DOROTHY HILL
PHYSICAL SCI
AND ENGINEE
LIBRARY

UQL

The University of Queensland Library

2005

Annual Report

THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

LIBRARY
We link people with information

Library Mission and Values

Mission

We link people with information, enabling The University of Queensland to achieve excellence in teaching, learning, research and community service.

Purpose

The University of Queensland Library delivers client-focused innovative information products, services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities. The Library facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes and provides the information infrastructure necessary for leading edge teaching, learning and research activity.

Values

Commitment to excellence
We are committed to providing the best possible service to our clients. We recognise jobs well done.

Teamwork and Personal Responsibility
We work together, with each individual taking responsibility for her/his work and the team's success.

Innovation and Flexibility
We encourage innovation and respond creatively to new challenges.

Open communication
We promote open, appropriate and timely communication to engage and inform staff and our clients.

Staff development
We provide training opportunities for all staff to develop their knowledge and skills.

Accountability
We use resources in an effective, ethical and responsible manner.

Environment
We create and maintain a safe, supportive and welcoming environment.

Diversity
We embrace diversity and treat each other and our clients with respect.

Integrity
We value honesty and confidentiality in our relationships with staff and clients.

From the Acting University Librarian

2005 was a challenging and rewarding year for all working in the Library.
Janine Schmidt resigned at the end of January to take up the position of Trenholme Director of Libraries at McGill University in Montreal. The University's search for a new University Librarian was a lengthy process with the position still unfilled at the end of the year.

In response to the Library Review held at the end of 2004, the Library Management Group developed an action plan to ensure the Review Recommendations were implemented. We are pleased to report that all 14 recommendations have been addressed. Some of the improvements made included enabling USB access on the majority of computers; providing intercampus online document delivery service for undergraduates; development of a real time interface between the Library Integrated Management System and the University's Masterpiece System, and the development of a Communication and Marketing Plan for the Library.

There were also a number of improvements to our services which were identified in the Library's Self Review Report. Online payments for overdue materials were available from March 2005 and the Library's website was revamped in response to the feedback received from Focus Groups held in November 2004. The Library's Planning Cycle was realigned to fit in with the University's cycle and the whole of the Library's quality processes, corporate documentation and statistics were reviewed and improved.

In June, after many years of planning, approval was given to commence the mammoth task of refurbishing the Biological Sciences Library. To speed up the process all staff and library materials were removed from the building and distributed across 4 locations. Staff and students alike should be commended on their flexibility and adaptability during this period. Towards the end of the year, another major building project which involved the removal of asbestos from the Social Sciences and Humanities staff area, saw staff moved to other parts of the Library in less than ideal conditions. They too coped extremely well.

RAPID, a major project which involved a number of staff over several years came to fruition towards the end of the year. The RAPID (Researchers and Postgraduate Information Discovery) project involved updating and redesigning approximately 12 hours of face-to-face lectures into four different modes of access; face-to-face, online, workbook or multimodal. This information skills program for postgraduates was successfully trialled and modified according to trial feedback, ready for full implementation in 2006.

As part of our eScholarship testbed for the Australian Partnership for Sustainable Repositories project, library staff developed software (Fez) for a flexible, digital repository and workflow management system which was released under open source license.

I would like to thank all the Library staff for their exceptional efforts in 2005. There were many major and minor achievements which ensured the Library continued to provide outstanding service to the staff and students of the University of Queensland.

Mary Lyons
University Librarian (Acting)

The Library Committee of the Academic Board

Terms of Reference of the Library Committee: ·

- To advise the Board and the University Librarian on matters relating to the University's requirements with respect to the Library.

- To consider and advise the Board and the University Librarian on library policy matters and the conditions of use of the Library.

- To serve as a means of communication between the University community and the Library.

2005 Membership

Ex Officio

Deputy President, Academic Board   Professor Sue Spence
University Librarian   Ms Mary Lyons, (Acting)

Other Members

- Two persons elected annually by and from the Academic Board:

  Professor Susan Hamilton

  Assoc/Professor Stephanie Hanrahan

- One representative at a senior academic level nominated by each faculty and appointed annually by the Board:

Arts	Assocociate Professor Lynne Hume
BACS	Professor Brian Key
BEL	Dr Keith Fletcher
EPSA	Professor Richard Morgan
HS	Associate Professor Cathy Turner
NRAVS	Dr Robert Fletcher
SBS	Professor Candi Peterson

- One representative at a senior academic level from the Institute for Molecular Biosciences, to represent all the University's institutes, nominated by the Deputy Vice-Chancellor (Research) and appointed annually by the Board:

  Professor David Fairlie

- One representative from alumni of the University nominated by the President of the Board and appointed annually by the Board:

  Mr Blair Wilson

- Two undergraduate students nominated by the president, University of Queensland Union:

  Mr Timothy Chandler

  Mr Michael Wright

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

- One postgraduate coursework student nominated by the Postgraduate Students Area Committee.

Secretary: Mrs Noela Yates/Ms Elizabeth Jordan.

Report
The Committee functioned this year under updated Terms of Reference and expanded membership, following the review of the Library Committee conducted late in 2003.

The Library Committee met four times during the year, and reports were made to the Academic Board after each meeting.

A major item of interest to the Committee was the Library's progress in implementing the Recommendations of the Review of the Library, conducted late in 2004. By the end of the year, all fourteen recommendations had been acted upon. Other matters discussed included the introduction of an online payment facility for Library charges, the use of USB devices on library computers and the accompanying authentication regime, the conduct of a Journals Reading Patterns survey, and future storage needs and the Library's materials retention policy.

Contributions made by Committee members were appreciated by the Library. Departing Committee Chair, Professor Sue Spence, was farewelled and thanked for her work for the Library at a function at the final meeting of the year.

Library Overview: Clients, Collections, Structure, Services

The University of Queensland Library delivers client-focused information products, services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities. The Library facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes and provides the information infrastructure necessary for leading edge teaching, learning and research activity.

The Library is funded off the top of the University budget and in 2005 the budget was approximately $28 million. 240 staff delivered service at over 20 service points up to 84 hours per week. Over 1,300 personal computers were available for public use.

In 2005, the Library's thirteen branches were open 100% of their advertised opening hours, and online services were available '24x7' all year round.

The Clients
In 2005, UQ Library had 76,490 registered users, collectively representing one of the largest library memberships in Australia. Clients included 36,980 students (26% of whom were postgraduate and 17% international) and 5,250 academic and general staff. Other client groups included alumni (over 1,000), staff from the major teaching hospitals (over 6,000), Cooperative Research Centres with which the University has significant involvement, and the wider community. All brought differing needs and variations in service demands to which appropriate responses were made by the Library.

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

Alumni were able to register as clients through the payment of a nominal fee, and new graduates were offered free library membership for one year.

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

The Collections
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 million volumes, a burgeoning online collection of approximately 30,000 electronic journals, 358,000 eBooks and over 867 networked databases, as well as microforms, videos, including off-air recordings from both free-to-air and cable services, as well as microform, manuscript and pictorial materials. Links to digitised learning resources are provided via the Library's website as is access to digitised exam papers, theses and other locally held electronic resources.

The Structure
The structure of the Library is focused on the distributed nature of its service delivery, combined with centralised planning and policy development. The thirteen branch libraries are grouped into three major services – Social Sciences and Humanities Library Service, Biological and Health Sciences Library Service, and Physical Sciences and Engineering Library Service. The branch libraries all provide similar services and facilities. These include inquiry services, loans of materials, photocopying and printing, displays of new materials, information skills programs, computer help and training, personalised updating services and document delivery.

Underpinning the direct service delivery components are the units whose services are primarily based on indirect delivery, although some sections do provide direct services to clients.

The Library Technology Service is responsible for the delivery of student computer help and training services across the University through the *Ask* I.T. service and the planning, provision and support of the Library's information technology.

The Library Corporate Services area is responsible for public relations, publications, coordination of information skills training, research and development activities, facilities planning and management, strategic planning, human resource management and staff development, financial management and UQL Cyberschool.

The Information Access Service is responsible for collection development and the acquisition and cataloguing of information resources, as well as the associated web services. It coordinates document delivery policy and supply and lending policies. It also manages the Library's integrated library system and is responsible for copyright.

The Services
Services provided by the Library focus on the specific needs of its client base and include the following:
- provision of teaching, learning and research materials in a wide variety of formats for on-site use and loan
- access to the global body of knowledge
- assistance in the use of information resources
- provision of information skills programs to facilitate lifelong learning
- provision of facilities to support effective teaching, learning and research
- document delivery services for researchers
- electronic updating services
- publications and pamphlets outlining services, including *Subject Guides* available in print and on the website
- online and print *How to* guides to topics like citation guides, plagiarism and evaluation of internet sites
- research support and assistance
- *Ask* I.T. computer training and help for students
- *Ask* a Librarian (including online chat) online help
- casual seating
- individual and group study spaces
- wireless capability for laptops
- specialised online databases of course materials, including electronic versions or digitized copies of journal articles and book chapters
- online access to examination papers
- access to Blackboard materials
- Graduate Study Centres
- email facilities
- copying and printing facilities
- specialist facilities for clients with disabilities
- provision of EndNote bibliographic software gratis and training in its use
- provision of LearningFast interactive computer applications software training package.

The effectiveness of the Library in service delivery is strongly influenced by the effective implementation of information technology. Integrated access to all Library collections and services is provided by the Library's website.

Supporting Teaching, Learning and Research

Information Services

Information Desk Service
Throughout 2005, Librarians were on duty 100% of library opening hours at twenty information desk service points throughout all library branches, responding to 94,693 reference enquiries. The total of all enquiries, including directional and technical support requests, was over 305,000 for the year. These figures record a slight decrease on 2004 figures, continuing the trend of recent years. Included in the drivers of this trend are factors such as:

- The continued success of the Information Skills program, including the extended integration of classes into courses
- The continued stability of the Library's computer network and databases
- Improvement in Library web page design, following focus groups held late in 2004
- Improvements in database design, making them more user friendly
- Arrival of students from high school with higher levels of both Information and Information Technology literacy (maybe in part a reflection of UQL Cyberschool's involvement with over 200 high schools in Queensland)

Ask a Librarian
In contrast to the decline in face to face enquiries, the online _Ask_ a Librarian service experienced a doubling in the use of the Chat service, and a 137% increase in email enquiries. The figures for this service are still not high in comparison to the face to face (3,342 queries compared with 94,643), but the trends reflect the Library clients' ability to work in places other than the Library buildings and to make use of the Library's information services while doing so.

