

THE UNIVERSITY OF QUEENSLAND LIBRARY

ANNUAL REPORT 2010



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

LIBRARY
Enriching world-class scholarship



PACE Health Sciences Library, Woolloongabba

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YEARS AHEAD

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OVERVIEW OF THE LIBRARY

The University of Queensland Library is an important element in the culture of research excellence and innovation at The University of Queensland. It enriches world-class scholarship by working in partnership with the academic community and providing access to quality information and first-class learning and research infrastructure. The Library contributes to the UQ Advantage by providing information resources, training and high-quality resources to coursework and research students.

In 2010, with the opening of the new library in the Pharmacy Australia Centre of Excellence, The Library comprised 15 branch libraries located in three campuses and in several University health teaching facilities. All branches offer a similar range of services and a variety of learning spaces to suit different learning styles and needs. The Library has some 245 EFT staff who provide a quality client service to over 60,000 students, 20,000 academic and general staff as well as the wider community.

The client-base for UQ Library is both large and diverse. Clients included undergraduate students, coursework postgraduate students, research higher degree students, UQ staff, UQ Alumni, staff from the major teaching hospitals, Cooperative Research Centres with which the University has significant involvement, reciprocal borrowers from Australian and overseas universities and the wider community.

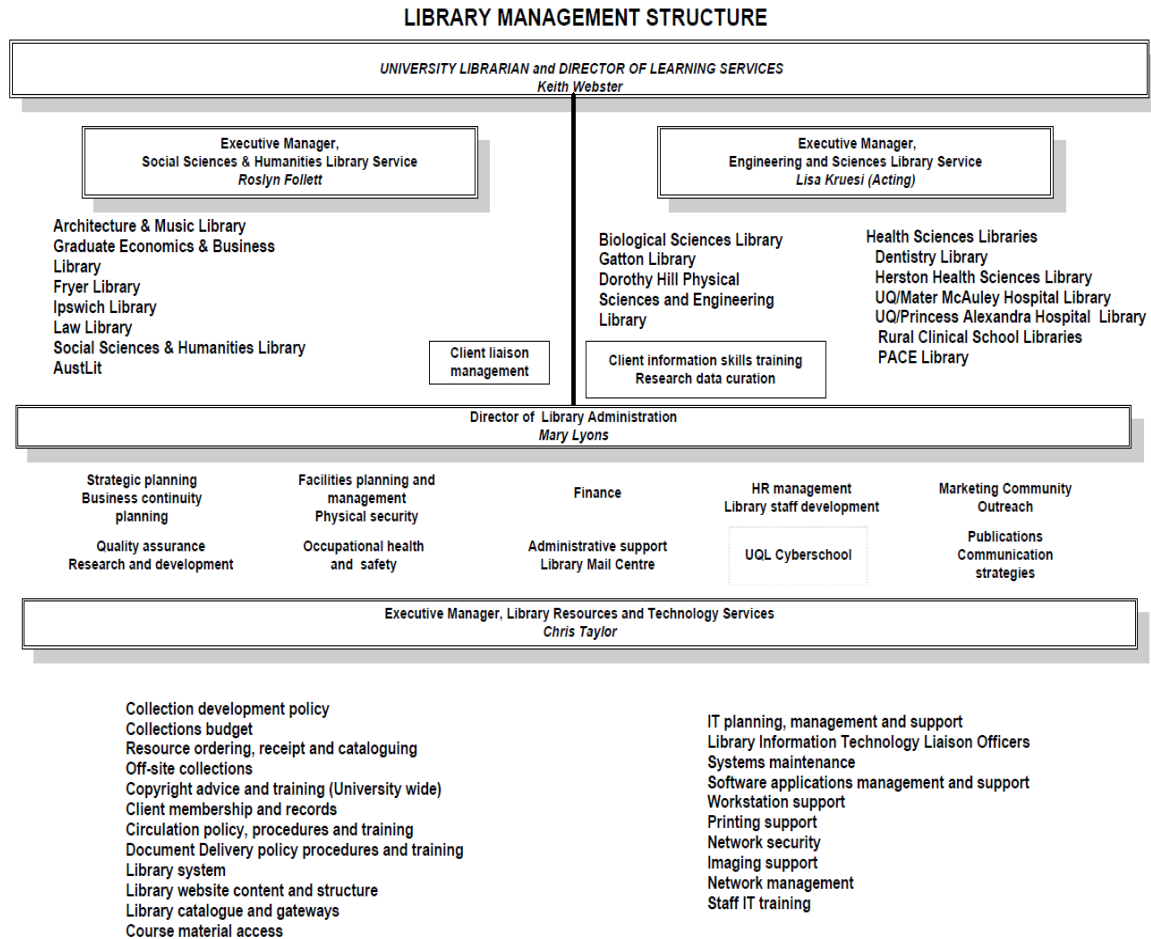
Major client groups:

Client Group	Number of Clients
Students	5,276 postgraduate research; 13,458 postgraduate coursework; 45,185 undergraduates
Staff	21,040
UQ Alumni	1,905
Teaching hospital staff	8,777
Community	1,581

The Library's collection remained one of the largest academic collections in Australia and by far the largest in Queensland. It encompassed more than two and a half million volumes, a burgeoning online collection of over 60,000 electronic journals, over 400,000 e-books and over 1,000 networked databases, as well as microforms, videos and manuscripts.

The structure of the Library, as charted below, has two discipline based service delivery units – the Engineering and Sciences Library Service and the Social Sciences and Humanities Library Service; these are underpinned by two units providing support services – Management, Outreach and Corporate Services, and Library Resources and Technology Services.

LIBRARY ORGANISATIONAL CHART



MISSION AND VALUES STATEMENT

Our Mission

Enriching world-class scholarship

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

Our Values

- We are innovative, proactive and flexible in a changing environment.
- We promote and practise open two-way communication for the benefit of all and we respect the opinion of others.
- We act with integrity and demonstrate fairness and accountability.
- We are committed to excellence through reliable, quality customer service, recognising diversity and treating all with integrity.
- We maintain a healthy work/life balance and foster a collaborative working environment.

THE YEAR AT A GLANCE

February

- **UQ Gatton Library** was refurbished and extended in order to house students of The School of Veterinary Science who have moved from St Lucia to Gatton Campus.

March

- The new **Pharmacy Australia Centre of Excellence (PACE) Health Sciences Library** opened for business during the second week of March, one week into first semester.
- **The Fryer Library Award** for 2010 was awarded to Associate Professor Cheryl Taylor from James Cook University to work on Fryer's Thea Astley collection.

April

- **The Writers' Hub.**
The Library presented one of the highlights of the Centenary Celebration Day, The Writers' Hub.
- **'The Hive'** was launched by Professor Debbie Terry, Deputy Vice-Chancellor (Academic) The newly refurbished Level 1 of Social Sciences and Humanities Library space opened early in first semester.
- **Warehouse at Gatton.** The Library received approval from the University Infrastructure Sub Committee for the construction of a warehouse facility at the Gatton Campus

May

- **The Margaret Waugh Memorial Bursary** was awarded to Kaye Lasserre.

June

- **Clinical Librarian** was established at the Royal Brisbane Hospital. This new position was filled by Lars Eriksson.

July

- **Library Staff Reunion.**
Almost four hundred current and former members of staff gathered at UQ Library as part of The University of Queensland's Alumni Reunion Weekend in July
- **The University of Queensland Library: A Centenary History 1910-2010 launched**
Spencer Routh, launched a centenary history of the Library which was written by a current Librarian in the SS&H Library, John East.

August

- **LibQual+ survey** was conducted for the second time in August 2010
- **Jeff Rickertt** from Fryer Library won the John Oxley Fellowship and spent the four months from August to November at the State Library of Queensland

- A survey ***“My Time at UQ Dentistry Library”*** was conducted, to obtain information to assist with planning the facilities and services for the new Oral Health Centre to be built at Herston campus.

September

- Kaye Lasserre was presented with the ***2010 Health Libraries Australia Anne Harrison Award***
- ***Peter & Anna Goldsworthy*** presented a ‘Meet the authors’ session at the ICTE auditorium as part of the Library’s sponsorship of the Brisbane Writers Festival.
- ***Evidence-Based Practice in Health for Librarians***, a workshop sponsored by the QULOC Health Reference Group and organised by UQ health sciences librarians, attracted over seventy emerging and experienced librarians.

October

- ***Clinical Librarian*** was established at the Mater Hospital. Kirsty Rickett was appointed to the position.

November

- ***Found in Fryer: Stories from the Fryer Library Collection***. launched by the Honourable Peter Beattie. It was edited by Roslyn Follett, Director of the Social Sciences and Humanities Library Service
- ***Unveiling of a bronze portrait of Dr FW Robinson (‘Doc Robbie’)***, based on a model by sculptor Daphne Mayo. The bronze was the work of UQ Alumnus and University Sculptor, Dr Rhyl Hinwood
- ***Australian Medical Council (AMC) Review*** of the MBBS Program. The Library received a high rating from the AMC panel.

December

- ***The Library Committee of the Academic Board*** was de-commissioned by the Senate in December 2010, as one of the outcomes of the Review of the Academic Board. See *Appendix 1*.
- ***Dorothy Hill Physical Sciences and Engineering Library*** received a much needed facelift with new paint and new carpet.

FROM THE UNIVERSITY LIBRARIAN AND DIRECTOR OF LEARNING SERVICES

2010 was a year of celebrating the past and anticipating the future for everyone at the Library. Throughout the year we participated in the University's centenary celebrations, presenting a one-day "writer's festival" hosting a wonderful reunion day for staff past and present, publishing a history of the Library and producing a limited edition book *Found in Fryer: stories from the Fryer Library collection*. These events reminded us all of the tremendous contribution the Library has made to the University during its first 100 years.

At the same time, we were conscious of fundamental shifts in the nature of scholarly communication, student behaviour and research activity. Over the past decade we have seen a rapid increase in the number of people coming through our doors - during 2010 we received 3.3 million visitors! The use of online books and journals also represents a phenomenal success with many millions of articles and chapters downloaded each year. Meanwhile, we see a decline in traditional library activities such as the borrowing of books and answering of reference questions.

These patterns of library activity and use all point to the need for our business model to be adjusted, and the second half of the year was spent in identifying appropriate initiatives. Central to our plans was the development of a warehouse to cater for the transfer of lesser-used collections out of branch libraries. We were delighted to receive substantial funding to allow for the construction of a very large, state-of-the-art repository at the Gatton Campus, expected to open in early 2012.

At the end of 2010, print collections were reorganised on the St Lucia campus, notably by relocating all materials from the Biological Sciences and Graduate Economics and Business Libraries. The former has been transformed into a 24x7 learning facility, and the latter will be completely refurbished as a high-quality research student centre.

