



2009 GOVERNANCE

MANAGEMENT AND RESOURCES

PROVIDING CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

As part of its priority to provide more convenient access to information, the Library introduced a new service – Favourite Links. Users can easily save their favourites, either from the Library's website or from any website. Their favourite sites are then conveniently available from the home page. The take up of the service rose steadily throughout 2009.

In mid-year, the Library migrated its website to the University's new templates.

The Library subscribed to the Summon web discovery service. Summon searches a consolidated database maintained by Serials Solutions – an approach similar to that adopted by Google. That database draws together content supplied by major academic publishers and database vendors. Results from the Summon search link to the full text on the publisher's website. Implementation commenced in late October with a projected release date of early first semester 2010. The product was delivered in late November at which time the implementation work commenced in earnest.

The Library commenced a project to 'widgetise' its website, including reading lists, past exam papers, subject guides and the Catalogue. The aim of the project is to enable individuals to have a personalised Library website similar to iGoogle. The project will also make the Library's website more mobile device friendly.

IN 2009 UQ LIBRARY:

- processed **838,217** loans
- opened more after hours spaces
- welcomed **3,184, 616 million** people through its gates
- provided **3450** seats
- made available **1110** computers
- acquired **42,630** non serial items

PRACTISING ETHICAL AND ACCOUNTABLE GOVERNANCE

The overall budget trajectory remained difficult. The Library's income increased by around 2%, but staffing costs (which represent almost half of our total spend) increased by 4.5%. Inflation rates for books and journals ranged from 5% to 8%.

In 2009, the Library maintained a contestable fund to enable significant purchases to support new courses and emerging research priorities. Funds were apportioned as follows: subscriptions, including databases, print and electronic journals, electronic book packages (81.9%); non-subscriptions, including print books and multimedia (11.6%); contestable fund (3.7%). The remaining 2.8% of the budget supports document delivery, binding, repairs and stationery.

The Library Technology Service and the Information Access Service were both reviewed by Deloitte. The review resulted in a changed organisational structure, with the two sections joining together in August 2009 under the banner of Library Resources and Technology Services.

Workplace Health and Safety incidents declined significantly in 2009 due to the heightened awareness by staff of risks involved in the workplace. Martin Rhodes from the Social Sciences and Humanities Library won the UQ Safety Award for 2009 for his invention of the Ergo-bridge which helps staff move trolleys easily in and out of lifts. The Ergo-bridge was also awarded a high commendation at the 2009 Queensland Work Safe Awards.

The Library continued to review and improve facilities available for students. In March 2009, a Space Use Survey was held in the UQ/ Princess Alexandra Hospital Library. These results were used to feed into the design of the new Health Sciences Library in the Pharmacy Centre for Excellence.

UQ Finance and Business Services rolled out the UniFi system in January 2009 and Library staff integrated the system into Library processes.

DEVELOPING AND SUPPORTING OUR PEOPLE

Recruitment activities were concentrated on filling HEW 1 to HEW 6 casual and fixed term positions. Continuing appointments included a Senior Web Developer, Library Assistants at Herston Health Sciences Library and Gatton, a Monographs Order Technician and a Librarian at UQ Mater/McAuley.

Towards the end of 2009, a great deal of internal movement resulted from the appointment of Heather Todd to the acting role of Program Director, ERA for 12 months.

There has been a renewed emphasis on staff development in 2009 with the creation of the Staff Development Consultant role. Now that there is a position dedicated solely to staff development new programs can be developed and greater time put into the staff development and training function. Many staff development sessions are recorded and made available to staff in remote locations.

In 2009, two new staff development series were launched – the LibInform Series, which aims to provide professional development opportunities to Librarians and other staff through information sessions on a very regular basis throughout the year, and the Showcase Series, which provides support staff with the opportunity to visit sections of the Library and to hear about the services provided in those library sections.

The Library Wellness Program continued to provide information sessions and learning opportunities to Library staff to benefit their health and well being. Sessions in 2009 ranged from managing conflict, stress management techniques, impression management through to skills for parenting of teenagers.

In 2009, Future Focus Program speakers presented on a wide variety of topics – from the UQ Centenary Celebrations to Thomas Keneally speaking about his new book and writing in Australia.

