



The University of
Queensland Library

2005: The Year at a Glance

Contents

| | |
|---|----|
| An Overview of the Library..... | 2 |
| From the Acting University Librarian..... | 3 |
| Building the Collections..... | 4 |
| Empowering our Clients..... | 5 |
| Delivering on Service..... | 6 |
| Supporting Research..... | 8 |
| Fitting Facilities..... | 9 |
| Management Matters..... | 10 |
| Working Together..... | 13 |

An Overview of the Library

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.

Its \$28 million annual budget provides 76,490 registered users with one of the largest academic collections in Australia and by far the largest in Queensland: books, journals, microforms, videos, manuscripts and pictorial materials are just some of the holdings. The Library website also provides access to digitised learning resources—including exam papers and theses—and has more than 860 networked databases.

The physical collections are held in 13 branch libraries located in three campuses and in several University health teaching facilities. All branches offer a similar range of services: reference services, lending, photocopying and printing, displays, information skills programs, computer help and training, personalised updating services and document delivery.

These branches are grouped together into the: Social Sciences and Humanities Library Service, the Biological and Health Sciences Library Service and the Physical Sciences and Engineering Library Service. Support and services are provided by three other sections of the Library: Library Technology Service (*computer support and training*), Corporate Services (*facilities, human resources, finance, planning, UQL Cyberschool*) and Information Access Service (*collection development and management, website, library system and copyright*). Service is delivered by around 250 staff at over 20 service points up to 84 hours per week.

The Library Management Group, comprising Executive Managers from each section and service area, is responsible for the day-to-day administration of the Library. It is overseen by the Library Committee of the Academic Board (*some members pictured below*) who:

- advise the Board and the University Librarian on matters relating to the University's library requirements
- consider and advise on library policy and conditions of use of the Library
- serve as a means of communication between the University community and the Library.



Pictured from left: Associate Professor Cathy Turner, Mr Blair Wilson, Professor Sue Spence (Chair), Mrs Noela Yates, Professor Candi Petersen, Associate Professor Stephanie Hanrahan, Ms Mary Lyons, Dr Keith Fletcher, Ms Liz Jordan

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, 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 with improvements including:

- the enabling of USB access on the majority of computers
- provision of an 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.

We also identified a number of service improvements in our Self Review Report:

- online payments for overdue materials were available from March 2005
- 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.

Other highlights of note for 2005 included:

- the start of the \$13.5 million refurbishment of the Biological Sciences Library
- the successful trial of RAPID, an online interactive information skills program for researchers and postgraduates, ready for use in 2006, and
- the launch of Fez, a flexible, digital repository and workflow management system which was released under open source licence for the Australian Partnership for Sustainable Repositories Project.

The complete Annual Report for the Library can be found at:
www.library.uq.edu.au/about/annualreport.html

I would like to thank all Library staff for their exceptional efforts in 2005 which ensured that the Library continued to provide outstanding service to the staff and students of The University of Queensland.

Mary Lyons

"2005 was a challenging and rewarding year."



| Remote Access | 2005 | 2004 | Increase |
|------------------------------------|------------|------------|----------|
| Successful Requests | 43,267,169 | 26,991,698 | 60% |
| Daily Average | 473,490 | 294,907 | 60% |
| Data Transferred | 1728.75GB | 1,083GB | 59% |
| Daily Average | 18.92GB | 12GB | 57% |
| Database Usage | | Searches | Increase |
| Science Direct | | 287,421 | 26.5% |
| Informit Online | | 417,046 | (n/a) |
| American Chemical Society Journals | | 58,254 | 175% |
| Blackwell Synergy | | 94,664 | 12% |
| Oxford University Press Journals | | 27,133 | 6% |
| ProQuest Direct | | 9,866,383 | 81% |

Electronic Access to the Collection

| Annual Ask I.T. Website Statistics | |
|---|------------|
| Successful Page Requests | 597,723 |
| Successful Requests for IT Answers page | 7,237 |
| Successful Requests for Home page | 61,470 |
| Number of distinct hosts served | 120,382 |
| Data transferred | 23.7GB |
| Annual Library Website Statistics | |
| Successful Page Requests | 38,513,194 |
| Successful Requests for Home page | 19,481,292 |
| Number of distinct hosts served | 1,076,740 |
| Data transferred | 1,754.45GB |
| Busiest Days | |
| Ask I.T. (3,606 page requests) | 1 March |
| Library Website (303,375 page requests) | 29 August |