As always, the Library's achievements during the year would not be possible without the support of library staff, members of the Library Committee and the Vice-Chancellor's Executive. To all of them I offer my sincere thanks.

Keith Webster

LEARNING

The Library's Operational Plan for 2010 made the following forecast:

The year will be characterised by further integration of the Library into student workflows and technology needs. The year is likely to see a tremendous expansion in student ownership of powerful handheld devices and the Library will seek to deliver services and information to these at all times. Library spaces will continue to be redeveloped, with extended opening hours a key priority. The needs of an increasingly diverse student body will also be prioritised.

The strategic priority to which the Library made a commitment in this context was: 'Enhance the student experience', and this was achieved in a variety of ways. In particular the Library continued to develop a range of spaces to suit different learning styles.

PACE Library.

The new PACE Health Sciences Library opened for business during the second week of March, one week into first semester. The Library is within the new Pharmacy Australia Centre of Excellence, on the Princess Alexandra Hospital campus. Design features were incorporated into the library to support a partial self service model. The Pharmacy collection was moved to PACE from the Biological Sciences Library at St Lucia campus, and the Pharmacy liaison librarian relocated across the river also. As the newest Library on the UQ block, PACE hosted many visitors during 2010, both national and international. The PACE building was officially opened during the week of Centenary Celebrations, on 16th April, by the Honourable Paul Lucas, Deputy Premier and Minister for Health.

The Hive in Social Sciences and Humanities Library.

The Social Sciences and Humanities Library received \$360,000 from the Enhanced Student Charge Program as a result of an application from the Faculty of Arts and Faculty of Social and Behavioural Sciences. The aim of the ESC Program is to improve the quality of undergraduate learning spaces. To introduce the redevelopment of Level One of the Social Sciences and Humanities Library, the Faculty of Arts and the Faculty of Social and Behavioural Sciences held a competition for first year undergraduate students in those faculties to 'name the space'. The area is collaborative learning space for students that enables them to work independently or in groups. It incorporates sophisticated sound control technology as well as group pods with plasma screens and more generous collaborative learning spaces. 'The Hive' was suggested independently by students Tara Burton (B Psychological Science) and Shaun Restorick-Barton (Bachelor of Arts/Education (Secondary)) and they shared the competition prize of \$1000. The students were acknowledged by Professor Debbie Terry, Deputy Vice-Chancellor (Academic) at a presentation ceremony and launch that was held in the Duhig Building on 28 April. The new space opened early in first semester and has proven popular with students and a venue for academics and students to meet.

Gatton Library

The School of Veterinary Science moved to Gatton Campus, bringing a new cohort of students into the Gatton Library, and necessitating the transfer of the Veterinary Science journal collection to Gatton. In order to cater for the increase in students, a Library extension was completed, and includes group rooms and an eZone.

Biological Sciences Library

BSL commenced opening until midnight at the beginning of Semester, which proved to be exceptionally popular with students. In addition, BSL conducted a trial of all-night opening. The hours were managed by a combination of library staff doing their normal span of hours, security guards from UQ's Property and Facilities section managing the shifts till midnight, and an outsourced security firm filling in the rest of the open hours. The request for 24/7 operation came from the UQ Students' Union. The success of the trial helped inform the decision to open BSL on a 24x7 basis throughout the year from 2011.

Access enhanced

The Library enhanced access to scholarly information through mobile technologies and a single search interface. Summon, the single search interface was implemented for the beginning of Semester 1 and introductory videos were placed on the website to explain its features and advantages. A separate fund of \$500,000 was established for the purchase of all e-books. This represented 3% of total Library materials budget.

Information enquiry services

2010 saw the Library use Eventum software for recording enquiries. Staff members were asked to have the software open on their computers at all times, and to record all enquiries they handled, by whatever mode, and in whatever place, not just at the information desks. The categories of enquiries were reduced to two – reference and other. ('Other' was a conflation of directional, IT support, workstation tech support, and network printing support). For the year, a total of 192,531 enquiries were recorded across the system, 43,535 reference and 148,996 being 'other'. These figures represent a significant drop from the previous year – 2009 total was 232,132, (drop of 17%) with 77,680 being reference (drop of 43%); and while a downward trend in enquiry statistics has been consistent for the last decade, it is likely that it took some time for staff to become habituated to the new recording system and some statistical attrition was the outcome.

Nevertheless, the percentage of enquiries which were actually reference queries was relatively constant – 33% in 2009, 29% in 2010. This fact that less than one third of enquiries are reference was a major factor in the decision to staff information desks, from 2011 and as part of the new service model, with Senior Library Assistants rather than Librarians, although with Librarians on call as backup.

Information skills services

In 2010 Librarians delivered 2,058 information skills classes to 43,651 attendees. The classes ranged across all levels, from basic first year introductions to advanced sessions for beginning Research Higher Degree students. Some were generic in nature, but many were customised to

the particular needs of the recipient cohort. Included also were many classes in bibliographic software management – EndNote and Refworks.

Developing a new approach to the delivery of information skills was an operational plan focus for 2010. A number of short online tutorials were produced and embedded in the Library website at point-of-need. In the leadup to Semester I, librarians from all branches were involved in producing short instructional videos to be embedded in the Library website at appropriate points-of-need. Examples were a video briefly explaining the new search interface, Summon; one showing how to interpret references on a reading list, another to locate specific items in the catalogue; and yet another showing how to find an appropriate database for a search topic. Another group of librarians produced video tours of each of the branch libraries. A ‘How do I...?’ page was created, linked to from a prominent position on the Library homepage. This is basically a FAQs page, with the FAQs grouped into logical categories: How do I ... use the library, deal with assignments, find training sessions, for example. These various improvements contributed to a richer beginning experience for new students.

Later in the year the librarians in the DHPSE library worked on an information skills tutorial which could be used by first year engineering students. The Engg1000 course had been a significant exercise for the Library for a number of years, but a review at the end of Semester I pointed to the need to find an alternative means of delivering the information. A blog format was chosen for the suite of tutorials, and links were included to many of the video tutorials developed during the year. The package was to be made available to the student via the new First Year Engineering community site being developed by the Faculty, as well as through the Library website. It was subsequently decided by the Library Executive that the ‘First Year Engineers: Information Research’ tutorial be the prototype for a set of tutorials, one for each of the Faculties. Work on these was scheduled for January 2012.

IT skills services

In 2010, Ask I.T. ran a total of 198 classes and trained over 2140 attendees. Though most attendees were University of Queensland students, there were also a number of staff and graduates who attended Ask I.T. training. Trainers noted a continuing trend in computer literate undergrads and growth in quality I.T. resources freely available online. Ask I.T. ran 121 standard classes and trained a total of 838 attendees. This averages at 6.9 students per course. Classes including Excel Level 2 and Advanced Word were consistently well subscribed. Courses at Herston and PACE were well subscribed by post graduate students.

Training materials for the MAC Snow Leopard Operating System, Microsoft Office 2011 for MAC and the iLife suite are being developed for students who choose MAC as their preferred I.T. environment. Courses in MAC software will be run at intervals during 2011. Microsoft Office 2010 Training for Microsoft Windows is being developed in preparation for its expected rollout during 2011.

During O week and relevant pre-O week periods in 2010, Ask I.T. ran 59 classes and trained more than 991 students averaging 16.7 students per course. The Computing @ UQ and Introduction to eLearning (Blackboard) courses remain the most popular courses in O week accounting for 874 attendees or 87% of attendance.

To address the issue of low turn up and to promote self-help and information literacy, trainers will be developing I.T. vodcasts for display on the website and promoting their use with students. Trainers will also adjust course offerings such as Word Level 1 which had consistently low attendance all year.

Library I.T. training for UQ staff continued in 2010. There were a total of 80 Microsoft Office and HTML/CSS web writing courses delivered to 638 staff across 176 contact hours. Planning for 2011 has included instances of MAC training in MS Office 2011 however these courses have been offset by reductions in other course instances with a minor net increase in classes offered.

Course Resources Provision

A total of 4,967 records in the catalogue were created by branch library staff for course readings in 2010, an increase of 15.5%. Within the records, there were 2,860 links to subscribed electronic resources (increase of 34.6%) and 1,850 links to journal articles and book chapters, digitised and stored on a library server (decrease of 3.7%). Use of these locally digitised materials decreased again this year by 11% to a total of 298,980 requests, showing that while the service is still well used by UQ students, more material is available via subscribed resources reducing the need to scan material to local storage.

Loans

Lending activity (that is the total number of loans plus renewals by clients) decreased by 24% in 2010. The most obvious reason for this is the changes introduced in 2009 to lending conditions. Clients borrowed items for longer, which arguably reduced the number of renewals needed to achieve the same loan length. The statistics support this with loans decreasing by 19.57% compared to renewals which were down 30.89%. Another reason for the reduction in loans is the increased availability of e resources.

The table below summarises lending activity for the major client groups:

	Loans		
User Group	Total Loans	Av. No Loans	% Change
Community (incl. Reciprocal)	24627	16	2.40%
Undergraduate students	500905	11	-20.51%
Research students	99545	19	-27.97%
Coursework students	224527	17	42.76%
Academic/General staff	119920	6	-6.48%
Non-UQ staff (incl. hospital)	30251	3	-20.92%
Graduates & alumni	20550	11	19.97%
Other	10702	1	-24.07%
Total Loans	1031027		

The majority of loans were to undergraduates at 48.58%, followed by coursework students at 21.78%. Self-service loans accounted for 65.84% of all loans. This is an increase on the previous year's figure of 53.15%.

IAS staff responded to 5,964 queries by clients (submitted to circ@email.library.uq.edu). Some 1,041 emails related to graduate membership queries. The remainder covered a range of topics including request to renew items, claim returned and acknowledgement of reminder, hold pickup and recall notices. Shelving also continued to decline, reducing by 14%.

Library visits

Library turnstiles recorded 3.3 million visits in 2010, an almost 4% increase on the previous year. There has been a steady rate of increase in this measure of library usage, contrasting with the downward trend in other traditional measures such as borrowing. While the volume of usage of electronic resources is difficult to assess quantitatively, it is clear that usage rates are high, and students still come into the libraries to use the high quality technology provided to access information resources.

A feature of turnstile figures for 2010 is that the count for visits to 'unstaffed' library facilities increased by 97% on the previous year. Further evidence of the success of the open-to-midnight and 24x7 opening policy is found in the figures for the DHPSE Library in Semester I. An increase of 8% over the previous year's turnstile figure was recorded, and this was entirely accounted for by the figures for the use of the 24x7 area when the rest of the Library was closed.

