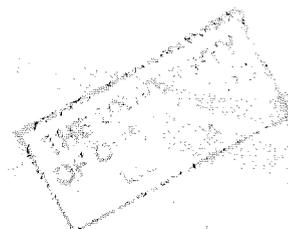


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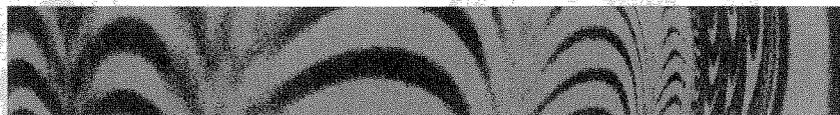
Report of the librarian.
1996



UNIVERSITY OF QUEENSLAND *Library*



Annual Report 1996



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Mission Statement

Our Mission:

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

Our Objectives:

- 1] Enable students, staff and researchers to locate relevant information effectively to support current programs and lifelong learning.

- 2] Provide to customers in a timely manner relevant sources of information for teaching and research, from our own collection and by links to sources outside the Library.

- 3] Ensure that Library staff are empowered and can interact closely with academic programs.

- 4] Ensure adequate funding and facilities to support the Library's mission.

- 5] Manage the Library's resources effectively.



Background

The University of Queensland Library is located organisationally within the Academic Services Group of the University (it is the largest component of the group). The Library reports through, and is funded by, the Pro-Vice-Chancellor, Academic Services, who, in turn, reports to the Senior Deputy Vice-Chancellor.

The Library comprises 14 branches located at the St Lucia and Gatton campuses and in several teaching hospitals (funded and managed jointly by the Library and hospital authorities) and in the Dental School. The branch libraries do not correspond precisely with the Faculties they service within the University as they are primarily disciplinary in basis. The branch libraries are grouped according to discipline or geography and are as follows:

- Biological Sciences Library;
- J.K. Murray Gatton College Library;
- Health Sciences Libraries
 - Dentistry Library;
 - Herston Medical Library;
 - Mater Hospital Library;
 - Princess Alexandra Hospital Library;
- Physical Sciences and Engineering Library including:
 - Geology Library;
- Social Sciences and Humanities Library Service which incorporates:
 - Architecture/Music Library;
 - Central Library;
 - Fryer Library;
 - Law Library;
 - Multimedia Service;
 - Undergraduate Library.

The Library also offers a number of centralised support services. These are:

- Information Access and Delivery Service;
- Information Technology Services;
- Communications Service;
- Corporate Services.

The Library has, in total, one of the largest collections among Australian academic libraries, and by far the largest collection in Queensland.

Over 1.7 million volumes are held in addition to large collections of microforms, multimedia, digital files and primary sources. These are housed in all branch libraries, and in a warehouse on the St Lucia campus which provides cost-effective storage for less used material. Over 20 service points deliver services for up to 81 hours per week. Each branch library includes similar facilities and provides similar services, although there are some variations due to client need.

Service delivery through the branch libraries is supported by centralised processing and technological and administrative services for the whole system. All personnel are recruited centrally. All library materials are ordered and processed centrally. Economies of scale are achieved through the centralised management of services such as copying. Policies are developed for the Library as a whole with the participation of as many staff as possible. The Library also uses its World Wide Web Home Page to integrate service delivery. The Innopac library computer system, marketed by Innovative Interfaces Inc., is used to provide collection management service and access for all clients.

The Library's effectiveness in terms of its service delivery is strongly influenced by the successful implementation and use of the appropriate information technology.

To this end, the Library provides approximately 600 personal computers across its system. Almost 400 of these are for public use and the Library undertakes an extensive training program in effective information access and use. Over 200 databases are networked and dial-up services are available to anyone who registers for such services with the University's Prentice Centre. The Library provides an extensive array of services, including traditional services like loans and inquiry services, and more innovative services such as assistance to academic staff in the possible uses of multimedia.

The Year in Review



Janine Schmidt

The year was an eventful one for the Library. The installation of the new integrated library management system in February dominated the activity and set the pace and tone for the rest of the year.

The new system went live on 17 February, two days ahead of schedule and just in time for the beginning of First Semester. The three month implementation schedule was the shortest on record for a Library of our size and complexity. That the implementation went so smoothly is a credit to all Library staff. The new system has resulted in many new and improved customer services, as well as being considerably cheaper to manage and maintain than the previous system. It was quickly accepted by the Library's many customers, particularly the Web interface to the catalogue.

Technological developments continued to be at the forefront of the Library's year. The CD ROM network was extended. A training program resulted in benefits of increased levels of skills among library staff. Much better services on many fronts were the results for the clients.

The Library continued to provide the highest level of service possible in all its sections and branches, supporting the University's mission to provide excellence in teaching, learning and research. The Internet training program was extended and hundreds of students and staff were trained. Information skills programs, working in partnership with appropriate teaching departments were extended.

Work continued on implementing various recommendations of the Trask report. A

submission was made to upgrade the facilities of the Central and Undergraduate Libraries. The proposal was approved as part of the University's Capital Management Plan, and by the end of 1996 work began on the planning required.

The staff commitment again proved that many things are possible with effort, energy and enthusiasm. The work on system implementation was nothing short of miraculous. We acknowledge the partnerships with the academic community, the extensive contributions of members of advisory committees, particularly the library committee of the Academic Board and the University's senior staff and administration. We were particularly grateful for the leadership provided by the PVC Academic Services, Dr Ian Reinecke.

The coming year will see enhancements to the information system which will maximise the benefits to clients, a more focused program of information skills classes to update and extend the knowledge of the staff, and a reaffirming of the Library's mission to be that crucial link between clients and the information they seek.

Janine Schmidt
UNIVERSITY LIBRARIAN

1 - Meeting Clients' Needs

The Library's clients

During 1996 The University of Queensland Library continued to meet the needs of a diverse range of clients — over 25 000 students, 5000 staff, groups with whom the University had formal links, such as the Cooperative Research Centres and the Queensland Institute of Medical Research, as well as the wider community. These clients represent the whole spectrum, from those having their first experience of an academic library to others, including those from the hospitals and research centres, who have sophisticated and complex information needs. In 1996 two-thirds (66%) of the Library's business in terms of loans was with undergraduates, another 21 per cent was with postgraduates and seven per cent with academics. The remaining six per cent was made up of general staff and borrowers external to the University. Loans, of course, represent only one type of use.

Loans Statistics Feb-Dec 1996:

Patron Type	Number of Loans	%
Undergraduate (UG)	780 450	66.3
Postgraduate (PG)	244 077	20.7
Academic	83 578	7.1
Staff Use	22 039	1.9
General Staff	10 429	0.9
Training Patron	1 610	0.1
Reciprocal/Associate	29 357	2.5
ICTE* Students	3	0.0
Couriers	1 415	0.1
Inter-Brisbane ILL**	2 132	0.2
Ex-Brisbane ILL	443	0.0
Bond Courier	454	0.0
Open Learning PG	1	0.0
Open Learning UG	312	0.0
CVRS***	1 038	0.1
Total	1 177 342	100.0

* ICTE: Institute of Continuing and TESOL Education

** ILL: Inter Library Loan

*** CVRS: Central Video Replay System

In 1996 the Library found itself well placed to meet not only the needs of its own immediate clients, but also continued to help meet the research needs of the staff and students of other universities, via document delivery and the cooperative system of reciprocal borrowing for researchers. The University of Queensland Alumni are able to register as Library clients upon the payment of a nominal fee. Members of the public are also able to register to borrow from the Library for a fee. The Library's Home Page and catalogue was accessed via dial-up mode by clients within Brisbane and, indeed, throughout the world — at all times of the day and night.

Improving client communication

Making clients aware of the Library's collections and services was again a priority in 1996. A significant achievement in 1996 was the appearance, in February, of the Library's new quarterly magazine *Connections*, which informed readers about developments in Library services and resources.

Orientation Week, the official start of the academic year, offers the first glimpse of university life to a whole new cohort of students each year. Because an important part of success at university is knowing how to find the information needed for assignments and exams, the Library once again coordinated an orientation program to introduce new students to the Library and its services. A display was mounted in the foyer of Central Library. Students were introduced to the Library's information system and much interest was shown in the Internet courses. A total of 61 tours was conducted for 408 students and some 83 sessions on how to use the catalogue attracted 1054 people.

The Library guide for new undergraduate students was sent out with the enrolment forms at the beginning of the year. The Library also

undertook an audit of its publications and the content of the Library's pamphlets was reassessed. Consequently, many were reissued in different formats, but all conforming to the new style the Library developed for its publications. New pamphlets that covered gaps in service provision were also developed and published and work on a new guide to Library services for postgraduate students was begun as a result of the audit.

An electronic suggestion box was set up to provide clients with a way to express their views on, and thus give Library staff some valuable feedback about, the new information system and other library services. Some 830 customer suggestions and comments were received via this means. A selection of these included: 'so easy to use', 'logical and simple' and 'what an improvement'. Most of the suggestions were in this vein and generally very positive, with clients expressing their satisfaction with the new system and its ease of use. Others used the suggestion box to request an extension of services and additional PCs. A further proportion consisted of requests for items to be added to the collection and some 158 items were purchased as a result of suggestions made.

Library Liaison Officers, appointed across all departments continued to act as a point of contact for library services. The staff in these positions provided an important focus for library staff when dealing with departments in relation to collection development matters in particular and streamlined the process of ordering texts. Liaison librarians in the branches also helped to deliver more targeted services to their departmental clients. Information was also regularly provided to the Heads of Department outlining changes and improvements to Library services. These updates were usually accompanied by flyers to place on departmental noticeboards. Visits to all the Heads of Department at Gatton College, and in the Biological Sciences and Physical Sciences and Engineering Faculties, were undertaken by the University Librarian and the relevant branch library manager. These provided an excellent means of communicating with the departments and were a new initiative in 1996. The visits were followed in many instances by presentations to departmental staff meetings.

Information Skills Program

The year saw the expansion of the information skills program across all branches. As technological advances in the provision of information continue to be made and more material is produced in, and accessed via, electronic means, the Library must work to keep firstly its staff and then its clients apprised of all the developments in this complex sphere. New learning environments, an increased diversity in the student population, greater use of self-directed or problem-based learning, flexible delivery and lifelong learning approaches all emphasised the need for, and significance of, information skills training. Students required guidance in how to structure their interrogation of databases and also needed information about the wide variety of resources available.

The main aim of the information skills program was to update the knowledge of library clients via formal classes and information sessions or, more informally, through assistance at information desks. In previous years the needs of undergraduate students were the main focus of the program, however, in 1996 the needs of postgraduate students and academic staff received increased attention.

Rethinking Information Skills classes were held for all librarians involved in the provision of information skills to ensure that any programs developed in 1996 targeted the real needs of the particular client group. These classes attracted about 50 librarians. Overall it was a useful exercise and staff found that having the academic perspective on the Library's program was very useful and informative. The session resulted in the development of more appropriately focused courses.

A series of seminars that were focused around the specific needs of academic staff was also organised. It included the following:

- *Uniserve Science* which outlined the use of multimedia in science;
- *Multimedia Exposed* which raised the awareness of how multimedia resources enhanced teaching and learning (This was an initiative funded by the Academic Board's Teaching and Learning Committee and

organised jointly by Library staff and the Teaching and Educational Development Institute, with input from academics.);

- *Copyrights and Copywrongs* which provided an update on copyright law (Again, this was organised by the Library on behalf of the University's Teaching and Learning Committee.);
- two seminars on 'Cyberpedagogy' — *New Directions in Multi- and Hyper-media* and *Teaching and Learning in New Times* which were joint initiatives of the Library and the Graduate School of Education. They provided a forum for academic staff presentations on various teaching approaches;
- *Learning Technology in 1996: From Interaction to Internet*, which was presented by Dr Adrian Longstaffe.