Building the Collections

“one of the largest collections in Australia”

The Library added 31,139 new non-serial titles (49,213 volumes) to the collection in 2005, bringing the total to 1,701,000 non-serial volumes. Print journal subscriptions dropped slightly due to the move to electronic only access by publishers, although 138 new subscriptions were still placed. Titles of note included the *Bibliography of Australian Entomology* (1687-2000) and the *Encyclopedia of Biostatistics*.

Microform remained the format of choice for much historical research data, with the purchase of several important microfilm collections including *Bow Bells* (1862-1897), a *Family Reading Magazine of General Literature and Art*; *Eighteenth Century Journals II*, *Newspapers and Periodicals* (1699-1812) from the Harry Ransom Humanities Research Center, University of Texas at Austin; and *Torres News*.

The electronic collection numbers boomed. By December 2005, the Library had spent \$8.8 million on electronic resources (61% of the Materials Budget), holding 867 databases and 30,000 eJournals in total. Many significant backfiles were purchased, such as *Web of Science* (back to 1945), *Defining Gender* (1450-1910), *English Reports* (1220-1873) and *Royal Society of Chemistry* (1841-1996). The number of eBooks also grew to more than 358,000, with new packages including *EcoSal* (American Society for Microbiology), *MDConsult Dentistry* and *PsycBOOKS*, a full-text database of books and chapters from the American Psychological Association. Electronic resources were very popular with clients (see tables at left).

Multimedia titles increased by 9,725—mostly music CDs—and the manuscript holdings were enhanced with the addition of several significant collections, including political posters from the 1970s, and papers from Ernest Briggs (1940-1967), Bruce Dickson (1966-1983), Michael Vincent Fogarty (1933-1977), the UQ Bushwalking Club (1950-1955) and UQ site design proposals.

The Course Materials service again proved very popular with students, allowing immediate access to information resources such as required and recommended readings and past exam papers for most University courses. The Library increased its contribution by 20% over 2004, linking 6,029 records in the Catalogue. Student use of the service increased by 14% (848,802 page requests).

2005 was the first full year of recording television programs digitally, allowing better quality output, processing and accessibility, as well as an enhanced collection. Procedures were improved to enable online access in streaming media format via the Library Catalogue for certain programs under the Screenrights Copyright agreement. Overall, the collection was improved with the addition of such items as the recording of the *90th Anniversary of the Anzac Landings* for the Australian Studies collection.

Empowering our Clients

Liaison Librarians: Information Desk and Ask a Librarian Services

With their reference work and information skills teaching, the 54 liaison librarians continued to be the chief link between academic and research staff, students and the collections, and a revamped website made it easier to identify them. Throughout 2005 librarians were on duty for 100% of library opening hours at 20 information desk service points, responding to 94,693 information enquiries (of the more than 305,000 enquiries in total—including directional and technical support requests). The online Ask a Librarian service received 3,342 chat enquiries, more than double the number of the previous year, reflecting clients' abilities to use library resources in places other than the Library—and access help while doing so.

Subject Guides and 'How-to' Guides

Developed and maintained by liaison librarians, the 270 Subject Guides and 55 'How-to' Guides provided print and online research assistance for clients. The Subject Guides introduced resources in different areas and how to find them—books, journal articles, databases, internet resources and other specialised information—while the 'How-to' Guides explained how to cite references and how to use specific information resources (e.g. databases) and avoid plagiarism. Many branches achieved their goal of covering 100% of their disciplines' programs with Subject Guides.

The Library Website

Following feedback received in late 2004 from client focus groups, the Library invested much effort in improving the effectiveness of its website in 2005, in both design and content. The look of the homepage was enhanced with simpler layout and terminology, and was organised into a three-column format. The improvements were obviously effective as, by year's end, the Rodski Client Survey rated the Library website as "easy to use" in the top ten list of importance and performance factors, inspiring comments such as "the website is user friendly, which makes it accessible and easy to find particular items".

The presentation of the Catalogue was also enhanced with the use of cascading stylesheets. 10.799 million searches were conducted, an 18% increase over 2004.