Library Excellence Award

The UQ Library congratulated students David Rawson (Faculty of Arts, School of English, Media Studies and Art History), Brooke Edwards (Faculty of Science, School of Biomedical Sciences), Marnie Van Der Walt (Faculty of Arts, School of English, Media Studies and Art History) and Nicholas Gattas (Faculty of Social and Behavioural Sciences, School of Political Science and International Studies), who were the recipients of the Library Excellence Award in 2010. The annual Award was established to encourage the use of Library resources, enhance the development of library research techniques, and acknowledge the excellent work produced by UQ undergraduate students. This Award also acknowledges how Library resources support teaching and learning. The Award is open to any undergraduate, including honours, student of the University who is not a member of staff. A cash prize of \$1000 is awarded to each winner. Students who apply for the award must submit a copy of a piece of assessment for which they received an outstanding result and a short reflective essay, together with a statement of support from their supervising lecturer. These are judged by a panel which includes the University Librarian and Director of Learning Services, the President of the Academic Board or nominee, and the Deputy Vice-Chancellor (Academic) or nominee.

DISCOVERY

The scholarly information environment has been transformed over the past decade. During this time there has been an overwhelming growth in the availability of scholarly information in electronic format. Most recently, deep back-files of complete runs of journals and the digitisation of printed books have augmented contemporary information released electronically at the time of publication. Extensive access to digital material in both the short and long term is increasingly vital for scholarship and research.

The Library has also played a leading role in defining, creating and managing the University's eResearch infrastructure. This is most evident through the development of the University's repositories for research data and outputs and responsibility for the curation of the vast data produced through eResearch. Technology also offers the Library an opportunity to capture treasures from its collections and showcase these to the world

As anticipated in the 2010 Operational Plan, the Library's expertise in information management continued to be deployed to assist in the curation of research data and publications.

Excellence in Research Australia

During 2010 the Library played a major role in the 2010 Excellence in Research Australia Program of the University. The Library supported ERA as follows:

- Supported the secondment of Heather Todd as Director, ERA Program to the Office of the Pro Vice Chancellor (Research and International) which was given overall all responsibility for the UQ ERA Program
- Supported the secondment of one IT developer to the ERA program
- Funded the eSpace team to work on the ERA program
- Provided accommodation and IT support to the UQ ERA team for the duration of the program
- Allocated time for library staff to contribute to the program – this included the allocation of FOR codes to 4646 journal articles, 63 conference papers, 5211 book and book chapters and processing and digitizing 1397 items selected for peer review.
- Provided strategic advice to the ERA Steering Committee
- Provision of other in-kind support such as IT, facilities and accounting support.

The major component of the ERA submission was research outputs. ERA required that all research publications published from 2003 – 2008 be submitted to ERA. Each output had to be submitted with up to apportioned 3 FoR codes. UQ eSpace was used to record all relevant data - including the digitised full text for items selected for peer review - for each publication – this data was then imported into UQ –Interact – a web based system that integrated data from a number of sources, including eSpace for publications / research outputs related data, and Aurion for staff / researcher related data.

To enable eSpace to support ERA a number of developments were necessary – these included the mapping and recording of the ranked ERA lists with publication data, the importation of citation data, and modification of the record structure to allow for entry of translated titles for foreign language as well as managing the import and export of data with UQ –interact.

To ensure a full and complete submission the University requested that all researchers review their publication details – this resulted in 10,000 corrections being submitted and over 7,000 ‘missing’ publications that need to be processed for the submission. In addition the eSpace staff were responsible for providing evidence of institutional affiliation for all publications by adjunct and honorary staff.

eSpace staff processed each record to ensure that all mandatory elements were included (eg all books had to be submitted with the relevant ISBN) and that as many journal articles had the Scopus EID tag attached as this would be used by the ARC to generate the citation data for the citation analysis. It was hoped that the majority of EID tags would be provided by Scopus but due to various issues in the matching process many records had to be manually matched by Library staff.

While the majority of journal articles were allocated FoR codes by the ARC Ranked Journal List liaison librarians allocated up to 3 FoR codes for all books and book chapters and some conference papers and journal articles published in multidisciplinary journals (such as Science or Nature) that did not have pre allocated FoR codes. This work proved to be invaluable to the academic cluster leaders who then used the data to review their cluster submission.

For disciplines that were to be assessed by peer review library staff worked with the ERA team to provide a digitized copy of the item. In cases where the item was not held by the library it was obtained by document delivery. All items were then added to eSpace so that they could be easily accessed by the ARC peer reviewing team.

While the processing of articles and books was relatively straightforward a great deal of work was undertaken to firstly identify and then process ‘non traditional’ research outputs such as literary works, music compositions and performances and architectural works. eSpace staff worked very closely with the relevant academic cluster leaders to assign outputs into portfolios that showcased the research. Feedback from the ARC was that the UQ treatment of portfolios was excellent.

In addition to the data elements that were submitted UQ also submitted 22 background statements aimed at putting the submission data into context. Each background statement could not exceed 10,000 characters. eSpace staff provided valuable advice and support for this ERA activity.

Following the ERA submission Library staff were involved in a post ERA review which included a report to the Pro Vice Chancellor (Research and International) on the future collection and processing of UQ publications aimed at improving the completeness and accuracy of UQ publication details and for the revised processing for the annual HERDC submission. This report and the release of Q-index¹ in mid November 2010 resulted in major development work to present a new user interface ‘My Pubs’. This allows each researcher to view their records (complete with ERA Ranking and citation details), select records deemed as likely to be theirs and add records. In addition they are able to use the ‘Fix’ facility to record any changes to the record. Details of any new publications and ‘fixes’ will then be able to be processed by the eSpace processing team. The ‘My Pubs’ facility is also used as a feedback mechanism for Q Index.

¹ Q index provides each UQ academic with an individual, composite index of research performance over a rolling six-year period. Publication data is drawn from eSpace

Digitisation services

Library staff have used the Kirtas scanner to scan items for the following UQ projects:

Queensland Past Online

673 books and theses and 32 journal volumes have been scanned for the project. However seven theses were unable to be processed due to illegible pale text, a very poor original photocopy or a script font which did not digitise well.

Entries and PDF's for 364 theses and 268 books have been created and loaded into eSpace. Approximately half of the fifteen volumes of *The Journal of the Royal Historical Society of Queensland* have been loaded into eSpace at an article level, which is extremely labour intensive, with volumes 3-8 still to be loaded. Do we really want this level of detail?

Hansard

The 43rd Parliament of Queensland was scanned as part of the Queensland Past Online project. The sheer size of the volumes (v.283-289 1981-83) created difficulties for the scanners. Many of the volumes were at the maximum cradle size of four (4) inches, with very tight binding and minimally one thousand pages per volume, the resulting page curvature was very difficult to minimise in the finished PDF.

UQ Theses - Retrospective (MPhil and PhD)

Three hundred and fifty nine (359) Retrospective Research Higher Degree theses were scanned in late 2009 with the processing suspended during the period of the Queensland Past Online project. Staff processed 8282 theses in total in 2010. Ditto

AustLit

AustLit routinely scans approximately 230 print and electronic serial titles and websites each year, as well as searching databases such as the *MLA International Bibliography* and indexing monographs acquired by partner libraries and located through RSS feeds from selected publisher websites. Information from these sources and from other Austlit network sources contributes to the Fryer Library collection-building activities.

Projects funded by the ARC such as the Children's Literature Digitisation project and the Retrospective Periodical Indexing project have increased the volume of full-text material in Austlit. AustLit's detailed indexing provides an enhancement to the shallower Trove indexing. AustLit liaises on a regular basis with academics and researchers nationwide through personal network contacts and the database information request facility.

Attendance at seminars and conferences and participation in literary events and organisations, such as the Brisbane Writers Festival, and involvement in professional journals such as *Australian Literary Studies* and *JASAL* in editorial and peer-reviewing capacities builds and develops these networks.

AustLit Library staff participate in the Retrospective Periodical Indexing project which indexes literary content from key 19th and early 20th century periodicals.

Content Management System

The Library's webserver architecture was completely rebuilt during the year to facilitate conversion to a content management system driven site using Drupal software. This enabled for the first time an integrated web presence for the library. The Drupal CMS will replace a variety

of static, database and CMS generated web pages. Diminished requirement for HTML coding and other programming expertise will make the addition of new content and updating existing content more timely and efficient. On June 1, the Ask I.T. website was integrated into the main Library website, and became the first part of the site to be delivered through the Drupal CMS.

The move from static web pages to objects or “widgets” means that the Library’s web content can be packaged for a variety of services and web environments, such as:

- Existing services
- New customised services eg course resources tied into the University’s learning management system
- Locally-hosted personalised web pages
- Remotely hosted personalised web pages e.g Google
- Social networking sites, e.g. Facebook
- Mobile computing devices, e.g. iPhone, iPad.

Research Week

The Library was actively involved in Research Week, running workshops for academics on the use of citation metrics for research evaluation, and the tools available for tracking citation metrics. These included workshops on ResearcherID, a product developed by Thomson Reuters, described by them as an online “multi-disciplinary scholarly research community”. Once registered, an academic is assigned a unique ID number that expressly associates them with their published works, regardless of any possible name variations. Users can build their publication list within their ResearcherID account, and with the progress made on a library project to integrate ResearcherID with UQ eSpace using the ResearcherID web service, publication information for UQ academics was imported from ResearcherID accounts into the repository saving data entry time and increasing accuracy of UQ’s publication data.

Researchers’ management of UQ publications was greatly enhanced towards the end of 2010 with the implementation of My UQ eSpace.

Graduate Student Week

The Library increased its participation in the Graduate School’s program and ran a series of talks and workshops for research higher degree students throughout the year. Topics included publishing strategies, where to publish, and how to track the impact of published work.

Building the collections

2010 marked a substantial change in the format of material acquired for the collection. Building on the policy of moving from print format to electronic format for journals, the library embarked on a project of identifying and acquiring electronic books rather than print, whenever possible and suitable. A substantial portion of the library materials budget was allocated to this project and the promotion of ebooks was undertaken through all available mechanisms.

In 2010, the Library continued set aside funds to support focussed collection development in all formats either to reflect emerging or new research areas where substantial collection development was required or to enhance or fill gaps in existing collections. During 2010,

selection was undertaken in areas of focus that included law, pharmacy, architecture, ethnomusicology, modernism, Islamic and early Christian studies and Asian religions.

Print Collections

A total of 18,356 new titles (27,864 volumes) were added to the collection in 2010. This was a decrease of 10.8% in the number of titles and a decrease of 12.5% in the number of volumes.

By the end of 2010, the number of print journal subscriptions managed by the Library had fallen to 5067. Of these, 997 were received as donations or gifts, or through deposit. During 2010, 41,969 journal issues were accessioned. A total of 20 new print subscriptions were placed, including:

- Journal of the Alamire Foundation
- Uneek
- WIPO journal
- Journal of consciousness studies
- Journal of architectural conservation
- Historical geography
- New community quarterly

The decline in numbers for both books and journals was due to the continuation of a general move to electronic only status.