Seminars were also held, for both academic staff and librarians, on how to:

- use electronic journals;
- search *Medline* and *Current Contents* and use the Internet;
- use Australian literary manuscripts to show the process of creative writing (conducted by Fryer Library for the Master of Arts (Creative Writing)).



Training being conducted in the Physical Sciences and Engineering Training Room

At the Physical Sciences and Engineering Library, a library skills program was once again an integral part of a compulsory first-year subject for all engineering students. Specialist seminars were held for various departments in the agricultural, physical and biological sciences. These were conducted by the University Librarian, the manager of the relevant branch library, as well as other library staff. A pilot training program for the tutors in Mechanical Engineering Department was organised. This improved communication between tutors, students, and librarians and also highlighted students' information needs.

Central Library took overall responsibility for the changes, development, rewriting of presentations and workbooks for the *Information Skills for Research Postgraduates* program. A

total of 21 separate courses were taught across all branches of the Library and 300 people attended. Postgraduate students were employed to assist in the presentation of the classes. The feedback from the courses was very positive and the courses gained a good reputation within the academic departments.

Subject-oriented sessions were conducted for new students in the Architecture/Music Library, covering reference tools and techniques. These were followed by sessions on CD-ROM and remote databases, and on Digilib, an image database which is a joint project between the Library and the Architecture Department. The Law Library introduced a two-day weekend workshop for 24 postgraduate students and a handbook was produced to support the material covered over the two days. Another innovation was the introduction of ten four-hour workshops, offered to graduating law students.

The information skills programs for the Library's main clients, undergraduate students, were tailored to meet the needs of each branch's clients. At Gatton Library, for example, because of the wide range of students enrolled at different levels of courses — Certificate, Diploma, and Bachelor — the programs explaining Library services

reflected this diversity of knowledge and were targeted appropriately.

Navigating the Internet courses were once again offered for Library clients in 1996 and, with a greater knowledge of Internet services in the community, students were requesting more advanced classes. *Communicating via the Internet*, a new course, was developed as a direct response to feedback from clients for more complex information, and will be offered through all branches in 1997.

The information skills of general staff were not forgotten. The Library conducted Internet training for the University's Personnel Department. The workshops were well received with Personnel staff commenting favourably on the professionalism of the delivery and design.

2 - Linking Clients with Information

Information technology

The continuing drive to enhance the Library's electronic systems to make information resources more accessible to clients was a major focus of activity in 1996. This drive occurred on three main fronts. The most significant development for the Library in 1996 was the introduction of the new integrated library management system which commenced operation on 17 February, just in time for the beginning of first semester. The Library's new system was officially launched in Central Library on 22 February by the Vice-Chancellor, Professor John Hay.

The three-month implementation schedule was the shortest on record for a Library of such size and complexity. The implementation was overseen by Chris Taylor and Carolyn Jones and its smoothness was a credit to all concerned. The new system is much less expensive to manage and maintain than the previous system.

It also provided many more options in terms of library service. By the middle of the year a choice of interfaces to the Library's catalogue was offered — either the standard text-based version or the increasingly popular Web interface via workstations within the branch libraries, in university staff offices, or from home.

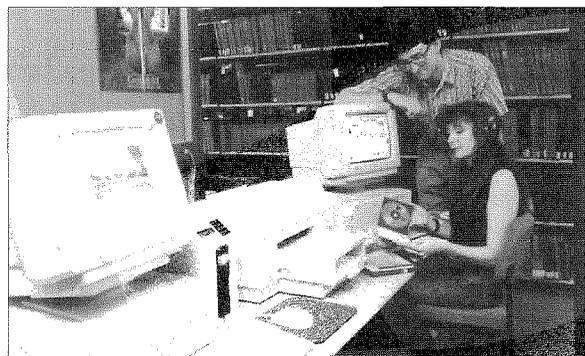
Both catalogue interfaces provided a wealth of customer services, including:

- a simple, user friendly means to locate resources held locally and check their availability;
- the ability to request material that is currently on loan or held at another campus;
- the facility to check and renew loans and holds;
- access to the latest information on the publication date of journals;
- direct links to university catalogues all around the world.

In addition, the Web interface provided an ever-increasing range of useful services, including the ability to use hypertext links to move easily around the catalogue; link directly to hundreds of electronic full-text journals and useful Web Home Pages; and request material not held by UQL using electronic document delivery services. The phenomenal success of the new library information system was evidenced by the approximately 2.5 million transactions performed by the Library's clients on the catalogue and the 1.43 million loans recorded.

There were enhancements to the Electronic Reference Library (ERL), a database platform which provides clients with standardised ways to access a wide range of different databases, and an increase in the number of databases available.

As a result, the use of on-line databases grew at a significant pace. Ten million records were viewed (or downloaded) by the one million log-ins to the database network. Clients spent the equivalent of 30 years on the ten most popular databases during 1996. *Medline* was by far the most used, clocking up 6 261 699 minutes or 12 years of use in 1996 and just over 30 per cent of all log-ins were to *Medline*. The next most popular database was *Biological Abstracts* which accounted for 27.5 per cent of total log-ins. The average time spent by clients on each log-in to a database was approximately 20 minutes. With just over 90 databases on offer clients had a wide range of choice and all branches recorded significant usage of those in their subject areas.



Students using CD-ROMs in the Architecture and Music Branch

The year also saw the expansion of the Library's Home Page on the World Wide Web. Access to the collections and services was provided via this means and information on topics, such as opening hours, was also presented. A priority for 1997 will be to upgrade significantly the design, structure, and content of the Home Page in recognition of its importance as the 'shop window' in the Library's services and resources.

New Materials in the Branch Libraries

The collections of the University of Queensland Library continued to grow throughout 1996 but at a reduced rate, in relation to previous years, due to budgetary constraints. The total allocation for the purchase of materials in 1996 was \$7 268 483. The Library suffered a decrease in real terms of 9.5 per cent from the previous year. Despite this a total of \$4 746 530 was spent on journals during 1996 which represented a two per cent increase on the previous year. The \$2 265 675 spent on monographs, however, represented a 19 per cent decrease on the previous year. The reason for the increased allocation to journals away from monographs is both a combination of the need to acquire the most current information (usually found in journals), the significant increase in their prices, and the proliferation of materials now available in electronic formats.

Allocations of funds to branches and departments continued in a similar manner to the previous year. The system of weighting implemented in 1995 was refined and reapplied in 1996 to ensure equity across all branches. Departments were each allocated a base of \$2000, with remaining monies allocated in proportion to the department's size and the average cost of books (taken over a three-year period) in the relevant discipline, and weighted by a factor denoting how central library resources were to the discipline. This latter weighting is determined by loans and library use in the discipline.

In 1996 all branches listed their major purchases as either electronic journals or monographs on CD-ROM thus confirming this trend towards electronic formats. The following purchases

illustrated this trend:

- the Library became a member of the *BioMedNet*, a gateway to a number of e-journals in the life sciences;
- *Linguistics and Language Behavior Abstracts* was an important new CD-ROM version of an existing resource in the social sciences and humanities area and proved to be much more popular with clients than the printed set ever was;
- OSHROM, an interdisciplinary database in occupational health and safety, satisfied the needs of both the University's administration and a number of academic disciplines across the University;
- *Business Periodicals Ondisc* was another major acquisition which provided indexing and full-text printout of journals in the business, economics, management and government subject areas;
- selected statistics were made available, via the Internet, from those published by the Australian Bureau of Statistics;
- the Reuters up-to-date, searchable, full-text database was also widely used by students in many departments, especially those in economics, commerce, government, and journalism;
- *MathSciNet*, the most comprehensive and up-to-date mathematics database was made available;
- IMAGE database from the Institute of Mining and Metallurgy was purchased jointly by the Library and the Julius Kruttschnitt Mineral Resource Centre. It is a comprehensive database for mining and minerals processing;
- *Chemical Abstracts* was ordered on CD-ROM as well as the cumulative indexes for the last ten years;
- the CHRIS and WHATT Databases (Tourism, Travel and Hospitality) were acquired;
- the Integrated Regional Database (IRDB) (Australian Bureau of Statistics) was obtained;
- the *International Inventory of Musical Sources* (RISM), a CD-ROM source catalogue of music manuscripts from 1600, was acquired;
- the CD-ROM index to the important series, *Buildings of England*, greatly enhanced quick access to information about many English buildings.

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A cautionary footnote to the acquisition of materials in 1996 was that the cost of many of the electronic services was very high, with some network licences often beyond budgetary limits. The major issue for 1997, therefore, will be how to strike the right balance, in terms of the budget, between the acquisition of both print and electronic materials. An allocation of \$200 000 was made available from Research Infrastructure Funds to support the costs of providing network access to many of the databases. The research community benefited enormously from this.

There were some notable exceptions in the trend towards acquiring resources in electronic formats. Fryer Library acquired selected literary manuscripts of prize-winning novelist, Janette Turner Hospital, a University of Queensland graduate, and Herb Wharton. Manuscripts of some other of Wharton's works were acquired by the Fryer Library in 1996. The collection also includes taped interviews.

The reference collection of the Architecture/Music Library was enhanced by the addition of a number of major atlases, and by a large intake of volumes of the *Repertoire Internationale de la Presse Musicale* (RIPM), an inventory of 19th century music periodicals, comprising summarised contents and references.

Gifts to the University of Queensland Library

Throughout 1996 the Library continued to receive generous support from the community in the form of donated material and also money with which to purchase material.

Significant contributions included:

- the \$5000 that Emeritus Professor Dorothy Hill once again contributed to the Geology Library;
- the subscription to the CD-ROM version of *Duane's Clinical Ophthalmology* donated to Herston Medical Library by the College of Ophthalmologists;
- two generous donations to the Dentistry Library. The Australian Dental Association (Queensland Branch) donated \$3000 to buy multiple copies of textbooks and the

Dentistry Alumni donated \$6400 towards the purchase of a PowerMac and three CD drives.

Fryer Library continued to attract donations from a wide range of sources. Donations to the manuscript collection included:

- records of the Australian Council of Trade Unions (Toowoomba);
- James Birrell's *Architectural Plans of Ipswich Buildings*;
- an annotated draft of Kathie Cochrane's biography of Oodgeroo Noonuccal (Kath Walker) and correspondence with Judith Wright McKinney relating to the writing of it;
- additions to Bruce Dawe's literary papers;
- materials relating to Brisbane's theatres;
- additions to Tom Shapcott's papers;
- materials on women's issues and gay issues.

At the Architecture/Music Library a donation of over 100 scores of new music from the contemporary music group, *Elision*, was extremely welcome. Dr Colin Brumby continued to donate copies of newly published scores and compact discs of his works, which were particularly appreciated. The Library's holdings of Dr Brumby's works are becoming an identified strength around Australia.

Other major donors included:

- the Amitabha Buddhist Association of Australia;
- the estate of Ms Vivienne Abraham;
- the estate of Mr Frederick Richard Smith;
- AMB Exploration Pty Ltd;
- Professor Trevor Clifford;
- Mr Adrian Day;
- Mr Darcy Milburn;
- Dr Adrian White.

The Alumni continued its generous support of the Library. The University's Development Fund also raised \$10 108 which was used to purchase PCs for placement in public areas.

Visit us at:

<http://www.library.uq.edu.au/>

Borrowing

In 1996 there were nearly 1.52 million loans, an 11 per cent increase on the previous year. These loans were conducted by the approximately 48 000 eligible clients. As well as providing data on the type and number of borrowers, the new information system was also able to provide 'snapshots' of client borrowing at any given time. For example, the system showed that, in April, the average number of items on loan to an undergraduate was 3.8, a postgraduate, 5.7 and an academic, 5.4.

The implementation of the new integrated library management system brought with it a number of benefits for borrowers in 1996. The development of global lending parameters meant less confusion for borrowers as they no longer had to contend with different policies for each branch library. Various new services were introduced. Clients were able to receive notices by e-mail and order materials from libraries on another campus themselves. Clients were also able to reserve material that was on loan to someone else, book rooms, and renew their own loans. Security when accessing confidential borrower information was assured with the introduction of a personal identification number (PIN) for clients.

