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BUILDING

□ FOR □ A □ BETTER □

FUTURE

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OPENING HOURS

	MON	TUES	WED	THURS	FRI	SAT	SUN
	am-pm	am-pm	am-pm	am-pm	am-pm	am-pm	am-pm
Biol. Sciences	8.30-9.00	8.30-9.00	8.30-9.00	8.30-9.00	8.30-5.00	9.00-5.00	9.00-5.00
Gatton	8.00-9.00	8.00-9.00	8.00-9.00	8.00-9.00	8.00-5.00	1pm-5.00	1pm-5.00
Health Sciences							
Dentistry	9.00-5.00	8.30-5.00	9.00-6.00	8.30-5.00	9.00-5.00	10.00-2.00	Closed
Herston	8.30-8.30	8.30-8.30	8.30-8.30	8.30-8.30	8.30-5.00	9.00-5.00	9.00-5.00
Mater	9.00-5.00	9.00-5.00	9.00-5.00	9.00-5.00	9.00-5.00	Closed	Closed
PA Hospital	8.30-6.30	8.30-6.30	8.30-6.30	8.30-6.30	8.30-5.00	Closed	Closed
Social Sciences and Humanities							
Architecture /Music	9.00- 8.00	9.00-8.00	9.00-5.00	9.00-8.00	9.00-5.00	Variable	Closed
Central	8.00-10.00	8.00-10.00	8.00-10.00	8.00-10.00	8.00-5.00	9.00-5.00	9.00-5.00
Ec/Bus	10.00-7.00	10.00-7.00	10.00-6.00	10.00-6.00	9.00-5.00	Closed	Closed
Fryer	8.30-5.00	8.30-5.00	8.30-9.00	8.30-5.00	8.30-5.00	Closed	Closed
Law	8.30-10.00	8.30-10.00	8.30-10.00	8.30-10.00	8.30-5.00	1pm-5.00	9.00-5.00
M/media	8.30-8.30	8.30-8.30	8.30-8.30	8.30-8.30	8.30-5.00	1pm-5.00	1pm-5.00
U/grad	8.00-10.00	8.00-10.00	8.00-10.00	8.00-10.00	8.00-5.00	1pm-5.00	9.00-5.00
Phys Sciences & Engineering	8.30-9.00	8.30-9.00	8.30-9.00	8.30-9.00	8.30-5.00	9.00-5.00	9.00-5.00

(Note: Library hours may vary during mid-semester breaks)



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

About The University of Queensland Library

The University of Queensland Library provides innovative information services and programs of the highest quality which:

- n focus on customer service,
- n anticipate and respond to customer needs, and
- n are integrated with and central to the University's teaching, learning and research activities.

The primary customer base is the University of Queensland community - 27,000 students, including over 5,000 postgraduates, as well as over 5,000 academic, research and general staff. The Library serves a variety of organisations with whom the University has formal links, notably Cooperative Research Centres and several major teaching hospitals. Staff and postgraduate students from other universities and other research organisations, alumni, members of various professional bodies and members of the general public also have access to the Library's resources.

To help meet its aims in customer service, the Library is organised into a series of discipline and geographically based branches through which services are delivered, with coordinated policy development and centralised support and information technology services providing a unifying underpinning to the service delivery. Customer input is actively sought through advisory committees for the branches as well as through the Library Committee of the Academic Board. Focus groups and task forces are convened as appropriate for specific projects. Suggestion boxes (traditional and electronic) are actively promoted, monitored and responded to.

Librarians in the branches liaise with academic departments to create and deliver information skills programs (1,125 hours of classes delivered to undergraduate and research audiences in 1997), develop collections (with 1.7m bound volumes supplemented by extensive microform, multimedia and primary sources these are the most extensive collections in Queensland and amongst the largest in Australia), learn about

academic developments, and promote new services. Lending services, borrowing from sources outside the Library on behalf of academic staff and postgraduates, and inquiry services are provided from all branches. A wide range of specialist services exists, including multi-media support, with state-of-the-art training facilities, audio-visual media support (the Library has a very extensive video collection to support the University's teaching and research programs), and extensive manuscript and special collections.

The Library's service delivery is based heavily on successful application of information technologies. Over 200 networked databases are accessed via the university network, including from the many public workstations within the branch libraries. The databases are housed on a series of file-servers within the Library, one of the largest applications of its type in the world. A sophisticated Web site guides students through the Library's services.

The Library operates within an extensive framework of cooperative and partnership arrangements, globally, regionally and locally. Amongst these are membership of the international consortium OCLC, the Australian Committee of Library and Information Services (ACLIS), and the Council of Australian University Librarians (CAUL) and service partnerships with Queensland Health, CSIRO, the Australian Veterinary Association, and the Australian Dental Association.

The Library reports through the Pro-Vice-Chancellor Academic Services, though this was under review at the end of 1997, and participates in the governance of the University through the University Librarian's membership of the Strategic Planning Committee, the Postgraduate Research Studies Committee of Academic Board, the Teaching and Learning Committee of Academic Board, the Academic Services Committee and the Academic Board itself.



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Table 1: UQL Branches

Central Library*
Undergraduate Library*
Multimedia Service*
Architecture and Music Library
Fryer Library
Law Library
Economics and Business Library
Biological Sciences Library
Herston Medical Library
Princess Alexandra Hospital Library
Mater Hospital Library
Dentistry Library
Dorothy Hill Physical Sciences and Engineering Library
Gatton College Library

* at the end of the year these three Libraries closed and were amalgamated into the Social Sciences and Humanities Library



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The Year at a Glance

January:

- n The Physical Sciences and Engineering Library was refurbished and amalgamated with the Dorothy Hill Geology Library, following which it was renamed the Dorothy Hill Physical Sciences and Engineering Library.
- n The Library photocopy contract was assigned to Unicard Services, and a new charging schedule was introduced.
- n A restructured Library Committee of the Academic Board was created, with the Deputy President of the Academic Board as its chair.
- n Customer service seminars were held for staff, under the auspices of Academic Services, with significant input from the Library.
- n The Library extended its scope of activity in supporting services that assist its customers in using information sources through entering into agreement with the University's Office of Research and Postgraduate Studies regarding provision of training for *EndNote* for the university community.

February:

- n "Alternative" Orientation Tours conducted by the Library, using student guides, in addition to more traditional library tours.
- n Launch of interactive information skills program for First Year Engineering students.

Below: Student Tour Leader ready to begin "Alternative" Orientation Tours of the Library



Above: Spencer Routh, "librarian extraordinaire" before his retirement

March:

- n *Future Focus* seminars for staff commence.
- n A new generic HEWL shelving position was introduced, to be filled by UQ students on a casual basis.