"the website is user friendly and accessible"

Information Skills

The provision of information skills training remained a popular service—despite the reduction in number of training rooms during the year due to branch library refurbishments—with almost 50,000 staff and students attending training sessions. Liaison librarians offered three standard 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 *Statistics on Life, Love, Death and Taxes* and *Headlines and Deadlines: Searching Newspapers*.

Progress was made on embedding information skills in the curriculum—particularly in Law—and the Hospital Libraries continued to support the evidence-based healthcare approach in tuition, even winning a best poster conference award for their efforts.





Graduate Economics and Business Library staff

Delivering on Service

Loans

Overall, loans decreased by 6% in 2005, but renewals increased by 6.2%. The reduction in loan totals was due in part to the increase in use of electronic resources. Most loans were to undergraduate students (54.6%), followed by postgraduates (30.8%). However, loans to non-UQ staff, including hospital staff, more than doubled following a significant increase in the number of print book purchases made in the hospital libraries. Self-service loans accounted for 44% of all loans, a sizeable increase from 36% the year before.

2005 saw the introduction of new, convenient email reminder notices for borrowers for when their loans became due, as well as an online system of payment for overdue charges (which resulted in a 33% reduction of payments at the Loans Desks). Both initiatives were very much appreciated.

“increase in use of electronic resources”

Shelving

The Library's team of distinctively red-shirted shelvers refilled 1.8 million items during 2005, mostly within two to four hours of them being returned to the branch. As a result of the Rodski Client Perception Survey, measures were introduced to target 'missing' and 'in-transit' items, successfully reducing the numbers of lost items.

Desktop Delivery of Journal Articles

With the refurbishment of the Biological Sciences Library forcing the relocation of the print journals off-campus, the Library launched a hugely successful new service in August, the online journal article delivery service. As clients could not physically access print journals, Library staff arranged for clients' requested articles to be scanned and delivered to their email addresses instead. More than 13,300 article were digitised and dispatched in the first five months of the service's operation.



Serving clients at the High Use desk in the Social Sciences and Humanities Library



Library staff actively participated in Open Day activities at UQ Gatton!

Information Technology Assistance Services for Students

The Ask I.T. computing help and training service provided 177 standard classes in 2005, attracting more participants than the previous year despite the lower number of classes. Advanced Word classes became a standard offering to all students—not just postgraduates—and were very well-received, booking out within hours of being posted on the website. Ask I.T. staff also increased the number and range of tailored classes—116 in all, 22 more than the previous year—with nearly double the number of attendees (2,013 compared with 1,251). Classes on Blackboard and Apple Macintosh computers accounted for the majority of additional participants.

The Ask I.T. help desk (including phone and email) responded to 38,500 enquiries during the year, with most desk queries relating to laptops, software and file storage. Desk staff were also responsible for issuing laptops for loan, which proved to be a very popular service. A second Ask I.T. help desk opened on the St Lucia campus in the iLC laboratory at the Biological and Chemical Sciences Faculty in August.



Researchers and Postgraduate Information Discovery Program

For many years the Library has been delivering an Information Skills for Researchers and Postgraduates course, a very useful and relevant program but not very flexible in its delivery (small classes, face-to-face). In 2005, this program developed into the trial Researchers and Postgraduates Information Discovery program with much the same content, but accessible in a much wider range of formats—online Blackboard and web sessions and/or print workbooks and/or face-to-face training (or any combination). Twenty postgraduates tested the new version in November/December and made minor suggestions for improvement which were adopted, ready for full implementation in 2006.

EndNote Bibliographic Software

Support for the bibliographic software, EndNote, continued to be a priority for the Library with distribution of the CD, supply of filters and connection files, and provision of training sessions and a telephone advice service all offered. Undergraduates increased their use of the software.