Library overdue fees were introduced in August 1996 as the most effective available incentive to encourage the return of materials in high demand by the due date. While there was some initial resistance to the idea of overdue fees, most clients accepted that the threat of a fee would induce tardy borrowers to return their material on time. The number of overdue notices generated in 1996 was 83 865 which represented a one per cent decrease from the previous year. As the system of fees only operated for less than half the year, this figure is encouraging. Monies collected in overdue charges were used to buy additional resources for the Library.

Borrowing was generally up across the board, with individual libraries showing some interesting trends. The Multimedia Service once again experienced a marked increase in loans for tutorial or class presentations (by 41 per cent). At the Undergraduate Library loans were up by 13 per cent. Approximately 18 per cent of all Undergraduate Library 'checkouts' were by non-

undergraduate category borrowers, 15.5 per cent being postgraduate and academic staff. The Undergraduate Library accounted for approximately one third of all loans across the whole of the UQL system.

Document Delivery

In 1996, REDD, the Regional Electronic Document Delivery Service, became an ongoing service. The service began life late in 1995 as a cooperative project of three libraries in Brisbane, The University of Queensland, Griffith University and Queensland University of Technology. A successful grant application was made to the then Commonwealth Department of Employment, Education and Training to 'develop and implement electronic technologies to enable rapid request, scanning (converting to digital images) and electronic delivery of materials via the Internet'.

Essentially, the aims of the REDD project were to:

- provide a simple, timely and cost effective mechanism to request, send and receive documents electronically;
- rely on existing Internet standards, such as MIME (Multipurpose Internet Mail Extensions) CGI (Common Gateway Interface) and TIFF (Tagged Image File Format);
- run on a platform that library staff and users would want to use, namely Web browsers.

The aim was not to develop an inter-library loan management system.

The introduction of REDD resulted in a significant improvement in customer service in the area of document delivery. The electronic document delivery request form provided an easy means to request documents, 24 hours a day, from a researcher's office or home. At the delivery end, there was an improvement in delivery times due to the scanning of documents rather than the usual photocopying and posting. The success of REDD as a customer service was evidenced by the registration of 800 users at the University of Queensland alone.

REDD became operational in March 1996 and, after a trial period, was officially launched by Adjunct Professor Dale Spender on 18 October.

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During the six-month trial, REDD was extended to the University of Southern Queensland, Southern Cross University, Australian Catholic University and the State Library of New South Wales. It is intended to develop REDD further in 1997 to deliver requested items to researchers' desktops.

Traditional ways of document delivery operated in tandem with REDD. In 1996 there were some 38 167 requests made to other libraries, with 32 067 received (a fill rate of 84 per cent) and 22 344 requests were received from other libraries and 17 941 sent (a fill rate of 80 per cent). The number of requests made by the University increased significantly. This perhaps reflected inadequacies in the local collection, greater use of the databases, leading to the discovery of more relevant materials, or increased research activity. Further analysis of the requests would provide greater insight.

The Library took over the responsibility for the 'cuckoo' system whereby staff from one university are based at another university to process their institution's requests for materials. This system had previously been managed by Griffith University, using casual staff. The former system effectively bypassed the Library's document delivery service. The University of Queensland was, to some extent, effectively subsidising document delivery to four other universities. Under the new system this anomaly has been partially overcome. With the cost of document delivery increasing all the time, the schedule for charging will be reviewed in 1997.

Planning also commenced in 1996 to re-centralise the Library's document supply service

to external organisations. During 1996 document delivery was the responsibility of individual branches, however, this will change gradually as more and more functions are handled centrally. It is anticipated that this move will make better use of the Library's heavy investment in research collections, improve the service to clients, and reduce the cost of providing services overall.

New Curriculum, New Resources

The year 1997 will see the first intake of students into the University's graduate medical course (GMC). Several years of planning have gone into the design, development, and delivery of the course. The Library had a considerable role to play in developing the appropriate information resources to support the course. Nicola Foxlee was jointly employed by the Library and the Queensland Medical Education Committee to develop the appropriate library resources. A total of \$65 000 was expended on texts to support the problem-based learning on which the graduate medical course is based. Because problem-based learning is a relatively new concept in the health sciences area, all Health Sciences librarians were involved in the tutor training programs and attended seminars on problem-based learning to help them understand the implications this will have for the provision of library services for the GMC.

Because graduates will be placed at a number of hospitals throughout the State the Library was approached by a number of these hospitals about

Inter Library Loan requests made by University of Queensland Library to External Libraries:

Library	Requests Made	Loans	Copies	Req'd Items Filled
Biological Sciences	7 775	449	4 173	4 622
Gatton	2 297	333	1 723	2 056
Health Sciences	9 772	623	7 754	8 377
PSE* & Geology	4 415	619	3 431	4 050
SS&H**	13 908	4 479	8 483	12 962
Total	38 167	6 503	25 564	32 067

Inter Library Loan requests received by University of Queensland Library from External Libraries:

Library	Requests Made	Loans	Copies	Req'd Items Filled
Biological Sciences	6 803	247	5 005	5 252
Galton	688	237	410	647
Health Sciences	6 777	201	5 428	5 629
PSE* & Geology	2 293	207	1 670	1 877
SS&H**	5 783	697	3 839	4 536
Total	22 344	1 589	16 352	17 941

* PSE: Physical Sciences and Engineering

** SS&H: Social Sciences and Humanities

the possibility of extending library services to their sites. The University Librarian visited Townsville to discuss the provision of services to the hospital there and discussions were also held with QEII, Prince Charles and Nambour hospitals. Because of these approaches and other concerns in relation to hospital library provision, the University Librarian approached the Department of Health towards the end of the year to develop coordinated plans to statewide health information provision.

New Facilities

The major development for 1996 was the University's allocation of \$9.8m from its Capital Works Program for the refurbishment of Central Library and the Duhig Building which houses the Undergraduate Library. The Library saw an opportunity not only to reorganise library services within the Social Sciences and Humanities and upgrade facilities for the centralised library support sections, but to redesign the whole library model. The design of the Library buildings has not altered in recent years, yet the technological developments driving the service and its delivery have been astounding. The opportunity, therefore, to rearrange the services to meet client needs was seized. Throughout 1996 a great deal of work was done on schematic design.

The architects introduced the concept of a link building to facilitate movement between the buildings and the integration of services. This solution, while acceptable to the Library, caused some additional challenges because of the

heritage-listed status of the Forgan Smith Building which adjoins the Duhig Building. The solution, therefore, was to place this link building underground to maintain the integrity of the current buildings. Considerable time and effort were required to ensure that the additional cost of this new construction did not jeopardise the ability to keep the estimated costs within budget.

To ensure the functionality of a customer-driven service facility in a time of great changes in information technology, a new service model was developed with particular reference to other service organisations. Future upgrades of other branch libraries will benefit from this development work.

The Library received \$155 000 from Quality funds to refurbish the entry level of the Biological Sciences Library and construct a computer facility for information skills training and individual student use. The improved facilities at the Biological Sciences Library allowed for the establishment of a new loans desk, a new information desk, and a total redesign of the staff areas. This work was carried out early in the year and culminated in a celebration that marked the 20th anniversary of this library service.

Late in 1996 the University earmarked \$165 000 from the minor works program funds for a similar refurbishment of the Physical Sciences and Engineering Library scheduled for 1997. In the interim, at this library, the new journals display was moved from level 4 to level 2, making it more easily accessible to researchers. Old signs were replaced with the now standard

1996

blue and white signs which greatly improved the look of the library and made it easier for clients to access resources.

The Library channelled some minor works funding into the provision of a computer training laboratory in the Herston Medical Library. The entry to the Herston Medical Library was also improved and the staffroom was refurbished.

A significant improvement to facilities in the Architecture/Music Library was undertaken when the space was extended and redesigned. Improved study spaces were provided and further workstations installed with more functional layout. They had ease of access to the collections and there were displays of new materials. The teaching staff were pleased with the new surroundings and the positive impact this had on students.

The University constructed a warehouse on the St Lucia campus, with space dedicated to library storage. Little used material that had been stored off-campus, and in a variety of places, was brought together and relocated to this building, creating a new library location, 'warehouse'. Increased costs for the project resulted in a decreased allocation of space, thereby reducing the future storage capacity. In 1997 there will be an improved service — daily retrieval — from this store.

The Library continued discussions with the Mater Hospital in the quest for a larger space for the joint university–hospital library. Some options were presented for consideration and the Library was invited to assist in the design of the agreed space.

Other smaller initiatives across all branches improved the access to resources for clients and enhanced the level of service that was offered. During 1996 there were many improvements in the presentation and layout of branch libraries and the available facilities were extended and improved to maximise client use. In all branches, because of the introduction of the Library's new information system, personal computers (PCs) were installed to allow clients access to both the new system and a comprehensive range of databases. Internet access was also offered.

Multimedia training rooms were established, or planned for, in all branch libraries in 1996 to provide the appropriate venues in which to conduct information skills training. Students used these facilities when they were not being used for training purposes. The facilities proved particularly popular with all concerned.



Architectural models showing the 'before' (left) and 'after' (below) of the link building which will be constructed underground to integrate Library services



Building and renovation plans are underway to deliver a better service to Library clients

3 - Projects and Partnerships

The Library has established and maintained excellent links not only with the academic community it serves but also with other organisations which have similar aims and goals to the Library and whose activities complement and support the Library's core business. To this end during 1996 the Library formed a number of strategic alliances within and beyond the Library, resulting in a number of key projects which had significant benefits for all concerned.

Research and Development

Applications for research funds during 1996 were made on behalf of the Library itself, and also on behalf of the Library in collaboration with other departments of the University. The Library's success in this area was primarily due to this collaborative approach. The Research and Development section, created in 1995, played a key role in taking the Library out of its buildings and into the departments and wider community. In doing so it fostered closer working relationships, a better understanding of departmental needs, and raised the profile of both the Library and The University of Queensland. The Research and Development section (later renamed the Communications Service) brought to the Library much needed funding and it provided opportunities to undertake innovative work.