April:

- n Emeritus Professor Dorothy Hill, good friend and generous benefactor to the Library over many years, passed away after a long illness.
- n The Information Access and Delivery section of the Library finalised a significant reorganisation into four multi-task work-teams, and introduced a range of new work practices to streamline its activities.
- n The University Senate approved the revised design of the Link building, joining the Central Library and Duhig buildings, which placed the Link partially underground and with a low profile against the Forgan Smith building.

May:

- n Library records loaded on to OCLC database and on to AEN database.
- n University Librarian made a presentation to the West Review into Higher Education.



June:

- n The Library was a partner in several RIEF submissions.
- n Research funds were allocated for a project to develop a Z39.50 Web gateway.
- n Self-checkout machine bought for trial in Undergraduate Library.
- n Consultant engaged to develop high quality distinctive signage for the Dorothy Hill Physical Sciences and Engineering Library, as a prototyping exercise for the whole Library.

July:

- n Temporary moves to facilitate the Duhig Building upgrade commenced: the University Librarian's office moved to Forgan Smith building, Fryer Library moved to the Law Library, Corporate Services moved to 55 W alcott Street and IT Services moved to the Conference Room. A small celebration was held in honour of the Fryer move from its location over the past quarter century.

August:

- n Official ceremony in honour of renaming the Dorothy Hill Physical Sciences and Engineering Library through inclusion of the late Emeritus Professor Hill's name.
- n Work commenced on the Duhig Upgrade building, with some disruption to access to Central Library.
- n Consultants engaged to assist the Library in change management.
- n Network printing trialled successfully in Central Library.
- n The *SilverPlatter* ERL server was significantly upgraded.

September:

- n The Information Access and Delivery section moved out of their workspace temporarily to allow refurbishment to take place.
- n A consultant was engaged to assist in the review of the Library Web site, using student focus groups as a source of input of ideas.
- n The Library prepared a brief and budget for the Ipswich Campus Library.



Above: the view from Information Access and Delivery section during construction!

October:

- n A Working Party of Library Committee of the Academic Board was set up to consider implications for Library services for Flexible Delivery.
- n Loan periods reviewed and standardised across the Library.
- n Working Party was set up to consider possible transfer of University Archives to the Library.

November:

- n Library planning retreat was held for staff at HEW7 and above, together with a cross section of other staff.
- n Farewell function was held to mark the retirement of Mr Spencer Routh, deeply valued and respected senior reference staff member for over three decades.

December:

- n Library services from Central, Undergraduate and Multimedia Libraries ceased to operate from their existing long-standing premises; temporary services re-commenced from the newly named Social Sciences and Humanities Branch Library. A wake was held in honour of the old premises.
- n Dr Ian Reinecke, Pro-Vice-Chancellor, Academic Services, resigned from the University to take up a new post in NSW; a review of the structure of Academic Services was foreshadowed.
- n The Library extended its vacation hours for the first time, in response to the growing importance of Summer Semester studies.
- n The collections from the Undergraduate Library were moved.

Table 2: Future Focus Sessions

**Information
OnLineOnDisc**
*Janine Schmidt
Heather Todd
Chris Taylor
Gulcin Cribb*

OCLC
*Janine Schmidt
and Chris Taylor*

**Trends in
Information
Technology**
Dr Ian Reinecke

**Developments
at Griffith and
QUT Libraries**
*Janice Rickards
and
Gaynor Austen*

**People in
Groups - what
can the animal
world teach
us?**
*Dr Judith
Blackshaw*

Metadata
Andrew Wood

**Health, Law
and Specials
Conference
feedback**
UQL Librarians

“With the focus on four key
priority areas for the year:
Customer Service, Facilities
Improvement, Process Improvement
and Communication, the Library
concentrated on keeping the best
and improving the rest.”



The Year as a Whole

In building for a better future, 1997 saw Library staff - and clients - experience some short-term discomfort as staff moved, collections were packed and unpacked, and life as we knew it became decidedly unpredictable.

With the focus on four key priority areas for the year: Customer Service, Facilities Improvement, Process Improvement and Communication, the Library concentrated on keeping the best and improving the rest.

Customer service is the key factor in all the change. A well-performing Library adds a significant marketing advantage to the University of Queensland and improves the quality of the learning experience and research outcomes. Student behaviour is changing, demanding different facilities than before. The use of study spaces now requires group study facilities as well as quiet areas, and comfortable seating. The social role of the Library is very important. As well, students are more at ease in asking for help from Library staff about how to structure their assignments or where to find information sources they need.

Ways of doing business have changed all over the world and the Library is no exception. Essentially, the Library has moved from the book business to the information business and our new "look", demonstrated in the refurbished Dorothy Hill Physical Sciences and Engineering Library, and the plans for the new Social Sciences and Humanities Library, reflect that.

In the past, scholars have relied on the Library's physical collections and found what they needed, using the catalogue and physically retrieving materials from the shelves: rows of books, physically arranged to a standard classification system. In addition to the physical facility there is now a "virtual library" within a "wired university", providing access via electronic media to an even greater array of material from throughout the world. The Library is the starting point for more exploration, using librarians to help steer the course.

Nevertheless, transfer to electronic media does not come cheaply. Companies produc-

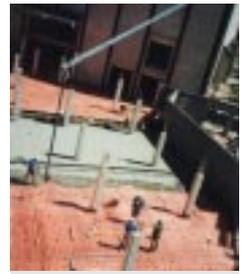
ing these journals and databases charge additional fees for print and electronic versions of the same items. In building for a better future, considerable work on determining the appropriate costs for both hard copy and print will continue. Escalation of journal prices also continues and makes building strong collections difficult.

A key innovation for the year was the introduction of the ITLO program (Information Technology Liaison Office). As the IT within the Library grows, so too does the need for IT knowledge and skills. Under the ITLO program, each branch or section of the Library allocated an individual to special responsibility for IT. An ongoing training program was developed during the year to ensure knowledge and skills acquisition. Service to users improved enormously as a result.