BUDGETARY AND SPACE PRESSURES WERE KEY CONSIDERATIONS

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

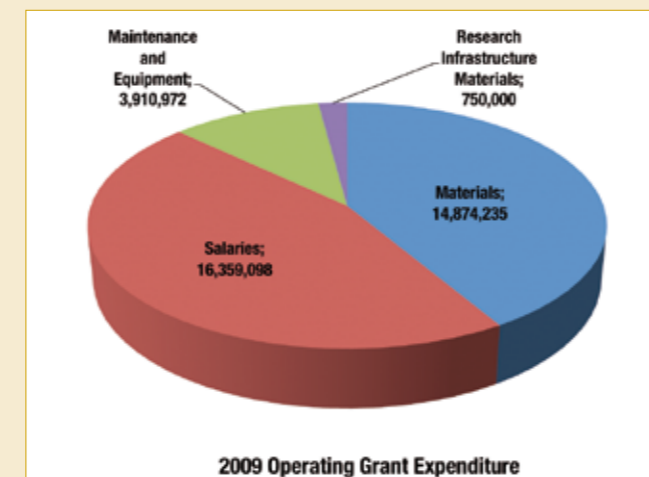
| University Librarian and Director of Learning Services | | | |
|--|---|---|---|
| Marketing, Outreach and Corporate Services (MOCS) | Library Resources and Technology Service (LRTS) | Social Sciences and Humanities Library Service (SSAHLs) | Engineering and Sciences Library Service (ESLS) |

The Library Committee of the Academic Board, chaired by Professor Kaye Basford, served as a means of communication between the University community and the Library and offered policy advice and direction to the University Librarian and Director of Learning Services.

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

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

The Library received a 2% increase in operating grant revenue in 2009. However, combined expenditure on salaries, subscriptions and monographs increased by 9% when compared with 2008 costs. To ensure long term fiscal sustainability, close examination of organisational costs will occur during 2010.



MISSION

Enriching world-class scholarship.

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

VALUES

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

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

We act with integrity and demonstrate fairness and accountability.

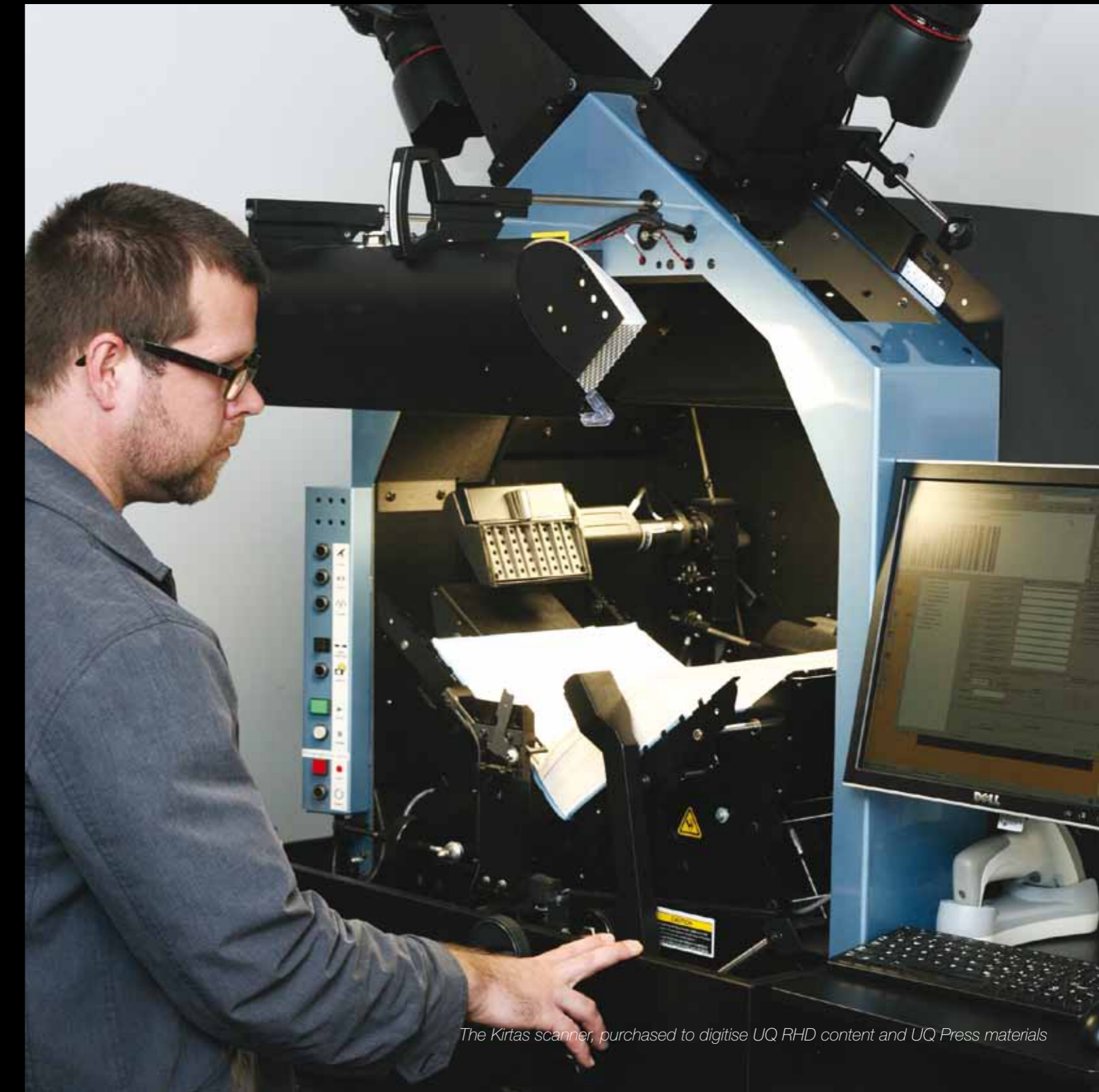
We are committed to excellence through reliable, quality customer service, recognising diversity and treating all with dignity.