Gifts

The University community, graduates and the greater community helped the Library expand and enrich its collections through generous donations of money and resources. Of the 3,037 items donated in 2010, significant items included:

- World War I diary, 1916 : written in Egypt and France while serving with the Third Australian Field Ambulance by Leonard Hardwick Foote
- Helping our mates : 100 years : a century of mines rescue in Queensland from 16 November 1909 to 16 November 2009 / [by Clive Hanrahan].
- Hibiscus and ti-tree : women in Queensland / edited by Carole Ferrier and Deborah Jordan.
- Performing on the margins : conversations with Torres Strait Islander women about contemporary music / Katelyn Barney and Lexine Solomon.
- The ARMUS Library received a substantial donation from the estate of the late Max Horner. Max Horner had been both a student and lecturer at the School of Architecture. The donation consisted of over 600 monographs on architecture with a specialist collection on Indian architecture. The collection also included hundreds of slides on Indian architecture.

Electronic Collections

The library continued to develop an extensive and relevant collection of electronic resources. Over 60,000 online journals are now available through the catalogue. Most of these journals are offered as part of publisher or vendor-based collections, although the library does maintain a number of individual electronic journal subscriptions. In 2010, 30 individual new electronic journal subscriptions were approved. These included:

- Oxford reports on international law
- Investment claims
- Law innovation and technology
- Climate law
- Autophagy
- Powder diffraction
- Expert review of molecular diagnostics
- Journal of visualized experiments
- Journal of Mediterranean archaeology
- Current opinion in investigational drugs
- Biophysical journal
- Academic radiology
- International journal of community music

Other new electronic resources approved for purchase included:

- Max Planck encyclopaedia of public international law
- DieselNet
- Tourism Australian online student data package
- i-Law core package of Lloyd's law reports titles
- AccessPharmacy
- Springer protocols
- UpToDate site-wide access
- MedicinesComplete
- Springer materials
- ProceduresConsult

The favourable currency exchange rate in the latter half of 2010 again provided the Library with the opportunity to purchase various prestigious historical digital collections which will significantly enhance existing collections. Products include:

- Travel writing, spectacle and history
- Digital national security archive
- Nineteenth century British Library newspapers, Part 2
- British periodicals, Collection 2
- World history in video
- Vogue archive
- Illustrated London news historical archive, 1842-2003
- Times of India historical archive
- Grand tour

In addition, a number of digital journal archive sets were purchased from Elsevier and Wiley. These include journals in veterinary science, mathematics, pharmacology, geography, literature, organic chemistry, physics and dentistry.

The Library was also able to make a significant investment in infrastructure to support its digital collections by purchasing sets of MARC records to further enhance the discoverability of the following resources:

- EEBO
- ECCO
- Making of modern law
- Making of the modern world

eBooks

UQ Library clients now have access to over 443,000 electronic books. Liaison Librarians continue to actively seek titles to add to the collection particularly to support teaching and learning. Platforms of choice for titles purchased individually vary but to date, the majority of ebooks used were on the following platforms:

- NetLibrary
- EBL
- StatRef
- Safari
- AccessMedicine
- OVID
- Wiley
- ScienceDirect

New collections and packages of ebooks purchased in 2010 include:

- Wiley major reference works (Environmental sciences, Materials science. Pharmaceutical sciences, Biochemistry)
- IEEE-Wiley ebooks
- ScienceDirect ebook collections in the areas of agriculture, medicine, dentistry, immunology, psychology, neuroscience, environmental sciences, earth and planetary sciences
- Springer 2011 front-file
- Springer 2005-2008 ebook supplementary collections
- Emerald business management and economics 2011 front-file
- Advances in polymer science
- Lecture notes in mathematics archive
- Lecture notes in physics archive
- Lecture notes in computing archive
- Topics in current chemistry
- Oxford OSO Linguistics

Multimedia Collections

Some 7,578 new multimedia titles were added to the collections. The project to update material from the outdated video format to DVD format continued.

Specialised Collections

The Fryer Library manuscript and rare book collection was enhanced with the addition of several significant collections including:

- Photographs of Cribb Island
- Papers of Trevor Shearston. Collection of drafts, correspondence and research notes. Also screenplay drafts and correspondence with University of Queensland Press, 1997-1998

Document Delivery

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

The number of document delivery requests received from UQ customers has been decreasing steadily (down 36.4% when 2005 is compared to 2010). This year there was a marked decrease in the use of the service, compared to the previous year. A total of 34,157 requests were received (down 22.8% from previous year). There are several possible reasons for the decrease. Firstly, arguably, it reflects a general trend in document requesting. As more material becomes available electronically (both subscription-based material or freely available on the web) customers are more easily able to source material for themselves. Secondly, in 2009 there was a marked increase in the number of requests received from UQ clients, partly driven by the introduction of the service to undergraduate students. It does not, therefore, provide an indication of "typical" document requesting activity. When statistics for 2008 are compared to 2010 the change is still significant but less dramatic (down 16%).

Of the requests received from UQ clients, 18,298 were filled externally (i.e. from non-UQ collections). This represents a decrease of 10.4% on the previous year. The number of requests filled internally also decreased (9,102 down 28.7%). More requests were filled externally than internally.

Supply by Australian libraries was down by 10.9% and supply from overseas libraries was down by 10.7%.

Copyright

The position of Copyright and Library Lawyer is responsible for the provision of advice and training to the University community on copyright and related matters, especially as they impact upon teaching, learning, research and publication.

As with the last number of years, advice in this area is given against a background of rapid technological change which brings opportunities and challenges in equal measure. During 2010, seminars and workshops were conducted throughout the University in areas as diverse as clinical teaching in medicine, higher degree research in English, and development and commercial exploitation of smart-phone apps within the School of Engineering.

The position is responsible for coordinating the University's efforts during 'copyright sampling' – i.e. the periodic assessment of use of content pursuant to the statutory licences. In 2010, ACNielsen conducted a Screenrights Sampling to determine our use of audiovisual broadcast material. For a variety of reasons, many universities seem to struggle through these events and one or two have had to re-do part or all of a sampling survey at their own expense. Fortunately, we have never had a problem here at UQ – the sampling in 2010 was conducted across six schools and the Library over a period of six weeks and Nielsen's Director of Research, John Stirton, complemented the University on doing an excellent job.

Tom Joyce presented a paper at a recent Australian Digital Alliance seminar in Canberra, which was attended by the head of the copyright section within the Attorney-General's department. He made the case for amendments to be made to the Copyright Act to include Australian universities, as major network and service providers, within the 'safe harbour' provisions of the Copyright Act.

ENGAGEMENT

In its centenary year, the Library worked to further enhance relations with the university's alumni and the wider community of which it is part.

University's Centenary celebrations – Found in Fryer

Edited by Roslyn Follett, Director of the Social Sciences and Humanities Library Service, and with contributions by many Library staff in a range of capacities, this beautiful book contains one hundred stories about collections in the Fryer Library, written by authors selected for their knowledge of, or association with, their subject. As an example, the article on the Denis Murphy Collection was contributed by Peter Beattie who was a personal friend of Denis Murphy, a Professor of History at UQ and a respected Queensland Labour Party identity. Mr Beattie also officially launched the book at an event on 30th November.

Also at the event there was an unveiling of a bronze portrait of Dr FW Robinson ('Doc Robbie'), based on a model by sculptor Daphne Mayo. The bronze was the work of UQ Alumnus and University Sculptor, Dr Rhyl Hinwood. It will be located in the FW Robinson Reading Room in the Fryer Library. Dr Hinwood and members of the Robinson family were present at the event. Mrs Jill Johns, daughter of FW Robinson, unveiled the bronze and shared memories of the small collection in her father's office, acquired with student donations, which provided the genesis of the Fryer Library.

The Library hosted a festival of UQ Literary authors.

The "Writers Hub" was held in April as part of Centenary Celebration Weekend.

Acclaimed and emerging UQ alumni writers returned to the University to share fine writing and their memories of UQ with readers and aspiring writers. The broad program of panel discussions, talks, readings, and in-conversation sessions delivered by more than thirty writers had wide appeal:

- In 'Life, Love, Murder, and Mayhem: Stories of Brisbane', Sue Abbey spoke with writers Simon Cleary (The comfort of figs), Manfred Jurgensen (Under the skin) and Rosamond Siemon (The Mayne inheritance).
- Stephany Steggall, Craig Munro, and Annette Henderson, writers of biography and autobiography, talked about writing personal stories.
- University Librarian and Director of Learning Services Keith Webster introduced a session, 'Inside the Novel', where Kate Morton and Kim Wilkins shared their experiences as writers.
- UQ's former Vice-Chancellor John Hay introduced the keynote speaker, acclaimed author Dr David Malouf AO, who recalled his time as a student at The University of Queensland and paid tribute to the Fryer Library as one of the nation's most important collections of Australian literature.
- Following his address, Malouf joined other UQP published writers, Nick Earls and Larissa Behrendt, in a panel discussion chaired by 4BC Radio's Alex Bernard.

- In a much-anticipated session, Matthew Condon (The trout opera), Nick Earls (Perfect skin), Andrew Stafford (Pig city), and John Birmingham (He died with a felafel in his hand) delighted audiences with their UQ tales.
- UQ Vice-Chancellor Paul Greenfield introduced Janette Turner Hospital who read short extracts from three novels, Charades, Oyster, and Orpheus lost, which demonstrated her passion for the rainforest and the outback.
- Legal eagle Chris Nyst joined fellow author Katherine Howell in a popular crime writing section, chaired by Peter Spearritt.
- Toni Johnson Woods spoke with a panel comprising Michael Bauer, Richard Newsome, Toni Risson, and Christina Alexander, all of whom have followed very different paths that led them to writing.
- Radical legend Humphrey McQueen spoke in conversation with Peter Spearritt.
- Playwrights Ian Callinan and Stephen Carleton discussed writing drama with Joanne Tompkins.
- Brisbane bards Bronwyn Lea, Pam Schindler, and Ross Clark read from their poetry.
- UQ Creative Writing Students Sree Ramachandran, Poppy Gee, Sam Burch, Leigh Cato, Rebecca Hazleden, and Nicole Holyer performed readings.

A History of the UQ Library, by Librarian John East, was published

One of the Library's most celebrated alumni and recipient of an honorary doctorate from the University, Spencer Routh, launched a centenary history of the Library. *The University of Queensland Library: A Centenary History 1910-2010*, was written by a current Librarian in the SS&H Library, John East, and covers the various stages of the development of the UQ Library from its beginnings, which date back to the establishment of the University. Copies of the book were distributed to former staff at the Staff reunion, and can be obtained from the Library. The book will be available as an eBook in future. The Library is still collecting photographs for digitising and these will be added to existing collections that document its history.