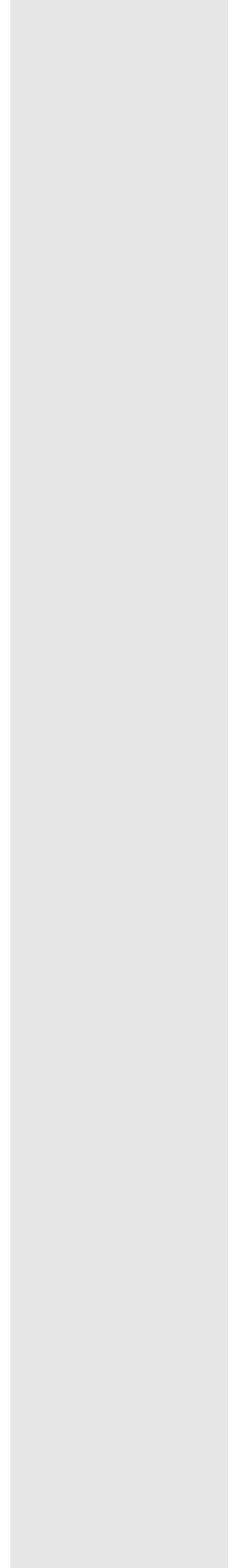
In all, 1997 has been an exciting year, one of constant change, but one that has helped us build for a better future. We look forward to consolidating these gains in 1998.

Janine Schmidt

Janine Schmidt
University Librarian



building for a better future



“The Library’s driving force is the provision of customer-focused services ... developed in anticipation of and response to new needs. Communicating with customers and teaching them Information Skills are key ingredients.”



Responding to Customer Needs



building for a better future

Changes in the Environment

The Library's driving force is the provision of customer-focused services. Accordingly, changes in the customer base and environment are closely monitored, and services developed in anticipation of and in response to new needs.

Customer Base

The prime customer base in 1997 remained the University of Queensland community, recorded in *University Statistics 1997* as comprising 21,828 undergraduate students, 5,870 postgraduate students, 1,219 teaching and research staff, 936 research only staff and 2,340 general and support staff. This community was spread over two main campuses, at St Lucia and Gatton, and some 40 other sites, including a range of teaching hospitals. The clinical and paramedical staff of these hospitals comprised a major component of the Library's non-university customer base. Other significant groups included research staff from research centres and other organisations in partnership with the University, and students of other universities.

Academic Restructure

Library services are structured such that all segments of the customer base have a "home" Branch library through which services to that segment are primarily delivered.

During 1997 the academic restructure of the University underwent a major alteration, following a review in the preceding year. Academic departments which had been organised into six Groups, responsible for their resourcing, and 15 Faculties, responsible for academic programs, were restructured into seven new Faculties responsible for both resourcing and academic programs. Faculties span the whole University under the new structure; that is, they are not site specific.

The Library examined the potential impact of these changes on its organisation, and decided to allow the new structure to settle in over a period before determining possible change to its organisational structure and collection distribution, as the existing Library structure was still meaningful and relevant to the customer base, and the impact of the new structure on customer behaviour would take some time to determine.

Library Service for Flexible Delivery

The University made considerable progress in 1997 towards developing flexible delivery programs. A Working Party of the Academic Board, chaired by the President of that Board, prepared a policy document to guide the University. The Library made submissions to that Working Party, resulting from which a Working Party of the Library Committee of the Academic Board was foreshadowed to formulate a policy framework for Library service for academic courses delivered in flexible mode.

The University also appointed a Pro-Vice-Chancellor Academic, amongst whose responsibilities were included development of the Ipswich Campus, the site of the intended main initial focus of the University's endeavours in flexible delivery. The Library was invited to develop a brief for a library on the planned new campus on the general premise that most information delivery was to be "virtual". A Library of an initial 5,000 volumes was specified, supplemented by good access to the extensive electronic resources of the Library, and by document delivery services.

Multi-site Courses

The impetus for greater flexibility in delivery of academic programs included moves for provision of programs from new sites. The Faculty of Business, Economics and Law entered into agreement with the College of Tourism and Hospitality (COTAH) for the delivery of the Bachelor of Business (Hospitality) from the COTAH Campus. Such



a development had implications for library service for the B. Bus students, and an agreement in principle was reached with the School that the students would be served primarily from the St Lucia Campus for their library needs.

Summer Semester

The University also moved to make course delivery more flexible in timing, with a very much heightened profile for the 1997/8 summer semester. The Library responded to this initiative by increasing opening hours over the summer period, changing from late opening on one night of the week to late opening on two nights as well as opening on Saturday. Service delivery to the summer semester students was more difficult than expected due to building work being undertaken for the Social Sciences and Humanities Branch Library development. The upper floors of the Library were closed for safety reasons and all material had to be fetched for student use.

Programs for Postgraduate Students

Student profile changes for 1997 continued to reflect the University's strategy for increasing its research profile, as the postgraduate student population increased in numbers and as a proportion of the student body (see Table 3 below).

The Library's successful Information Skills for Research and Postgraduate Students (ISRAP) program, introduced in 1996, continued on an expanded scale, and retained its wide acceptance. A total of 27 classes were given to an aggregate of 400 people, up from 21 classes with 300 people in 1996.

The Library also worked with the Office of Research and Postgraduate Studies to promulgate the use of *Endnote*, a computer package enabling easy importation and manipulation of citations into research

reports. The Library became the agency for selling licenses and for delivering training in *Endnote*.

West Committee

The Community of Review of Higher Education, chaired by Mr Roderick West, visited the University in the course of its investigations. The Committee observed work practices in the Biological Sciences Library, and attended a presentation by the University Librarian.

Communication with Customers

Cultivation of effective two-way communication with customers along multiple channels was an ongoing priority for the Library, in order to understand customer needs and inform customers of services.

Communications Manager

For a period over 1996-97, a senior position was designated Manager, Communications Services, in order to focus energy on a range of communication initiatives. This position was not continued when in early 1997 the incumbent was seconded to the Office of the Pro-Vice-Chancellor Academic Services. The responsibility for maintaining effective communication became a key component of all senior library staff portfolios.

Orientation Week

Interaction with the year's new intake of students during Orientation Week has always been challenging. Students are often not ready to absorb a full introduction to the Library during this week, but some form of initial contact is important to convey essential minimum information, as well as a welcome.

Two developments occurred in the 1997 Library orientation program to help improve this initial contact. Firstly, the University Librarian was invited to address the students as part of the general University welcome. This provided an excellent opportunity for setting out the customer service ethos of the Library.

Secondly, formal Library orientation tours by Library staff were deferred into the semester period, and instead, introductory tours given

Table 3: Student Profile: 1996/1997

	1996	1997
Undergraduates (total)	20,966	21,828
Higher Doctorate	10	11
PhD	2,152	2,258
Masters Research	659	641
Masters Coursework	1,400	1,576
Masters Qualifying	66	46
Postgraduate Diploma	968	1,071
Graduate Certificate	186	267
Total	26,407	27,698



by second year or older students (wearing distinctive t-shirts) were arranged. These tours achieved their aim of providing a relaxed and informal introduction to the Library and were well received.