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

Annual Report, University of Queensland Library, Brisbane: University of Queensland 1961 - ISSN: 1443-3257

THE UNIVERSITY OF QUEENSLAND LIBRARY

2009: THE YEAR AT A GLANCE



The Kirtas scanner, purchased to digitise UQ RHD content and UQ Press materials

INTRODUCTION

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

As a central provider of learning spaces, research infrastructure and technology on campus, the Library continued to provide a high-quality environment that encouraged independent learning and peer interaction. We upgraded and remodelled our facilities to meet client demands. Refurbishment of the UQ Gatton Library provided more space for Veterinary Science students. On Level One of the Social Sciences and Humanities Library more student collaborative learning spaces were provided and service points relocated. The Library planned for a branch in the Pharmacy Australia Centre of Excellence. 'Late nights at the Library' continued at the Biological Sciences Library and a 24x7 space was opened in the Dorothy Hill Physical Sciences and Engineering Library.

Our support for learning was recognised by the Library receiving a number of awards.

The Library played a leading role in defining, creating and managing the University's e-Research infrastructure. It assisted the University to prepare for the Excellence in Research for Australia (ERA) implementation. UQ eSpace was instrumental in the process and continued to raise the visibility of UQ research globally.

Greater involvement in research was reflected by our partnership with Thomson Reuters. More than 140 delegates joined international and Australian bibliometricians, research managers, policy makers and librarians to discuss some of the issues and challenges of metrics-based research evaluation. UQ Library hosted the tenth International Congress on Medical Librarianship and participated in the Brisbane Writers Festival.