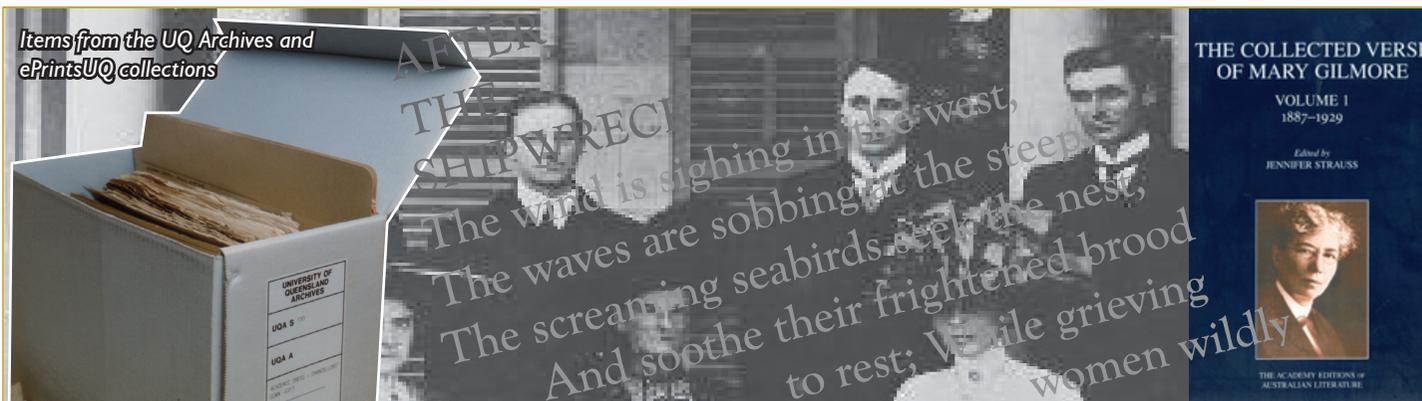
Tours and Information Sessions

The Library participated enthusiastically in all general university activities throughout the year, providing venues, tours, training, information sessions (such as *Surfing the Cybrary*) and seminars, as well as staffing information booths at events including Orientation Week, Graduate Student Week, Open Day and Postgraduate Information Expo. Library staff also delivered training to UQ staff as part of the Induction Seminars and at courses offered through the Teaching, Education and Development Institute.

Students using laptops in the Dorothy Hill Physical Sciences and Engineering Library



Items from the UQ Archives and
ePrintsUQ collections



Supporting Research

UQ eSpace

Library staff worked hard to promote the ePrintsUQ repository. 490 users were registered—many self-archiving—and more than 2,400 papers were deposited by year's end. As part of the Australian Partnership for Sustainable Repositories project, the Library developed the digital repository software, Fez, which was launched in November 2005. Soon after the launch, Fez had received more than 80 downloads from the sourceforge.net. Many queries from the international university community, including a request to present the software at a repository seminar in New Zealand, were received. The software will run the new UQ eSpace repository.

Australian Digital Theses Program

When the UQ Postgraduate Studies Committee and Academic Board recommended that postgraduate students provide an electronic copy as well as four paper copies of their thesis, the Library took on the responsibility of submitting them to the Australian Digital Theses Program (access restricted to the UQ community).

Research Quality Framework

The Library participated in a pilot to test the Commonwealth Government's proposed Research Quality Framework for expert panel access to staff publications. UQ eSpace was the delivery mechanism for research. As an indication of its positive contribution the Library was asked to participate again in 2006.

Copyright

The Library provided a copyright advisory service for the University as a whole, with training and advice on a range of issues for staff and students. The Copyright Coordinator also organised a university-wide sampling survey for ACNielsen on behalf of the Australian Vice-Chancellors Committee and the Copyright Agency Limited.

Fitting Facilities

Facilities and Space Management

With 13 branches and several other sections within the Library, maintenance and refurbishment continued to be an ongoing effort. New offices were installed in the Herston Medical and Joint Princess Alexandra Hospital/ UQ Libraries, and staff facilities began to be upgraded in both the Fryer and Social Sciences and Humanities Libraries. The staff facilities improvements were in part brought about by the potential health hazard of the vermiculite-coated ceilings which needed to be completely removed.

New learning spaces were established in several branches, including a Learning Centre in the Dentistry Library (created from the conversion of the former tea-room), a group study room at the UQ/Mater McAuley Library and a reading area in the Law Library.