Signage

Signage is an important means of positioning and directing people within buildings. With the Library embarking upon significant refurbishment programs, the opportunity was taken to engage signage consultants *Dot 'n' Dash* to review and redesign the signage within the Dorothy Hill Physical Sciences and Engineering Branch Library, as a pilot for later general application. Colour coding, terminology, size and style of signs were developed, and the new approach proved highly successful.

News Journal

The Library continued production of its customer information journal *Connections*, with two issues being published in 1997.

Web Site Development

With the World Wide Web emerging as such a major communication tool, the Library established a Working Party to refine its Web site. To assist this group, a consultant, Margaret Olsen, was engaged to run a series of focus groups with students to gain insight into their expectations of the Website. This proved very beneficial, and the report of the focus group outcomes was used by the Working Party in its further design work. Possible models were shown to participants in the focus groups. Students were found to be highly focused in their information activities. They lacked ownership of sophisticated hardware and software themselves for access. Keeping it simple was an obvious emphasis and work began by year 's end on a reorganised approach to Web page presentation.

Suggestion Boxes

Suggestion boxes, electronic and paper-based continued to be a valuable means of two-way interaction (see Table 4 above).

All suggestions, in whatever format, were responded to, and favourable feedback was received from students about the opportunity this afforded them to get timely responses to their concerns.

Table 4: Electronic Suggestion Box

Over 1000 suggestions were received in the Electronic Suggestion Box in 1997. The main topics of interest were:

- n More workstations for Email
- n Problems accessing Networked Databases
- n Extra Copies of heavily used material required (or transfer copies to the reserve collection)
- n Photocopying - cost and equipment maintenance
- n Air-Conditioning
- n Status of Individual Loans and Overdue charges

Working Parties on Communication

Two Working Parties were established in the latter part of the year to address different strands of communication improvement: one to develop a marketing plan for the Library, another to develop service level agreements. In both cases, work was still ongoing at the end of the year.

Customer Service Seminars

The Pro-Vice-Chancellor, Academic Services, had highlighted customer service improvement as an important theme, and organised a series of Customer Service Survival Skills Workshops for Academic Services staff. These were aimed at improving customer service skills and awareness; a senior Library staff member was seconded to organise them, and a large number of Library staff attended.

Three Library staff members joined a Working Party established by the Pro-Vice-Chancellor to promote more widely awareness of customer service attitudes and concepts. This was in part funded by resources received by the University under Quality initiatives.

Below: Library Staff meeting to discuss Policy Issues



Information Skills

A particular strength of the Library's communication with its customers is the range of Information Skills programs it offers. These programs are intended to introduce customers to or update them about the range of resources available and appropriate searching methodologies. The year saw several initiatives to further improve this vital aspect of enabling customers to access effectively the information they need.

Coordinator

A position of Coordinator, Information Skills, was created. The incumbent, as well as delivering a range of programs, was responsible for overseeing the development of new programs across the branches, and ensuring their consistency and quality. She was assisted by short-term and part-time secondments from the branches.

Programs integrated with Courses

Some significant new developments occurred in integrating Information Skills training with academic coursework, to add to the already substantial range of such courses.

Gatton College produced a Library Workbook and Exercises for the flexibly delivered subject *Information Access and Communication*, a subject developed for all new students in the Diploma and Bachelors courses of the Natural Resources, Agriculture and Veterinary Sciences Faculty. The Library component of the subject was worth 10% of the assessment.

In the engineering field, the Library developed a module in association with the School of Engineering, which taught first year students how to find and use information effectively and efficiently. The module was introduced as a compulsory segment of the engineering degree program and improved the quality of student research and presentation.

As in other years, various programs were developed for specific needs - for example, a five hour course was developed for fourth year Mining and Metallurgy students to assist in their thesis preparation.

Special classes were also designed for the new Graduate Medical Course (GMC) students. Considerable work was done on ensuring full integration of information skills programs into the GMC.

Use Its and Find Its

A template for a new range of guides was designed. The guides, called *Use Its* and *Find Its* were intended as introductions to using particular tools, and the basic sources related to various courses and disciplines. They began to be produced towards the end of the year, and appeared both in print and on the Web.

Cyberpedagogy Seminars

The Library sponsored and organised some seminars in a series called *Cyberpedagogy*. These were aimed at engendering discussion and the sharing of knowledge and ideas amongst the University community about how to exploit the Internet for pedagogic purposes.

The seminars were well attended and the Library sponsorship role was much appreciated.

Below: Customer Service Skills training in Action





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Partnerships, Collaboration and Community Support

Community Service

The Library continued to provide services for and to work with the general community as a secondary priority - after serving its key customer base of students and staff of the University of Queensland.

Internet Training

Internet Training for the community continued through the *Pathways* service (see Table 5 below). This was not actively promoted, but rather aimed at meeting demand as it arose. The number of requests waned as the year progressed, reflecting the growth of commercial suppliers of such services, but more significantly the reduced availability of space to conduct such programs as parts of the Library were closed. Standard courses were offered or sessions were individually tailored to suit specific audiences.

Information Services Provision

The Library received requests for more general information provision from a variety of organisations, research ones in particular. Agreements, specific to particular requests, were developed with different organisations, including the Repatriation Medical Authority (RMA), the Commonwealth Scientific and Industrial Research Organisation (CSIRO), and private companies such as ForBio.

As well as broad scale service agreements, the Library provided fee for service assistance on an occasional basis for database searches, and major information inquiries.

Alumni

The Library extended its services to alumni, through offering one year free borrowing privileges to new graduates from the University. The provision of lending to graduates of the University for a fee of \$100 continued.

Table 5: Pathways Courses

Standard Courses:

- 1) **Navigating the Internet** - a three and a half hour introduction to the Internet and its information and communication resources: held three times for 16 attendees.
- 2) **World Wide Web** - a three and a half hour advanced session, explaining how to navigate the Internet and how to use search engines: held twice for 11 attendees.
- 3) **Resource Discovery Tours** - four hour sessions geared to specific subject areas: held twice for Law/Legislation with 12 attendees, once for Agriculture for two attendees, and once for Health Service executives with 18 attendees.