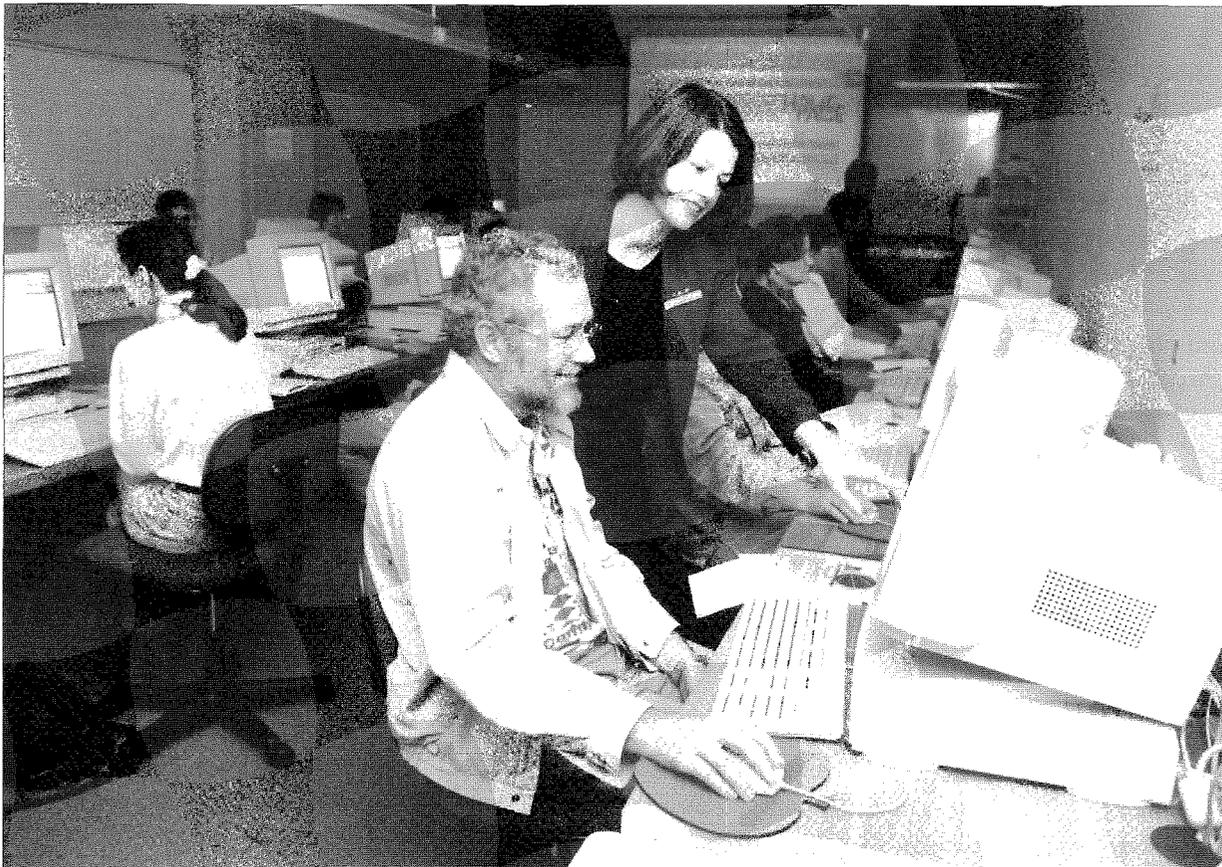
The Communications Service continued to play a leading role in the Academic Services Group's Customer Service Project. Focus groups were held with students, general and academic staff to determine perceptions of the group's service. Data from the focus groups formed the basis of an extensive work plan, aimed at improving the quality of service. A Customer Service Task Force, chaired by Helen Darch from the Library, and consisting of representatives from most Academic Service departments, was formed as a result.

QUIK!, a cost-effective, interactive Internet training tool developed by The University of Queensland's Library and Computer Science Department, was launched on 20 November, 1996. This was the result of a project funded by The University of Queensland using Quality funds (Teaching and Learning). QUIK! was launched by Queensland's Director-General of Education Frank Peach in the University's Multimedia Facility at the St Lucia Campus.

The training package teaches the most effective ways to identify, access, exploit and evaluate Internet tools, resources and services. QUIK! consists of a series of interconnected learning modules operating dynamically as an interactive set of World Wide Web pages on CD-ROM. It can easily be integrated into teaching programs and virtually any learning situation. QUIK! will be marketed in its original version, and in an enhanced version (QUIK Pro) for the education market. In addition to its availability on CD-ROM, QUIK! was also made available to students of the University via the Web.

A start was made on the first electronic imaging project of material from the Library's collections. An initiative for Fryer Library, the Hume Project, consisted of imaging 972 photographs and drawings from a set of albums relating to the Hume family. A compressed file (JPEG format) and a thumbnail file were created for each image. The second stage of this project, which was again accepted as one of the Tertiary Education Development Institute's Action Learning Programs, was to move the image database from a networked application to an Internet-based application.

Another project for Fryer Library, the *Moreton Bay Courier* Project, utilised Microsoft Access to provide sophisticated data entry forms, and displays the data in a variety of formats for editing purposes. The data are also formatted for print and Web publication. The knowledge acquired for these projects has already been reused in other projects, and will be of continuing benefit to the Library and its clients.



Suzanne Newton from Pathways “teaching the teachers”

A total of 19 projects was applied for in 1996. Five were successfully negotiated. In 1996 the total amount of funds awarded to support Library research was \$73 113 covering these five projects. Three projects received funds from external agencies, while two were funded by programs from within The University of Queensland. The projects securing funding were:

- Enhancing Customer Support (\$46 822);
- News from the Moreton Bay District 1840–1860: A newspaper subject index (\$9000);
- Serving the Information Needs of Queensland’s Physiotherapists (\$7500);
- Pathways — Benchmarking (\$5000);
- Flint Aboriginal Languages Records Catalogue (\$4791).

Other cooperative projects

OCLC

Towards the end of 1996, the Library took the innovative step of joining OCLC (Online Computer Library Center). Because the information market place is a global one, the Library needed a partner that had a proven track record on a global scale. OCLC is the largest consortium of libraries in the world, with a membership base of over 7000 and with a further 23 000 libraries using OCLC in some way. OCLC has a bibliographic database of over 35 million records, by far the largest database of its type in the world, and it provides access to an increasing number of citation and full-text databases, all via a single front end.

The University of Queensland Library was the first Australian library to become a full member of OCLC and, in years to come, will be able to explore the partnership in depth, to see how it can best be used for the benefit of its customers.

National Bibliographic Database

The Library has long been recognised as having valuable research collections, with some unique (in Australia) items being held. While access to this material had been available to researchers remotely via the Library's computer catalogue for most of this decade, the ability to search either multiple databases simultaneously or a single large database creates a distinct advantage for the searcher. Over the last several years, the Library made its collections more visible to the research community by progressively adding records and holdings to the National Bibliographic Database. With the transfer of the Library's bibliographic database to the new system, the opportunity presented itself to load the remainder of the Library's records (600 000) and holdings to the NBD. It is expected that the project will be completed by the National Library of Australia in the first half of 1997.

National CJK Project

The Library's involvement in the Australian National CJK (Chinese, Japanese, and Korean) Project continued throughout 1996. The project was an outcome of a 1994 Federal Government report, *Australia and Asia: Strengthening the Partnership*. The report recognised that Australia's future in social and economic terms will be increasingly focused towards Asia. The Australian National CJK Project was a cooperative project involving those libraries that hold Australia's major CJK collections. The project's mission was to support Australia's closer relationship with Asia by providing Australian libraries and their clients with improved access to the distributed national collections of Chinese, Japanese, and Korean materials.

The Committee of Australian University Libraries (CAUL)

One of the key aims of CAUL is to share information. The University of Queensland continued its involvement with this group. Some funds made available under the National Priority

Reserve Fund were allocated to joint database purchases. The Australian Vice-Chancellors' Committee (AVCC) Standing Committee on Information Resources Database Access Working Group was made responsible for negotiating consortium deals with information providers for the benefit of CAUL members. The Library benefited from group discounts for products or services, such as access to a specific database like *Current Contents*, or group access to a database for a trial period. Innovative projects were begun in this way.

Australian Centre for Publications Acquired for Development (ACPAD) Scheme

The Library continued to support the ACPAD scheme by offering runs of journals withdrawn from the collection according to the Library's withdrawal policy. The major recipients in 1996 were:

- Seameo-Innotech, Quezon City, Philippines;
- Dong Dok University, Laos;
- College of Science, University of the Philippines;
- Universitas Padjadjaren, Bandung, Indonesia.

Other items that were withdrawn, for example, multiple copies of textbooks, were once again given to the Alumni for their book sale.

Where you can find us:

University of Queensland, Sir Fred Schonell Drive, St Lucia
(includes Biological Sciences, Physical Sciences and Engineering, Architecture/Music, Central, Fryer, Law, Multimedia and Undergraduate Libraries)

Gatton College, Gatton

Royal Brisbane Hospital, Herston

Princess Alexandra Hospital, Woolloongabba

Mater Misericordiae Hospital, Mater Hill

Dental Hospital, Brisbane

4 - Community Relations

The University of Queensland conducts an extensive outreach program aimed at both maintaining its excellent reputation for scholarship and learning, and creating an awareness within the community of the innovations and developments that are continually occurring. The University of Queensland Library plays a key role in this and did so especially in 1996 when there were so many technological innovations in service delivery of which the Library's clients needed to be made aware.

UQL Pathways

In 1996, UQL Pathways was incorporated into the Communications Service of the Library. The Pathways team continued to offer Internet courses to members of the public and private sectors. During October and November the State Library of Queensland presented *A Hitchhiker's Guide to the Net* seminar series and Suzanne Newton, of UQL Pathways, was invited to present a paper for the seminar *Women's Health on the Net*. During the seminar series UQL Pathways mounted a display at the State Library of Queensland which included information on research projects undertaken by The University of Queensland Library and items of interest from the Fryer Library.

Pathways took part in the University's Educational Partnerships with Schools Program for 1996 by designing and delivering an Internet training workshop entitled *The Internet in the Classroom* for 100 secondary school teachers.

A collaborative project between the PSE Library and UQL Pathways saw the presentation of Internet training classes to staff of the Julius Kruttschnitt Mineral Resource Centre. The Manager, PSE, Gulcin Cribb, gave two seminars on the use of the Internet for engineers at the Engineering Graduates Association (EGA) breakfast at Customs House and also to members of the Institute of Engineers. Gulcin Cribb continued in her role as coordinator of the

academic staff development program for multimedia awareness up until September 1996.

Early in the year the Dentistry Library was involved with the research for the Internet Resources Discovery for Dentistry. This was a joint project between Queensland Health and the University of Queensland Library. The resulting information kit was presented to selected dentists via the Pathways program in April.

Other community events

During 1996 an outreach program was established by the Communications Service which aimed to coordinate Library activities on campus and to external clients. Assistance was provided with product and service launches and various tours provided to visitors. The Library's commercial Internet training continued its work. A seminar, entitled *Keeping Current with the Internet*, was presented.

The Law school hosted a Legal Education Day for law teachers from all the Queensland universities. This was a useful opportunity to exchange ideas and experiences, including how to incorporate the Internet or other electronic resources into their teaching.

Exhibitions

At the Fryer Library, which has a rich source of material with which to mount displays, a new luncheon series entitled, *Off the record: Prominent Australians on Their Life and Work*, was launched. The *Off the Record* series aims to bring together an author with his or her material held in the Library thereby raising community awareness of the Library's special collections. Janette Turner Hospital spoke at the first one about researching and writing her latest novel, *Oyster*. The series was run in conjunction with the Communications Service.

The year 1996 was the 75th anniversary of the Federation of Australian Writers (FAW), Queensland branch. The Fryer Library contributed to this anniversary's commemorative activities. At an anniversary luncheon in July, Her Excellency the Governor, Mrs Leneen Ford, AC unveiled a commemorative plaque given by the FAW to Fryer Library as a permanent memento of its anniversary year.

ABC Radio celebrated 60 years of national radio drama production in April 1996. The Library commemorated this achievement with a display of publications and playscripts from Fryer's Eunice Hanger Playscript Collection, an outstanding resource for the study of Australian drama.

The virtual exhibition, *History in Photographs: Images from the Hume Family*, a collection of photographs from the Hume Family collection, was a collaborative teaching partnership between the Fryer Library and the University's History Department. The exhibition was written and compiled by postgraduate history student, Ann Fallon and made available via the Library's Home Page.

At the Herston Medical Library, the display, *An Exhibition of Teaching and Learning: Changes in Teaching Methods and Ways of Learning*, mounted by members of the Marks-Hirschfeld Museum Committee, was formally opened. A week of continuing education for dentists was held from June 17–21 at the Dental School. Included in the program was a trade display which was mounted in the library. This was an excellent collaboration between the library and the profession.

Entrance to the Undergraduate Library



5 - Management of the Library

The New Structure for the Library

Throughout 1996 the Library continued with its program of restructuring to streamline the way the Library delivered its services. By year's end the management structure of the Library had become flatter, with the five managers who oversee the service delivery to specific client groups being supported by the four managers in charge of the Library-wide functions of: Information Technology, Communications Service, Corporate Services and Information Access and Delivery. All nine managers report directly to the University Librarian. The position of Deputy University Librarian is also held by the Manager, Social Sciences and Humanities. *(A flowchart of this structure can be found in Appendix F.)*

The formal link that occurs between the Library and the academic community is via the Library Committee of the Academic Board. *(The membership of the committee and its terms of reference can be found in Appendix B.)* Most of the branch libraries have advisory committees which provide input into the strategic direction of the Library. The Departments served by the Library are always strongly represented on these committees, thus providing a valuable two-way exchange of information for the staffs of the Library and Departments. The Library values and appreciates the time, energy and expertise that departmental staff bring to their roles as committee members.