Library staff reunion

In July, almost four hundred current and former members of staff gathered at UQ Library as part of The University of Queensland's Alumni Reunion Weekend, to reunite with friends and colleagues and celebrate UQ's Centenary. Senior Deputy Vice-Chancellor Michael Keniger welcomed the attendees who included current and past University Librarians.

Visitors were able to tour some of the Library's branches and learning spaces, including the new facility in the Pharmacy Australia Centre of Excellence (PACE) and The Hive, a student collaboratory in the Social Sciences and Humanities Library. They were also all given a copy of *University of Queensland Library: A Centenary History 1910-2010*, by John East.

Former University Librarians Derek Fielding and Janine Schmidt joined Keith Webster to reflect on the Library's evolution from a few shelves of books superintended by the University Registrar to a service operating from 15 branches, a print collection of more than 2.5 million volumes and tens of thousands of online journals and databases.

Ms Schmidt, who had left UQ to become the Trenholme Director of Libraries at McGill University in Montreal, Canada, observed that the UQL Cyberschool was one of the Library's most

significant achievements of the past ten years. The service supports libraries in some 400 secondary schools and was recognised with a State Library of Queensland award in 2009.

Mr Fielding, who retired as Pro-Vice-Chancellor (Academic Services) in December 1995 and remains involved with the Library through the Friends of Fryer, said it was a magnificent celebration and would remain one of his happiest memories.

One of the Library's most celebrated alumni and recipient of an honorary doctorate from the University, Spencer Routh launched a centenary history of the Library. The University of Queensland Library: A Centenary History 1910-2010, was written by John East and covers the various stages of the development of the UQ Library from its beginnings, dating back to the establishment of the University, going through to today. Copies of the book can be obtained from the Library and will be available as an eBook in future. The Library is still collecting photographs for digitising and these will be added to existing collections that document its history.

Services for UQ alumni

An extended range of membership options Library membership options were offered to Alumni – e-access only, borrowing only, both. Paid membership increased by over 150%. In 2010, there were 238 fee-paying Alumni members (down 31.01%). Three categories of UQ Alumni membership, were offered. They are: E-Access only, Borrowing, and a combination of borrowing and e-Access.

New graduates continued to be offered one year's free membership as part of the pre-graduation information package. There were 1491 new graduate members in 2010 (up by 18.44%).

Celebration of Giving

On Thursday 11 November at the 2010 Celebration of Giving, organised by the Advancement Office with cooperation and input from the Library, was held in the new student collaborative space, The Hive, on Level One of the Social Sciences and Humanities Library. On this occasion each year, The University of Queensland recognises the support of its many donors. The impact of support of philanthropists had particular resonance in this Centenary year. One of the first and most significant of the University's benefactors was Dr James O'Neil Mayne who, together with his sister Mary Emelia Mayne, made the University's move to its current St Lucia site possible with an £80 000 in 1926.

In recognition of his generosity the University commissioned a bronze medallion portrait of Dr Mayne, created by alumnus and University sculptor Dr Rhyl Hinwood AM.

The medallion was officially unveiled on the day of the Celebration of Giving by the Chancellor of the University, Dr John Story, and donors had the opportunity to see the medallion and hear Dr Hinwood talk about the portrait, which she based on a photograph selected in consultation with UQ benefactor Dr Rosamond Siemon.

In his speech at the event the Chancellor mentioned the fact that it was also in 1926 that students of the Dramatic Society at UQ made their donation of £10 which funded a small

collection that would grow into the Fryer Library. The gift is recorded in the Book of Student Benefactors, which is held in the University's Archives. The book was on display at the event.

Donors were invited on a tour of the Library where they could see the new learning spaces available to students. They were also given a preview of the Library's new publication, *Found in Fryer: stories from the Fryer Library collection*. The Library mounted an exhibition featuring images from the book and provided guests with souvenir bookmarks featuring images from the cover.

One of the highlights of the event was a display of Fryer treasures, which was set up in the FW Robinson Reading Room. More than 120 of the guests viewed the rare books, art works, manuscript material and realia before the festivities started. There was great interest in this display and in the Library, and the event was a wonderful success where guests mingled until long after the official proceedings finished.

Brisbane Writers Festival

The UQ Library was delighted to sponsor the appearance of Peter Goldsworthy and Anna Goldsworthy at the Brisbane Writers Festival, 1-5 September. Peter Goldsworthy is the bestselling author of eight novels and multiple volumes of short stories and poetry. He has won major literary awards across a range of genres and in 2010 he was awarded an AM for service to literature. Acclaimed as a poet, novelist, playwright and librettist Peter gave the audience at the State Library of Queensland insights into short story writing in a session entitled 'Short and Curlies'. The session was chaired by University Librarian and Director of Learning Services, Keith Webster. Peter was a captivating speaker and the session was very well attended.

Anna Goldsworthy's memoir *Piano Lessons* recalls her first steps towards a life in music, from childhood piano lessons to international success as a concert pianist. She has collaborated with her father on a theatrical adaptation of his novel *Maestro*.

In 'Music and Words: an intimate and extraordinary interlude', Anna appeared with Linda Neil, author of *Learning to Breathe*, in a session chaired by Jana Wendt. Anna and Linda discussed their search for meaning and connection through music and words. The two authors/musicians moved audiences with short performances, Anna playing some of the piano pieces that feature in her memoir and Linda playing the violin.

In an event held in conjunction with the Brisbane Writers Festival, the Goldsworthys visited The University of Queensland on Monday 6 September, to present an in-conversation session that was open to the public and generated much interest. Audiences were delighted as father and daughter recounted their approaches to writing and shared personal insights in a relaxed free-flowing dialogue about writing, music, childhood, parenting, families and balancing careers.

Fryer Library activities

The Friends of Fryer held seven successful events in 2010.

- The first Friends of Fryer event for 2010 was held on 22 March and featured Dr. Jane Hunt, 2009 Fryer Library Fellow, speaking about her work on the Daphne Mayo collection. Prof.

Peter Spearitt launched an online exhibition based on Fryer's Daphne Mayo collection and curated by Cassie Doyle.

- Writers Hub Event - At the UQ Centenary Celebration Day (18 April), acclaimed and emerging UQ alumni writers returned to the university to share writing and their memories of UQ. The broad program of panel discussions, talks, readings and in-conversation sessions had wide appeal and was conducted over 2 venues.
- On 2 June, Michele Helmrich, Curator UQAM, gave a special tour of the exhibition *100 Years: Highlights from the University of Queensland Art Collection* for Friends of Fryer members.
- Robin Wagner, Director of the Library, Gettysburg College, USA, gave a well attended talk: 'A little bit of love for me and a murder for my old man: the Queensland Bush Book Club' on 2 August. Some members of the audience had direct associations with the club and a rich and fruitful dialogue followed the talk.
- On 11 November Fryer Library played a major role at the Celebration of Giving organised by the Advancement Office. Fryer mounted an exhibition of items featured in the *Found in Fryer* book. A bronze medallion portrait of James Mayne created by Dr Rhyl Hinwood was unveiled at the ceremony.
- On 30 November *Found in Fryer* was launched by the Honourable Peter Beattie. Around 130 guests gathered together in The Hive on level one of the Social Sciences and Humanities Library to celebrate the achievement. The event also featured the unveiling of a bronze portrait of Dr FW Robinson, the 'founder' of Fryer.

Fryer Folios was published twice during 2010. The June issue featured pieces on the planning for the St Lucia campus; the origins of the Fryer Library; George Washington Power, an early UQ senator; an overview of the Writers Event on Centenary Day; information on Thomas Shapcott's Honorary Doctorate and obituaries of Ross Laurie & Bill Thorpe.

The second *Fryer Folios* for the year was issued in December and included articles on the journal of Major Thomas Mitchell, the *Historia general del Peru*, contributions to the Library by the Alumni Friends, *The history and antiquities of Eyam*, and the Log Book of HMS Warspite.

New Hospital Partnerships

Lars Eriksson has been developing the new role of the Clinical Librarian at the Herston Health Sciences library, a new role that has a clinical focus and is directed at supporting medical staff in terms of patient related care. The role has been defined as being different to the liaison librarian by focusing principally on three activities – answering clinical questions, supporting medical journal clubs and supporting and teaching the practice of evidence based medicine. This role is fully hospital funded and is not tied into other library activities and has the freedom to work as required, which can include unusual hours. Kirsty Rickett began in a similar role at the Mater Hospital in October.

UQL Cyberschool

During 2010 UQL Cyberschool continued to work closely with schools in Queensland to give secondary school students access to selected, quality online and print resources. UQL Cyberschool staff conducted training sessions for school students and staff in the use of these resources and organized professional development activities for teacher-librarians and teachers.

The UQL Cyberschool Community increased to 456 schools (354 schools are from Queensland and 102 are from other states). Of these, 259 schools have a total of 991 current subscriptions to online databases. UQL Cyberschool staff carried out 99 tours of UQ Library branches with 2075 attendees; 101 classes with 2323 attendees; 13 sessions for 507 school staff; and have conducted 8 trade stands at conferences for 775 attendees and 237 school students were registered as borrowers of UQ Library books.

Borrower numbers increased in part due to applications from the UQ Young Scholars Program. An additional 157 Year 10 and 11 students studying the International Baccalaureate program at the Queensland Academy for Science, Mathematics and Technology (Toowong) joined the scheme for 2010/2011.

Sixty teachers and teacher-librarians attended a training session on Turnitin, the plagiarism prevention software, at Indooroopilly SHS on Monday 1 March. Fifty-one teacher-librarians attended the 2010 Update Literature Online on 12 April. Carole Hetherington from AustLit gave a presentation on the Australian literature resource and four practising teacher-librarians shared their experiences about using online databases for literature in their school curriculum. Refreshments were sponsored by vendors.

UQL Cyberschool continued to keep its members informed of current trends through the newsletter and this year re-instated *What's New on the Web for Secondary Schools*.

The activities of the UQL Cyberschool were highlighted in the School Library Association publication *The History of Teacher-Librarianship in Queensland* that was launched at the SLAQ/IASL 2010 Conference. The UQL Cyberschool has initiated discussion with staff from the School of Cultural and Language Studies in Education at the Queensland University of Technology about conducting a research project into the efficacy of the UQL Cyberschool program on learning outcomes for students.

Other Libraries

UQ continued to provide membership to reciprocal borrowers from Australian and overseas libraries. There were 594 reciprocal borrowers (up 17.67%). They lent a total of 10,320 loans (or an average of 17 loans per borrower – down 15.40%).