The major project of the year, however, was the commencement of the \$13.5 million refurbishment of the Biological Sciences Library. By year's end ABI Constructions had demolished the concrete bridge next to the Library, totally cleared the premises, dug the pit for the new lift and inserted pylons for supporting the extra area being built on the northern side of the building. During this process, staff and the High Use collection were relocated to the Richards Building, some of the print collection moved to the fourth floor of the Social Sciences and Humanities Library, and lesser used material was stored in an off-site Warehouse. Journals became accessible via an electronic document delivery service, which proved to be extremely popular with clients—so much so that it may become a permanent feature of the Library's service in future.

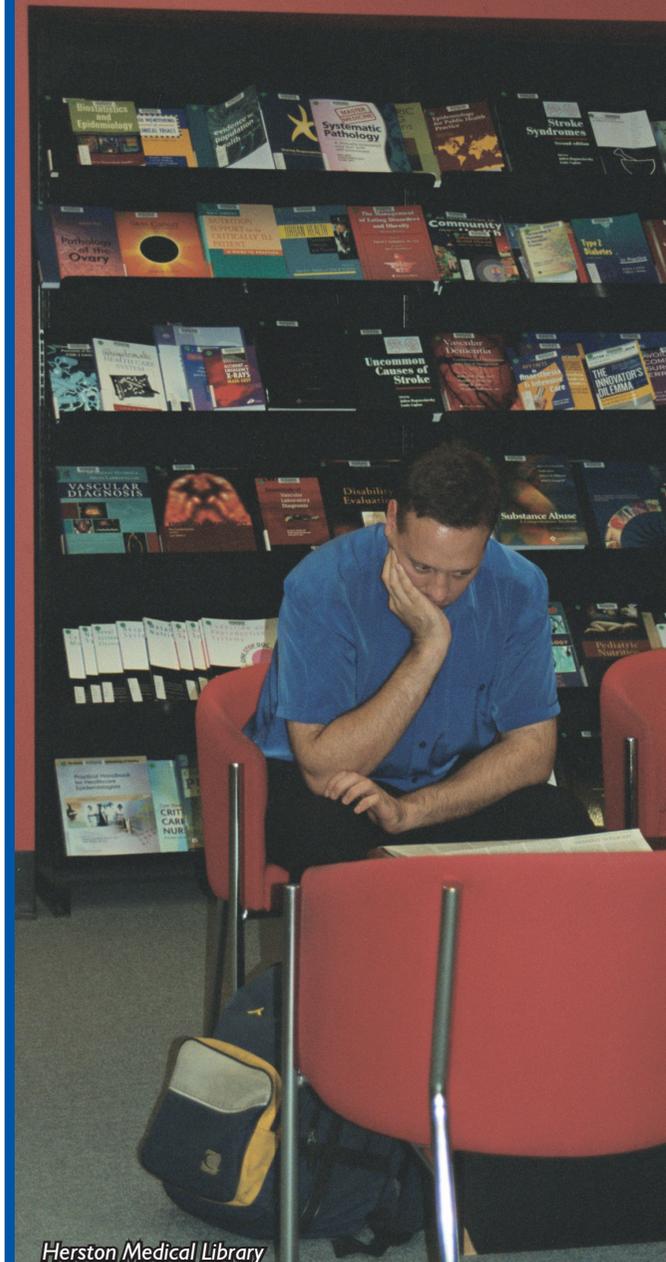
Because of the Library's retention policy, all three Library Warehouses reached their capacity of around 650,000 volumes by the end of 2005. The Library Committee of the Academic Board agreed that the Library should review current policy to address this storage problem, especially as the University was keen to appropriate the spaces for other purposes.



Artist's Impression of the proposed Biological Sciences Library

“major project... \$13.5 million refurbishment”

New Books





Management Matters

Management Structure

The Acting University Librarian was advised by the Library Committee of the Academic Board (see page 2) and assisted by the Library Management Group in administering the Library. Many sub-groups also reported to the senior leadership, including the:

- 7up Group (*Library staff members at HEW Level 7 and above*)
- Advisory Groups (*groups convened to discuss and make policy recommendations on specific topics such as Circulation, Collection Development, Digitisation, Document Delivery, Information Skills and IT Training, and Quality*)
- Working Parties (*short-term groups convened to address a particular issue, including Communication and Marketing, ePublishing, ErgoBridge, Library Services and Blackboard, and Mobile Technologies*) and
- Reference Groups (*operational review teams created to monitor the overhaul of the Library's Corporate Documentation and Statistical Data Collection*).

