. I'm prepared to wave to direct them to me if it'd help, even though it'd be an uncommonly public admission of my ignorance ...

But at least I get there. Through places that are so new they even smell it, up stairs I walked up in my first year here, through a doorway I've never seen and finally among shelves that smell just as they always have, and books.⁴⁷

In 1998 the Mater Hospital Library was refurbished and amalgamated with the Hospital's McAuley Nursing Library to form the UQ/Mater McAuley Library. In 2000 the Gatton Library was significantly enhanced with the establishment of the Gatton Centenary Learning Centre. The rebuilding of the Princess Alexandra Hospital saw the opening of a new library there in 2001, with three times the capacity of its predecessor.

The opening of the new University of Queensland campus at Ipswich in 1999 added to the geographical dispersal of the Library's collections. The library at Ipswich, initially small and accommodated in what had been the refectory of a training centre for the intellectually disabled, grew rapidly and in 2003 it was incorporated into an innovative new building housing a range of student services.

The Library's reach spread even further in 2002, with the opening of branches in Toowoomba and Rockhampton to support the new Rural Clinical Division (later renamed Rural Clinical School) within the School of Medicine. Collections in Bundaberg and Hervey Bay were subsequently established.

The last of the major building projects initiated by Schmidt was the extension and refurbishment of the Biological Sciences Library. This project commenced in August 2005 and the new library opened in December 2006. When the original Biological Sciences Library was built in 1976, the then University Librarian proudly pointed out that this was the first science library at the University to have a separately staffed reference desk to assist users in finding information. As a sign of the changing times, the new Biological Sciences Library had service points for loans and information technology assistance only. A ‘roving reference’ service was trialled, but it was eventually replaced with a conventional information desk staffed by librarians.

Schmidt resigned in January 2005. Like the first University of Queensland Librarian, Richard Pennington, she left to become Director of Libraries at McGill University in Canada. During her eleven years as University of Queensland Librarian, annual expenditure on the Library had risen from \$17.4 million to \$28.9 million. The printed collections had grown significantly, from about 1.56 million volumes to over 2.1 million volumes, but the growth in the electronic collections had been immeasurable. This was the era when the ‘Electronic Library’ changed from being a futuristic chimera to a very realistic prospect. It was certainly the period of most rapid change in the Library's history. To some, like Schmidt, those changes meant opportunities to develop and promote new roles for the Library. To others, they posed a very real threat to the Library's continued existence.

Mary Lyons was Acting University Librarian from January 2005 until the arrival of the new University Librarian, Keith Webster, in June 2006.

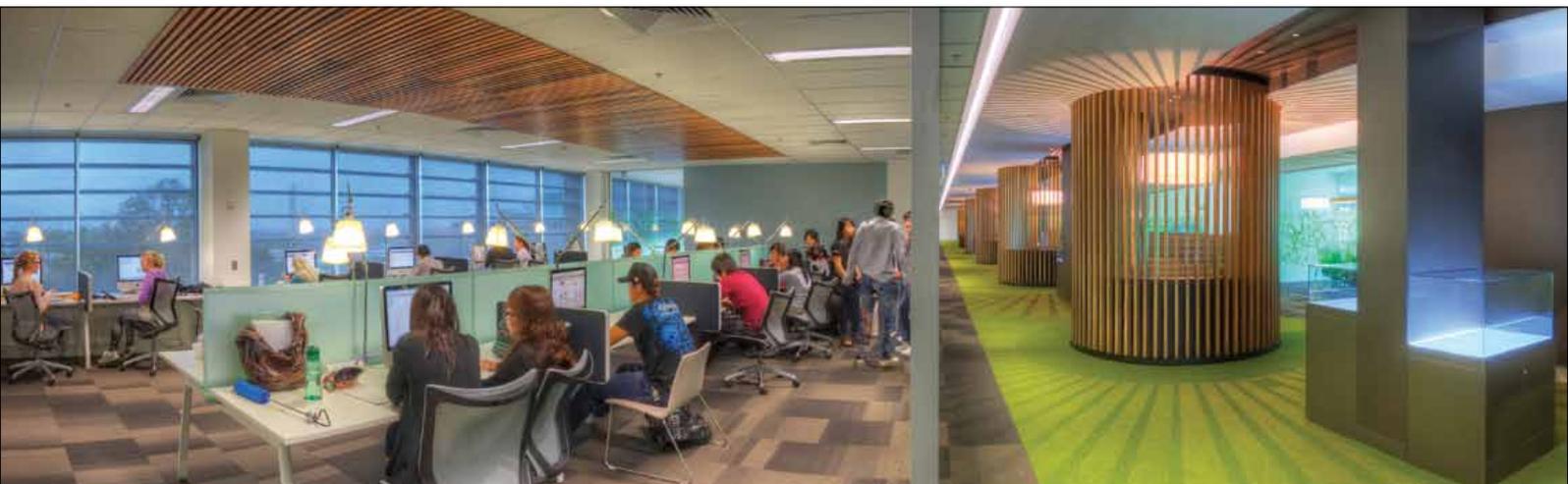
Webster, a Scot by birth, came to The University of Queensland with a background in academic library management