Subject Guides and 'How to' Guides
Information assistance is also provided by a range of in print and online _Subject Guides_ and _How to Guides._ Developed and maintained by Liaison Librarians, and accessible both from the front page of the Library's website or in print in all branches, _Subject Guides_ are introductions to resources in subject areas. Each of the two hundred and seventy guides helps clients get started in research, find books and journal articles, use appropriate databases, and find relevant Internet resources and specialised information. Further information on applying citation styles, using specific databases, and making full use of particular types of information formats, is provided in fifty five _How-to Guides._ Many of the branches reached the goal of covering 100% of their discipline's programs with Subject Guides.

Liaison Librarians
The Library's fifty-four Liaison librarians continued in 2005 to enact the Library motto, (_We link people with information_) mediating between the Library's resources and its clients at many levels. Liaison Librarians are the Library's 'front line force', staffing the Information Desks and teaching the Information Skills classes. They also maintain strong links with academic and research staff, working with them to ensure the Library continues to develop its collections and services in support of teaching and learning. A revamp of the Liaison Librarians' page on the website during this year made it easier for students and staff to identify their Liaison Librarian.

Library Website
Efforts were made in 2005 to enhance the effectiveness of the Library Website in guiding clients to information resources. Feedback from client focus groups held in late 2004 helped inform wide ranging changes. While the logical structure remained basically the same, the design and accessibility was greatly improved. Some of the major changes included:

- A more streamlined presentation
- More user-friendly terminology

- The home page moved to the standard three column layout
- A simplified Catalogue search page
- Direct searching of Fryer and Archives collections via the Catalogue enabled.

The results of the Client Perception Survey held late in the year recorded the statement 'The Library's website is easy to use' in clients' top ten 'importance factors'. It was also rated in the top ten for performance by the Library. Comments such as 'The website is user friendly, which makes it accessible and easy to find particular items' were made.

Library Catalogue
Much work was done throughout the year using cascading stylesheets to improve the usability of the Library catalogue screens. The effectiveness of the catalogue was attested to by an 18% increase in searches over the 2004 figure. 10.799 million searches were conducted, 39% of them being by title. Other popular search strategies included keyword at 25% and authors at 11%.

Library Collections - Print
A total of 37,151 new titles (49,213 volumes) were added to the collection in 2005. This was an increase of 2% in the number of titles and a decrease of 8% in the number of volumes. The Library continues to expand its reference collections in a variety of formats. The number of print journal subscriptions continued to fall, due to the move to electronic only access by publishers. By the end of 2005, the number of subscriptions was 8,082. The total number of current print titles, including those titles received as gifts or on exchange, was 11,262. Another indication of decrease in current titles was the fall in journal issues accessioned – 68,953 (down 10%). A total of 138 new subscriptions were placed. A project to review all subscription exchange agreements was completed. Some 57 agreements were terminated due the transfer of many exchange titles from print to electronic access. The Library now has 161 active exchange agreements.

Library Collections - Microform and Multimedia
Despite the digitisation of many backfiles by publishers, the microform remains the format of choice for the reproduction of many important bodies of historical research data. For example, in 2005, the following important microfilm collections were purchased with school research funds:
- Bow Bells, a magazine of general literature and art for family reading, 1862-1897
- Eighteenth century journals II, newspapers and periodicals, 1699-1812 from the Harry Ransom Humanities Research Center, University of Texas at Austin
- Torres news.

Library Collections - Electronic Collections
The number of databases continued to expand, with a total of 867 by the year's end. The number of electronic journals also continued to rise, bringing the total number to 30,000 and the Library was again in 2005 able to substantially supplement the existing electronic journal collection with the addition of electronic backfiles. An issue of growing concern is the possibility of gaps in the collection being created when Society owned electronic journals for which the Library once held a print subscription, move from one commercial publisher to another. In some instances the original publisher loses the archive as well as ongoing issues. In hindsight, it would have been prudent to retain a print subscription at a 'deep discount' rate for such journals. The Collection Development Advisory Group will address this issue in 2006.

It is not possible to present a clear indication of usage of electronic collections as it is in the case of print based collections. While libraries can count volumes lent, and volumes reshelved (for in-house usage), the statistics available for electronic collections do not give as clear a picture, being derived from different sources and based on different units of measurement. However, some reporting is possible.

The Library maintains inhouse a set of databases, called the Electronic Resource Library. Progressively, the subscriptions for the databases in the ERL are being moved to web-based subscriptions. Hence the useage figures for the ERL, set out in the table below, show a decline:

ERL usage statistics

	2005	**2004**	**% change**
Total Logins	885,110	3,081,333	-71%
Total Rejects	8,487	12,223	
Login success rate	99.04%	99.58%	
Total searches	3,676,675	10,500,935	-64%
Records transferred	4,769,106	10,066,637	-52%

Increasingly, the Library's e-resources are web-based, and usage of these from outside the Library and the University (via Ezyproxy), recorded in the figures below, is showing a marked increase:

Ezyproxy usage statistics:

	2005	**2004**	**% change**
Successful requests	43,267,169	26,991,698	+60%
Av per day	473,490	294,907	+60%
Data transferred	1728.75 gigabytes	1,083	+59%
Av per day	18.92 gigabytes	12	+57%

There is not, at the present time, an efficient means of counting use of web-based resources on computers within the Library and the University. However, the table below shows figures for the use of a representative sample of databases:

Databases and ejournal usage – sample figures *(figures supplied by database vendors)*

Database	No of user sessions	% change 04-05	Total searches	% change 04-05	Requests for full-text docs	% change 04-05
Science Direct	364,254	+19.5%	287,421	+26.5%	950,912	+23%
Informit Online	216,667	+201%	417,046	n/a	110,139	+304%
ACS Journals			58,254	+175%	72,979	+169%
Blackwell /Synergy	140,431	+26%	94,664	+12%	215,475	+31%
OUP Journals			27,133	+6%	70,067	+25%
Proquest Direct	351,905	+4%	9,866,383	+81%	929,436	+8%

Library Collections - eBooks
UQ Library clients now have access to over 358,000 electronic books. New packages of eBooks included:
- *EcoSal* (American Society for Microbiology)
- *MDConsult Dentistry*
- *PsycBOOKS* a full-text database of books and chapters from the American Psychological Association

In addition, new titles were purchased from the NetLibrary, Safari and EBL platforms. EBL is an interesting model under which a library purchases 325 uses, or 'loans', for each title for the subscription period. At the commencement of a new subscription period, the quota is reset, but if the limit is reached before the end of the period, the library must purchase a second copy of the title. Publishers seem to be more approving of this model, as evidenced by the number of current editions on offer.

Library Collections - Multimedia Collections
Some 9,725 new multimedia titles were added to the collections, mostly music CDs.

Library Collections - Specialised Collections
The Fryer Library manuscript collection was enhanced with addition of several significant collections including:

- Correspondence and poetry manuscripts of Ernest Briggs 1940-1967
- Proposed design for the site of the University of Queensland
- Papers of Michael Vincent Fogarty 1933-1977
- Some records of the University of Queensland Bushwalking Club 1950-1955
- Papers of Bruce Dickson 1966-1983
- Political posters 1970-1986.

Library Collections - Course Materials
For some years, the Library has been offering a web-based service, providing a 'one-stop-shop' to information resources and associated services for many of the University's courses. Specific services included access to required and recommended readings, past examination papers, as well as links to Blackboard, the Interactive Learning Centre and the Courses and Programs website.

A total of 6,029 records in the catalogue were created for course readings in 2005, an increase of 20%. Within the records, there were 2,885 links to subscribed electronic resources (up by 56%) and 2,593 links to journal articles and book chapters, digitised and stored on a library server. While the latter is down slightly, actual use increased by 14% to a total of 848,802, showing that the service is well used by UQ students.

All branch libraries had set a target of 80% of course readings being made available online, and this was achieved. The effect has been a significant reduction in print photocopied course materials, which impacted on services. Loans statistics from the High Use photocopied course materials collections and photocopying and printing statistics should be expected to continue to drop.

UQ Library participated in the University's *Electronic Course Profile Project*. The project aims to deliver a 'one-stop-shop' for all course profiles, including access to learning resources. It will include a direct link to UQ Library's holdings of required and recommended readings.

Library Collections - Digitisation
2005 was the first full year of recording TV programs digitally. This allowed for higher quality recordings and a broader coverage. All free to air offair television recordings were made available to Library users on DVD disk. During the first quarter of 2005 the digital recording of off air television became a routine part of the multimedia workflow. A procedures document was produced. The transition from an analogue tape system to a digital system was completed. Staff worked enthusiastically and flexibly to adjust to the changes.

Digital recording helped to facilitate making some programs available online, in a streaming media format, via the Library catalogue. The Screenrights Agreement permitted offairs to be streamed as long as the appropriate copyright warnings were given and access to the recording was restricted to staff and students of the University. The Library's authentication system was used to control access and bibliographic records within the Library's online catalogue to ensure searchability.

Digital recording has also enhanced the Library's research collection. For example, the media coverage of the 90th anniversary of the Anzac landings has been collected on a series of seven DVDs. The ANZAC coverage was taken from digital broadcasts of programs such as *Sunday, Sixty Minutes*, the *7:30 Report* and *Lateline*. This project was used to enhance the Australian Studies collection with material of a high technical quality that was easily copied and was made available in a number of formats.

Library Collections - Loans

Overall loans decreased slightly in 2005 (down by 6%). The decrease was due to a decrease in initial loans of 10% as renewals increased by 6.2%. This trend was consistent with the previous year and confirmed that clients were taking up the self-renewal opportunities available, particularly via the web.

Loans		
User Group	**Total Loans**	**% Change**
Community	6,735	+3.1
Undergraduate	793,719	-8.9
Postgraduate	491,887	-3.6
Academic/General	134,920	-21.1
Non-UQ staff (incl. hospital)	56,265	+223.7
Graduates & alumni	23,248	-6.2
Reciprocals	12,384	-16.4
Total Loans	1,530,875	-6.0

The majority of loans were to undergraduates at 54.6%, followed by postgraduates at 30.8%. There was an enormous increase of more than 223% in loans to non-UQ staff, including hospital staff. This is a reflection of the increase in expenditure on monographs for hospital libraries over the last 18 months. Self-service loans accounted for 44% of all loans, a significant increase on last year's 36%.