Library Advisory Committees—with academic staff representatives as members—assisted most branches, and the Library Workplace Health and Safety Committee continued its dissemination of health and safety information and advice to all staff.

Library Review

In late 2004 a committee reviewed the Library and, while very favourable in its comments, made certain recommendations for change. In early 2005 the Library drafted an Action Plan to carry out these improvements and was successful in responding to all issues.

Some of the outcomes included:

- the development of a Library Marketing and Communication Plan
- enabling student USB access on all public workstations, along with new authentication procedures
- a ten-year space audit for the Social Sciences and Humanities Library
- the start of discussions with the State Library, QUT and Griffith University to consider joint storage facilities, and
- closer links with the University's Information Technology Service to provide IT support and training to students.

Quality Assurance Management

In 2005 the Library established a position to oversee its quality assurance program, with responsibility for planning and quality management, reporting, research and surveys, statistics collection and analysis, and corporate documentation management. A document describing the Library's Quality Management and Assurance Framework was developed and included a diagrammatic representation of the planning/reporting/reviewing cycle.

Senior Library staff engaged in a two-day planning exercise in July. This was followed in November by an all-staff Annual Planning exercise where the 2005 Section Action Plans were reviewed and 2006 Performance indicators developed.

The biennial *Rodski Client Satisfaction Survey* was conducted for the fourth time and results showed an average two point increase in performance rating compared with previous surveys. When benchmarked with 34 other CAUL libraries, UQ was in the top quartile in all categories except Facilities and Equipment. Data collected was very useful in the Annual Planning exercise.



Dr Spencer Routh

Human Resources Management

The Library farewelled several key staff, in particular the University Librarian, Janine Schmidt, who moved to Canada, and the Executive Manager Social Sciences and Humanities Library Service, Anne Horn, who moved to Victoria. Several temporary role changes occurred in anticipation of the new University Librarian taking up appointment, and the new Higher Education Workplace Relations Requirements were implemented.

Staff continued to take advantage of the many development opportunities available, both in-house and externally, and particularly enjoyed the special guest speakers at Future Focus and Library Wellness sessions. Much attention was focused on encouraging staff to experience 'hands-on' skills by participating in programs such as the *Rotation and Development Scheme*, *Transition to Management Program*, *Personnel Management* and *Mentoring Development*. Many staff presented papers at local and international conferences, helping raise the profile of the University, and the Library Staff Excellence Award was re-introduced.

Former colleagues brought both joy and sadness in 2005. Spencer Routh, thirty eight year veteran of the Library, was awarded an honorary doctorate in acknowledgement of his magnificent contributions to the Library profession. Sadly, several key staffers said their final goodbyes, including Denise Dryburgh, Marjorie Roe, Judy Campbell, Elizabeth Arden and Mary O'Sullivan.

“former colleagues brought both joy and sadness”

The Budget

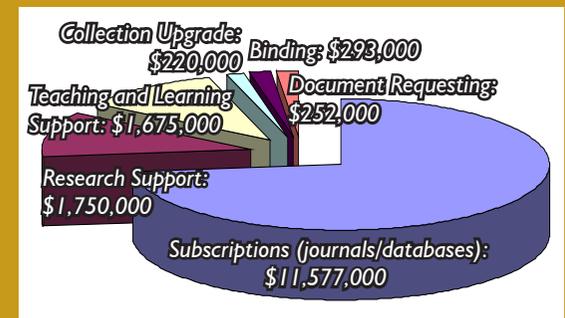
The Library teamed with the University's Business Services section to help develop a new 'output accounting' system designed to automate the purchasing of overseas material. With 75% of all Library materials sourced outside the country, this was of major benefit.

The increased value of the \$A, along with some additional funding provided through research and other special funding, allowed the Library to retain its real 2004 subscription spending. However, this was enhanced by the purchase of 'forward currency' and early payment discounts to major vendors. The year ended with 100% of the Library Materials Budget expended.

Promotions and Publications

The Library produced a wide range of promotional material during the year, including newsletters, flyers and brochures, as well as setting up many displays on topics as diverse as Don Quixote, Dead Sopranos, Divination, Pharmacy, Banda Aceh and Cricket.