The current committees are as follows:

- Biological Sciences Library Advisory Committee
- Gatton College Library Advisory Committee
- Herston Medical Library Advisory Committee
- Social Sciences and Humanities Library Advisory Committee
- Law Library Advisory Committee
- Mater Hospital Library Management Committee

- Princess Alexandra Hospital Library Management Committee
- Physical Sciences and Engineering Library Advisory Committee

The University Librarian is a member of the Academic Board and is also a representative on a number of other University committees, including the Postgraduate Research Studies Committee, the Research Committee, the Staff Development Committee. Janine Schmidt is also a member of the Strategic Planning Committee.

The key to the success of the Library's services has been in the way in which the branches have formed strategic links with the communities they serve. This cross-flow of information and ideas ensures that the Library is responsive to the needs of the Departments and that the Library can also take a proactive stance in relation to the provision of services. Throughout 1996 the Library continued to play an active role and the academic community benefited from an extensive program of events organised by Library staff.

The Library continued to be involved in the academic programs by being represented on various faculty boards, submitting reports of library services to several departmental reviews, and incorporating the information skills programs into the curriculum for most departments.

The Library's budget in 1996

The total operational budget for the Library for the year 1996 was \$18 575 000 which represented a 7.5 per cent increase on the previous year's budget. As a percentage of the total University budget the Library's allocation increased slightly from a 6.45 per cent share in 1995 to 6.54 per cent share in 1996. The Library must continue to provide better and often more costly services to its clients in a time of budgetary constraints.

The breakdown of expenditure was similar to previous years with the biggest allocation (54%) for staff salaries and related costs. The next largest portion of the budget was for materials which accounted for 38 per cent of the total. The final eight per cent was expended on equipment and maintenance. The Library budget break down was similar to that of other academic libraries throughout Australia.

Once again in 1996 the branches and sections were given a direct allocation of funds with which to purchase their own equipment. This gave them the freedom to decide when and what they needed and to set the time frame for purchasing, based on their budgetary allocations.

Information Technology Service

In line with the restructuring of the whole of the Library, a new structure was developed for the Information Technology (IT) Services section. A freeze on staff appointments across the University, however, delayed the introduction of this new structure. It was a busy year for IT Services, assisting as it did with the implementation of the Innopac integrated library management system, which included the installation of 200 new PCs for public access to the Library's networked databases, including the catalogue. Detailed documentation was prepared for routine tasks on the Novell and SilverPlatter file servers, used to maintain the ERL and other databases.

A considerable amount of time and energy was spent during 1996 on workshops that targeted the skills needed by both the staff of the Library and the wider university community. Some of these were: Computer Basics for the Novice; Writing Web Pages; Windows Works Databases; Internet Updates; and Design a Subject-Specific Internet Class. The IT Services section will continue to develop a range of appropriate classes to meet the ever-changing needs of the staff of the Library.

Because of the complexity of the new information technology and the need for all staff to be kept up to date with technological developments, it was decided to appoint

Information Technology Liaison Officers (ITLOs) in all branch libraries. The role of the ITLOs is to act as the 'troubleshooter', and to provide the first level of technological support and assistance to other staff in their branch or section. A program of intensive training was formulated to support these positions.

Information Access and Delivery Service

In 1996 the Library Technical Services Department was restructured and incorporated into the Information Access and Delivery (IAD) Service. The acquisitions and cataloguing departments became part of this new service. The systems section became the new Information Technology Service referred to above. With the introduction of the new information system, IAD was heavily involved in training programs for both staff and clients throughout the Library.

During the year, various refresher courses on the library system were offered to Library staff. Fryer Library staff were trained in how to catalogue manuscripts on the Library system to improve access. Multimedia Service staff were trained in how to create records on Innopac to provide improved access to their off-air TV and radio broadcasts.

Within the Information Access and Delivery Service, the challenge of automating the ordering, accessioning, and accounting functions, associated with the acquisition of Library materials, was accepted and achieved with flying colours. Some of the specific challenges included:

- creating 16 000 serial check-in records;
- creating 11 000 serial order records for existing serial subscriptions to facilitate the processing of a large percentage of all annual payments through Innopac;
- placing electronic orders with library material vendors (9407 out of a total of 16 185).

Communications Services

The restructuring of the Library saw the Research and Development Section become the Communications Service in October 1996. This section took over the responsibility for streamlining all the Library's publications, implementing and coordinating any publicity programs, UQL Pathways (the Library's commercial Internet training service) and the Information Skills training program, as well as continuing its role in research and development.

Corporate Services

The Administration Section was restructured and the new position of Manager, Corporate Services was created and filled in August. The Corporate Services section has responsibility for a range of functions, including the responsibility for:

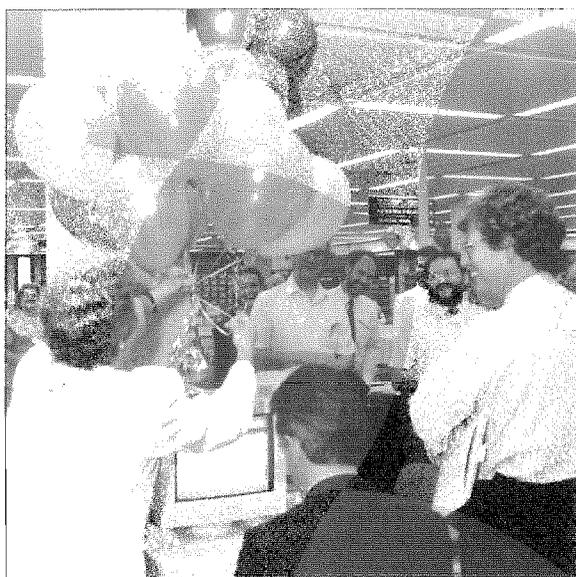
- general Library management and administrative support;
- facilities planning and management;
- management of personnel resources and staff development;
- financial management and budgetary allocation;
- management of workplace health and safety within the Library;
- other associated roles, such as Freedom of Information, contracts, security, and business and strategic planning.

It is expected that the final structure for the section will be finalised in 1997 with all vacant positions filled at that time.



Innopac, the new Library system, was launched with much festivity in 1996

Above: Professor John Hay, Vice-Chancellor, welcomes guests to the opening proceedings, while below: University Librarian, Janine Schmidt, makes sure people notice the new system!



6 - Skills Development, Training and Staff Issues

With all the innovations occurring in the Library throughout 1996 one of the upmost priorities was the training of staff to keep ahead of the changes and to acquire the necessary skills to perform their tasks effectively and to impart their knowledge to clients. A considerable amount of training was carried out in-house. A number of key staff also attended seminars and conferences throughout the year and returned with new skills and information to share with their colleagues.

Training within the Library

Library staff were able to avail themselves of a wide range of staff development and training opportunities during 1996, both within the Library in particular and more generally throughout the University. Extensive in-house information technology training was also provided to a large number of staff. The introduction of the Innopac Library System created a large training load for a number of staff as all relevant staff underwent training in the various Innopac modules.

Conferences and seminars

Staff continued to use external conferences and seminars not only to upgrade their skills and knowledge, but to also expand their professional networks. The areas of professional development, information technology, teaching and learning and supervisory and management training received priority during the year.

Five staff attended the VALA Conference in Melbourne. A large number of staff also attended the *Hyperlinked and Hyperactive* seminar held in Brisbane. Several staff also attended the AusWeb '96 Conference held on the Gold Coast.

The University Librarian attended the IATUL Conference in California and the American Library Association Conference in New York. The PSE Library Manager also attended the IATUL Conference where she presented a paper with the University Librarian. The Research and Development Librarian presented a paper at the Edtech 2000 Conference in Singapore.

The Manager, Information Access and Delivery, attended the Innovative Users' Group Annual Meeting in Providence, Rhode Island (USA).

Training programs for overseas trainees

A significant addition was made to the duties of the Library Staff Officer during 1996 when she was asked to develop and manage training programs for trainees from South-East Asia. She developed training programs for three Indonesian trainees as part of the Special Projects Indonesia program. A program was developed for a librarian from the Philippines and for a librarian from Thailand.

Personnel — Recruitment and selection

The year was significant for both the number of senior management positions filled as an outcome of the Library restructuring, and retirements of several senior staff in 1995. The positions of Manager, Corporate Services, Manager, Biological Sciences Library Service, Manager, Physical Sciences and Engineering Library Service, and Manager, Gattton Library Service were filled. The Deputy University Librarian became the Manager, Social Sciences and Humanities Library Service.

There were fewer resignations and retirements than in 1995, when there was a voluntary

retirement round, and the number of permanent appointments made in the Library was affected by the staffing freeze imposed by the University in May and by an awareness of possible budget cuts throughout the higher education sector.

Temporary staff were employed to replace library staff seconded to other positions within the Library and those staff working on other projects. Staff were also involved in such activities as QUIK!, the Hume Project, and the *Moreton Bay Courier* Project, as well as various Action Learning Projects. The number of casual appointments rose from 176 in 1995 to 210 in 1996. This figure was represented by the employment for the first time of large numbers of casual shelving staff and the reappointment of some of these casuals over the year.

Changes of hours were made to find ways to deliver a quality service to customers during a period of economic stringency. The restructuring of the Library meant that a number of sections underwent change during the year. In the Information Technology Service several new positions were created in addition to the Manager's position. All of these positions were filled on a temporary basis pending classification and advertisement of the positions.

Sick leave, workers' compensation and rehabilitation

Absence due to sick leave and workers' compensation was down slightly in 1996 compared to the previous year. In 1996 there were still a number of staff, however, who took long periods of sick leave which pushed up the total amount of sick leave taken across the Library system.

The most disturbing fact that emerged from the absences due to sick leave for 1996 was a 226 per cent increase in work time lost due to workers' compensation claims. The majority of staff making workers' compensation claims had sustained muscular and joint injuries in the workplace. An estimated 24 weeks work time was lost among library attendants and the type and variety of tasks for this group needs to be

monitored to minimise the time lost to injury. Rehabilitation programs were devised to assist staff to return to work, where appropriate, and these included graded return to work programs.

Secondments

Two staff were involved in secondments to other university libraries under the Queensland University Libraries Office of Cooperation (QULOC) Library Staff Secondment Scheme during the year. All secondments were made on the basis that people remained the employee of their home institution, retaining all benefits, including continuity of service and superannuation. The host institutions were billed for all costs incurred during the period of the secondment. Temporary higher level appointments were made to enable the secondments to occur.

Industrial and organisational issues

The restructuring of the library attendants section was completed, with the pool of library attendants divided between Undergraduate Library and Central Library with one staff member transferring to the Architecture/Music Library and another to the Biological Sciences Library. Roster arrangements for library attendants were resolved for the commencement of first semester.

The University's first Enterprise Agreement was ratified on 21 December 1995. A pay rise of two per cent was paid to staff as a result and backdated to 1 August that year. Negotiations towards the second Enterprise Agreement commenced during 1996 but were not finalised in that year.