General Public

Members of the general public are welcome to use any one of the 15 subject-based branch libraries, located on the St Lucia, Gatton and Ipswich campuses and in three teaching hospitals. "Community" membership is also offered to members of the general public, for a fee. This entitles them to borrow from the collection. In keeping with the strategic objectives of the University, it is hoped that this will encourage stronger links with the wider community. The total membership for 2010 was 1591 (down 2.88%).

Displays

The branch libraries extended their outreach to visitors in 2010 by the curating many displays covering a wide variety of topics. These ranged from Pain Control in Dentistry to Daphne Mayo in Fryer. Full details are listed on page 34 of the appendices.

MANAGEMENT AND RESOURCES

PROVIDING CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

Collection Management

Several important steps in collection management were taken during 2010. The first was the decision to prefer the electronic version of a book being ordered over the print version, unless print had been specifically requested. A Journal Retention Policy was developed and endorsed the Library Committee at its August meeting. This policy was needed to inform decision making around selection of titles to either discard (because the Library had access to them online in perpetuity), or move to the warehouse. A series of Retention Schedules for Monographs were also developed, to a template, by Librarians across the Library with appropriate knowledge of the collections. These were based on Library of Congress Classification codes. Again, the schedules were instrumental in decision-making about discarding or warehousing of monographs.

Collection Valuation

Volume counts submitted at the end of 2010 saw the first significant decrease in the value of the Reference (non-textbook) Collection. This was due to a major review and weeding of branch collections in 2010. Item retention was realigned to UQ's research and teaching agenda for the next 20 years, with the rule to warehouse last copies of titles rescinded.

Low circulating items retained as part of the Reference Collection were earmarked for relocation to the forthcoming new warehouse in Gatton. Where possible, print journal backruns were replaced with electronic legacy collections which also affected overall collection valuation.

Website Management

www.library.uq.edu.au usage statistics:

Successful requests: 451,434,799

Average successful requests per day: 1,236,807

Data transferred: 8,616 gigabytes

Average data transferred per day: 23.6 gigabytes

Upgrading the Website

A major project is underway to implement an open-source Content Management System (CMS). For the first time, UQ Library will have an integrated web presence. The selected CMS (Drupal) will replace a variety of static, database and CMS generated web pages.

Diminished requirement for HTML coding and other programming expertise will make the addition of new content and updating existing content more timely and efficient.

The move from static web pages to objects or "widgets" means that the Library's web content can be packaged for a variety of services and web environments, such as:

1. Existing services

2. New customised services, e.g. course resources tied into the University's learning management system (BlackBoard)
3. Locally-hosted personalised web pages
4. Remotely-hosted personalised web pages, e.g. iGoogle
5. Social networking sites, e.g. Facebook
6. Mobile computing devices, e.g. iPhone, iPad

From our customers' viewpoint, instead of being presented with a "one size fits all" web site, each user can easily select content and services that best suit their specific needs and in their choice of research environments.

Web Discovery Service

In 2009 the Collection Development Priority Executive made a decision to subscribe to a newly released web discovery service entitled Summon. A project was initiated and the implementation process commenced in late October 2009 with the submission of catalogue mapping data. It was hoped to have a soft launch by mid-January and a public launch by the commencement of first semester, but issues with the load of catalogue records delayed the public launch until late March. Reception of the new service was mixed though most of the complaints related to its position as the default search on the Library's home page.

The statistics feature of Summon was introduced in the middle of the year and the statistics for June to December 2010 were 443,671 visits and 2,029,960 searches.

Library System

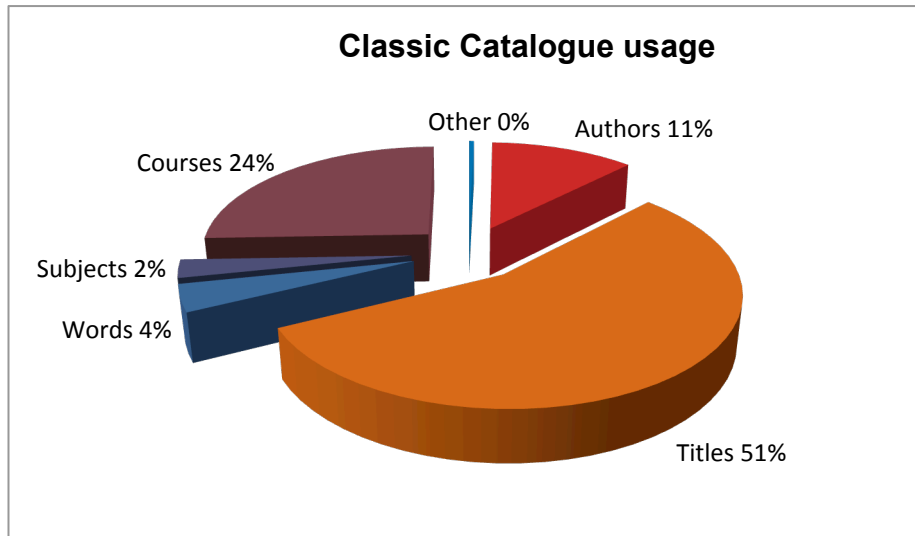
The Millennium Library Management System was upgraded to Release 1009A in January 2010, to 2009B v.1.1 in July and 2009B v.1.2 in November. The My Millennium Web Services product was purchased so that circulation information from the patron record could be incorporated into the My Library service that is being developed.

The Research Pro database service and the Encore discovery service were discontinued during the year as they were replaced by Summon, the new web discovery service.

Catalogue Use

The Library catalogue remains popular with the University community. The number phrase and keyword searches decreased by 29.7% to 5,688,388 searches. The decision to have the new Summon search as the default search may account for some of this decrease.

The most popular search was titles at 51%. Other search strategies included courses at 24%, authors at 11% and Words at 4%.



Warehouses

At the start of the year, all 4 Warehouses were at full capacity. With the revision of the Library's retention policy, the Library was able to reduce the number of monographs in Warehouse 2 to make space for older monographs and journal issues from the Biological Sciences Library and the Physical Sciences & Engineering Library.

The Library's revised proposal to the Space Planning and Management Committee (SPAMC) submitted early in 2010 was successful. Space in the Properties & Facilities precinct at Gatton has been earmarked for a new warehouse to be built in 2011.

There were a number of occasions when the roof at Warehouse 4 in Milton leaked and parts of the collection were water damaged and had to be discarded.

Document Supply

At the beginning of the year, there was a change in the way statistics for supply were recorded. In the past, separate counts had been taken depending on the location of the customer making the request (i.e. Australia or Overseas). This distinction is no longer made.

There was an overall increase in the number of document delivery requests received by the University of Queensland Library (27,778 up 10.3%). The number of requests for theses decreased (258 down 6%)

In late 2009 and early 2010, there was a project to refresh UQ's holdings on Libraries Australia. This may have contributed to the increase.

The fill rate remained stable at 60.8% (compared to 61% in 2009).

GOVERNANCE

Finance

The Library's operational budget for 2010 was \$32,284,425. This represented a 2.5% increase on 2009 funding. Major categories of operational expenditure are salaries (48%), library collections (43%), equipment and consumables (7%), leaving a modest 2% surplus. Library accumulated surpluses will be required in 2011 to alleviate expenses associated with the move to the Library's new warehouse at Gatton Campus.

Large equipment purchases in 2010 included a new conveyer and sorting system for the Social Sciences and Humanities Library. Two book dispensing machines were also purchased for the proposed Biological Sciences Library 24/7 Study Space and the high use area with the Social Sciences and Humanities Library.

In July 2010, the Library replaced its fleet of multi-function devices. The new machines offer colour printing and copying as well as scanning on all public devices. Student take up of the new services has been very positive.

Managing the Collections Budget

The overall budget trajectory remains a challenge – the Library's income increased by around 2.5 percent this year, but staffing costs (which represent just over half of our total spend) increased by around over 5 percent. Inflation rates for books and journals range from 5 to 8 percent, and this introduces a series of constraints. We are also exposed to exchange rate fluctuations for all three major currencies.

This year, a decision was taken to focus on strengthening the ebook collection. To this end, a single ebook fund was established. It is hoped that this fund will facilitate the topping up of existing collections (i.e. adding the current year's output to popular packages) and ensure that products such as Oxford Scholarship Online and RSC Ebooks are current. In addition, it will facilitate a move to the selection of both publisher subject and interdisciplinary packages. This reduces the occurrence of selecting a small number of single titles from within a package for the same cost as the entire package. It will also improve tracking on Unifi to facilitate the removal of expenditure from the University's print assets register.

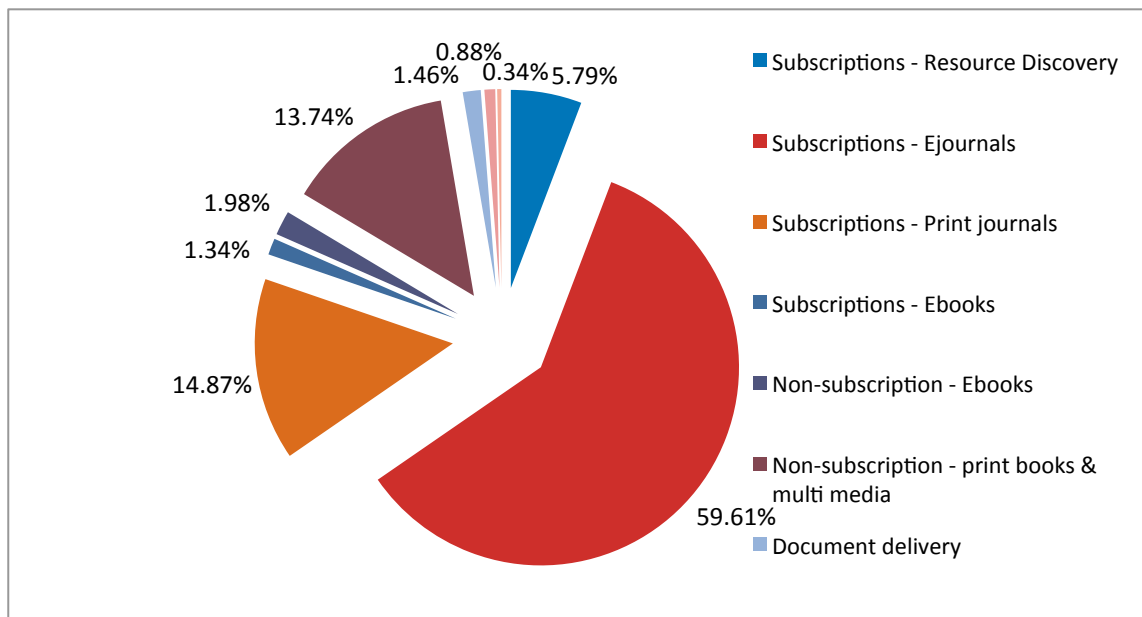
Allocations to branch libraries for print and multi-media resources were reduced to accommodate the establishment of the ebook fund, the move of the Veterinary School to Gatton and Pharmacy to the new PACE facility.