Individual Courses/Seminars:

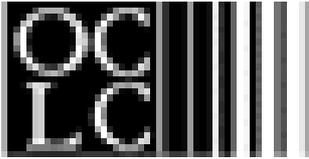
- Introduction to the Internet** (for Logan city Libraries)
- The Internet for Architects** (for RAIA members)
- The Internet for UQ Secretaries** (for UQ Secretaries Association)
- Internet Information** (for Ferrier Baudet Architects)
- Weaving the family web: the Internet for family History and Genealogy** (a three hour course for the general public)
- Towards 2000: benefiting from the latest on the Internet, Intranet and email** (for IIR Executive Secretaries Conference)

OCLC

The Library had become a full member of the large US consortium, OCLC (Online Computer Library Center), late in 1996. Development of this strategic collaboration was pursued during 1997. The Library's holdings were loaded onto the OCLC database, Worldcat. This made the Library more prominently part of the international interlending and document delivery community. The University Librarian was invited to attend the Research Libraries Directors' Forum in Dublin, Ohio and found it to be extremely beneficial.

The Library also completed loading its records onto the Australian National Bibliographic Database at the National Library of Australia. A high percentage of records was found to be uniquely held at the University of Queensland and the NBD therefore strengthened considerably.





Donation of Withdrawn Materials

The Library had participated in the Australian Centre for Publications Acquired for Development (ACPAD) Scheme for 15 years. Duplicate serial holdings withdrawn from the collection were provided to the scheme, which arranged for their shipment to appropriate overseas institutions in need of such material.

A range of duplicate material was donated to Rotary International for distribution. Material no longer required (only duplicates or superseded material) continued to be donated to the Alumni for inclusion in the Alumni Book Fair.

ZedWeb

The Manager, Information Access and Delivery and the Innopac Librarian were members of the ZedWeb Project, a joint project with the Distributed Systems Technology Centre and the National Library of Australia to develop a gateway to all Australian Z39.50 servers, which was funded under RIEF (Research Infrastructure Equipment and Facilities) funding.

Submissions for Projects

The Library participated in a collaborative application with the History Department as a result of a submission placed in 1996 to the projects funded by the National Library under its *Towards Federation 2001* grant body. The application was for compiling a newspaper index publication, *Moreton Bay in the News 1841 - 1860: a select subject index*.

It also made the following submissions through the Research and Infrastructure (RIEF) grant system in 1997:

- n AVEL (Australian Virtual Engineering Library),
- n Metachem,
- n Australian Digital Thesis Project,
- n Agrigate, and
- n Television Archives.

Document Delivery

As noted previously, the University of Queensland has the largest collection of any library in Queensland. Together with a relatively high proportion of unique titles, this makes the collection very valuable for research purposes, both within the University and to the wider research community. In the interests of promoting research regionally, nationally and globally, the Library lends its monographs and supplies journal articles on a cost-recovery basis to other libraries. This, in turn, leads to a greater willingness amongst other libraries to share resources with the University's researchers.

At a regional level via QULOC, the Library makes its material available at a discount to the rates established by the Australian library community. Journal articles are supplied rapidly using the innovative online service, REED. Material for the wider Australian library community is supplied via ABN.

In past years, little material has been supplied to overseas libraries. As part of the strategic initiative to become a member of OCLC, the Library's holdings were added to the OCLC database. As the largest bibliographic database in the world, this gave the Library and its holdings a much higher profile. The many unique holdings led during the year to a steady increase in demand from OCLC libraries, particularly for journal articles, which were supplied rapidly using the internationally supported Ariel FTP service.

Below: Pictured at the opening of the Dorothy Hill Physical Sciences and Engineering Library are (from left to right): Vice-Chancellor, Professor John Hay, Emeritus Professor from the Geology Department at the Australian National University, Professor Ken Campbell and University Librarian, Janine Schmidt.





Linking People with Information



building for a better future

The Physical Spaces

The Library spent a great deal of time rationalising, standardising and simplifying the physical layout of branch libraries in 1997. The aim was to provide customers with improved access to information and ensure a common "look and feel" to the branches.

Closure of Dorothy Hill Geology Library

The Dorothy Hill Geology Library was closed at the start of the year, with the collections (including the extensive map collection) being transferred to the Physical Sciences and Engineering Library. There was some disquiet with the closure - due mainly to misconceptions that unique material was being discarded. The net effect, however, was that the collections were now accessible over much longer hours, in an air-conditioned environment, and with more staff to assist in their maintenance and use.

Opening and naming of refurbished Dorothy Hill Physical Sciences and Engineering Library

The Physical Sciences and Engineering Library was extensively remodelled during the year, with the assistance of Quality Funds and the University's Capital Management funding. Apart from new signage being developed and introduced, the entry floor layout was restructured. The juxtaposition of services was re-thought and desks were re-designed. A new computer laboratory was installed for student use and information skills programs.

The refurbished Library was renamed the Dorothy Hill Physical Sciences and Engineering Library, thus preserving the commemoration of the name of Dorothy Hill following the closure of the Dorothy Hill Geology Library.

Coincidentally, Emeritus Professor Dorothy Hill died during 1997, aged 89. The renowned scholar and pioneer for women in the field of science had been a passionate and much

appreciated advocate for and generous benefactor of the Library for many years. Her passing was mourned by many.

Relocations during Social Sciences and Humanities Library Construction

A range of temporary measures was taken as building work commenced on the renovation and linking of the Duhig Building and the Central Library.

The Fryer Library ceased operation mid-year in its site of the past quarter century, and a small function was held to mark the occasion. The Fryer Library took up temporary quarters in the Law Library.

The Undergraduate Library and Multimedia Service ceased operation as separate units of the Library at the end of the year, in anticipation of their functions being moved to and incorporated in the combined Social Sciences and Humanities Library in the new year. A "wake" was held to mark this milestone in the Library's history.

At the same time, the Central Library also ceased its separate existence. Planning began for the provision of an Information Desk for the new Social Sciences and Humanities Branch Library and a new High Use Collection in 1998, from the newly constructed "Link" building. The High Use Collection - of materials in high demand, as well as of non-circulating videos - was to be created as a small open access area with its own security barrier.

The Information Access and Delivery Service, which occupied the ground floor of Central Library, evacuated its work area for some weeks while reconstruction took place in that area. Services were maintained from a number of different locations. Whilst Library processing was inevitable adversely affected during this period, a much smoother operation was possible on re-occupation of the refurbished area.

The offices of the University Librarian, Library Corporate Services, Information



Technology Services and the Social Sciences and Humanities staff were also relocated into temporary quarters in various locations across the Campus. Work was disrupted in all areas as a consequence.

Some costs were also incurred. Client software on staff workstations had to be upgraded as staff were moved to locations off the Library sub-net. The servers in Information Technology Services were affected by heat and dust, and several disk-drives had to be replaced. The servers were then moved to a more hospitable environment in the Prentice Centre for the remainder of the refurbishment program.