The table below shows the loans total for the Library Services, with the four health sciences libraries shown separately from the other two libraries of the Biological and Health Sciences Libraries cluster. The health sciences libraries have defied the general trend downwards in circulation figures. The decline at Biological Sciences Library can in part be explained by the disruptions of relocation due to the refurbishment, but also, along with the libraries of the Physical Sciences and Engineering Library Service, a tendency by clients to use online services more. The decline in the SS&H group is the least, but it would seem to point to clients using the increasingly rich backsets of online journals in the humanities and social sciences.

Loans		
Library Service	**Total Loans**	**% Change**
SS&H	833,402	-7%
PSE	145,126	-9%
BSL/ Gatton	156,432	-28%
Health Sciences	70,274	14%

The introduction of reminder notices by email for standard loans was received most favourably by students. Hopefully, this will translate in a higher percentage of loans being returned on time and a reduction in the imposition of overdue charges.

The format of email notices was significantly improved. Previously, the format was the same as for the data mailers and was often difficult to read in an email. The subject line can now be specific to the type of notice, making it easier for clients to see at a glance the type of notice. More could be included in each notice, helping to reduce the number of emails being received.

In March, UQ Library introduced an online payments facility enabling clients to pay their overdue charges and fees online via a secure payment gateway. This resulted in a 33% reduction of payments at the Loans Desk. The new payment system and the introduction of reminder notices have proved popular with students and have been highly successful in relieving the workload of the shift leaders at the Loans Desks.

Library Collections - Shelving
The Library's team of distinctively red-shirted shelvers refiled 1.8 million items during 2005, mostly within two to four hours of items being returned to the branch. In the Social Sciences & Humanities Library, shelving efficiency was improved by making Team Leaders each responsible for a floor of the collection. This provided a better outcome for our clients. Problem issues associated with the shelves were resolved more quickly than in previous years. In addition, as a response to issues raised by the Client Perception Survey, changes were introduced that targeted 'missing' and 'in transit' items. These measures successfully reduced the number of 'missing' items from the collection.

Desktop Delivery of Journal Articles
The closure of the Biological Sciences Library for refurbishment in August led to the relocation of the print journals collection to a warehouse in Milton. In order not to deny clients access to these journals, a service of making requested articles available online was introduced. Clients request their articles online, and Library staff at the warehouse scan the article and send the digitised version to the client's email address. The service has been hugely successful, with 13,300 articles being delivered in the five months of operation in 2005. Library staff are preparing for the fact that demand for the service is likely to continue after the refurbishment is completed. It is planned to establish a working party in 2006 to explore the possibility and viability of an ongoing service.

Information Skills Services

Information Skills Training and Courses remained popular with UQ students and staff with almost 50,000 staff and students attending training sessions in 2005. The total number of attendees for all sessions decreased slightly by 3.1% to 49,861, possibly because of constraints on training rooms due to building works in both the Biological Sciences and Social Sciences and Humanities Libraries (2004: 51,467; 2003: 44,082; 2002: 45,101).

UQ Library -- Information Skills Training
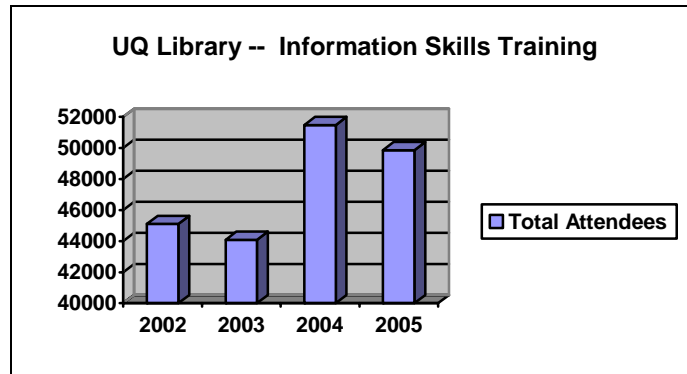
Liaison Librarians in all branches delivered a suite of three classes in the *Find It Faster @ the Cybrary* series, (*Discovering the Cybrary, Enhancing your Assignments, and Mastering your Research Skills*) and supplemented these with additional discipline related classes such as *Company information – Everybody's Business, Statistics on Life, Love, Death and Taxes,* and *Headlines and Deadlines: Searching Newspapers.* In addition, progress was made toward the goal of embedding information skills classes in the curriculum. Information Skills have been integrated into all Law School teaching programs.

In the hospital libraries, information skills classes to support evidence-based healthcare and lifelong learning continued to be a vital component of service delivery to staff and students. Librarians responded to the launch early in 2005 of the School of Nursing with the establishment of a School of Nursing Liaison Librarians' Group, with representatives from Herston Medical Library, Ipswich library, Mater Hospital Library and Princess Alexandra Hospital Library. Members of this group, Jenny Hall (Princes Alexandra Hospital Liaison Librarian), Stephanie Nunan (Ipswich Library Liaison Librarian) and Ruth Foxlee, (HML Liaison Librarian) collaborated on a poster presented at the 3rd International Evidence-based Librarianship conference in Brisbane. The poster outlined the results of an investigation of baseline information literacy levels of a group of first year undergraduate nursing students and a group of new graduate nurses. The study also investigated the effectiveness of library information skills training in helping undergraduate and new graduate nurses to develop sound information literacy skills. The poster was voted best poster by conference delegates.

Orientation Week – Semesters 1 and 2
The Information Skills group coordinated the Library's Orientation program and its integration into the University's Orientation week schedule. Library tours were conducted by student tour guides, and *Surfing the Cybrary* presentations and *Ask* I.T. classes were run during both semesters' Orientation weeks.
- In first semester, coffee or ice-cream vouchers were again offered to students who took a Library tour. In second semester students were given a free photocopying card. 2,950 students took advantage of the offers.
- The Library's Orientation web site was updated to list all activities conducted by the Library and included a link to the UQ Orientation site.

Graduate Student Week/s
The University's Graduate School held two sessions for postgraduates. In both semesters Information Skills staff coordinated with the Graduate School and *Ask* I.T. and arranged a number of activities for postgraduate students, including the following:
- Info Seek, Info Find: Best Practice for Postgraduate Students

- Online to the world, ePrints@UQ
- Copyright, Copy wrong!
- *Ask* I.T.: Utilising Advanced Formatting Features of Microsoft Word with Your Thesis Dissertation.

All of the sessions were well attended, in particular the *Info Seek Info Find* and the Advanced Word classes.

UQ Open Day: Sunday 7 August 2005
The Open Day was once again very successful, with senior Library staff staffing a booth at the UQ Centre.
- Library tours were held in the Social Sciences and Humanities Library, the Law Library, the Biological Sciences Library and the Dorothy Hill Physical Sciences and Engineering Library. Formal tour numbers were low, but many people walked through the buildings throughout the day and asked questions of the guides. Nine tours were run for 59 attendees across all campuses.
- The Library booth statistics in the UQ Centre were down on previous years, with only 132 enquiries received.

Postgraduate Information Expo
On 8 August the University's Graduate School ran a Postgraduate Information Expo in the UQ Centre for students considering doing postgraduate work at the University of Queensland. Cybrary staff worked on a booth, and answered enquiries about the Cybrary and its services for postgraduate students. Many of the enquiries were from UQ students who were thinking of continuing their studies at UQ and were interested in the extra Cybrary privileges and facilities available to them.

University Staff Induction Seminar
The University's Staff Induction Seminars for new staff were run four times in 2005. The aim of the Staff Induction Seminar is to welcome new staff to the University and provide an overview of its history, mission, strategic objectives, structure and scope of operations, as well as an explanation of key conditions of employment and employment related policies and procedures.

The sessions are compulsory for new staff and were usually well attended. An overview of Library Services and Facilities was presented at each session by the Manager, Information Skills and Community Outreach. A tour of the Social Sciences and Humanities Library was also offered.

TEDI Staff Development Handbook Courses
The Information Skills group continued to liaise with TEDI to organise and conduct Library classes for the University's Staff Development program for Academic staff. In 2005, Library courses were offered on the following:
- Endnote, beyond the basics
- Medline
- Finding Patents
- Save time searching databases
- aPrints@UQ
- Copyright.

Although attendance numbers were not high (42 attendees), they continued to be an important way to provide training for academic staff.

Information Technology Assistance Services for Students

Standard Classes

During 2005, 177 standard IT classes were conducted compared to 190 in 2004, with the reduction due in part to the elimination of classes on individual components of the Star Office suite of software. However, the number of attendees at classes rose in 2005.

The 'Computing at UQ' class underwent a major upgrade during the year and new content included information on accessing the central disk space available for students, myUQ, myMail, the new authentication requirements on Library computers and USB access.

'Advanced Word' was offered as a standard class for the first time in 2005, in response to a large amount of enquiries from undergraduate students requesting help with long documents. Previously Advanced Word classes were only offered to Post-Graduate on an ad-hoc basis. Advanced Word classes have proven to be extremely popular with each class being fully-booked within hours of being posted on the web site.

Tailored Classes

There was a slight increase in the number of tailored classes offered during 2005 in comparison to 2004 (116 in 2005, 93 in 2004), however the number of attendees nearly doubled in 2005 (2013 in 2005, 1251 in 2004). The popularity of the Advanced Word classes and the high number of attendees at the Blackboard and Macs in BACS classes contributed to the increase in attendees.

In addition to Blackboard classes, some of the tailored training offered during 2005 included:
- VETS7113 – PowerPoint (special 3hr session)
- STAT2701 – Excel
- UQ Graduate School – Advanced Word
- School of Biomedical Sciences – PowerPoint
- BIOC2760 - Excel
- Institute for Molecular Bioscience – Advanced Word
- AusAid – computing at UQ
- Independent group of students – Advanced Word
- NUTR2003 – PowerPoint
- AGRC3007 – Excel

***Ask* I.T. Help Desk**

The *Ask* I.T. help desks staff responded to 38, 500 enquiries during the year, including by phone and email. Laptops, software and file storage enquiries were the most numerous enquiries received at the desks at all campuses. Laptop enquiries included support for laptops borrowed from *Ask* I.T. and for the students' own laptops requiring configuration for the UQ network. The laptop loan scheme proved very popular, and thus circulation played an increasingly important role in daily *Ask* I.T. desk duties.

A second *Ask* I.T. help desk on the St Lucia campus was opened in the iLC laboratory at the BACS faculty in August 2005.