The Budget



Library Materials Budget



Technology Management

The Library website successfully handled 38.5 million requests during the year, and the Ask I.T. computing help and training service received 597,000 requests.

During the first week of Semester 1, the University launched its wireless network, enabling most libraries to be part of the service. By the end of the year all branch libraries were wireless capable - much to the joy of students who could set up their laptop computers anywhere near (or in) a library. Laptop computers also became available for one day loans from some branches.

Networks were upgraded at the UQ/Mater McAuley and UQ Gatton libraries. All library staff received new Dell SX280 personal computers with Windows XP operating systems, and new computers were deployed to the Stradbroke Island Research Centre and Dentistry Libraries, as well as the Duhig Library Building eZone. With the introduction of a new authentication system in Semester 2 students were able to plug in USB devices at public computers, as well as receiving access to all licensed products.

Library System Management

Staff from the Information Access Service continued to work on improvements to Millennium, the Library Management System, all of which enhanced the ordering of library materials, document delivery, circulation activities and the catalogue. Release 2005 beta testing, which was completed in July, allowed for many system improvements including:

- online payment of overdue charges
- reminder notices for loans due for return
- easier to read email notices with more items able to be listed
- customised patron record displays for better readability.

The Library became part of Millennium's beta-testing group during the year, which, while creating additional workload, provided a greater opportunity for influencing change. Staff customised the optional areas for both in-house and public displays, changed Electronic Resource Management indexing parameters, decided upon standard display labels and licence detail depictions, and tested the methodology for loading external data files. In their turn, Innovative mapped existing bibliographic data.

The Library also installed and beta tested MetaData Builder, a product that allows for the storage and display of EAD and Dublin Core (required for the archive and manuscript collections).

Working Together

Relationships with Professional Bodies

UQ Library remained an active member of professional library associations in 2005, with representatives on each of the six Queensland University Libraries Office of Cooperation (QULOC) working parties and attendance at all major QULOC events.

Senior staff attended meetings of the Council of Australian University Librarians (CAUL), allowing the University to benefit from the discounted purchasing prices organised through a joint sector agreement.

General library staff participated in many developmental activities organised by the Australian Library and Information Association (ALIA), with one staff member, Wendy Furlan, being awarded a prize for her library studies, and another, Sue Hutley, being appointed national Executive Director at year's end.

The National Library of Australia commended UQ for being the tenth largest contributor to Libraries Australia (with the deposit of 11,802 bibliographic records) and for its membership of the Advisory Committee.

UQ continued as a voting member of the Online Computer Library Center (OCLC) allowing discounted access to the world's largest library database, WorldCat. Library staff also joined in many general library sector activities, such as QSKILL, ACCESS and the ALIA Queensland Library Technicians Group, as well as other informal networks.

“active member of professional library associations”

Resource Sharing

UQ maintained its reciprocal borrowing service, sharing its collections with libraries worldwide, but particularly with staff and students from local universities. There was a slight increase in the number of requests made from overseas institutions compared with the year before.



Pierre Fauchard Sculpture Unveiling, Dentistry Library
(from left: Professor Laurie Walsh, artist Yenda Carson, librarian Kathy Hibberd, student Jeffrey Kho)



Part of a secondary student art exhibition displayed as a community service at UQ Ipswich Library



Noela Yates, Liz Blumson, Deb Turnbull and Warren Ham: key players in UQL Cyberschool

Relationships with the Secondary Education Sector

The UQL Cyberschool, an information resource service for Queensland secondary schools, continued to flourish—including being named one of the Finalists in the 2005 Australian Awards for University Teaching (Provision of Services to the Community category).

With a potential audience of 160,000 secondary students, staff kept busy visiting schools around the state, writing papers for publications and conferences, and providing advice to 218 schools on research techniques and information access—particularly its 34 sponsored electronic databases. Around 150 people attended the annual seminar, themed this year *Schools, Scholars and Cybaries: Technology and Spaces for Learning*.

The UQL Cyberschool also received funding from the Higher Education Equity Support Program (HEESP) to give access to online databases for geographically or socio-economically disadvantaged students for the following year.