The "Virtual" Library

While the physical facilities were being enhanced, the electronic services of the Library were also being updated.

Database Usage

Electronic database usage continued to grow strongly. The University remained the heaviest user of all universities in the use of datasets jointly purchased by the Committee of Australian University Librarians (CAUL), reflecting in large part the emphasis placed on promotion of such sources by the Library.

Database Server Upgrades

The Library continued to expand its range of electronic databases. Databases added to the collection included:

- n ABI Inform
- n IAC SearchBank Computer ASAP
- n IAC Searchbank Expanded Academic Index
- n Springer Verlag
- n Academic Press Ideal.

The underlying technology was severely strained by the level of demand during Semester 1, however, and there were delays in mounting some databases. The contractor engaged to provide maintenance on the *SilverPlatter* Electronic Resource Library (ERL) was unable to diagnose the problem quickly, and over some months customers and staff were subjected to considerable frustration, with slow responses and failing connections. The problem was finally determined to be servers of insufficient

capacity, and a new Sun Enterprise 3000 server was installed, running the Solaris operating system. During the first full month of the new server, 1,850,000 records were displayed or downloaded over 124,000 sessions lasting an aggregate 33,000 hours.

New servers for non-ERL databases were also purchased and the Novell operating system version was upgraded. Databases were reorganised in the expanded configuration in a Netware "Tree" which enabled customers to access databases on any of the servers by logging on to the tree. Formerly, customers had to nominate their server and so had to know which database resided on which server. The staff server hosting various applications, including email, was also upgraded as part of this process. A substantial training program was run to familiarise all staff with the new arrangements.

Journal Article Scanning for Graduate Medical Course

A scanning project was undertaken to allow desktop access to a range of journal articles by students undertaking the Graduate Medical Course. In the absence of a suitable legislative environment for copyright, it proved a time-consuming and slow process to obtain permission from the many copyright holders to enable this to proceed.

Electronic Access to Theses

A project to investigate options in providing electronic access to theses was undertaken, and the findings were presented to the Research and Postgraduate Studies Committee of the Academic Board.

Innopac

A new release of the Innopac Library Management System software allowed much improvement for accessing resources via the Web. This mode of access was increasingly emphasised, giving customers a convenient standardised "window" on information resources.

INNOVATIVE

Collections - growth and organisation

The Collection continued to grow throughout the year.

Collection Development

Coordination of collection development was transferred in early 1997 to a senior member of the Information Access and Delivery staff, advised by a Collection Development Committee which included all branch managers. The Committee reviewed the Library's use of the Conspectus methodology for analysing collection strength. It also reviewed the style and content of the formally documented collection development policy manual being prepared.

Work on this documentation continued during 1997, although with other pressing priorities, it remained incomplete by year's end. The Collection Development Committee approved expensive purchases and electronic product licences, including:

- n Early European writings in Ainu Language (*ten volume set*)
- n Encyclopedia of World Cultures (*ten volumes*)
- n Dictionary of the Middle Ages
- n CDATA96 (*Australian Bureau of Statistics*)

The Library was pleased and grateful for the continued support it received from a wide range of donors (*see list on page 36*).

Gratis journal subscriptions continued to decline in number as organisations around the world felt pressure to recoup costs. Often the subscription fees for such journals were individually small (many under \$50), but in aggregate they affected considerably the total of the journals expenditure.

Departmental Collections

Of some concern to the Library has been the continued existence of departmental collections within the University, and the creation of new ones. Such collections are costly to maintain, restricted in usage, and in general do not represent cost effective use of University funds.

Steps were taken to dismantle the Parasitology collection, following review of that Department. The Centre for Nutrition



Above: Looking towards the Loans Desk from the new "Link" building

agreed to place its collection within the Herston Medical Library At Gatton College, items in the "Resource Room" belonging to the Department of Natural and Rural Systems were progressively transferred to the Library collection.

Fryer Valuation

Valuation of the Fryer printed holdings, together with some other materials not valued during 1996, was completed. This work led to a clearer and better documented overview of the Fryer collections' strengths and anomalies than had previously been available.

Collection Reviews

The several building projects undertaken during the year occasioned reviews of the affected collections, with many items being relocated, transferred to the Warehouse, or discarded for sale, as appropriate.

The Geology collection was thoroughly reviewed and duplicate material discarded. The collection was then relocated primarily to the Physical Sciences and Engineering Library, although, in consultation with relevant departments, material was also located to some other branches and to the Warehouse.

The Undergraduate Collection was rationalised against Central Library holdings, and duplicate holdings of journals and books were removed prior to the collection being moved to the Social Sciences and Humanities Library. The duplicate journals were placed in storage for possible future access at the Ipswich Campus. The extensive collection of photocopied readings was assessed and some 6,000 out-of-date and under-used items were discarded.

A major effort went into removing less used material from the Central Library collections. Some 65 bays of journals were moved to the Warehouse, along with a substantial number of books.

The Reference Collection was reviewed prior to its being moved to its new location in the Social Sciences and Humanities Library. In general, only very high use material, or material needing assistance in its use was retained, the remainder being dispersed to the relevant areas throughout the rest of the Social Sciences and Humanities Library Collection. A trial division of the collection was carried out six months prior to the re-allocation of materials.

The Australian Bureau of Statistics collection was also reorganised. Current loose and bound material remained in the Reference Collection, interfiled in one sequence, and older material was moved to the open shelves or to Fryer.

Journal Titles Replacement

Budgetary constraints resulted in new journal title purchases being contingent on cancellation of existing subscriptions of equal value. Some 143 titles were cancelled under this policy.

Warehouse

The temporary occupation by the Fryer Library of space in Law Library normally used as a second warehouse highlighted the shortage of storage space facing the Library.

Changes to the University Store building design meant that the projected time before it is filled was brought forward. Projects to eliminate any duplicate holdings of stored media journals resulted in very limited space reclamation. The Warehouse is anticipated to be full within a year, leaving only the Law Library store available, once the Fryer Library vacates it.

The University Mail Service was asked to undertake delivery of material to and from the Warehouse. This transfer worked smoothly and resulted in some efficiency gains for the Library service.

Journal Supply

An investigation of consolidation services from journal suppliers led to Swets being requested to provide such services for subscriptions purchased through them. Through such services, various processing and recordkeeping activities are conducted by the supplier, including the claiming of missing issues. This led to considerable efficiencies for the Library. An investigation into pricing of some larger accounts was also undertaken, resulting in some changes to supply sources.

Closure of University Bindery

The University closed its Bindery during the year. The Library had been its main and obligatory client, and the closure allowed the trialling of a variety of commercial binders.