Appendix A

The University of Queensland Library Statistics 1994–96

	1996	1995	1994
1. Library staff (i.e. staff employed on 1 April)**			
Graduate professional staff	80.65	80.01	80.91
Library assistants	121.62	121.35	114.17
Administrative/clerical	24.57	24.9	24.64
Library attendants	30.18	38.43	39.07
Others/casual equivalent	13.59	9.46	8.50
TOTAL	270.61	274.15	270.03
<i>Distribution of staff</i>			
Administration and Systems	20.67	17.99	17.63
Technical Services	52.48	54.55	53.40
Reader Services	191.7	197.61	195
Other	5.75	4.00	4.00
2. Services			
Items Lent-Central Library	372 284	382 343	328 715
Items Lent-Other branch libraries #	1 142 828	1 034 068	1 026 457
Items lent to libraries outside UQ	17 941	17 949	18 144
Items borrowed from libraries outside UQ	32 067	28 960	22 222
Information Skills classes held	1 131	1008	831
Normal hours of opening per week (Central) during academic year	81.0	81.0	78.5
3. Collections			
Books ##			
New titles by purchase	20 095	27 985	19 001
New titles by gift	11 122	3 896	3 974
Total volumes added	38 348	48 858	29 424
Total volumes deleted	8 743	5045	7695
Total volumes	1 099 356	1 067 946	

	1996	1995	1994
Periodicals			
Total number of titles received	19 785	19 835	22 280
Number of non-duplicate titles received	16 507	16 512	16 921
Number of new titles received	864	811	726
Number of titles discontinued	914	1276	879
Total bound volumes added	17 930	16 767	13 260
Total bound volumes deleted	6 142	4653	3647
Total bound volumes	609 620	591 176	
Total bound volumes (<i>books and periodicals</i>)	1 708 976	1 659 122	
Microforms			
Total holdings	141 681	141 147	140 938
Multimedia			
New titles added	1 198	2 292	1 527
Holdings — Audio recordings	26 815	26 709	27 119
– Films	643	643	643
– Film strips	368	368	368
– Maps (pieces)	45 319	43 4284	1 810
– Microcomputer software (disks)	1 404	903	653
– Slide sets	1 312	1 298	1 286
– Videotapes	11 793	10 459	9 210
Production — Audiotapes recorded	2 202	2 133	1 807
– Videotapes recorded	3 428	4 537	4 625

Figures include Gatton Library unless otherwise noted.

** Figures include temporary staff employed on special projects.

Includes all reserve collection lending whether extra-mural or not.
(Total of 180 698 reserve collection loans in 1994, 195 695 in 1995 and 173 341 in 1996).

Includes music scores and UQ theses.

Statistics of Individual Libraries: 1996

Library	Approximate size in bound volumes	Periodicals currently received	General Loans within University	Reserve collection loans	Loans to libraries outside
Central	624 725	6 435	368 249	0	4 035
Fryer	86 533				
Off Campus	414				
Multimedia	8 579				
Total	720 251				
Undergraduate	140 155	135	458 436	55 625	0
Arch/Music	51 084	597	42 341	20 906	297
Biol Sciences	129 190	2 678	135 262	23 386	5 252
Dentistry	7 091	192	13 888	3 062	332
Gatton	75 955	2 549	80 166	20 853	647
Herston	46 251	1 345	40 590	20	3 625
Law	71 326	784	34 424	39 123	204
Mater	8 351	271	6 075	0	604
PSE & Geol	178 428	4 423	120 094	10 366	1 877
PAH	14 863	376	24 305		1 068
Store A&B	266 031	0			
TOTAL	1 708 976	19 785	1 323 830	173 341	17 941

Appendix B

Financial Statistics for 1994–1996

	1996	1995	1994
A. Books and backruns of periodicals			
Library vote (recurrent funds)	\$2 065 227	\$2 308 864	\$1 284 799
Bequests and donations	\$19 748	\$49 742	\$58 797
Hospital boards	\$33 918	\$21 750	\$11 785
Total books	\$2 118 893	\$2 380 356	\$1 355 381
B. Continuing subscriptions			
Library vote	\$5 385 719	\$4 796 383	\$3 889 872
Research infrastructure funds	\$100 033	\$119 158	\$129 880
Bequests and donations	\$8680	\$10 427	\$9681
Other Library funds	\$1456	\$5283	\$4714
Teaching hospitals recurrent grant	\$56 250	\$26 250	\$26 250
Hospital boards	\$349 060	\$315 679	\$343 205
Quality funds	\$0	\$0	\$35 642
Total continuing subscriptions	\$5 901 198	\$5 273 180	\$4 439 244
C. Multimedia materials			
Library vote	\$73 629	\$75 825	\$58 232
Other Library funds	\$0	\$0	\$154
Total multimedia materials	\$73 629	\$75 825	\$58 386
TOTAL LIBRARY MATERIALS*	\$8 093 720	\$7 729 361	\$5 853 021

	1996	1995	1994
D. Expenditure on operating costs			
<i>Binding</i>			
From Library vote	\$401 331	\$417 631	\$343 391
From Hospital Boards	\$29 950	\$15 830	\$14 878
Total	\$431 281	\$433 461	\$358 269
<i>Running costs**</i>			
From Library vote	\$1 348 906	\$1 244 303	\$1 038 754
From Research Infrastructure	\$21 801	n/a	n/a
From Hospital Boards	\$30 291	\$18 600	\$18 703
From other funds	\$115 717	\$33 963	\$44 517
From quality funds	\$36 999	\$30 356	
Total running costs	\$1 553 714	\$1 327 222	\$1 101 974
Total operating costs	\$1 984 995	\$1 760 683	\$1 460 243

* Does not include materials purchased with Departmental Maintenance and Research funds

** Excludes cost recovery services such as photocopying and online searching

E. Equipment

From Library vote	\$542 837	\$985 987***	\$182 017
From Research Infrastructure	\$12 872	\$0	\$0
From Hospital Boards	\$7796	\$1622	\$2968
From other funds	\$125 473	\$147 398	\$154 381
From Quality funds	\$159 995	\$450 467	\$21 000
Total equipment	\$848 973	\$1 585 474	\$360 366

*** Includes \$573 545 towards an integrated library computer system

	1996	1995	1994
F. Salaries and salary costs			
From Library vote	\$9 682 352	\$10 184 598	\$9 046 505
From Research Infrastructure	\$22 325	\$0	\$0
From Hospital Boards	\$310 755	\$389 850	\$282 673
From other funds	\$197 568	133 643	\$131 595
From Quality funds	\$29 523	56 840	\$0
Total salaries and salary costs	\$10 242 523	\$10 764 931	\$9 460 773
G. Summary of Library expenditure			
Library materials	\$8 093 720	\$7 729 361	\$5 853 021
Operating costs	\$1 984 995	\$1 760 683	\$1 460 243
Equipment	\$848 973	\$1 585 474	\$360 366
Salaries and salary costs	\$10 242 523	\$10 764 931	\$9 460 773
Total Library expenditure	\$21 170 211	\$21 840 449	\$17 134 403
H. Source of funds			
– Library operational	\$19 241 194	\$19 953 904	\$15 843 570
– Research infrastructure	\$303 977	\$119 158	\$146 180
– Departmental research	\$120 412	\$103 179	\$138 419
– Teaching Hospitals Recurrent	\$56 250	\$26 250	\$26 250
– Departmental maintenance	\$14 250	\$11 767	\$15 970
Other departmental funds	\$16 203	\$20 954	\$16 433
Hospital boards	\$747 246	\$763 331	\$674 212
Other Library funds (including bequests and donations)	\$849 152	\$424 811	\$510 441
Quality funds	\$226 517	\$537 663	
Total	\$21 575 201	\$21 961 017	\$17 371 475

Appendix C

Library Committee of Academic Board — Terms of Reference and Membership

Terms of Reference

1. Advise the University Librarian on the Library requirements of the University.
2. Consider and advise on the rules and regulations relating to the use of the Library.
3. Consider and advise on such other matters as the Board, the Vice-Chancellor, the University Librarian or the Secretary and Registrar may refer to it.
4. Transmit to the Board a report consisting of the minutes of its meetings which involve recommendations to the board or matters to which it desires to draw the attention of the Board.

Membership

President of the Academic Board or nominee (Dr M. Maynard)

One representative from each group:

- Biological Sciences (Assoc. Prof. J. Ternouth);
- Health Sciences (Assoc. Prof. J. Whitaker);
- Humanities (Dr M. Diamond);
- Physical Sciences and Engineering (Dr M. Gourlay);
- Social Sciences (Assoc. Prof. G. Docwra);
- Gatton College (Ms S. Hoffman);
- representative of the Alumni Association who is also a member of Convocation (Mrs J. Cribb);
- a maximum of two students nominated by the President of the University of Queensland Union, one of whom shall be a postgraduate student (Ms J. Connolly, UG);
- the Pro-Vice-Chancellor (Academic Services) (Dr I. Reinecke);
- the University Librarian (Mrs J. Schmidt).

Appendix D

Library Staff (as at 2 September 1996)

Corporate Services

Janine Schmidt	University Librarian	John East	Librarian
Mary Lyons	Manager	Barbara Freeman	Librarian
Joanne Rutherford	Staff Officer	Noela Stallard	Librarian
Joan Foote	Facilities Coordinator	Helen Stephanos	Librarian
Jean Prince	Personal assistant to University Librarian	Cecily Stevenson	Librarian
Cheryl Byrnes	Personal assistant to Manager	Penelope Verrall	Librarian
Paula Wright	Administrative officer	Don Smith	Accounts clerk
Judith Ashwin	Administrative officer	Kerry Carroll	Senior library assistant
Leona Katzer	Clerk typist	Jan Dickinson	Senior library assistant
Sandra Hamlett	Tea assistant	Tracey Matthews	Senior library assistant
		Wendy Penboss	Senior library assistant
		Michael Stewart	Senior library assistant
		Rosemary Wade	Senior library assistant
		Stephanie Wright	Senior library assistant
		Susan Parritt	Senior library assistant
		Peter McGinniss	Senior library assistant
		Gisela Possin	Senior library assistant
		Teddy Barker	Library assistant
		Janice Creedon	Library assistant
		Kaye Cumming	Library assistant
		Liza Daley	Library assistant
		Susan Davidson	Library assistant
		Julie Drew	Library assistant
		Patricia Gollschewski	Library assistant
		Jenny Hall	Library assistant
		Yvonne Hodgkinson	Library assistant
		Katrina Little	Library assistant
		David Moore	Library assistant
		Pauline Napier	Library assistant
		Ann Simmons	Library assistant
		Jane Warnick	Library assistant
		Rebecca Willetts	Library assistant
		Helen Bourne	Library assistant
		Maria Campbell	Library assistant
		Linda Cross	Library assistant
		Pauline Lister	Library assistant
		Hilary McLachlan	Library assistant
		Margaret Powell	Library assistant
		Julie Pratt	Library assistant
		Anne Smith	Library assistant
		Daphne Spike	Library assistant
		Annette Steen	Library assistant
		Karen Thompson	Library assistant
		Leslie Tow	Library assistant
		Anne Ryan	Library assistant
		Zoe Burgman	Clerk
		Michelle Woods	Clerk
		Karen Platz	Clerical assistant
		Jane Maidens	Clerical assistant
		Rosemary Craven	Clerical assistant
		Cheryl Swenson	Clerical assistant

Communications Service

Helen Darch	Acting Manager
Erik Van Keulen	Research assistant
Angela Vilkins	Senior librarian
	Internet training
Suzanne Newton	Senior librarian UQL Pathways
Hazel Orr	Casual librarian
Ann Pettigrew	Casual research assistant
Larah Seivl-Keevers	Clerical assistant
Andrea Martin	Clerical assistant

Information Technology Service

Michael Manning	Acting Manager
Louise Rodger	Coordinator, File server and network
Warren Ham	Coordinator, Database and Web access
Kingsley Gurney	IT projects librarian
Denise Frost	Coordinator, IT training
Lynn Mellor	Help desk officer
Karen Dwyer	Workstation support officer
Ian Foote	Workstation support officer

Information Access and Delivery Service

Chris Taylor	Acting Manager
Jocelyn Priddey	Principal librarian
Bill Beach	Senior librarian
Dagnija McAuliffe	Senior librarian
Kari Higbie	Senior librarian
Carolyn Jones	Senior librarian
Rosemary Meiklejohn	Librarian
Flora Chiou	Librarian

Linda Dwyer Clerk typist
 Kathy Pouflis Clerk typist
 Alan Basford Senior attendant
 Brian Finniss Senior attendant
 Barb Heath Casual library assistant
 Janine Riviere Casual clerical assistant