Research Assistance Services

Researchers And Postgraduate Information Discovery (RAPID)
A project to provide flexible delivery via Blackboard of the Library's Information Skills for Researchers and Postgraduate Students (ISRAP) course was originally started in 2003 with UQ student and staff focus groups providing feedback about the course. The results highlighted concerns about the delivery and content of ISRAP (e.g. Timing, not student centred learning, not flexible enough, not enough courses). The revision process involved updating and redesigning approximately 12 hours of face-to-face lectures into four different modes of access; face-to-face, online, workbook or multimodal. RAPID (Researchers and Postgraduate Information Discovery) was chosen as the name of the revised course. The course was originally partially built using the WebCT platform. TEDI converted the course from WebCT to Blackboard during the Blackboard implementation in 2004/5.

Once the RAPID course was available on Blackboard Library staff had to:
- Be trained in the use of Blackboard, as well as correcting and modifying the information transferred from WebCT to Blackboard.
- Prepare the new RAPID modules for Blackboard, as well as the linking of material from within Blackboard.
- Make various decisions about the course structure, layout and font styles/headings etc. and how to apply these within Blackboard.

Trials of the new Blackboard version of the course were conducted over November/December 2005. 20 postgraduates from Arts, EPSA, NRAVS, Health Sciences, SBS and BEL took part in the trial, and minor adjustments to the course were completed. The feedback about the new course from the postgraduates was very positive.

The Library plans to make the RAPID course available in 2006 to all postgraduate students and research staff. Work has been done with the University's IT staff to enrol these students automatically using the student enrolment data from SI-Net, rather than enrol them manually. Train the Trainer sessions for all Librarians teaching RAPID will be scheduled for early 2006, and publicity for the course will be arranged through the University's Graduate School.

EndNote Bibliographic Software
The Library had not generally released Endnote Version 8 because of problems in the software. A software patch was finally released for EndNote 9 which fixed most of the bugs that appeared in the original version of the software. The Library plans to begin distribution of EndNote 9, and also upgrade Library computers with the new software in 2006. The Library continues to support all versions currently in use by University staff and students (Versions 4-8). Ongoing maintenance continues for updating supporting software such as filters and connection files.

In 2005 there was not a dramatic increase in the number of undergraduates attending training or requesting the software. Only 129 undergraduates enrolled in the centrally booked classes. Attendance may increase in 2006 with the easier access to the software via the web being available and further advertising and promotion being undertaken. 1243 copies of the CD were given to undergraduates by November 2005, which was a slight increase on the number of undergraduates (973) who borrowed the software in 2004.

EndNote problem solving support for UQ staff and students continues to increase, and the complexity of the problems also continues to rise. EndNote supporting software, filters, connection files and styles continue to be updated and new ones created as the Library changes database suppliers and purchases new ones.

ePrints@UQ
Library staff worked hard at promoting the ePrints@UQ repository, giving thirteen formal presentations, and in numerous meetings with academic staff. By the end of 2005, the repository had more than 2,400 papers deposited and more than 490 registered users. A number of academic staff were self-archiving their papers, reducing the workload of Library

staff. Changes of policy at Oxford University Press and the University of Chicago Press have meant more papers originally published with those Presses can now be easily deposited.

eScholarshipUQ
Work on the eScholarshipUQ project concentrated on developing the eSpace (now called Fez) digital repository software and also on identifying further repositories for harvest or preservation. The Fez software was launched in mid-November. A logo was developed, and an active user group sprang up. A website was created for the software on the sourceforge open source software site, and by the end of the year, there had been more than 80 downloads of the software. Library staff met with many visitors from other universities interested in the software, and attended, by invitation, a digital repository seminar in New Zealand and presented talks on Fez and how ePrintsUQ had been developed. Fez software was also distributed there on CD.

Australian Digital Theses Program
Theses continued to be added to the Australian Digital Theses (ADT) database, an initiative of the Council of Australian University Libraries, comprising digital versions of theses produced by postgraduate research students throughout Australia. The submission of theses to ADT had been voluntary. The Postgraduate Studies Committee and the Academic Board supported the recommendation that students provide an electronic copy of their theses in addition to the four print copies. While the print copy housed in UQ Library continues as the 'official' version, the Library is also responsible for adding the electronic copy to the ADT program. At the request of the Postgraduate Studies Committee, access to the fulltext is restricted to the UQ community.

Document Delivery
The Library's document delivery service continued to provide UQ researchers with access to resources not held in the UQ collections, held in UQ Library's closed access collections (Warehouse) or on another UQ campus. While use of the service remained relatively high, the total number of requests received (55,663 - 38,473 external, 17,190 intra requests) decreased by 11%. Altogether, 22,133 items were received, down by 6%. The demand for journal articles was responsible for this change, with a decrease of 8%. Part of the reason is the move to electronic format for journals. The other reason is that because the Biological Sciences Library journal collection was moved off-site, the statistics were included in the warehouse journal article service. The latter service allows clients to request articles via a web form attached to the journal catalogue record.

The demand for books increased marginally, with supply by Australian libraries down by 2%, but from overseas up by 66% (albeit from a small base). The overall request fill rate was 94%.

Resources in the Warehouse (excluding Biological Sciences) continued to be in demand, increasing by 14% to just over 11,000 items. The increase was largely due to books (20%), due to the availability of items previously withdrawn but not processed. The increase in journal requests (up 8%) probably reflects the success of the Warehouse journal article service.

Research Quality Framework
In 2005, UQ ran pilot assessment exercises on two schools, the School of Human Movement Studies and the School of Physical Sciences. The exercises were in preparation for the Research Quality Framework (RQF), an initiative of the Commonwealth Government. The RQF will officially commence in 2007. UQ Library played a pivotal role in providing the necessary infrastructure for the expert panels to access the publications submitted by staff in the two schools.

The exercises were both interesting and frustrating. All parties learned a lot. The DVC Research has again invited the Library to participate in the 15 pilots to be run in 2006.

Copyright
The Library's Copyright Coordinator continued to provide timely advice and training to the University community on the appropriate use of copyright material. The Coordinator met with Library, academic and general staff to resolve copyright issues relating to teaching, learning, research and publication and dealt with telephone and email queries.

Special training sessions were conducted for the Library, various Schools, Centres and teaching hospitals. Training sessions were also conducted for postgraduate research students, as well as Ipswich campus multimedia students.

A sampling survey of hardcopy photocopying and electronic use copying and communication at UQ was successfully completed in April 2005. The Copyright Coordinator was nominated by the Secretary and Registrar to coordinate the survey on the University's behalf. The survey is conducted by ACNielsen on behalf of the AVCC and the Copyright Agency Limited.

The Coordinator was a member of the University's *AVCC Guidelines and Internet Code of Practice Working Party*, which reviewed University policies and procedures for conformity with the AVCC's advice on these matters.

Management Matters

Management Structure

The Acting University Librarian was advised by the **Library Committee of the Academic Board,** and assisted by the **Library Management Group** (LMG) in the management of the Library. LMG consists of the Executive Managers of the six Service divisions of the Library:

- Library Corporate Services   Jeremy Crowley (Acting)
- Library Technology Service   Andrew Bennett
- Information Access Service   Chris Taylor
- Biological and Health Sciences Library Service   Heather Todd
- Physical Sciences and Engineering Library Service   Grace Saw
- Social Sciences and Humanities Library Service   Ros Follett (Acting).

Most of the branch libraries were assisted by **Library Advisory Committees**, whose membership included academic staff from the disciplines served by the branch.

The Library Management Group in turn relied on the advice of a number of groups in the conduct of the Library's business. The **7up Group**, consisting of staff members of HEW Level 7 and above (Senior Librarian and Management), met quarterly.

Functional **Advisory Groups** focused their attention on a particular aspect of Library business, providing an effective forum for discussion of new ideas, problem solving and management and communication of services and resources. They were convened by the Manager responsible for service delivery in the particular area.

Advisory Groups continuing their activity in 2005 were:

- Circulation Advisory Group (changes to non-UQ membership; introduction of online payments; amendment of policy on number of loans to Undergraduate students)
- Collection Development Advisory Group (acquisition of electronic resources; licensing issues related to CDRoms; space requirements; difficulties created when Society owned electronic journals move from one commercial publisher to another; access issues related to firewalls and the relocation of subnets)
- Digitisation Advisory Group
- Document Delivery Advisory Group (implementation of journal article service for online delivery to registered Library users of journal articles from closed access collections; purchase of version for of Ariel software)
- Information Skills and IT Training Advisory Group (the ongoing administration of the Library's extensive information skills program; progress in the development of RAPID – Researchers and Postgraduates Information Discovery; the implementation of Blackboard learning system; the Library's support for EndNote bibliographic software)
- Quality Advisory Group (administration of the biennial Client Perception Survey; development of the Library's Disaster Management and Business Continuity plans; survey of the nature of enquiries at the Library's various service points).

A number of **Working Parties** functioned in 2005 as in previous years, with the object of investigating, reporting on and possibly implementing a particular facet of Library activity. Some of these Working Parties in 2005 were established to respond to recommendations of the Library Review conducted late in 2004. All reported and made recommendations to the Library Management Group by the end of the year.

- Communication and Marketing Working Party (the development of a Communication and Marketing Plan for the Library and the streamlining of Library internal communications mechanisms, to include a weekly online newsletter to all staff (*eLINKS*), and a monthly full colour online and in print newsletter (*Links*) which is distributed across the University.)

- ePublishing Working Party (investigated the viability of an ePublishing venture, finding that such a venture would not be cost effective, and that between UQP and ePrintsUQ/UQ eSpace, there already existed appropriate e-avenues for anyone at The University of Queensland who wanted to make material more widely available online.
- ErgoBridge Working Party (investigation from an occupational health and safety perspective of issues associated with 'trolley drop', occurring when staff push book laden trolleys into lifts, and the trolley wheels drop into the gap between the lift and the floor. There is obvious potential for back and arm strain when staff have to lift trolleys out of the gaps. Possible solutions are to be trialled over a six month period.)
- Library Services and Blackboard Working Party (training of the Library's team of Liaison Librarians to support the implementation of Blackboard learning system.)
- Mobile Technologies Working Party (Mobile/PDA compliant catalogue and web pages, Mobile/PDA information on UQL website, Mobile/PDA resources, SMS application in Library).