In summary, 81% of this year's resources budget was allocated to print and electronic journals and databases, while 19% was allocated to print and electronic books and multi-media.

Below is a breakdown of the 2010 Library collections budget (all sources of funds), while the pie chart details the percentage of the resources budget allocated for specific resource types and collections activities.

Allocations	\$
Subscriptions	14,091,940
Non-Subscriptions	1,974,230
Ebook Contestable fund	500,000
Other Contestable fund	600,000
Document requesting	257,750
Binding	154,955
Processing, postage, labels etc	60,000
Total	17,638,875

The pie chart below



Managing Expenditure

Internationally, the Library community continued to be affected by the global financial crisis. In the previous year, CAUL was a signatory to the International Coalition of Library Consortia statement. It supported the international effort to make publishers aware of the likely impact of the crisis on higher education institutions - the major source of revenue for scholarly publishers. Publishers largely responded to the academic sector's message and minimised their price rises.

The Library again undertook two major precautionary measures in an attempt to manage the financial situation. First, as a hedge against currency fluctuations, it took out "forward currency" contracts in three major currencies, to the value of US\$4 million, Euro 492,501 and GBP

124,000. Second, the Library negotiated an early payment discount for Elsevier and Wiley/Blackwell subscriptions which helped defray contracted price rises.

In the second half of the year, when major payments occur, exchange rates were favourable. This provided the Library with additional purchasing power, which was put towards the retirement of legacy journal collections through the acquisition of electronic backfiles.

All measures resulted in the Library achieving 100% expenditure of the Library Materials budget, with no over-expenditure. For the first time, carry-forward commitment was rolled into the next budget build-up. IAS continued to work closely with UQ Finance to ensure moneys were expended in a timely, accurate and full manner.

Planning

The Library's Operational Plan for 2010 had been developed in the second half of 2009. Based on this, branches and sections developed their own action plans. The mid-year review of the 2010 operation plan was completed and submitted to the University Planning Office on time, using the newly developed template prepared by the Office. A Planning exercise was held in July to review the 2010 plan and to prepare for 2011. Documentation from this exercise records the identification of the following opportunities and challenges for the Library:

Opportunities (Repositioning the library)

- repurposing library spaces – the definition of the library will change as physical space is repurposed and virtual space expands
- repurposing ourselves – services and skills
- relationship building/visibility/demonstrating library value proposition
- respond to UQ Vice-Chancellor's green paper and new priorities
- provision of opportunities for the Library in research developments at UQ

Challenges

- finding a balance that serves all clients
- sustainability
- loss of momentum/library taken for granted
- organisational nimbleness to allow us to respond to new priorities
- lack of understanding of library value proposition and role of the library – vital to be visible and be able to demonstrate this and articulate it clearly
- consistency of service delivery to meet needs of diverse client base with different expectations (students overseas, international students, students at multiple campuses, researchers collaborating with UQ/outside partners who want access to library resources)
- repurposing workforce to cater for new services/priorities and providing reward/flexibility/training/expertise

Library Organisational Structure

The later months of 2010 saw planning and activity for a major change in the organizational structure of the Library, to be implemented from the beginning of 2011. While the support units - Marketing Outreach and Corporate Services and Library Resources and Technology Services - would remain as they were, the two service delivery units, Social Sciences and Humanities Library Service and Engineering and Sciences Library Service were to be very much affected by the new plans. The proposal was that these two units be discontinued and three different entities established. These would be:

The Teaching and Learning Service, to co-ordinate and deliver services across all the branch libraries on the St Lucia campus, and responsible for:

- information assistance
- student information technology help
- library materials circulation
- document delivery requests
- course materials provision
- shelving of library materials
- multimedia services
- general library information literacy training for coursework students

The Research Information Service, providing support to researchers through all stages of the research cycle, assisting with:

- advanced information research enquiries
- individual research [consultations](#)
- information literacy training
- developing collections for your research needs
- staying up-to-date with the literature in your discipline
- advising on citation analysis for grant and promotion applications
- bibliographic management tools such as EndNote
- advising on research data management
- advising on trends in scholarly publishing
- teaching advanced information skills into undergraduate programs and for hospital staff

and the Scholarly Publishing and Information Service to support the University's research activities, and responsible for:

- UQ eSpace
- AustLit
- digitisation
- scholarly publications
- research data collections.

The reorganisation also involved the merging of the print collections from the Biological Sciences Library and the Dorothy Hill Physical Sciences and Engineering Library. Both collections were reduced by weeding and warehousing, and the BSL collection was then moved into the renamed Dorothy Hill Sciences and Engineering Library.

Plans were also made for movement of staff into different functional teams and, often, different physical locations. New processes for dealing with major functions, such as management of the course materials service, were also being developed. These were to be implemented in 2011.

Statistics

A Review of Statistics had been completed in November 2009 and with implementation scheduled for completion by January 2010. Implementation involved some changes to the LibStats software, the Library’s online system. Unfortunately work on this was suspended at the end of February 2010, as developer time was needed on projects of a higher priority. Library staff continued to use LibStats, making some adjustments for uncompleted work on the software. One major outcome of the Review was the implementation of the use of Eventum for recording enquiries by all staff at all locations across the Library. This allowed for a more correct figure for enquiries, as previously only enquiries taken at an information desk had been recorded.

Qualitative Data Collection

The LibQual+ Client Perception Survey was conducted for the second time in August of 2010. LibQual+ is the American Research Library Association’s library assessment instrument, used by libraries across the world. It measures users’ minimum, perceived and desired levels of service quality across three domains: affect of service, information control and library as place. More than four thousand responses were received to the UQ Library survey, which was the highest number amongst the twelve international libraries with whom the results were benchmarked. Analysis also showed a high degree of representativeness of the various cohorts within the UQ community in the responses (undergraduates, postgraduates, academic staff, hospital staff), meaning the results have strong validity.

Below are some examples of the type of information gained from the survey results. The table below shows that the Library’s various client cohorts are almost uniform in what they want from the Library: easy online access to good information resources - only the priority order varies between cohorts. This takes precedence over service provision by staff, and the ‘Library as place’.

In the benchmarking exercise, UQ clients recorded a much higher degree of satisfaction with information provision by the library than the other libraries, particularly those in North America.

Overall	Undergraduates	Postgraduates	Academic Staff
Making electronic resources accessible from my home or office	Making electronic resources accessible from my home or office	Making electronic resources accessible from my home or office	The electronic information resources I need
Print and / or electronic journal collections I require for my work	Modern equipment that lets me easily access needed information	The electronic information resources I need	Print and / or electronic journal collections I require for my work
A library website enabling me to locate information on my own	A library website enabling me to locate information on my own	Print and / or electronic journal collections I require for my work	Making electronic resources accessible from my home or office

The electronic information resources I need	Print and / or electronic journal collections I require for my work	A library website enabling me to locate information on my own	A library website enabling me to locate information on my own
Modern equipment that lets me easily access needed information	The electronic information resources I need	Making information easily accessible for independent use	Making information easily accessible for independent use

The second table compares 2008 and 2010 survey responses on use of the Library. While daily use of resources within the Library, or of the Library web page, has dropped over the two years, the use of other gateways has increased. Even so, UQ has the highest daily and weekly rates of usage amongst its benchmarking partners, 87.69% of respondents using library resources via the webpage at least weekly.

Awareness of this type of trend in user behavior, however, enables the Library to go to where the users are, and exploit the Google angle. Hence a UQ student or staff member can begin a search in Google and end up with the full text of an article which is only accessible to them because the Library is paying for the journal access. (The downside is that the user often does not realise the role the Library is playing in his success)

	Daily 2010	Daily 2008
How often do you use resources within the library?	28.46%	36.34%
How often do you access library resources through a library web page?	40.49%	45.82%
How often do you use Yahoo, Google, or non-library gateways for information?	74.31%	68.04%

Projects Management

The Library began 2010 with thirty-one new projects approved by the Library Executive. In addition, eight projects from 2008 and twenty-two from 2009 were still in process. The year ended with six 2008 projects and eleven 2009 projects still live, and thirty-two 2010 projects not completed. However, a very great deal of Library staff capacity was expended on work in preparation for the University's ERA submission, which assumed absolute priority across the University during the first half of the year. Internal to the Library, the project to implement a Content Management System for the website was a high priority. This required a complete rebuild of the Library's webserver architecture to facilitate the conversion to Drupal (the chosen CMS), as well as the work on the CMS itself.

Facilities

Significant maintenance and improvement projects carried out in 2010 included:

- Relocation of the Biological Sciences Library print collection to the Dorothy Hill Engineering and Sciences Library

- Tender, acceptance and rollout of new multi-function devices in all Libraries
- Tender, acceptance and preparation for installation of a conveyer, returns and sorting system for the Social Sciences and Humanities Library
- Painting, recarpeting and refurbishment of the Dorothy Hill Engineering and Sciences Library
- Extensive treatment of mould in the Herston Health Sciences Library, Mater Library and Forgan Smith file room
- Assisting with the design of the new Library Warehouse
- Installation of a new PA system in the Gatton Library
- Replacement of the roof membrane on Duhig Tower to stop water leakage into the Fryer Library collection
- Review of Branch signage

Workplace Health and Safety

Summary of workplace health and safety incidents for 2010:

Type of incident	Number of occurrences
Slips, trips and falls	7
Manual handling issues	3
Mould in collection affecting staff	4
Motor vehicle accidents to and from work	3
Struck by object	5
Bruising or crushing	2
Unidentified substance	2
Allergic reaction	2
Breathing air contaminant	3
Illness	1
Total incidents	32

According to comparative UQ figures, the Library continues to be lowest in terms of number of workplace incidents from 2008 – 2010.

IT infrastructure – Second site established

In keeping with the Library’s disaster recovery and business continuity planning provisions, a second site was established in a communications room in the Biological Sciences Library building. A rack containing network switches, servers, storage arrays and UPS equipment was deployed to the site in late October. The site was fully functional by mid-November. A virtual machine host cluster and other servers provide for database and fileserver replication and enable virtualized business-critical systems to be run from the second site in the event of a prolonged outage to the Duhig primary site.

New architecture for Library web servers

The Library’s webserver architecture was completely rebuilt during the year to facilitate conversion to a CMS driven site using Drupal. On June 1, 2010 the AskI.T. website (askit.uq.edu.au) was integrated into the main Library website (as www.library.uq.edu.au/askit/)

and became the first part of the site to be delivered through the Drupal CMS. The UQ Library Authentication and Identification System (UQLAIS) was deployed and enhanced to improve single signon and access control capabilities for Library web services and other systems.