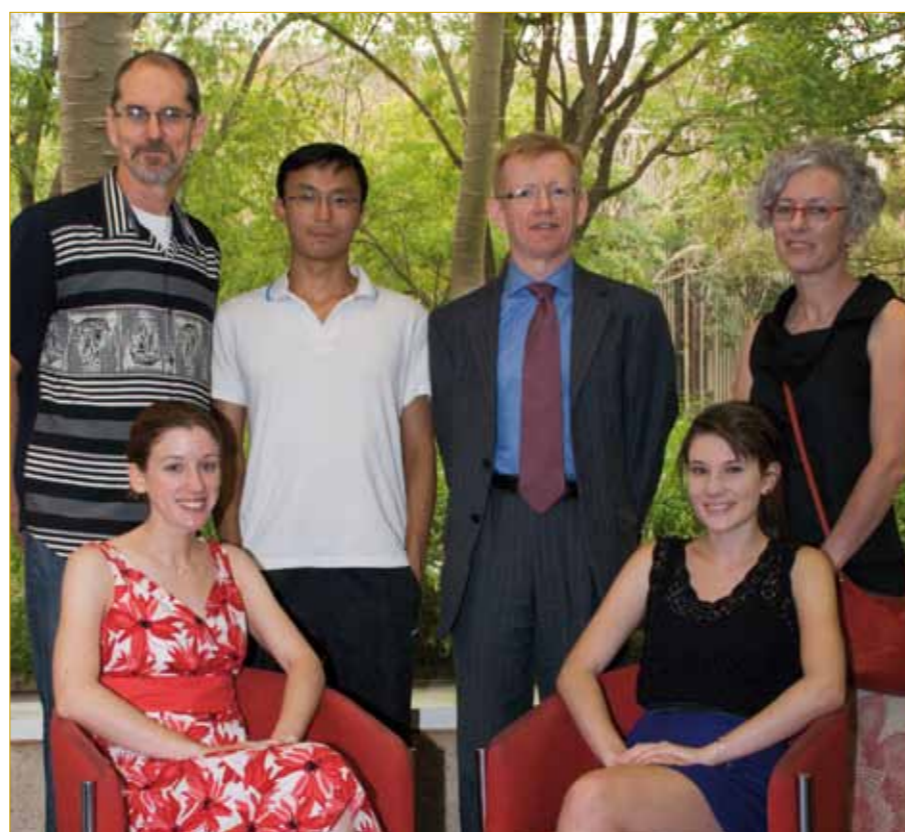
Keith Webster, University Librarian and Director of Learning Services



2009 HIGHLIGHTS

THE REFERENCING SOFTWARE SUPPORT TEAM WAS RECOGNISED FOR 'ONGOING SERVICE INNOVATION SUPPORTING SCHOLARLY WRITING BY PROVIDING INTERNATIONALLY RENOWNED EXPERTISE IN SUPPORT OF REFERENCING SOFTWARE, TRAINING AND INDIVIDUAL SERVICES FOR STUDENTS.'

- UQ Library hosted the 10th International Congress on Medical Librarianship which attracted 500 delegates from forty-three countries
- Library staff played a key role in assisting the University prepare for the Excellence in Research for Australia (ERA) implementation which will assess research quality within Australia's higher education institutions
- The Library participated in the international conference National and Institutional Perspectives on Metrics-Based Research Evaluation, organised by UQ and Thomson Reuters
- UQL Cyberschool was presented with a \$5000 Library Board of Queensland Award for its sustained impact on secondary school students since its inception in 1999
- The Fryer Library and the Faculty of Arts at UQ announced Dr Jane Hunt the recipient of the Fryer Library Award for 2009 to work on Fryer's extensive Daphne Mayo collection
- The Library participated in a research exercise looking at return-on-investment in Group of Eight (Go8) libraries
- UQ Librarians who train and support students in the use of referencing software were awarded an Australian Teaching and Learning Citation for outstanding contributions to student learning
- The Research Higher Degree Information Skills Audit was developed for research students
- A Kirtas scanner was purchased and UQ RHD content and UQ Press materials digitized which will provide a large local body of Queensland related content to support further research
- The Library hosted acclaimed author Thomas Keneally as part of the Brisbane Writers Festival visiting writers program
- Helen Cooke, Liaison Librarian in the Social Sciences and Humanities Library, was awarded the Australian Library and Information Association (ALIA) Queensland Library Achiever Award.



THE LIBRARY RECEIVED A NUMBER OF AWARDS IN RECOGNITION OF THE SUPPORT FOR LEARNING PROVIDED BY ITS STAFF

PROVIDING QUALITY SERVICE WAS A TOP PRIORITY

ENRICHING WORLD-CLASS SCHOLARSHIP

In keeping with the University's mission statement, in 2009, the Library helped create a **Learning** and **Discovery** environment for students and staff to develop and fulfil their aspirations. The Library upgraded collections, services and facilities to provide information resources of a world-class standard. Excellence, openness and innovation were encouraged, and **Engagement** with diverse communities was fostered through awards, surveys, and participation in many committees, events and other public forums.