2005 also saw the establishment of two additional **Reference Groups** to review the Library's management of its corporate documentation, and its collection and management of statistical data, these areas having been marked for attention in the Library's Operational Plan for the year. Plans were developed for a revision of the Library's systems of managing corporate documentation, to be implemented in 2006, which will better position it to comply with the requirements of the Queensland Government's *Public Records Act 2002*, and for the development of a web tool for collecting and reporting on the Library's statistics.

The **Library Workplace Health and Safety Committee** continued to disseminate information relating to health and safety issues to Library staff, and foster the implementation of WH&S policies throughout the Library.

Library Review 2004 – Implementation

The Library Review Report, while generally very favourable, made a number recommendations for Library Management to consider, touching on diverse issues and ranging from big picture matters to quite specific issues. An Action Plan to implement the recommendations was developed early in 2005, and by the end of the year, efforts by staff across the Library meant that an Implementation Report was ready to submit to the University's Senior Executive.

Some of the outcomes were:
- Development of a Library Marketing and Communication Plan
- Enabling of student USB access on all public workstations in all branch libraries. There were a number of access issues as a result of requiring authentication which were resolved and USB access was available for all students and staff from the beginning of Second Semester 2005.
- The Library has undertaken a space audit of the Social Sciences and Humanities Library over the next 10-20 years and submitted a 10 year Library space plan to SPAMC. The Library will undertake and complete space audits in all other branch libraries by the end of 2006.
- Promotion of discussions with appropriate parties with reference to the Library's long term space needs. Discussions have taken place with State Library, QUT and Griffith to see if there is interest in a joint store. At this stage, the most likely scenario would be for UQ to build its own facility which could have some excess space for lease.
- The Library and ITS continue to collaborate to develop closer integration and cooperation in the provision of IT Support and training to students. In 2005, the Library, ITS and TEDI collaborated to evaluate and review Plagiarism Detection Software on behalf of the University and have worked together to implement a second-stage pilot of the system over summer semester 2005-2006, prior to full availability for semester 1, 2006. The Library and ITS are also joint partners on a project funded by the Federal Government to pilot a secure federated authentication framework for use at the University.

Human Resources Management

Recruitment and Selection
Recruitment and selection activities continued throughout the year for all classes of position, across all HEW levels and in all branches and sections. The University Librarian, Janine Schmidt, resigned from her position effective late January to take up a position at McGill University in Canada. Her resignation created the need for senior acting appointments. Mary Lyons became Acting University Librarian and Jeremy Crowley (seconded from the Management Information Section) replaced Mary as Acting Executive Manager, Corporate Services. The search for a new University Librarian continued throughout the year. Anne Horn, Executive Manager, Social Sciences and Humanities Library Service, resigned in October to take up the position of University Librarian, Deakin University.

A number of senior positions were also filled during the year. The new positions of Manager, Quality Services, and Manager, Physical Sciences and Engineering Library Service, were filled temporarily by Liz Jordan and Margaret Gauld respectively. The position of Finance Coordinator was filled by Samantha Simon after Richard Craig transferred to Business Services. Sandra Rothwell joined the Library as Senior Librarian – Circulation and Collection Management, Social Sciences and Humanities Library. Both of the Rural Clinical Division Librarian positions - Toowoomba and Rockhampton were advertised and filled during the year. An additional part time Librarian position was created and filled in both the UQ/Mater McAuley and the Joint Princess Alexandra Hospital/UQ Libraries.

Employee Relations
The year was a highly significant one for the University in terms of the industrial relations environment. The Federal Government's workplace reform policies resulted in, amongst other things, the Higher Education Workplace Relations Requirements (HEWRRs). The HEWRRs were announced on 29 April and had effect at the University of Queensland immediately. All new staff appointments were frozen until the University assessed the impact of the HEWRRs on our policies and procedures. From 29 April all new staff were offered the choice of being employed under the existing Enterprise Agreement or an Australian Workplace Agreement (AWA). The newly certified Enterprise Agreement had to be varied and all relevant University policies and procedures amended in compliance with the HEWRRs. There were some benefits to the Library from this exercise in terms of increased flexibility. For example, the Library is now able to fill positions on a fixed term basis to cover peak semester loads. The few employee relations issues that arose in the Library during 2005 were managed successfully.

Staff Development and Training
Library staff availed themselves of the numerous opportunities to enhance and develop their skills through staff development and training in 2005.

The Staff Development Program for 2005 included in-house workshops on *Harassment and Discrimination in the Workplace* and *Dealing with Difficult Behaviours*. Library staff also attended numerous workshops, seminars and courses presented by ATEM, the Australian Vice-Chancellors' Committee and the Queensland University Libraries Office of Cooperation (QULOC). Courses available from the University's Staff Development Program administered by TEDI were also popular.

Attendance and presentation of papers at both national and international conferences was encouraged and supported. Significant conferences attended by Library staff in 2005 included Information Online, Effective Teaching and Learning Conference, Educause Australasia, ALIA Technicians Conference, ETD 2005 and the Evidence Based Librarianship Conference.

The Future Focus and the Library Wellness Programs were highly successful in 2005 with all sessions well attended. Speakers for both programs are invited from both within and external to the University.

Staff ICT Training
A full range of ICT courses were presented in-house primarily by the Staff IT Training Coordinator with some assistance from other Library Technology Service staff. Courses included Word, Excel and Powerpoint at basic and advanced levels, Snagit and Studio, Webwriting as well as the LITLO Program.

Rotation and Development Scheme (RADS)
The Library's Rotation and Development Scheme continued to be successful with its third round of participants all reporting very positive experiences from their job rotation or skills enhancement placement. The scheme encourages cross fertilisation of ideas, skills and knowledge. This year the sections involved in hosting participants were Library Corporate Services and Information Access Service. Participants came from Social Sciences and Humanities Library, Dorothy Hill Physical Sciences and Engineering Library and the Joint Princess Alexandra Hospital/UQ Library.

Management Skills and Mentoring Development Program
The 'shadowing' stream of this program was completed during 2005. Several HEW 8 Managers participated in project activities and a number of HEW 7 and 8 staff convened working parties that arose from the Planning and Review sessions in 2004.

Transition to Management Program
The Transition to Management Program for HEW 6 Librarians was implemented in 2005. This program has been developed to assist Librarians prepare for the transition to a management role. The program consists of several streams – formal management skills training, participation in recruitment and selection activities and exposure to human resource issues, Library project activities and a 'shadowing' of HEW 7/8/9 Coordinators and Managers. The Program commenced with a 'Role of the Manager' workshop for all Program participants in July. All 13 participants also filled in questionnaires for obtain a Team Management Professorile. Joanne Rutherford facilitated a workshop based around the Team Management Professoriles to aid self awareness and knowledge of others' preferred work styles in the workplace.

Personnel Management Skills for Cybrary Staff Series
This program which targets HEW 3/4/5 Library staff was implemented in 2004. The program has several modules which aim to enhance the skills of supervisors and other staff. The first two modules were presented in 2004 – Emotional Intelligence in the Workplace and Personnel Management Policies and Practices. The third module - Discrimination and Harassment in the Workplace was run in January 2005.

The Library Staff Excellence Award
This award was re-introduced in 2005, to acknowledge staff who are judged by their colleagues and supervisors as going the extra mile in their service provision. Awards were made to the members of four teams and five individuals from various sections and branches of the Library, and for excellence in a diverse range of activities. Presented by the Acting University Librarian during the Staff Update sessions, the awards consisted of a framed certificate and a distinctive gold lapel badge.

Dr Spencer Routh
On Thursday 16 December over 100 present and former staff had the opportunity to congratulate Spencer Routh on his honorary doctorate from the University in recognition of his distinguished career and contribution to the University Library. When Spencer began work in the Library in 1959, the collections numbered fewer than 200,000 volumes. In that year, only 77 students were enrolled in doctoral programs. When Spencer retired in 1997, the Library collections had reached about 1.8 million volumes, and well over 2,000 students were enrolled in the PhD program. Those 38 years brought enormous challenges, but the library and its staff were able to adapt and evolve to meet those challenges. Spencer was an essential link between the Library and the academic community and was known as 'our man in the Library' by many academic staff. Congratulations Spencer.

Social Activities
It was not all work – throughout the year, Library staff found time to celebrate important events in team or individual lives. Well-catered morning teas marked birthdays, babies and staff changes. Staff also participated in group social activities outside the library.

Vale colleagues
Very sadly five notable former University of Queensland Library staff passed away this year. Each one of these popular staff members played a pivotal role in the development of their branches and the Library's services:

Denise Dryburgh (1942 – 2005) was a much loved manager in the Social Sciences and Humanities Library and has been described as one of the best reference librarians in that field. She began working at the University in 1963 and remained at University of Queensland until her retirement in 2001. She trained generations of reference librarians at University of Queensland. Denise was a competent, level-headed manager with an enthusiasm for new technology and mentoring of staff. In short, Denise was the ideal senior section head and is greatly missed by friends and colleagues alike. Vale Denise.

Marjorie Roe (1926 – 2005) worked at University Queensland Library from 1973 until 1986 and was an innovative librarian passionate about promoting non-print materials in both teaching and research. Marjorie established and developed the Library's multi-media section, which became the basis of today's highly regarded collection. Marjorie left her mark in the hearts and minds of many and is remembered with great affection and admiration. Vale Marjorie.

Judy Campbell (1936 – 2005) Apart from long periods living in England and Papua New Guinea, Judy worked at The University Queensland Library between 1954 and 1992. A trained opera singer, she focused her performing skills on the delivery of high quality service in a number of areas including the Thatcher, Veterinary Sciences and Undergraduate Libraries and the Lending Services section. Always an advocate for logical, 'seamless' service, Judy impressed clients and colleagues alike with her elegance, thoughtfulness and great sense of humour. Judy is sadly missed. Vale Judy.

Elizabeth Arden (1939 – 2005) Elizabeth first began work at UQ Library in 1968 as a Graduate Cadet Librarian. During a twenty-five year career with the Library Elizabeth worked in various branches and sections, notably the Biological Sciences Library and the Physical Sciences and Engineering Library. In 1968 the Library's 'acquisition' of Elizabeth, the holder of a PhD in High Energy Physics, was regarded as quite a 'coup' - she was the Library's first 'doctor'. Her first appointment was as a Junior Cataloguer, and she very quickly became interested in developing applications of computing to libraries. So much so that she was instrumental in developing the Library's first in-house automated system, the Reserve Collection catalogue, way back in 1970. In the 1980s she developed another first, The University of Queensland's first use of online services. Elizabeth's contributions to the University were extensive. Many who worked with Elizabeth are still in the Library, and remember her with respect and affection. Vale Elizabeth.