Clockwise from top left:

- Social Sciences & Humanities Library Link under construction, November 1997
- After construction, July 1998
- Ipswich Branch Library's information desk, 1999
- Newly refurbished Biological Sciences Library, December 2006
- Rural Clinical School Library, Toowoomba, 2008





PACE Health Sciences Library, 2010



Walter Harrison Law Library, 2010



UQ/Mater McAuley Deck, 2008

in the United Kingdom and New Zealand. From the outset, he expressed a strong interest in the role of the library as a learning space: 'with the growth of electronic information our function has become more closely connected with the space in which students learn.'¹⁴⁸

There was a clear and growing demand from students for flexible learning spaces which would allow them to work either individually or in groups, with the necessary technology and technical support. Inevitably, the Library struggled to keep up with the rapidly changing needs and expectations of its technologically sophisticated student body. However, the recently refurbished Biological Sciences Library provided a good model for future development, and the Library continued to build on this foundation, consulting with students and other teaching and learning professionals to improve the learning spaces available.

The extension of the university's wireless network meant that students now could (and did) study anywhere on campus at any time, but visits to the Library continued to increase year by year. 'The students ... affirmed that space is important to them: they like to come to the Library.'¹⁴⁹ On a practical level, the first Library facilities with (unstaffed) 24-hour per day access became available at Gatton and Herston in 2008 and at St Lucia in 2009.

A new branch library opened in the Pharmacy Australia Centre of Excellence (PACE) Precinct within the Princess Alexandra Hospital grounds in March 2010.

The demand for new and better learning spaces was at odds with the need to find space for an expanding library collection. Although the number of subscriptions to printed journals had fallen below 9000 by 2008, there were still long runs of older print journals occupying valuable space in central locations, but largely unused because they could be accessed more conveniently online. The Library's warehouses were full, and ongoing negotiations with the University administration to obtain new warehouse facilities had not proved fruitful.

This was a dilemma confronting all large research libraries. A first step towards a solution was taken in 2007 when a consortium of large Australian university libraries set up a Last Copy Retention Strategy Working Group. The aim was to establish a shared mechanism for permanently retaining one copy nationally of important journal titles for which all group members had purchased online access.



Kirtas book scanner made large scale digitisation of books possible



eZone at Gatton Library, 2010



Biological Sciences Library journals, 2006

There was no question that online access was the preferred option for the Library's users. A client survey in September 2008 confirmed that researchers and students wanted electronic information resources that were accessible from the home or the office via a website which would make it easy to locate the information without any intermediary.

The Library had certainly made great progress in making information resources available online, but it was still questionable whether those resources were easy to locate. New software was introduced for catalogue searching and 'federated searching' (simultaneous searching) of some of the more than 900 databases to which the Library subscribed, but the problems remained. Purchase of the new Summon Unified Discovery Service in 2009 gave hope for a simpler and quicker search experience in the future.