Social Sciences and Humanities Libraries

George Eichinski Manager and Deputy University Librarian

Central Library Reference

Denise Dryburgh Principal librarian
 Sue Macauley Senior librarian
 Spencer Routh Senior librarian
 Deborah Turnbull Senior librarian
 Jana Atrens Librarian
 Judy Bailey Librarian
 Ann Burns Librarian
 Mark Cryle Librarian
 Dale Drysdale Librarian
 Denise Frost Librarian
 Margot Love Librarian
 Christine McKenna Librarian
 Sue Pollard Librarian
 Alison Stewart Senior library assistant
 Rebecca Carter Senior library assistant
 Alex Albrecht Library assistant
 Dorothy Gollner Library assistant
 Gina Johnston Library assistant
 Margaret Keys Library assistant
 Brigitte Mead Library assistant
 Helen Zelinski Library assistant
 Nea Daniels Clerk typist
 Jane Shaw Clerk typist
 Nina Gudiksen Casual librarian
 Gordon Fletcher Casual library assistant
 Lindy Neville Casual library assistant
 Gregory Picker Casual library assistant
 Margo Till Casual library assistant
 Louise Bromley Casual library assistant

Central Lending Services

Margaret Gauld Principal librarian
 Wendy Hoyle Senior library assistant
 Geoffrey Bartlett Senior library assistant
 Weng Christian Senior library assistant
 Mandy Fisher Senior library assistant
 Janine Brosnan Library assistant
 Marie-Ange Fauvaux-Thonon Library assistant
 Kerrie-Ann Fitch Library assistant
 Laura Gorman Library assistant
 Solveiga Jankavs Library assistant
 Marlene Jewell Library assistant
 Val Lawson Library assistant
 Dean Munday Library assistant
 Virginia Reis Library assistant
 Peter Rodighiero Library assistant

Penny Siemon Library assistant
 Ida Thomson Library assistant
 John Brown Senior library attendant
 Olive Borthwick Library attendant
 David Hayes Library attendant
 Catherine Hetherington Library attendant
 Greg Hillcoat Library attendant
 Tammy Hodgkiss Library attendant
 Fevziye Kavas Library attendant
 Nick Kospartov Library attendant
 John Lindenbach Library attendant
 Ross Philp Library attendant
 Cliff Robinson Library attendant
 Ross Shaw Library attendant
 Alison Brown Casual library attendant
 Jacqueliene Bailey Casual library attendant
 Elizabeth Bunker Casual library attendant
 Lisa Cohn Casual library attendant
 David Deoki Casual library attendant
 Elizabeth Franzmann Casual library attendant
 Mary Hurwood Casual library attendant
 Jeremy Johnson Casual library attendant
 David Sinclair Casual library attendant
 Geoff Shera Casual library attendant
 Deanna Stevens Casual library attendant
 Ewart Todd Casual library attendant
 Peter Wyborn Casual library attendant

Multimedia Service

Vacant Manager
 Patrick Jewell Senior librarian
 Geoff Dalton-Morgan Librarian
 Linda Justo Librarian
 Douglas Austin Senior library assistant
 Michael Fagg Library assistant
 Mark Hammond Library assistant
 Adam Brannigan Library assistant
 Mark Burrows Library assistant
 Christine Hale Library assistant
 Carl Savage Library assistant
 Matthew Boulter Casual library assistant
 Lynn Reid Casual clerical assistant

Fryer Library

Ros Follett Acting Manager
 Marianne Ehrhardt Senior librarian
 Cathy Leutenegger Librarian
 Robert Sheehy Technical officer
 Joan Keating Senior library assistant
 Margaret Rose Library assistant
 Julie Pratt Library assistant
 Madonna Sharpe Library assistant
 Judy Coxen Clerical assistant
 Richard Hanson Casual library assistant
 Megan Lyneham Clerk Typist

Undergraduate Library

Vivien Nash Principal librarian
 Helen Cooke Librarian
 Birgit Culloty Librarian

1996

Barbara Thorsen	Librarian
Sarah Yeates	Librarian
Jill McTaggart	Librarian
Noela Yates	Librarian
Helen Cook	Administrative officer
Karen Crouch	Senior library assistant
Janell Lea	Senior library assistant
John Shalley	Senior library assistant
Gail Tattam	Senior library assistant
Nicole van Kempen	Senior library assistant
Robin Anderson	Senior library assistant
Andrew Blythe	Library assistant
Kevin Kearney	Library assistant
Michelle Lambourn	Library assistant
Terence Symonds	Library assistant
Saadia Thomson	Library assistant
Lois Toohey	Library assistant
Leanne Vandermeer	Library assistant
Michela Zincone	Library assistant
Rebecca Ward	Library assistant
Mina Djohan	Library assistant
Julie Reibelt	Library assistant
Liz Carss	Clerk typist
Richard Purdy	Senior library attendant
Colin Bell	Senior library attendant
Andrew James	Library attendant
Terence Jenkins	Library attendant
Te Van Kieu	Library attendant
Karen Power	Library attendant
Deb Shields	Library attendant
Ricky Towler	Library attendant
Margaret Wilhelm	Library attendant
Mary Hurwood	Casual library attendant
Christian Sargeant	Casual library attendant
Michael Shellshear	Casual library attendant
Joel Taylor	Casual library attendant
Geoffrey Thonon	Casual library attendant

Architecture/Music Library

Mary O'Mara	Principal librarian
Cathy Bauer	Librarian
Maira Turaidis	Librarian
Fiona Marshall	Senior library assistant
Ann Pattie	Library assistant
Beverley Tuck	Library assistant
Jane Warnick	Library assistant
Gail Young	Library assistant
Denis MacDermott	Attendant

Law Library

Vacant	Manager
Clare Cappa	Librarian
Carmel O'Sullivan	Librarian
Claire Hill	Library assistant
Liza Dunn	Library assistant
Mari McGuire	Library assistant
Nichola Williams	Library assistant
Scott Hamlett	Library attendant
Lyndall Duke	Casual library attendant
Rosanna Kirn	Casual library attendant

Ignacia Puran	Casual library attendant
Louise Stephen	Casual library attendant
Bee Tan	Casual library attendant
Joel Taylor	Casual library attendant

Biological Sciences Library

Heather Todd	Manager
Jackie Chamberlin	Senior librarian
Richard Dearden	Librarian
Phil Finnimore	Librarian
Greg George	Librarian
Margaret Sloan-McDonald	Librarian
Ruth Foxlee	Senior library assistant
Jill Maalsen	Senior library assistant
Isabelle Davies	Library assistant
Rosemary McGlashan	Library assistant
Helen Veitch	Library assistant
Carol Wical	Library assistant
Lynette Wilson	Library assistant
James McPherson	Inter-library loans assistant
Gerald Borthwick	Library attendant
Michael Sullivan	Library attendant
Petula Clarke	Library attendant
Abeba Gebru	Casual library assistant
Tanya Sexton	Casual library assistant/attendant
Fiona Guymer	Casual library attendant
Mark Limmagine	Casual library attendant
Serena Melloy	Casual library attendant
Martin Rhodes	Casual library attendant

Gatton Library

Pauline Roberts	Manager
Maria Chalmers	Senior librarian
Melanie Hassall	Librarian
Judith Anderson	Library assistant
Trish Bichel	Library assistant
Jennifer Charles	Library assistant
Janet Elliott	Library assistant
Shirley Hudson	Library assistant
Kimberley Liebchen	Library assistant
Sue Macrow	Library assistant
Kathy Nolan	Library assistant
Sandra Pollock	Library assistant
Margaret Teremoana	Library assistant
Shirley Schultz	Casual library assistant
Kathryn Van Drie	Casual library assistant
Dawn Morrison	Casual clerical assistant

Health Sciences Libraries

Robert Boot	Health Sciences librarian
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Herston Medical Library

Toni Bartlett	Senior librarian
Susan Curlewis	Librarian
Nicola Foxlee	Librarian
Bronwyn Forster	Librarian
Janice Michel	Librarian

Kay Lassere Senior library assistant
 Judith Turner Senior library assistant
 Karla Adams Library assistant
 Ray Amos Library assistant
 Vin Saunders Library assistant
 Jennifer Long Clerk typist
 Claudio Masotto Senior Library attendant
 Lyndall Brown Casual library assistant
 Rachel Byrnes Casual library assistant
 Jilleen Howard Casual library assistant

Dentistry Library

Marianne Steentsma Librarian
 Jennifer Taylor Library assistant
 Ali Nawshad Casual library assistant

Mater Hospital Library

Beth Genat Senior librarian
 Jenny Hall Library assistant
 Marlene Jewell Library assistant

Princess Alexandra Hospital Library

Robyn Spooner Senior librarian
 Micheline McDonald Library assistant
 Suzanne Sweeper Library assistant

Physical Sciences & Engineering Library

Gulcin Cribb Manager
 Marilyn Hughes Senior librarian
 Jennifer Croud Librarian

Anne Draper Librarian
 Dell Schramm Librarian
 Jan Sullivan Librarian
 Belinda Weaver Librarian
 Leith Woodall Librarian
 Mary Kenyon Senior library assistant
 Lenore Mortimore Senior library assistant
 Judy Squire Senior library assistant
 Jacqui Aberdeen Library assistant
 Valerie Cavanagh Library assistant
 Hilary Collins Library assistant
 Jan Dowsett Library assistant
 Annette Scott Library assistant
 Gaby Cueva Inter-library loans assistant
 Ron Henderling Library attendant
 Neil Higgs Library attendant
 William Murdoch Library attendant
 Amanda Johnston Casual library assistant
 Christobel Neligan Casual library assistant
 Guy Ramsay Casual library assistant
 Rebecca Willetts Casual library assistant

Senior Retirements

Law Library

Pamela Bray Principal Librarian

Geology Library

Margaret Eva Senior Librarian

Welcoming the new Manager, Gatton Library, Pauline Roberts (far right) are from left: Heather Todd (Biological Sciences Librarian), Craig Pearson (Pro-Vice-Chancellor, Gatton College) and Janine Schmidt (University Librarian).



Appendix E

Staff papers and presentations

Bartlett, Toni: 'The new 24 hour library has arrived'. A poster presented during the Royal Brisbane Hospital's Health Care Symposium on *New Hospitals, New Curricula, New Paradigms in Health Care*, 16 October 1996.

Cappa, Clare, Bray, Pam and O'Sullivan, Carmel: Presentation on legal research to UNSW ATAX students. (One session in February 1996; one session in July 1996)

Collins, Geoff and Gurney, Kingsley: 'REDD: an electronic document delivery model for Australia'. Poster Session at *Ausweb 96: Landscaping the web*. Proceedings of the Second Australian World Wide Web conference, Southern Cross University Press, 1996.

Cribb, Gulcin and Hughes, Marilyn: 'Electronic journals exposed: examining the issues from a user perspective'. ASSIG, Brisbane: State Library of Queensland, March 1996.

Cribb, Gulcin and Jewell, Patrick: Presentation on collection development for multimedia and audio visual materials at QUT (Queensland University of Technology), September 1996.

Cribb, Gulcin: 'Internet resources for engineers', Presentation made at a special breakfast for members of the Engineering Graduates Association at Customs House, March and April 1996.

Cribb, Gulcin: 'Internet resources for engineers', Presentation to members of Institute of Engineers of Australia, December 1996.

Cribb, Gulcin and Schmidt, Janine: 'Multimedia on the net, on disk: are university libraries ready for it?'. In C. McBeath & R. Atkinson (eds). *The learning superhighway: new world? New worries?* Proceedings of the Third Interactive Multimedia Symposium, Perth 1996, p.80-86.

Darch, Helen: 'Big REDD: an electronic document delivery model for Australia'. *Electronic dream, virtual nightmare — the reality for libraries*, Victorian Association for Library Automation Biennial Conference and Exhibition, Melbourne, 30 January–2 February 1996.

Darch, Helen: 'Developing an image database for teaching, learning, and research activities' *Educational Technology 2000*, Singapore 15–17 August, 1996.