Mary O'Sullivan (1932 – 2005) Mary O'Sullivan died on 3 June, aged 73. She was a key figure in the success of the larger divisional libraries as Derek Fielding (former University Librarian) brought the mini-branch libraries together in the 1970s and 80s. She joined the library as a graduate library assistant in February 1964, and after working in several technical services sections, in 1966 became librarian of a 'Biological Sciences' Library. Stylish, cheerful, thoughtful, friendly, she quickly won over academic staff and students, and librarians who had lost their tiny kingdoms. She was much less likely to give seminars on team-building than simply to do it. She was promoted to Senior Librarian in 1971, Principal Librarian in 1978. Mary had got a Fulbright grant to visit the US in 1976 to look at online searching. In 1985 Mary and Elizabeth Arden were appointed trainers on behalf of the National Library of Australia for Brisbane libraries seeking to extend their knowledge of Medline. She was a great friend and workmate, and very important as this library system and its services took new shape in the late 70s and 80s. Vale Mary.

Facilities and Space Management

As in every year, the upkeep and maintenance of the Library's facilities across numerous locations required much time and effort in 2005.

Staff Facilities
Improvements to staff facilities were made at Herston, (additional office), PAH (additional office) and Fryer libraries. In the Social Sciences and Humanities Library, a major refurbishment of the Level 3 staff area was undertaken in conjunction with the necessary removal of asbestos from the ceiling. Staff were relocated to the Conference Room and eZone on Level 1 for the duration of the project and were good humoured about the temporary, less-than-ideal conditions.

Late in 2005, all Library staff computers were replaced with Dell SC280 PCs, in accordance with the Library's ICT Plan and replacement schedule. During the year, to comply with University requirements, the library's email service was migrated to the UQ Central Mail Servers.

Learning spaces
In the Dentistry Library a new Learning Centre was established. The former tea-room was refurbished to accommodate a computer training room complete with 12 public computers, presenter's computer, data projector, printer/copier and microscopes. A new group study room was built and furnished at the Mater Hospital Library, and in the Law Library, a rearrangement of fittings created space for a reading area on Level 4, which was freshly painted and supplied with new furniture.

Biological Sciences Library refurbishment
The major building project in 2005 was the commencement of the refurbishment of the Biological Sciences Library. At a cost of $13.5 million, the successful tenderer for the project was ABI Constructions. The Biological Sciences Library moved to a temporary location in the Richards building on 5 August 2005. Staff were justly proud of the fact that the library was closed for only one day in the course of the move.

Prior to the actual relocation to the Richards building the BSL monograph collection was divided according to usage. Core items were relocated to the temporary BSL location on level 2 of the Richards building. The remainder of the book and video collections were relocated to Level 4 in the Social Sciences and Humanities Library during the week beginning 11 July 2005.

The print journal collection could not be housed on the St Lucia campus and a suitable warehouse facility had to be located off campus. A number of modifications were necessary before all journals, theses and the remainder of the BSL reference collection were relocated to the warehouse in Mayneview Street at Milton during the week beginning 14 September.

BSL staff were relocated to several different buildings on campus. The Liaison Librarians moved to level 5 of the John Hines Annexe, while Library Assistants and Service Support Assistants work from three separate locations – the Richards building, Milton Warehouse and the SS&H Library. The Service Support Assistants' duties were broadened to include scanning journal articles from the Milton Warehouse.

An extensive communication strategy to inform all students and staff about the BSL refurbishment was undertaken beginning with a display and a rolling PowerPoint presentation in the Biological Sciences Library foyer on level 2. Orientation tours held during Orientation week of second semester included detailed explanations about the refurbishment and the impending temporary arrangements. Fliers, posters and bookmarks were also circulation and a refurbishment Bulletin was published.

The branch website was changed to reflect the temporary location and went live as soon as the move to the Richards building was completed. The branch page contained links to FAQs

about the refurbishment and also an extensive photographic record of the refurbishment. Large poster sized signs were also put up at other branch libraries and explanatory boards mounted on the perimeter fence surrounding the building site.

The long anticipated actual start of the refurbishment finally become a reality on 26 September when work began on the demolition of the concrete bridge between the Michie and BSL buildings. At the end of the year the building had been totally cleared, the pit for the new lift had been dug and the pylons to support the additional area on the northern side of the building were in place.

The refurbishment of the Biological Sciences Library impacted on the Social Sciences and Humanities Library, in that it accommodated collections from Biological Sciences Library on Level 4 of the Library. Individual study carrels were relocated throughout the building. The number of study spaces decreased by fourteen, and the additional demand for computers and desks resulted in some queuing at peak times during the semester. Comments were made by clients in the Rodski survey about the lack of study spaces in the Library. The demand for Biological Sciences Library resources and information also impacted on staff at both the Loans and Information Desks. However, close co-operation between Biological Sciences Library and Social Sciences and Humanities Library staff ensured that disruptions to service were minimal for clients.

Warehouse
By the end of 2004, all three Warehouses were full (approximately 650,000 volumes). Based on a retention policy approved by the Academic Board, a small percentage only of material is discarded by the Library. Projections indicate that the Library will need additional storage for approximately 370,000 volumes over the next 10 years. The move to electronic format for journals is having only a minor impact on storage requirements.

To further complicate the issue, the University has decided that the space occupied by Library Warehouse collections on the St Lucia Campus would be better used for storage of Archives and University Records material. Neither has room for expansion. Consequently, the Library has commenced investigations as to options for off site space for both existing and future Warehouse collections. In 2005, a commercial facility was leased initially to hold the Biological Sciences Library journal collection while its premised are being refurbished. It in intended that this space will be used to temporarily house a portion of the existing St Lucia based Warehouse collections thereby freeing up space for the relocation of Archive and University records material.

It is critical that a permanent solution be found. To this end, the Library of the Academic Board has been asked to establish a working party in 2006 to examine the Library's retention policies.

Space Planning in SS&H
A Space Plan Audit for the Social Sciences and Humanities Library for the period 2005–2014 was forwarded to the Chair of the University's Space Planning and Management Committee. This review of the space requirements took into account increases and changes in the student population, teaching and learning goals and the ongoing need to accommodate a large print collection to support research in the social sciences and humanities. In response to a need to enhance student experiences, to support future developments in ICT and to promote new approaches to teaching and learning, the review recommended that an additional 600sq. m was needed to provide a mix of open flexible space, additional group rooms and individual seating.

Quality Assurance Management

It was decided early in 2005 that a position for Library Quality Services should be established. A duty statement was developed, stating the position purpose: 'The appointee will be responsible for coordinating the Library's quality management program, conducting research and development projects geared to the improvement of Library services and maintaining the Library's statistics and program performance measures.' Four main areas of activity were defined:

- Planning and quality management
- Reporting
- Research and surveys
- Intranet content and information management.

Elizabeth Jordan, from Architecture and Music Library, was appointed to the position on a temporary basis, until 31 December.

Library Quality Management and Assurance Framework

A document describing the Library's Quality Management and Assurance Framework was developed, including a diagrammatic representation of the cycle of planning, reporting and reviewing. This framework was explained to all staff in a presentation during the Annual Planning exercise.

Strategic and Operational Planning

Library staff at Manager, Senior Manager and Executive Manager level engaged in a two day planning exercise in July, during which considerable progress was made in the development of the Library Operational Plan for 2006. Some additional subsequent work resulted in the completion and submission of the Plan to the University Planning Office by the deadline of 31 July.

The all staff Annual Planning exercise was held in November and December. It was decided to vary the format this year, by having staff attend in their own Branch or Section groupings. The substance of the sessions was the review of the 2005 Branch/Section Action Plans, (to identify actions which needed to be carried over into 2006), the appropriation of actions from the Library Operational Plan 2006 into the relevant Branch/Section Plan for 2006, and the development of Service Descriptors with Key Performance Indicators for the Library's ongoing activities and services in all branches and sections. The outcome was a set of six 'action plans with key performance indicators' documents, one for each of the six Services.

Surveys
Journals Survey

During May, the Library, in conjunction with Professor Carol Tenopir of the University of Tennessee, conducted a survey on journal use and reading patterns. This is part of a wider study which will contribute to international research on the reading of scholarly journal articles. The University of New South Wales undertook the survey last year, with some interesting results, and UQ is the second Australian university to participate. The analysis of survey responses is being undertaking by Professor Tenopir, and results will be communicated to the Library when available.

Enquiry Desks Survey

A snapshot survey of enquiries at all Library service points was conducted during one week in September. While regular statistics are kept on the number of enquiries made, this survey was designed to provide information about the nature of the queries, and what types of queries were being directed at different staff groupings. The enquiry categories were Directional, Services related, Information, and IT. The time of day when enquiries were taken, and whether taken in person, by phone, or (for liaison librarians) at an individual's desk, were also recorded. Information gained from the survey can be used in planning for future service desk provision, information skills classes, directional signage, and staff allocation.

Rodski Client Satisfaction Survey 2005
This survey was conducted for the fourth time in the Library (1999, 2001, 2003, 2005), over the four weeks from 22 August – 16 September. 2,400 people responded to the survey, either online or via hard copy in the Branches. The results showed an increased performance rating of an average of two points over the previous survey results, for all categories (Communication, Service Quality, Service Delivery, Facilities and Equipment, and Library Staff). For all categories except Facilities and Equipment, UQL is in the top quartile when benchmarked against the other 34 CAUL libraries which participate in the survey. The data gained from the Survey was used to inform the planning for 2006 in the Annual Planning exercise.

Publicity and Publications

A wide range of publications was produced during 2005, including the Annual Report for 2004, one issue of the newsletter *Connections*, and twenty-two issues of the fortnightly staff newsletter *Links.* Numerous brochures, flyers, posters, bookmarks advertised Library services and resources. Support material for key events – Friends of Fryer functions, unveiling of the Dentistry Library sculpture, Orientation week, the Cyberschool annual seminar – was produced.

The Library's publications team also produced a number of displays for the foyer of the Duhig Building, and collaborated with staff in branches for some of their displays.

Duhig Building Displays included
- The Horse in Literature
- Harmony Day
- World Scholar Games/Asia Pacific Games/Renaissance Games March (April)
- Cervantes 'Don Quixote' (The posters were so good that some were stolen from the column in the foyer on the first night that the display went up and needed to be replaced!)
- National Archaeology Week
- Diversity week
- From Tarot to Tea Leaves : The History and Practice of Divination
- Pulp Fiction
- Research in Pharmacy
- Brisbane Writers Festival
- Introduction to World Religions
- Summer of Cricket.