Inconsistencies in practice across Branches was noted as an impediment to efficient use of commercial binderies, and work began to develop standards across the Library. Work also commenced in the preparation of a binding specification and tender.

Below: Books, Books and More Books!



“Building for a Better Future
was literally the challenge for
1997: temporary disruptions were
experienced in the aim of providing
far superior service in all areas in
the future.”



building for a better future

Management of the Library

Staffing

1 997 saw much activity in staffing - particularly with industrial changes and the creation of new structures.

2nd Enterprise Bargaining Agreement

A new agreement under Enterprise Bargaining was reached between the University and the relevant unions in June. The Library was concerned by some of the issues that arose during negotiations - the implementation of change and the spread of hours being two matters of particular concern. It was also concerned by the overall process of negotiation. Being a complex service unit, operating across a very wide spread of hours, with a cross-campus presence and with a rapidly changing work environment, it has many specific industrial issues. Better provision for managerial input to industrial negotiations is seen as highly desirable by the Library.

Staffing Levels

The Library reduced its staffing levels during the year, in expectation of salary increases and in response to the low budget increase. The decreases were borne predominantly by the Information Access and Delivery Service. Reductions were carried out through natural attrition. A high percentage of positions had temporary appointments made against them whilst budgetary and industrial matters were clarified.

This resulted in a high level of staff work:

- n 35 resignations
- n 15 appointments
- n 115 temporary appointments
- n 144 reappointments
- n 22 transfers
- n 92 changes of hours.

At the end of the year many of the temporary appointments were converted to ongoing appointments.

Generic HEW1

A generic HEW1 position was defined during the year, to be used for staff doing quite specific shelving duties. Casual student labour was appointed to these positions, an appreciated source of work for the students concerned.

Staffing Departures

During the year, several staff of very longstanding ceased work at the Library.

n Spencer Routh, highly respected both within and outside the Library, and the longest serving member of the Library staff, retired. A function was held in his honour which was attended by many senior academic staff.

n Paula Wright, Administrative Assistant, Facilities, passed away after a period of illness, and was mourned by many.

n Helen Darch, a long serving member of staff and most recently Manager, Communication, was seconded to the office of the Pro-Vice-Chancellor Academic Services.

n Robert Boot, Health Sciences Librarian, retired on the grounds of ill-health. The duties of his position were added to the portfolio of the Manager, Biological Sciences Library.

Staff Development

Staff development and training continued to be an important element of the Library's endeavours in continuous improvement. A series of talks entitled *Future Focus* was introduced (see Table 2 on page 3). Topics of relevance to the emerging information environment were addressed by a range of speakers, drawn from within and outside the University, as well as the Library itself.

The *Seven-Up* group of staff, comprising staff of HEW7 level and above developed its group cohesion further through a continued series of meetings at which progress on the main themes for the year was reported, and through a seminar on leadership and management led by Lynne Watts of *Anderson, Watson, Watts Consulting*.

A major emphasis was retained on training in information technology. The first group of



staff to undergo the in-house *Information Technology Liaison Officer (ITLO)* training finished their courses and were awarded certificates to recognise their new skills. The second round of this course attracted many staff.

As in previous years, a retreat was held late in the year to plan for the subsequent year's priorities. For the 1997 retreat, held over two days at the Bardon Centre, a facilitator, Liz Mellish, was engaged to lead proceedings. The style of the retreat was altered from previous years in that a larger group of staff who had worked on different priority Working Parties during the year were invited to attend and contribute to the first day of the retreat.

Communication

A Working Party during the year addressed communication problems for staff across the Library.

While communication is always difficult in a time of change it was recognised that Management could have done more to facilitate better communication. Plans to improve the situation were in place by the end of the year.

Budget

The Library was allocated \$19 656 592 from the operating grant in 1997, an increase of 2% over 1996.

As in previous years, in casting the budget, 54% of this money was allocated to staffing, 38% to library materials and 8% to other areas. During the year the Australian dollar devalued significantly. This particularly impacted on the journals expenditure and resulted in a \$400,000 over-spend against the amount allocated. Anticipating such a result, staffing costs had been reined in during the year with some considerable success, so that the year ended with a net savings against budget.

Organisational Context

The Library is one of the largest groups within the University of Queensland and received 6.2% of the total operating budget.

Library Committee of the Academic Board

As part of the review of the academic structure of the University, the role and composition of the Library Committee of Academic Board was reviewed. It was decided to continue with such a committee, with a revised membership reflecting the new academic structure, and slightly revised terms of reference. The new terms of reference and membership of the Committee for 1997 are shown on page 26.

Reporting Structure

Towards the end of the year, the Pro-Vice-Chancellor, Academic Services, through whom the Library reports, announced his impending departure. A review of the structure and relationships within Academic Services was foreshadowed.

Library Structure

Consequent to the introduction of a new management structure in the Library in 1996, various activities were undertaken to refine the new arrangements and assist in their full introduction.

Positions in Information Technology Services were reviewed and a new range of position descriptions prepared. Reporting lines for some small operating units were altered - the Accounts Operation was transferred to Corporate Services, as was the Mail Service.

Organisational development consultants, *Anderson, Watson, Watts* were engaged to assist in change management in the largest operational areas, and the ones subject to the most changes under the new structure. Work was completed in the Information Access and Delivery service and commenced at the end of the year for the Social Sciences and Humanities Library. This assistance was valuable in helping staff identify and resolve areas of concern.

Staff in Information Access and Delivery were reorganised into a four-team matrix structure in response to their new range of responsibilities and their increasingly electronic work environment. Each team had some library-wide policy responsibilities, as well as some operational processing responsibilities. The teams were:

- 1 Collection Development/ Serials Processing
- 1 Library System/ Science Monograph Processing
- 1 Catalogue/ Social Sciences and Humanities Monograph processing
- 1 Document Delivery/ Circulation.

Senior staff from the fledgling Social Sciences and Humanities Branch met with the consultants to identify a variety of issues to be addressed by the new teams within the branch. Dispersal of staff during the library refurbishment project and the concentration of effort in maintaining services whilst all offices, service points and collections were in flux resulted in limited progress in organisational development.

Facilities

1 1997 really was the year of preparation for improved facilities: "Building for a better future".

Buildings

There were two major developments in building provision. The opening of the refurbished Dorothy Hill Physical Sciences and Engineering Library has already been referred to.

The other development was the preparation for the opening of the new "Link" building as the first phase of the Social Sciences and Humanities Library project to be completed in the Dnig Building. At the start of the 1997/98 Summer Semester, the Link opened, with the Information Desk, Lending Service, Reference Collection, and an extended workstation area. The new High Use Collection and Service occupied an area adjoining the Lending Desk. The refurbished Information Access and Delivery work area, reported on earlier, also adjoined this space.