Darch, Helen: 'Funding sources for multimedia development' *Multimedia Exposed*, seminar no. 3, The University of Queensland, 19–22 March, 1996.

Darch, Helen: 'Get that grant!' Presentation to The University of Queensland Postgraduate Veterinary Science Association, 1 August, 1996.

Darch, Helen and Ham, Warren: 'QUICK! A Web-based training package' Poster presented at AUSWEB 96, Gold Coast, 7 July 1996.

Darch, Helen: 'Service excellence in Higher Education' *Quality Assurance in Higher Education*, Gold Coast, 15 July, 1996.

Darch, Helen: 'Tips on writing a grant application' 1996 CAUT Workshop, The University of Queensland, 8 April 1996.

Darch, Helen and Besley, Helen: 'Customer service survival skills', one-day workshop, Brisbane, presented 29 November, 3 December and 9 December, 1996.

Follett, Roslyn and Fryer Library staff: Presentation to Arts Libraries Society Australia and New Zealand seminar at Fryer Library on 12 February 1996, on Queensland historic buildings and Digilib, especially Hume family collection.

Hughes, Marilyn and Yeates, Sarah: 'Electronic journals exposed: examining the issues from a user perspective'. *Hyperlinked and Hyperactive: acquisitions of the future*. ACLIS Acquisitions Seminar: Brisbane, July 1996.

Jones, Carolyn, Priddey, Jocelyn, Gauld, Margaret, McAuliffe, Dagnija and Taylor, Chris: Presentation by IAD staff on the UQ Library system to State Library of Queensland staff, April 1996.

Jones, Carolyn, Priddey, Jocelyn, Gauld, Margaret, McAuliffe, Dagnija and Taylor, Chris: Presentation by IAD staff on the UQ Library system

to Queensland TAFE staff, May 1996.

Newton, Suzanne: 'An introduction to health resources on the Internet' State Library of Queensland Conference, *An Internet Expose*, April, 1996.

Newton, Suzanne: 'Keeping Current with the Internet', two seminars presented for ALIA Special Libraries Section (Qld Group).

Newton, Suzanne: 'Weaving the family web' *Generations* (Genealogical Society of Queensland Journal) vol. 19, no.1, September 1996.

Newton, Suzanne: 'Women's health resources on the Internet' State Library of Queensland Seminar Series 15, 22 and 29 October, 1996.

Rutherford, Joanne: 'Addressing selection criteria'. Peer Circle Seminar on Employment for New Librarians.

Schmidt, Janine, Collins, Geoff and Gurney, Kingsley: 'REDD: an electronic document delivery

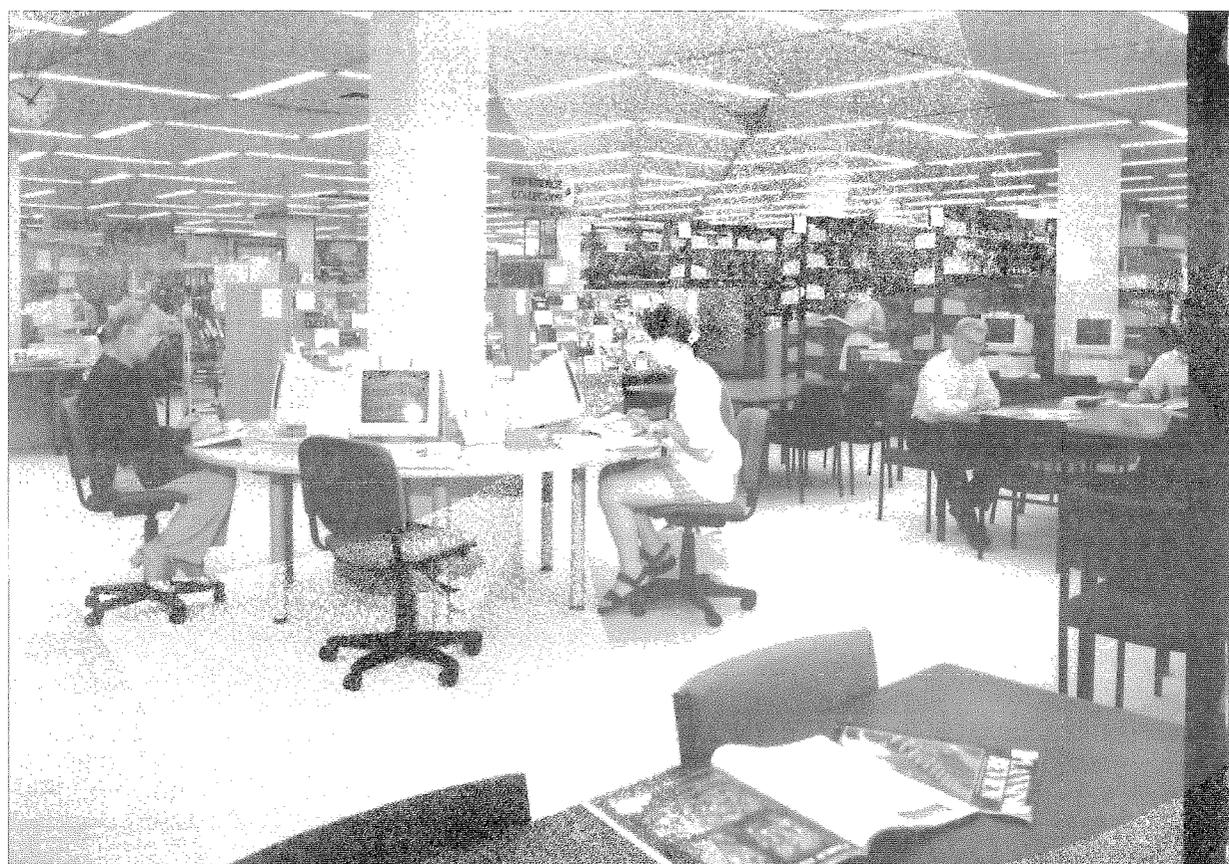
model for Australia'. Paper presented at *Electronic dream, virtual nightmare - the reality for libraries*. Victorian Association for Library Automation Biennial Conference and Exhibition, Melbourne, 30 January-2 February 1996.

Schmidt, Janine and Cribb, Gulcin: 'New media and new library partnerships down under', Paper presented at *Networks, networking and implications for digital libraries*. Annual Conference of IATUL (International Association of Technical University Libraries), University of California at Irvine, California, USA, June 23-28 1996.

Schmidt, Janine and Cribb, Gulcin: 'New roles for university libraries: multimedia remodels libraries downunder'. Paper presented at the Ed-Media and Ed-Telecom 96 World Conference on Educational Multimedia and Hypermedia, June 17-22, 1996, Boston, Mass. USA.

Taylor, Chris: 'Accessing electronic journals'. *Hyperlinked and hyperactive: acquisitions of the future*. ACLIS Acquisitions Sub-Committee, July 1996.

Students at work in the Reference Area, Central Library



Appendix F

Library Management Structure

University Librarian <i>Janine Schmidt</i>				
Manager, Humanities & Social Science (Deputy University Librarian) <i>George Eichinski</i>	Manager, Biological Sciences <i>Heather Todd</i>	Manager, Physical Sciences & Engineering <i>Gulcin Cribb</i>	Manager, Gatton <i>Pauline Roberts</i>	Manager, Health Sciences <i>Vacant</i>
Architecture/Music Undergraduate Multimedia Law Fryer	Biological Sciences	Physical Sciences & Engineering Geology	Gatton Library Ipswich Service	Royal Brisbane Hospital Mater Hospital Dentistry Princess Alexandra Hospital
Acting Manager, Information Technology <i>Mike Manning</i>				
Planning, management, support of IT	Multimedia support IT contracts	Imaging support Network management	Workstation support Printing support	Systems maintenance
Manager, Corporate Services <i>Mary Lyons</i>				
Administrative support Business continuity planning	Facilities planning & management Security	Finance & Accounts (includes non-materials budgeting)	Personnel resources Library staff development Quality Assurance (includes performance measures)	Strategic planning Occupational health & safety Freedom of Information
Acting Manager, Communications Service <i>Helen Darch</i>				
Customer information skills training Community services	Commercial activities Research & Development	Publications Communications Strategies		Public Relations Market research
Acting Manager, Information Access and Delivery <i>Chris Taylor</i>				
Lending policy Cooperative activities OPAC access management	Document delivery Electronic resource delivery Preservation	Courier Service Negotiations with materials suppliers Cataloguing	Collection development policy & implementation Materials budgeting Acquisitions	Selection & deselection of resources Copyright Collection management

Appendix G

Staff represented on committees external to the Library

Communications Service

Helen Darch was a member of:

- the Academic Services Customer Service Task Force (Chairperson);
- the Connect.uq Working Party;
- the Senate Standing Committee on the Status of Women;
- The University of Queensland Orientation Working Party.

Corporate Services

Joanne Rutherford was a member of:

- the QULOC Staffing Issues Working Group;
- the University of Queensland Personnel Practitioners Network.

During 1996 she continued to work on the Enterprise Bargaining Working Party on Leave Matters and as a Director, Personnel Services nominee on a number of Classification Appeals Panels.

Gatton Library

Patricia Bichel was a member of the Gatton College Helping Hand Fund.

Maria Chalmers was a member of:

- the Board of the Faculty of Business;
- the Sexual Harassment and Racial Discrimination (Gatton) Committee;
- the Gender Equity Contact Officers Network;
- the Board of the School of Land and Food Systems.

Pauline Roberts was a member of:

- the Board of the School of Land and Food Systems;
- the Gatton Group Council.

Herston Medical Library

Toni Barlett was a member of:

- the Gastroenterology Problem Writing Team;

- The Marks-Hirschfeld Museum of Medical History Committee;
- Royal Brisbane Hospital Health Care Symposium Steering Committee.

Sue Curlewis was a member of the Royal Brisbane Hospital Health Care Symposium Steering Committee.

Bronwyn Forster was a member of the Nurses' Resource Committee.

Nicky Foxlee was member of the Queensland Medical Education Committee and was responsible for the library resources for the Graduate Medical Course.

Janice Michel was Secretary of the Herston Medical Library Collection Development Committee.

Marianne Steentsma represented the University Librarian at the Faculty of Dentistry Board meetings.

Information Access and Delivery Service

Bill Beach was a member of the ACLIS Acquisitions Subcommittee.

Carolyn Jones was a member of the NCJK Consortium Technical Committee.

Dagnija McAuliffe was a Member of the Queensland ABN Users Group.

Jocelyn Priddey was:

- Convenor, ACLIS Acquisitions Subcommittee;
- Convenor, QULOC Cooperative Resources Working Party;
- Member, CAUL Index of the Cost of Periodicals (CICOP) Committee.

Chris Taylor was a member of:

- Australian Committee on Cataloguing;

1996

- NCJK Consortium Steering Committee;
- Australasian Innovative Users Group.

Information Technology Service

Michael Manning was a member of:

- QULOC Networking Working Party;
- ACLIS Automation Subcommittee.

Kingsley Gurney was a member of the REDD Technical committee.

Physical Sciences and Engineering Library

Gulcin Cribb was on a working party to provide cost-effective information services and document delivery to chemists.

Social Sciences and Humanities Libraries

George Eichinski was a member of:

- Branch Council of ALIA;
- QULOC Staff Issues Committee;
- ACLIS, Queensland Committee.

Fryer Library

Joan Keating was a member of the University's focus group for the Code of Conduct for officers and employees of the University.

Law Library

Vivien Nash was:

- a representative on the Law Curriculum Review Committee;
- National President, RAISS;
- President, RAISS (Queensland branch);
- co-convenor, PUBRAISS conference.

Pam Bray who retired in August, was a representative on the Law Curriculum Review Committee.

Multimedia Services

Patrick Jewell was convenor ACLIS Acquisitions Sub-Committee Seminar *Multimedia in the next century*.

Outside Central Library