Branch displays included
- International Women's Day (Gatton, ARMUS)
- Diversity Week (Gatton, DHPSE, ARMUS)
- Nursing excellence (PAH)
- Banda Aceh tsunami disaster relief team display (Herston Medical Library)
- Einstein - his life and work (DHPSE)
- Dead Sopranos (ARMUS).

Budgets and Finance

Finance systems

During 2005 the Library's finance team assisted with the specification and testing of the 'output accounting' system developed between IAS, LTS and Business Services to automate the processing of Australian dollar material purchases. The system was due to go live early in 2006, with the aim of alleviating a significant amount of manual processing by the finance team.

In the latter part of the year, the team also were involved in meetings with members of Business Services 'Management Accounting Group' in preparation for the use of the University's new budget model and the Management Reporting Framework.

Materials Budget

For 2005, the Library spent a total $15,767,000 on its collections. Approximately 75% of its new resources were purchased overseas. The year saw an improvement in the Australian dollar against the US dollar. The reality is that it has simply returned to 1997 levels. The dollar remains relatively low against other major currencies, such as the Euro and British pound, the currencies used for much purchasing. While the cost of Library materials (particularly subscriptions) continued to increase at rates significantly above the Australian CPI, the real purchasing power of the Library material budget is therefore closer to 1995 levels. Into this equation must be added the need to support the expanding range of courses and research at the University, together with an unprecedented demand for electronic resources.

The combination of a slight increase in the operating grant to the Library for 2005 and RIBG funding from the Deputy Vice-Chancellor, Research, meant that the purchase of subscription-based material were maintained at 2004 levels. An additional $220,000 was allocated towards the upgrade of its monograph collections.

Funds were also obtained from the Ipswich budget for the purchase of library materials, as well as contributions from the three teaching hospitals, as part of the joint management of the hospital libraries. Below is a breakdown of the 2005 Library Materials budget (all sources of funds):

Allocation:	$
Subscriptions (journals/databases)	11,577,000
Research support (allocation to Schools)	1,750,000
Teaching & Learning support (allocation to branch libraries)	1,675,000
Collection upgrade	220,000
Binding	293,000
Document requesting (interlibrary loans)	252,000
Total	**$15,767,000**

Expenditure

As a hedge against currency fluctuations, the Library took out 'forward currency' contracts in all three major currencies. In all, currencies to the value of US$1.4 million, Euro 500,000 and GBP 200,000 were contracted.

In May, the Library was again able to negotiate an 'early payment' discount for Elsevier subscriptions which helped defray the 5% price rise. An early payment discount was also negotiated with the subscription vendor EBSCO resulting in a US$9,000 credit.

The value of the Australian dollar remained reasonably favourable in the last quarter of 2005, which resulted in a surplus of unexpended funds just before the University's fiscal close. A contingency list of proposed purchases was compiled in anticipation of such an occurrence. With these purchases the Library achieved 100% expenditure of the Library Materials budget.

Technology Management

Website

The Library website successfully handled 38.5 million requests during 2005 and the *Ask* I.T. website received 597,000 requests.

Ask I.T. Website Statistics	Annual
Successful Page Requests	**597,723**
Average Successful requests	**1,637**
Successful requests for IT Answers page	**7,237**
Successful requests for Home page	**61,470**
Number of Distinct hosts served	**120,382**
Data transferred	**23.70 GB**
Average data transferred per day	**66.48 MB**
Busiest Day (page requests):	1/Mar/05 (3,606)
Busiest Week (page requests):	27/Feb/05 (19,459)
Busiest month (page requests):	*March (64,740)*

Library Public Website Statistics	Annual
Successful Page requests for website	**38,513,194**
Average successful requests per day	**1,331,693**
Successful requests for home page	**19,481,292**
Number of Distinct hosts served	**1,076,740**
Data transferred (Gb)	**1754.45**
Average data transferred per day (Gb)	**61.39**
Busiest day (page requests):	29-Aug-05
	303,375
Busiest month (page requests):	August

Wireless functionality

The UQ wireless network was launched during first week of Semester One. The additional student demand for assistance necessitated the setting up of the 'welcome wagon' desk on Level 2 of the Duhig Building to handle laptop/wireless enquiries. By the end of 2005, all Library branches had wireless capabilities. This was greatly appreciated by students.

Networks

The network in the Mater Hospital Library was upgraded including the installation of a new switch to provide for public and private Virtual Local Area Networks. Wireless access is to be deployed in 2006.

The network at Gatton was upgraded and wireless access via the UQConnect service was launched during semester 2, 2005.

Computer deployment

The Dell SX280 PC deployment replaced the majority of Library staff workstations and a new Standard Operating Environment based on Windows XP was deployed.

A number of computers were deployed to Research Stations on Stradbroke Island and at Moreton Bay.

One hundred (100) Dell Optiplex GX520 PCs were deployed as replacement public computers in Duhig eZone4 and the Dentistry Library.

Client Authentication Introduced
At the start of second semester 2005, the Library implemented a new authentication system that better meets University guidelines. This represented a major change to custom and practice, particularly for members of the public who use the Library. Elements of the system were authorisation for access to standard applications and internet access, a mapped drive for the Standard Operating Environment drive and read/write access for USB drives all dependent on appropriate authentication. In response to this change, *Ask* I.T. redesigned printed and electronic material and revised the content of the Computing at UQ class. In support of changes to authentication requirements for public computers, a new public SOE based on Windows XP was rolled out prior to the start of semester 2.

Library System Management

Staff of Information Access Service continued ongoing activities to improve Millennium, the Library Management System. Most were simple adjustments, but all made a difference to effectiveness and efficiency including ordering library materials, document delivery, circulation activities and the catalogue. Release 2005 beta testing was completed in July. Whilst time-consuming, it was worth the effort involved and gave early access to new features, providing an opportunity for staff to comment on and influence how the new features work. Release 2006 Limited Edition beta testing of the catalogue took place in the second half of the year.

Improvements included:
- Online payment of overdue charges
- Reminder notices for loans due for return
- Format of email notices changed to improve readability and to reduce the number of notices by increasing the number of items listed in a notice
- Introduce notice-specific subject lines to better identify the type of notice
- Network time protocol installed on the server to keep time up to date
- Installed SSH to provide a more secure means of accessing the server than telnet
- Moved the printing of spine labels to Millennium
- Customised the patron record display for better usability
- The format of the paging slips was changed to two per page so that Library staff no longer had to cut and paste slips together
- Adjusted the 'j' Reference index to allow for the indexing the reference note on records for course readings. This was done to assist with the checking of Copyright compliance.
- Removed public access via telnet client (considered to be a security risk).

The implementation of the Electronic Resource Management Millennium Module (ERM) is well underway. The Library is now part of the beta testing group which has provides it with the opportunity to influence change. The integration with other Millennium modules such as Acquisitions and Cataloguing was extensively tested. Customisation of the optional areas for both in-house and public display has been completed, changes ERM indexing parameters implemented, decisions regarding display labels and licence details concluded and the methodology for loading externally provided coverage data files tested. Innovative mapped existing bibliographic data into ERM and work has commenced on adding relevant licence conditions.

The Library also installed and beta tested MetaData Builder, a product that allows for the storage and display of EAD and Dublin Core. Its primary use will be for Archive's records and the Fryer manuscript collections.

Materials processing

Staff in Information Access Service placed orders for 36,000 items, and catalogued 39,000 titles. 68,000 journal issues were accessioned, and subscriptions to 25,000 electronic journals maintained.

Managing Liaison Activity

Work proceeded during the year on a database to enable liaison librarians to record teaching hours, meetings attended, staff development activities as well as individual liaison contacts. An analysis of Liaison Librarians' commitments in one of the larger branches showed that face to face teaching accounted for approximately 6% of a liaison librarian's working time, and approximately 28% of time was spent assisting customers on the information desk. The remaining 66% of work time was spent on one to one instruction, locating new resources, attending meetings and communicating with liaison areas to arrange classes, answer queries and advise about new purchases and services. The database is designed to provide a far more accurate picture of liaison activities than the current reports. It will also enable better management of classes and other liaison activities. The Library will trial the Liaison Profile database in first semester 2006.

Community Relations

Relationships with Professional Bodies

Queensland University Libraries Office of Cooperation
The name, Queensland University Libraries Office of Cooperation (QULOC), is not a true reflection of the nature of this collaborative organisation. Members are drawn from libraries across Queensland, northern New South Wales and the Northern Territory. QULOC provides a mechanism for the exchange of information and ideas; encouraging best practice development and cooperative activities; and providing excellent opportunities for staff development. UQ Library had representatives on each of the six working parties:

- Lending and Document Delivery Working Party
- Information Resources and Access Working Party
- Information Skills and Services Working Party
- Information and Communications Technology Working Party
- Staffing Issues Working Party
- Quality Issues Working Party.

Activities amongst these groups to which Library staff contributed and which were attended by Library staff in 2005 included:

- University Librarians' Forum
- E-topia Revisited: federated searching and Open URLs
- New communication technologies in libraries
- LibQUAL+ versus Rodski: a comparative insight
- EndNote masterclass.

Council of Australian University Librarians
The UQ Library continued its involvement in CAUL. Its primary aim is, through cooperative activities, to improve access by the students and staff of Australian universities to the information resources fundamental to the advancement of teaching, learning and research.

UQ continued to benefit from the negotiation by CAUL's Electronic Information Resources Committee of purchases across the sector. Jocelyn Priddey ably assisted the work of this Committee. Acting University Librarian, Mary Lyons, attended CAUL meetings.

ALIA
A number of Library staff maintained active participation in the activities of the professional body, Australian Library and Information Association. Biological Sciences Library staff member Wendy Furlan was awarded an ALIA Queensland Prize for her results in the Graduate Diploma in Library and Information Studies. The Library's relationships with ALIA were further cemented by the appointment of Sue Hutley, Manager of the Ipswich branch library, to the position of ALIA Executive Director, late in 2005.

National Library of Australia
The Director-General of the National Library of Australia wrote thanking the Library for its "significant contribution to Libraries Australia during 2004/2005". UQ Library had contributed 11,802 bibliographic records (10th largest contributor).