The universal trend to online information resources made it clear that the Library needed to do more to make its own unique collections available online. The Fryer Library had already begun digitising some of its rare Australiana, and this project was greatly boosted by the establishment of the *Queensland's Past Online* project by the Queensland state government, as part of the celebrations of the sesquicentenary of statehood in 2009. The University of Queensland Library was the coordinator and host of this web-based collection of documents illustrating the history of the state. A book-scanning machine was purchased and the Library embarked on its first large-scale digitisation program.

Another important online resource was the Library's e-prints server, first established in 2002. It had expanded to become UQ eSpace, a significant repository of the published research of the University. It had also proved itself to be a vital tool in supporting the University's input to the various research assessment exercises conducted by the Federal government.

Providing the information technology infrastructure to support these complex online resources remained a huge challenge. By 2006 there were over 1.5 million requests per day for the library website. The demand for technical support from users continued to increase: in 2008 there was a 43% increase in inquiries to the Ask I.T. service. In 2006 this busy service received a national award in recognition of the high quality of its work.

The easier access to online information sources had decreased the demand for traditional reference work, although there remained a heavy demand for assistance with more routine and directional queries. In 2008 a revamped online Ask a Librarian service registered a 42% increase in inquiries.

Although most students were confident of their ability to locate and use information resources, it was clear that there was still a need for better development of information literacy across all disciplines. In some areas good work was being done in conjunction with academics who recognised the importance of this sort of training, but the overall picture was less than satisfactory. The Library also saw a need for more information skills training for research students and moved to improve its services in this area.

As the demand for traditional services declined, liaison librarians were looking for new roles. The high quality of their support for users of referencing software was recognised by an Australian Learning and Teaching Council citation in 2009. They were developing their skills in bibliometric methods for research evaluation. In the health sciences, they were collaborating with academic clinicians on evidence based practice and the publication of systematic literature reviews.

In addition to the core client group within the University, the Library staff were also involved in the wider community. More work was being done with secondary school students to prepare them for transition to university study, and the UQL Cyberschool continued to win awards for its work in promoting information resources in schools. Online exhibitions were proving a popular way of showcasing the Library's research collections to a wider audience.

The economic downturn of 2008/09 was only the latest trough in the 'boom and bust' cycle that had affected the Library's fortunes over the previous century. Ordering of books was suspended for some months, casual appointments were terminated and some database cancellations were made.

In October 2009, The University of Queensland was ranked 41st in the world in the university rankings compiled by the *Times Higher Education Supplement*. Over the previous one hundred years it had grown from a small, underfunded provincial university to become a world-class institution. Its library had grown with it, from a tiny, inadequate and poorly housed collection to one of the largest libraries in Australia, and a significant collection even by world standards, with an annual budget in excess of \$30 million. It was an achievement to which many staff, at all levels, had contributed over the course of the century, and one in which all could take justifiable pride.

University libraries do not exist in isolation. They are formed and nurtured by their parent institutions and they reflect the priorities and values of those institutions. The academic and administrative staff of The University of Queensland have, over many years, provided the moral, material and political support which has allowed the Library to grow and flourish. Generations of students have also played their part: they have been an ever-changing, yet ever-constant feature of the Library landscape, quick to criticise when the Library has failed them, but never slow to acknowledge the major role that it has played in their academic and social lives. It would be an empty shell without them.