Fundraising for a good cause

Once again, Library staff actively joined in with the Cancer Council's *Australia's Biggest Morning Tea* and the Leukaemia Foundation's *Shave for a Cure* events, raising money for a good cause

“...Cyberschool continued to flourish”

Firming Up Friendships

The Friends of Fryer hosted several key events during the year: exhibitions, lunches and other get-togethers, all with the aim of expanding access to the magnificent treasures held in its collection. The first event for the year was a book launch for Drs Maggie Nolan and Carrie Dawson's *Who's Who? Hoaxes, Imposture and Identity Crises in Australian Literature*.

This was followed by the opening of the display marking the Centenary of Women's Suffrage and the Fortieth Anniversary of the Indigenous Vote, *Worth Fighting For*. Special guests included The Hon Desley Boyle MP and Aboriginal Elder and UQ Senate Member, Ms Lilla Watson.

Fryer Library also participated in two major events later in the year, the UQ Seniors Week function at Customs House, with a display, *What Oh Tonight! Stiffy and Mo and the Nat Phillips Collection*, and the Brisbane Writers Festival, where a poetry session and book launch were sponsored. The year concluded with a poetry themed Christmas lunch hosted by Bronwyn Lea and featuring readings by Samuel Wagan Watson and Laurie Duggan.

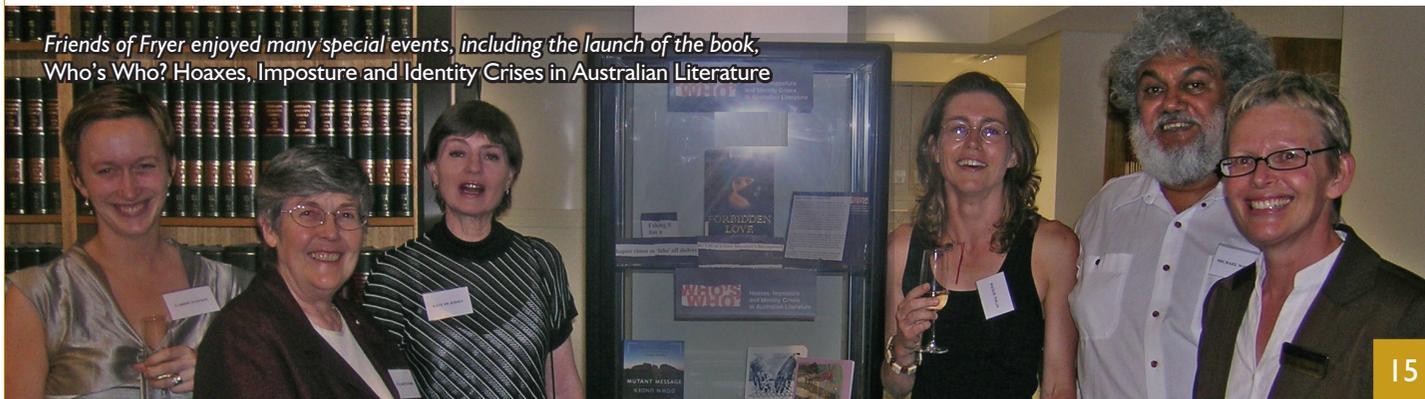
"Friends of Fryer hosted several key events"

Mutually Beneficial Arrangements

In the spirit of sharing learning and knowledge, Library staff met with librarians from several universities to discuss information issues, including Monash, Australian National University, University of Technology Sydney and the University of Melbourne. An exchange program was also organised between UQ and Institut Eurécom, France, where two librarians, Laurence Porte and Pam Schindler, exchanged jobs (and cars!) for six months.

The Social Sciences and Humanities Library linked up with Archive CD Books Australia to allow publication of old books and other resources from their collection in return for networking large back-runs of government gazettes, and UQ Ipswich Library offered its facilities for a range of community activities.

Friends of Fryer enjoyed many special events, including the launch of the book, *Who's Who? Hoaxes, Imposture and Identity Crises in Australian Literature*



Staff from Information Access Service discarding paper K-sheets which had been superseded by electronic systems



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.

Note: The full Annual Report of The University of Queensland Library can be found at:
www.library.uq.edu.au/about/annualreport.html



LIBRARY
We link people with information

*This page and cover:
The outside of the UQ Ipswich Library Building*