UQ eSpace

Significant development work on UQ eSpace underpinned UQ's successful ERA submission and HERDC data collection. This included:

- improved data cleaning, data integration and reporting capabilities
- integration with Ranked Journal and Ranked Conference lists including auto matching of data based on intelligent algorithms
- integration with Thomson Reuters Researcher ID, ESTI, Scopus and other publisher web services for getting citation counts, improving metadata and ingesting records
- UQ eSpace My Research portal launched in November for researchers and
- unit publication officers to login and claim publications, add missing publications, and report corrections

Public workstation fleet refresh

Between December 2009 and March 2010 the entire fleet of public workstations was replaced. This consisted of replacing over 1,100 Dell machines with Apple iMacs and Mac Minis including deployment and management platforms.

Dual boot Standard Operating Environment deployed

The rollout of dual operating systems on all public workstations was completed during summer semester 2010/11. This enables students to choose between Windows XP and Mac OS X 10.6 operating systems and their associated programs.

DEVELOP AND SUPPORT OUR PEOPLE

Recruitment and Selection

Whilst 2010 was generally a busy year for recruitment, the last quarter of 2010 was particularly hectic with the Library's realignment strategy moving away from the previous staffing model of a large number of fixed term and/or acting positions to more continuing appointments. During 2010, 27 continuing appointments were made ranging from HEW Level 2 to 8. There were 32 resignations, from HEW Level 2 to 9.

In August, Jocelyn Priddey retired from IAS, after a long and illustrious career. The Library took the opportunity adjust the focus of the position and Majella Pugh was appointed as the Manager of Collections and Information Resources while Carolyn Jones moved to the role of Senior Manager, IAS (Acting).

In the Library Technology Service, lack of staff in the first half of the year affected the overall efficiency of the Workstation Support Service team. WSS was operating on 67% capacity from January through to May and operating on just two WSS staff in the month of June.

As a result of some project funding, Lars Eriksson and Kirsty Rickett were appointed to the role of Senior Clinical Librarians Herston and Mater respectively from mid 2010 till the end of 2011.

Placements

In 2010 the Library hosted 4 rehabilitation work experience placements in BSL. Herston, IAS and Ipswich. 3 out of 4 placements were completed successfully and the rehabilitation agencies were very appreciative of Library managers and staff for their efforts in making the participants feel welcome. CRS Australia-Qld branch (formerly Commonwealth Rehabilitation Service) nominated The University of Queensland Library for their 2010 annual Employer Award. Whilst we did not win, being nominated validates the contribution managers and staff of UQL have made to the CRS work placement program over the years.

Staff Development and Training

Staff Development activity continued to grow throughout 2010. Staff had the opportunity to extend or refresh their skills by attending classes and workshops both within the Library and also outside the Library through the University Staff Development Program and activities offered through external providers. We are mindful that a number of Library staff members are not able to easily access staff development offerings because of their location. We have continued to record nearly all of the activities run during the year to enable staff unable to attend on the day to access recordings remotely either by accessing vodcasts on LibNet or by live streaming some sessions off the website.

Popular activities in 2010 have been the Introduction to Mindfulness sessions which were oversubscribed to the extent that four sessions needed to be run and there were still staff unable to book a place, the Showcase tours to UQ Ipswich were very popular as were the Open House tours of the PACE Health Sciences Library, the Belly Dance class and the various topics covered in the LibInform series.

LibInform

The LibInform series aims to provide professional development opportunities to Librarians and other staff through information sessions on a very regular basis throughout the year. The range

of topics covered in this series was comprehensive with many sessions very well attended. These sessions were presented by speakers from the wider library and information community as well as speakers from the Library's own staff. Topics ranged from demonstrating new vendor platforms, innovative uses of technology like Twitter and Firefox Add-ons, digital archives and repositories and the role of IT Help Desks across the University.

Showcase Series for Library Support Staff

This series provides Senior Library Assistants, Library Assistants, Service Support Assistants and other support staff with the opportunity to visit sections of the Library and to hear about the services provided in those library sections. These sessions may take the form of demonstrations, information sessions and tours.

Two areas of the Library were showcased in 2010 with multiple sessions held for each area.

Key processes in the Information Access Service - From order to user access to materials and the path of a misconduct letter. Participants learnt about some of the key processes in the Information Access Service - from ordering library materials to access by the user and the path of a misconduct letter - from an item's non-return to misconduct proceedings.

Ipswich Library Showcase - two tour groups went by mini bus to the UQ Ipswich campus and toured the Library and collocated Student Services area and learnt about the work of the staff at Ipswich and some of the innovations they have implemented.

Open House

The Pace Health Sciences Library opened to much acclaim this year. As part of the Future Focus Program, Paul Jones the architect from DesignNest who designed the PACE Library spoke about the design of the Library. As a follow up to that session an Open House for all Library staff was organised on 14 December with two tour groups travelling to PACE by mini bus from St Lucia.

Future Focus Program

The Future Focus Program continued to provide Library staff with the opportunity to hear about current developments and trends within the University and the wider community. Sessions have been well attended throughout the year. Library staff heard about developments within the University with presentations on Research directions, strategic directions in the International Student portfolio and information literacy in the Teaching and Learning area. Presentations on The Edge – a digital culture centre and the design principles and processes behind the design of the PACE Library all showcased innovation at its best. The presentation on the Challenge of Climate Change was highly regarded and generated much discussion.

Library Wellness Program

The Library Wellness program is one of the most successful staff development initiatives provided by the Library. The program has now been running for over a decade and is well regarded as a model for the rest of the University. This program continues to provide information sessions and learning opportunities to Library staff to benefit their health and well being.

In 2010 there was a greater emphasis on physical fitness with the purchase of a Wii Sports console and two sports game packages. The Wii was made available on a weekly basis as a lunchtime activity. An Introduction to Belly Dancing was also a very popular class in October.

Other Library Wellness Program sessions held in 2010 were:

A Psychological Wellness series was developed with 3 presentations on Depression, Anxiety and Alcohol Use and Misuse during September, October and November. These sessions were presented by the Staff Support and Rehabilitation Adviser.

The most popular activity of the Wellness Program in 2010 was an Introduction to Mindfulness session which was heavily subscribed and had to be run 4 times to meet demand during November and December. This was run in a small group format in conjunction with psychologists from the School of Psychology. Mindfulness sessions are designed to assist people to notice and appreciate the positive events and moments that happen in their lives. Mindfulness training has been linked by research to improved wellness for individuals. It is also reported to be related to reduced anxiety and stress levels.

Inductions

The Library's Induction Program and Induction Kits were revised this year. The Induction Program is a blended learning approach with new staff accessing web based resources, information videos as well as workshop format induction training modules. The Program also now requires Managers to pair a new staff member with a workplace buddy to assist their introduction into their new workplace. New Librarians will also participate in a Peer Mentoring Program from 2011. Induction and Training checklists were also revised for all generic Library positions. The Customer Service and Workplace Health and Safety induction modules were also run.

Staff Updates

The University Librarian and Director of Learning Services presented his Library Staff Updates in a series of presentations in March, August and October this year. There was also a Liaison Librarian Update on Information Literacy held in February.

Other staff development activities

A variety of workshops, classes and information sessions were held throughout 2010 as part of the Library Staff Development Program.

The Human Resources Consultant and the Staff Development Consultant developed and implemented a Library wide series of workshops on Maintaining a Harassment Free Office. Fourteen workshops were held for all staff across the system at St Lucia, Ipswich and the Health campuses with 188 employees attending. A Managers version of the workshop was also held for the 7 Up Group. Additional sessions will be run in 2011.

Other workshops on offer were a Book Repair Workshop for staff involved or interested in book repair and conservation techniques. A Disaster Recovery workshop was also run for the 7 Up Group

In the planning area – an Operational Planning workshop was run for the 7 Up Group over two days in July and a Planning Day for RIS, SPADS and TALS senior staff was facilitated by Jon Morgan in December.

A web based training package for Information Assistance Skills for Senior Library Assistants was developed in 2010 called InfoAssist. InfoAssist consists of 5 modules for staff to work through on a self paced basis. The package is based on the ORE on the Web program which was adapted by a group of Librarians and Senior Library Assistants from across the Library convened by the Staff Development Consultant. The five modules are:

Module 1 – InfoAssist Overview – Reference Service

Module 2 – Reference Interview

Module 3 – People Skills

Module 4 – Strategies and Resources

Module 5 - Ethics

The development of this training resource was timely given the changes to the staffing model for Information Desks in early 2011.

The Staff Development Consultant managed several projects during 2010. A framework for an Indigenous Awareness Series has been developed which will be run as part of the LibInform series in 2011. A Peer Mentoring Program for New Librarians was developed and will be implemented in 2011.

The Staff Development Consultant managed the Centenary Library Staff Reunion Project. The Reunion Day was held on 2 July and involved a day of tours, a photographic and memorabilia exhibition and a social function which over 300 current and former staff attended. A large group of Library staff were involved in this project for the first half of 2010. The Reunion Day was very successful with very positive feedback received from all quarters.

Staff ICT training

The 23 Things Web 2.0 Online Learning Program continued to be offered to staff during 2010. Time to work through the modules has been allocated as part of the staff roster to assist staff to complete the assessment requirements within the 10 week block. Initially, preference was given to Liaison Librarians to complete the course. With many of the Librarians having now completed the program it is being opened up to other interested staff members. By the end of the 2010 over 100 staff had nominated for and worked through the program.

The Library IT Trainers continued to offer a wide range of courses to UQ students and staff with emphasis on the Microsoft Office suite – basic and advanced features – and web writing skills.

Rotation and Development Scheme

The Rotation and Development Scheme was amended for 2010. Job rotations were replaced by job exchanges for the year. Skills Enhancement placements are also available for staff who have been in their current role for 2 years or more. Two staff members participated in Skills Enhancement placements – one person did their placement in the Architecture Music Library,

the other staff member did their placement in the Circulation and Document Supply section of the Information Access Service.

Professional Placement students

UQ Library hosted 8 students on professional placement in 2010. Of these, 6 students were studying to be Librarians and 2 to be Library Technicians. The Social Sciences and Humanities Library Service provided the majority of placements for students in 2010.

Social Activities

The annual Christmas raffle organised by the Information Access Service raised \$1,304 for Camp Quality.

The Ipswich Library held The Building Eight Garden Fete on 18th October, and raised over \$1300.00, which was donated to the School of Nursing and Midwifery student trip to Cambodia and the Ipswich Hospice.

The staff of the Biological Sciences Library supported and promoted an “Australia’s Biggest Morning Tea” event held outside the Library on 24th May. Proceeds went to the Cancer Council.

Herston Health Sciences Library raised over \$1300 for Breast Cancer Research.