Aerial view of the Great Court and surrounding buildings and grounds of The University of Queensland, 2008



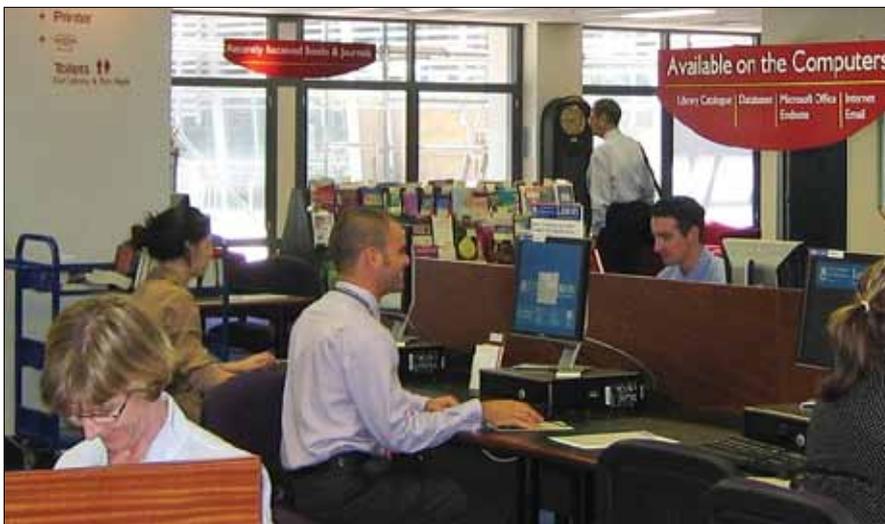
The Hive, a space for thinking and working collaboratively in the Social Sciences and Humanities Library, 2010



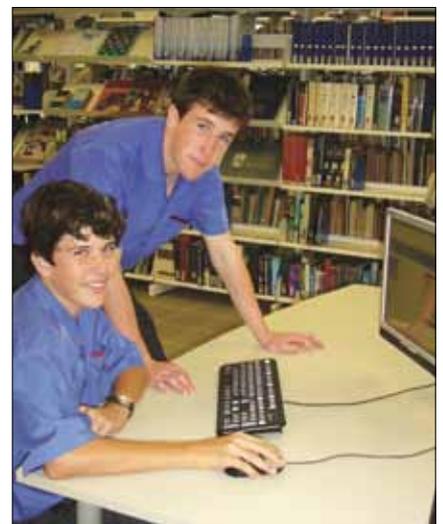
Graduate Economics & Business Library, 2010



The Architecture & Music Library display wall, 2008



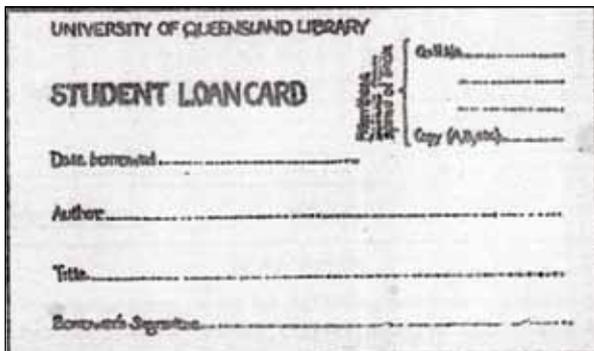
Princess Alexandra Hospital Library, 2008



School students accessing the training services of UQL Cyberschool

APPENDIX – HOW LIBRARY WORK HAS CHANGED

LOANS



Loan card, 1956

The loan system depended on printed cards which borrowers had to complete and library staff had to file. At busy times, thousands of these cards were filed and retrieved every day.



Imprinting machine, 1970

Writing out those loan cards could give students writer's cramp! And sometimes the handwriting was illegible, so the Library staff could not read the name and address of the borrower. The solution was to allow students to obtain an embossed disc, which they could use to imprint their details on the card, before they filled in the details of the book.



Loan card and date stamp, 1977

This photograph was taken on the lending desk of the Biological Sciences Library. Note that the loan card has holes punched along two edges. The holes along the bottom edge were used to indicate the loan period during which the book was due for return. By cutting out the edge of the card around that hole, a thin rod ('needle') could be run through a file of cards and the file shaken to extract the overdue items.