LEARNING

ENHANCING THE STUDENT EXPERIENCE

In 2009, the Library continued to support teaching and learning at the University through an outstanding collection including course materials, the provision of a range of learning spaces and an array of tools and services which underpin e-Learning.

The Library set aside funds to support collection development in emerging or new research areas such as music education, climate change and sustainability. It also used funds to fill gaps in existing collections. Areas included architecture, veterinary science and environmental humanities.

Liaison Librarians fostered information literacy among students, providing assistance and training. Librarians delivered approximately 1,032 information skills classes to more than 18,737 attendees. The Ask I.T. computer help and training service delivered almost 180 training sessions to more than 2,070 students.

Help was available in person, via email, online chat and telephone. New technologies including blogs, RSS feeds, Twitter, Facebook and Blackboard tools were used to communicate with students.

The Library participated in University events such as Open Days and official weeks including Graduate Student Week and Research Week. A highlight of the program was a talk by University Librarian and Director of Learning Services, Keith Webster, who spoke on new technologies. The talk was well attended by research students and academic staff.

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

DISCOVERY

BUILDING THE DIGITAL RESEARCH ENVIRONMENT

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

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

The Library again offered a Fryer Library Award to promote scholarship in the arts and use of the collections of the Fryer Library. The Award was bestowed upon Dr Jane Hunt from the School of English, Media Studies and Art History at UQ which she will use to work on the Daphne Mayo collection.

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

The Library and the Centre for the Government of Queensland combined skills and resources to produce Queensland's Past Online, a web gateway to unlock sources and scholarship on Queensland. The library worked in partnership with the State Library of Queensland, Queensland State Archives, the Queensland Museum, the Parliamentary Library, the Supreme Court Library and the Royal Historical Society of Queensland. With the cooperation of those and other prominent cultural institutions, rich collections will be available to a wider audience and delivered in full-text online.

In September, the Library participated in a research exercise run on behalf of the Go8 Libraries by Outsell Inc, a UK firm which specializes in Library return-on-investment research. Three Go8 Libraries (UQ, Uni of South Australia and ANU) participated in a survey, directed at Academic staff and post graduate students. The survey asked questions about the respondents' perceptions of expenditure on information resources, and how they would obtain information in the absence of provision by the Library, and what they thought it would cost them to obtain the information.

ENGAGEMENT

MAINTAINING AND DEVELOPING COMMUNITY PARTNERSHIPS

The Library worked with other universities, cultural and heritage organisations, research agencies, secondary schools, alumni, the general community and library associations.

The UQL Cyberschool continued to provide access for secondary school students to selected, quality online and print resources to enhance their learning. In 2009, the number of schools in the Cyberschool community exceeded 400. The Library celebrated ten years of the UQL Cyberschool and was delighted to be presented with the 2009 Library Board of Queensland Award as part of the State Library of Queensland Awards. The borrowing service for Year 11 and 12 students was extended and proved to be very popular. UQL Cyberschool held an Update for teacher-librarians in March and a Seminar in August.

The Friends of Fryer held eight successful events in 2009, with Thomas Keneally's lecture at UQ following his appearances at the Brisbane Writer's Festival being a particular highlight. Keneally's appearance at BWF consisted of a panel discussion with writers Paul Kelly and Tim Southphommassane, chaired by the University Librarian and Director of Learning Services. There were several 'Meet the Author' events featuring UQ alumni Kate Morton, Kim Wilkins and Humphrey McQueen, and Emeritus Professor Laurie Hergenhan AO. The Friends of Fryer hosted a morning tea to celebrate the launch of Dr Stephany Evans Steggall's new Ginninderra Press biography of Queensland poet Bruce Dawe, *Bruce Dawe: Life Cycle*. Both the author and Bruce Dawe attended and spoke at the event.

The Library organised three rehabilitation work experience placements in Library Technology Service, Dorothy Hill Physical Sciences and Engineering Library, Princess Alexandra Hospital Library and the Biological Sciences Library.

The Library hosted eight library science students as part of the Professional Placement Program in 2009.

Planning began for UQ Centenary activities, including a 'Writers Hub', a publication on the history of the UQ Library and a publication highlighting 100 'treasures' from the Fryer Library.