Chris Taylor continued in his role as one of the two elected representatives of Australian libraries on the Libraries Australia Advisory Committee.

OCLC
The University of Queensland was one of 45,000 members worldwide of OCLC, a non-profit library service and research organisation with the aim of increasing access to the world's information. As a voting-member of OCLC, UQ had discounted access to WorldCat, a database listing 61 million records for nearly every form of human expression, including digitised collections, electronic resources, reference tools and what resources are where around the world.

QSKILL
Library staff were members of QSKILL, which continued its role of discussing and disseminating the skills and technology evolving around document and loan delivery in Queensland libraries. The group met several times throughout the year, with the main focus being the Libraries Australia Document Delivery module and its operations.

ACCESS Librarians Group
The ACCESS Group of librarians comprises Queensland Librarians and information professionals who specialise in architecture, business and engineering information. DHPSE library staff continued their involvement with this group by attending meetings and hosting the third meeting for the year in the Dorothy Hill Research Centre. Belinda Weaver from Library Corporate Services talked to the group about open access, e-print repositories and the new developments at UQ with eSpace.

Resource Sharing

Reciprocal Borrowing
Applications for reciprocal borrowing received from other institutions decreased by 3%. While QULOC applications decreased by 9%, those from other institutions increased by 25%. As in previous years, the largest number of applicants from QULOC institutions was from Griffith University, followed by Queensland University of Technology (QUT), the University of New England (UNE) and the University of Southern Queensland (USQ). The largest number of loans, however, was to UNE, followed closely by QUT and Griffith, with UNE having the highest number of loans per borrower, followed closely by the Australian Catholic University and USQ.

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

The Library lent books and supplied photocopies or scanned documents to Australian and overseas libraries, all within the bounds of the Copyright Act. Overall, there was a drop of 5.6% in the number of requests from the previous year.

The number of requests from Australian libraries decreased by 8.3%, while the number from overseas libraries showed an increase of 3.5% - albeit from a low base. The fill rate for Australian libraries increased to 83% and for overseas libraries remained at 42%. The low fill rate was due in part to the high proportion of requests submitted for items not held, particularly from overseas libraries. It was also due to the move to electronic format for journals, as electronic resources have restricted access due to licensing agreements. Demand for copies of UQ theses increased very slightly to 206.

Relationships with the Secondary Education Sector

The UQL Cyberschool continued to expand its influence, and by year end was potentially reaching over 160,000 secondary school students across Queensland and New South Wales. Most schools with existing database subscriptions renewed their subscriptions for 2005. Many existing subscribers are subscribed to additional databases as staff and students more fully realised the potential for integrating Information and Communication Technologies in the curriculum. Many more schools made use of the free resources available to schools through the UQL Cyberschool website. By December 2005 the Cyberschool was sponsoring 465 subscriptions from 218 secondary schools to 34 databases

Highlights in 2005 included:
- presentation of a paper at the Australian School Library Association Conference in Canberra in April.
- Visits to six secondary schools in the Emerald Education district to take information to the area about online resources. This visit was sponsored by the database publisher Thomson Gale.
- Presentation by the Manager, Information Skills & Community Outreach presented a paper on the UQL Cyberschool at the International Association of School Libraries (IASL) Conference in Hong Kong.
- Choice of the Cyberschool to represent the University in the Australian Awards for University Teaching (AAUT), in the category of "Provision of Services to the Community". The Cyberschool submission was a finalist for the Award.
- The 3rd UQL Cyberschool seminar -- Schools, Scholars and Cybraries: Technology and Spaces for Learning, held on Friday, 12th August, 2005 was once again a very successful event, with over 150 people registering. The speakers were very well received and a highlight of the day was a tour of the new Collaborative Learning Centre in the Sir James Foots Building
- The UQL Cyberschool received funding through the Higher Education Equity Support Program (HEESP) to give access to online databases for students from low socio-economic/low income backgrounds and students from rural and isolated areas. Following consultation with AISQ (Australian Independent Schools Queensland), Education Queensland and Catholic Education ten schools were chosen to receive databases and training from Cyberschool staff in 2006.
- UQL Cyberschool staff presented to University Librarians from SCONUL (The Society of College, National and University Libraries) from the United Kingdom in September.

Firming up Friendships

The Friends of Fryer group hosted a number of very successful promotional events during the year.

Who's Who Launch
The launch of *Australian Literary Studies* special issue, *Who's Who? Hoaxes, Imposture and Identity Crises in Australian Literature* published by the University of Queensland Press. The launch was held in the Fryer Library on 17 February 2005 with special guest, Professor Elizabeth Webby, AM, Professor of Australian Literature at the University of Sydney, officially launching the book. *Who's Who* was edited by Dr Maggie Nolan and Dr Carrie Dawson, graduates of The University of Queensland. Dr Nolan, now a lecturer at the Australian Catholic University, and Dr Dawson, who is based at Dalhousie University in Canada, have both published extensively in the area of hoaxes and identity crises.

Worth Fighting For
Friends of Fryer hosted the opening of *Worth Fighting For! A Display on Women in Queensland Political Life* on 9 June, 2005. The display was part of state-wide celebrations for Queensland Week, the Centenary of Women's Suffrage and the 40th anniversary of the Indigenous vote. The function was also the official launch of a Fryer Library initiative to collect women's personal papers and records.

Guest speakers included Ms Lilla Watson, University of Queensland Senate Member and Aboriginal Elder, The Honourable Desley Boyle, MP and Professor John Hay, Vice-Chancellor of The University of Queensland who launched the collecting initiative. Former ALP Senator Margaret Reynolds was also scheduled to speak but bad weather kept her in Tasmania.

The display included material from the personal papers of poet and political activist Oodgeroo Noonuccal, former ALP Senator Margaret Reynolds, political activists Daisy Marchisotti and Kath Thomas, as well as the records of the Queensland Branch of the Women's International League for Peace and Freedom, the Union of Australian Women and the Women's Bookshop. It was curated by a University of Queensland PhD student.

What Oh Tonight! Stiffy and Mo and the Nat Phillips Collection
As part of activities held during Seniors Week in August 2005, Friends of Fryer, together with the Protocol Office and the Faculty of Arts hosted an extremely successful event at the Customs House. There were comedy sketches, songs and an informative lecture on Nat Phillips and the collection in Fryer. The success of the event can be attributed to the enthusiasm of researcher Clay Djubal, to Richard Fotheringham and to Steve Hadden from Channel Nine whose performances were very entertaining. An online exhibition of material from the collection can be seen on the Fryer branch page. It has been accessed by a number of researchers and several relatives of Stiffy and Mo who contacted us after looking at the exhibition.

Brisbane Writers Festival
The Friends of Fryer sponsored a session at the Brisbane Writers Festival intriguingly titled *Poetry and Eros.* The session featured readings from well known poets such as Bill Manhire, Paul Hetherington, Judith Beveridge, Chris Wallace-Crabbe, Jacqueline W Turner, Ross Clark and Samuel Wagan Watson.

In addition to this the Fryer Library and the Brisbane Writers Festival worked together to launch *Well Versed, an ephemeral anthology of modern poetry*, and Fryer has added a guide to poetry manuscript collections to its branch page.

Christmas Lunch
The Friends of Fryer Christmas lunch continued the theme of Australian poetry started at the Brisbane Writers Festival and included readings by two celebrated Queensland poets,

Samuel Wagan Watson and Laurie Duggan. They were introduced by Bronwyn Lea, also a distinguished poet and lecturer in Creative Writing.

Fundraising for a good cause
In late May, staff across the Library combined social activity with fundraising for a good cause when several branches participated in Australia's Biggest Morning Tea, an annual event sponsored by the Cancer Council to support cancer research and education activities. Students and staff were invited to enjoy good food, prepared by Library staff, and good company, in exchange for a gold coin donation, and responded generously to the invitation, making the event a great success.

Consultancies
Staff from the Library's Information Access Service were involved in various consultancies throughout the year. These included:

- sharing experience in the acquisition and management of library resources with staff from Monash
- sharing expertise in the Millennium Inter-Library Loan module with visitor from the Australian national University
- sharing expertise in electronic resource management and the Millennium Integrated Library System with Laurence Porte, a French Librarian on exchange
- sharing experience in the acquisition and management of library resources with staff from University of Technology Sydney
- a review of the Information Access Group within the Information Management Program at the University of Melbourne
- sharing experience in the collection development and management of library resources with staff from University of Melbourne

Mutually Beneficial Arrangements

A proposal to form a cooperative arrangement between The Social Sciences and Humanities Library of the University of Queensland (UQL) and Archive CD Books Australia (ACDBA), to allow publication of old books and other resources from the Library's collections, was negotiated in 2005.

Under this arrangement, the library lent original government gazettes and other books for scanning as agreed with ACDBA and in return ACDBA agreed to provide CDs at no charge of each title scanned – as well as other ACDBA products. This meant that The University of Queensland Library was given and was allowed to network large back runs of Government gazettes from most of the states for staff and students of The University of Queensland. In addition, numerous titles of items that UQL holds in print, and which are currently in poor condition, will be available to users in a user-friendly electronic form. All ACDBA products produced have searchable text where the quality of the original type allows.

Librarians exchange jobs
For six months (27/1/05 to 27/7/05), the DHPSE and SS&H Libraries were involved in a 3 way exchange, instigated by a French Librarian, Ms Laurence Porte, from Institut Eurecom, in Sophia Antipolis, France.

Laurence exchanged with Pam Schindler of SS&H Library and this prompted a third 'exchange' with Anne Draper taking on Pam's liaison with the School of Education while Lawrence took up the liaison role with the School of Information Technology and Electrical Engineering. Laurence had special library experience and was keen to gain working knowledge of a large academic library.

Pam on the other hand, since first visiting France in 2002, had hoped to have an opportunity to live and work in France for a longer period, to learn as much as she could of the language and culture. The exchange offered all this; it was also rewarding professionally for Pam, as she had the experience of working in a very international, multilingual environment, as librarian for a research institute in telecommunications engineering.

During Laurence's time here, she immediately and fully integrated herself with the DHPSE Library staff, as well as successfully liaising with the school of ITEE. Laurence worked almost straight away on the reference desk and was very proactive in keeping the school up to date with new resources and ordering new items. She also ran information skill sessions and effectively contributed in all DHPSE activities.

Laurence also totally immersed herself in the Australian and Brisbane culture and sights, travelling to Kangaroo Island, the Great Barrier Reef, Cairns and Alice Springs.