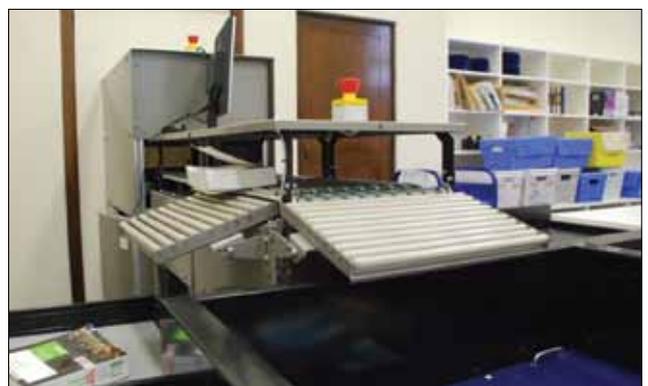
Automated lending system, Central Library, 1982

Automation speeded up the loans process, but in these early days there were no barcodes or barcode readers, so the borrower's patron number and the item number of each book had to be manually typed.



Autoloan machine, 2003

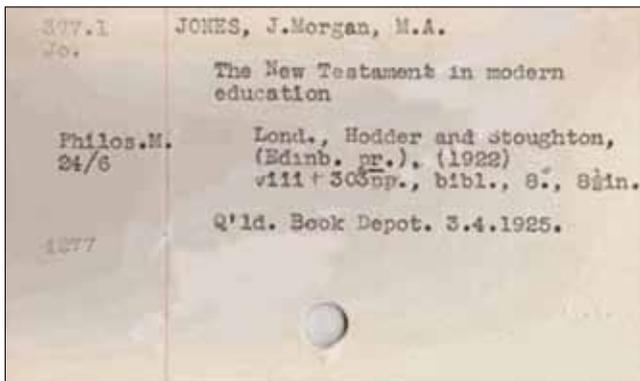
'Do it yourself' borrowing removed any staff involvement from the lending process.



Automated check-in of books, 2008

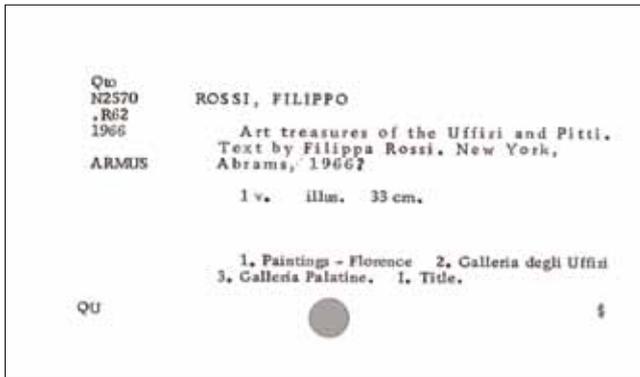
Tagging of books with radio frequency identification tags allowed for automatic check-in and sorting of returned books. The first such system was installed in the Law Library in 2008.

CATALOGUING



Catalogue card, 1925

For many years, catalogue cards were individually typed by hand. Only two card catalogues were maintained: an author file and a 'shelf-list' arranged by call number. Only library staff were allowed access to the card catalogue!



Catalogue card, 1970s

Duplication of catalogue cards allowed for more sophisticated card catalogues, with entries under author, title and subject headings. An authority catalogue was maintained in the Cataloguing Section. Each branch library had its own card catalogue and a large union catalogue was maintained in the Central Library. By the 1970s a photolitho-offset process was being used to duplicate catalogue cards.



Using the card catalogue, Biological Sciences Library, 1977
Finding the right card in the catalogue was never easy! The filing rules were not completely intuitive, and not everyone could think in alphabetical order as instinctively as the library staff could. Here a reference librarian (centre) is assisting students.



Early automated catalogue terminal, 1983

The first cataloguing system was developed in-house. It was only available to library staff and was used to print out cards so that the card catalogues could be maintained for public use.



Online catalogue terminals, Central Library, about 1990

The purchase of the PALS system made possible the introduction of an online public catalogue. The large card catalogues were pulped and replaced with computer terminals.



Web catalogue, 2009

JOURNALS

BIOLOGICAL ABSTRACTS, Philadelphia. [Formed by the amalgamation of **ABSTRACTS OF BACTERIOLOGY** and **BOTANICAL ABSTRACTS**, which see also.]
v.1(1906/7)+
S&S.D.V 18+

BIOLOGICAL BULLETIN, (Woods Hole, Mass.)
v.76(1979)+

BIOLOGICAL REVIEWS, Cambridge.
[Prior to Ap.1925 called **CAMBRIDGE PHILOSOPHICAL SOCIETY. Proceedings. Biological Sciences**; 1925-35 called **BIOLOGICAL REVIEWS AND BIOLOGICAL PROCEEDINGS**.]
v.1(1925)+

BIOLOGICAL SYMPOSIA, (American Association for the Advancement of Science, Washington.)
v.5(1947)-12

BIOMETRIKA, Cambridge.
v.1(1901/2)+

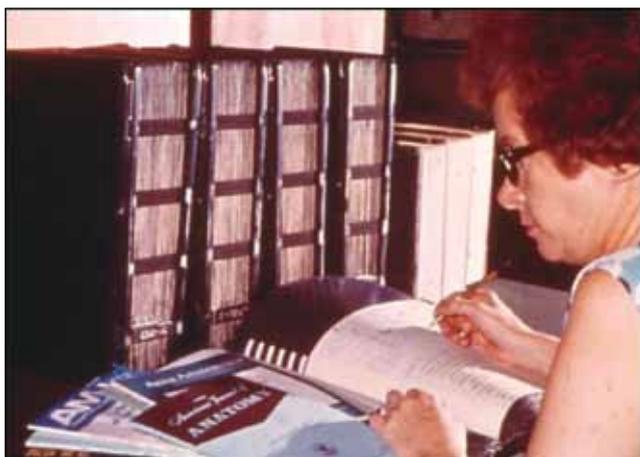
BIOPHYSICS, (Tr. from Russian) Consultants Bureau.
v.2(1957)+

BIBLICAL SAMI INSTITUTE OF PALAEOBOTANY, Lucknow.
Palaeobotanist. See under title.

BIRMINGHAM NATURAL HISTORY AND PHILOSOPHICAL SOCIETY, Birmingham.
Annual report.
1920-48/9.
Proceedings,
v.15(1922/9)+

Journals union list, 1959

The first printed list of the Library's journal holdings



Recording journal receipts, 1970s

As each journal issue was received, it was recorded on Kalamazoo sheets, which were filed in large unwieldy binders. Here a librarian is recording receipts in the old Biological Sciences Library in the Goddard Building. Recording receipts, claiming missing issues and preparing journals for binding were labour-intensive tasks.



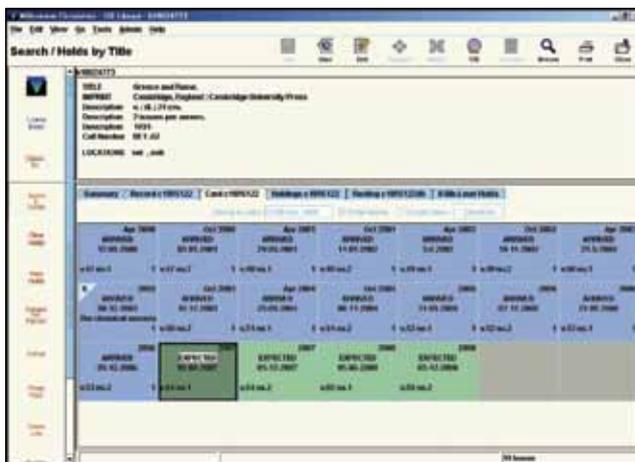
Assisting with journal indexes, 1977

Before the availability of online databases, journal articles could only be located by searching year-by-year through large journal indexes. Here a reference librarian in the Biological Sciences Library is showing a student how to use the Index Medicus.



Microfiche journals catalogue, 1980

The microfiche was generated from a computerised database of the Library's journal holdings. It was an essential tool for researchers, not only at The University of Queensland, but also at other institutions in Brisbane.



Automated checking-in of journals, 2006

Using the Innopac Millennium system. Many subscriptions to printed journals had been replaced by online access, which removed the need for checking in, binding and shelving.

RESEARCH ASSISTANCE

THE MAIN LIBRARY ST. LUCIA

So far we have been considering the University Library in its entirety. Now let us examine the Main Library in somewhat more detail since it is the focal point in the library system and since we hope that every student will manage at some time to use it in addition to any Departmental Library which may cover more specifically the field in which his main interest lies.

The Main Library occupies the eastern end of the Main Building on the St. Lucia site. You can enter the Library either through the Library Main Entrance from the drive in front of the Main Building or from the cloisters surrounding the Great Court. In the latter case you must make your way to the Basement Corridor of the Main Building, either by way of the Arts Entrance or by the staircase between the Department of Physical Education and the Library, and follow it to its eastern end, where it will lead you into the Main Entrance vestibule of the Library. There is an entrance directly into the Library from the eastern end of the cloisters, but this is to be used only by the teaching staff.

The lower floor of the Library is occupied by the library processes about which we were speaking earlier, by the Reserve Stack in which is housed material only infrequently used and by the State Paper Room which contains the large volumes of Government Gazettes and Parliamentary Papers used for reference and research. Students do not have unrestricted access to these sections of the building.

Shelves are provided at the inner end of the Entrance Vestibule to hold your bags and suit cases which must not be taken into the Library proper.

Library guide, 1950

An early attempt to educate students in use of the Library



Online searching with teletype terminal, about 1980

The first online databases were searched over telephone lines by librarians. Results of searches were printed offline and mailed back to the librarian, who passed them on to the researcher.



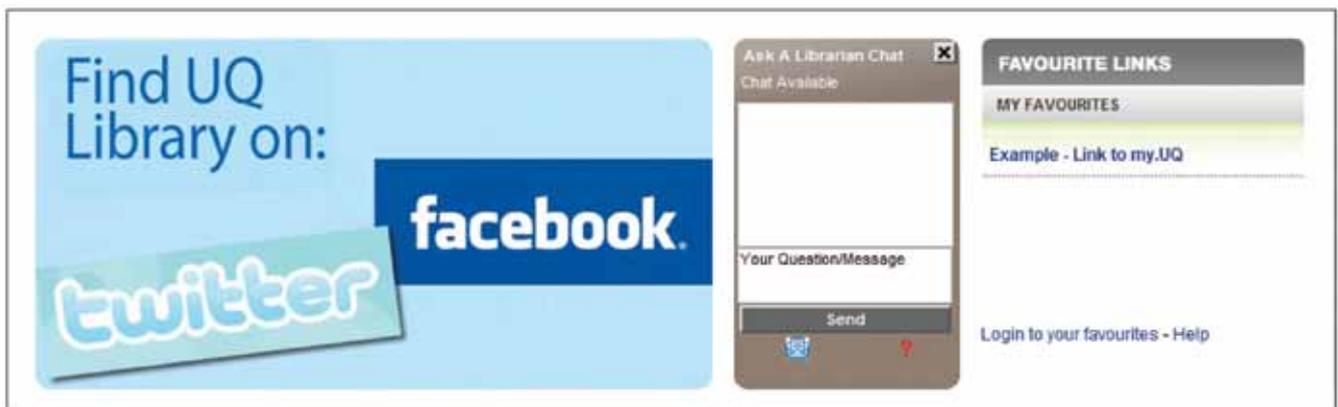
Readers' adviser, Undergraduate Library, 1976

The 'readers' advisers' were reference librarians with particular responsibility for assisting undergraduate students and liaising with teaching staff.



Central Library Training Room, 1996

This was the Library's first purpose-built training room.



Ask a Librarian, 2000

An email reference service for 'virtual users' to ask questions of librarians. The service was extended to include online chat in 2003; Social networking, 2010

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