Some further building works were also undertaken or in some cases foreshadowed during the year. Alterations were carried out on the Architecture/Music Lending Desk and surrounding area at the start of the year.

Discussions were held through the year with Mater Hospital management to plan a new joint Library, the existing one being significantly

undersized. A brief was prepared for a new Library at the Princess Alexandra Hospital as part of planned re-development there.

At Gatton College, as part of the Centenary celebrations held during the year, an announcement was made of the establishment of a Centenary Learning Centre. It was envisaged that this would be strongly linked with and part of the Library.

Planning for facilities for the future Ipswich campus continued through the year.

Hopes for much needed expansion space in the Biological Sciences Library were set back when a new lease was granted to the Student Union for the cafeteria on the ground floor of the building.

Equipment

At the expiry of the existing photocopy contract at the start of the year, tenders were let and a contract for photocopying services was awarded to Unicard. Trials commenced during the year on the use of networked digital copiers.

Trials were also undertaken on networked printing. A networked printer was installed in the Central Library reference area, this being the largest and busiest service area. After some experimentation, during which time customers were not charged for prints, a card reader was attached to the printer, and normal print charges were applied. The printer was soon doing 3,000 pages per week with very few problems noted by staff. License restrictions on the server controlling the printing limited the Library's ability to expand the service to other branches. The intention is to extend network printing across the Library.

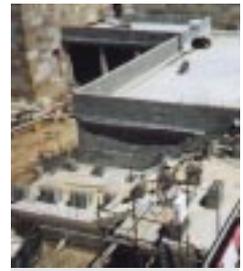
A Working Party was established to monitor and recommend on methods to control and counter viruses on public and staff workstations. With the large number of publicly available computers in particular, this was a time-consuming and problematic area.

A new server was purchased to provide a Web-site for internal Library staff communication. It is envisaged that such documents as meeting minutes and procedure manuals will be mounted on it.

The Library began using *Departmental Accountant*, a computer package widely used within the University to assist with financial record-keeping and reporting.



Financial Statistics

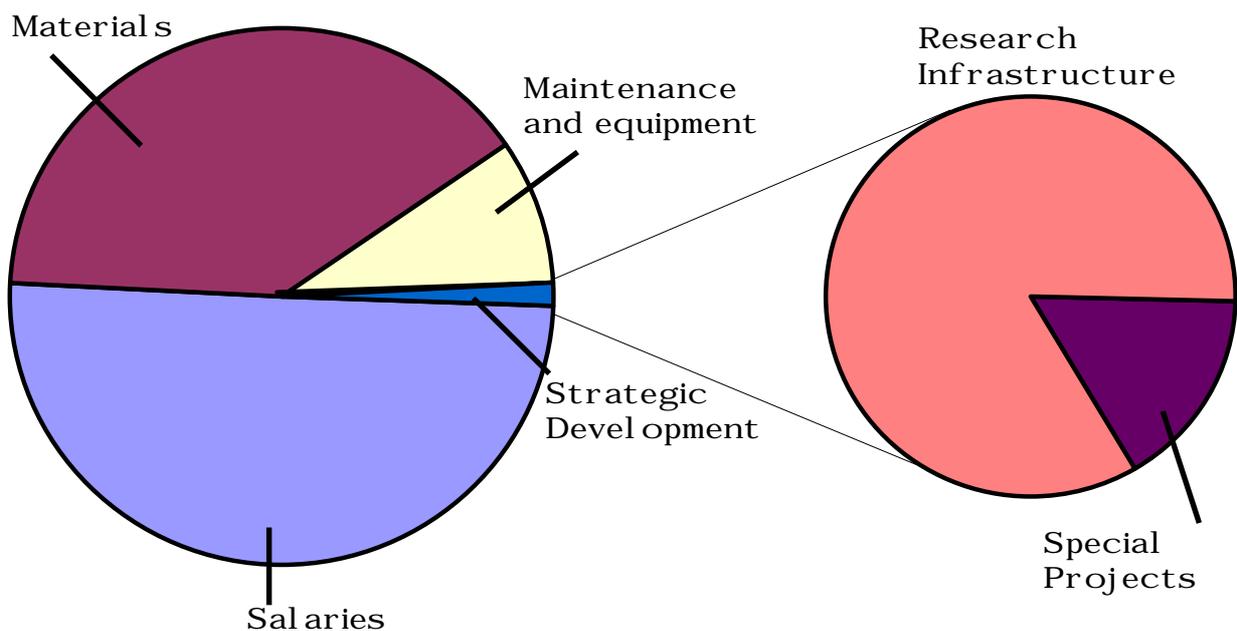


building for a better future

	1997	1996
1. Income		
Operating Grant	19,656,592	19,267,711
Research Infrastructure	200,000	200,000
TOTAL	19,856,592	19,467,711

2. Expenditure		
Salaries	9,617,323	9,632,098
Materials	7,790,348	7,090,381
Maintenance and Equipment	1,645,017	1,791,336
Strategic Development	11,965	86,313
Special Projects	44,276	541,264
Research/Infrastructure Maintenance		107,500
Research/Infrastructure Equipment	235,312	
TOTAL	19,344,241	19,248,892

Expenditure: 1997





Statistics of Individual Libraries

Library Branch	Monograph Volumes	Journal Volumes	Total Volumes	Journal Titles	Kept at Desk Loans	General Loans
Central	426,622	205,057	631,679	5,704	958	375,247
Undergraduate (inc OCLS)	135,389	2,272	137,661	in Central's	70,113	467,968
Multimedia	294	153	447	in Central's	-	102,185
Architecture/Music	42,177	10,568	52,745	606	19,317	42,350
Law	20,301	53,274	73,575	1,053	42,251	38,495
Flyer	79,693	8,667	88,360	419	21,128	-
Economics/Business	12,393	11,756	24,149	704	6,021	15,717
Biological Sciences	53,825	71,216	125,041	2,599	31,768	164,224
Dentistry	4,517	2,792	7,309	194	3,665	15,660
Herston Medical	22,487	25,063	47,550	1,292	411	38,798
Mater Hospital	2,835	6,024	8,859	276	-	6,850
PA Hospital	3,201	9,341	12,542	378	-	25,111
Dorothy Hill PSE	89,327	91,417	180,744	5,000	14,685	146,590
Gatton	53,605	21,445	75,050	2,577	22,678	86,405
Warehouse	180,960	110,542	291,502	-	counted in above	
TOTAL	1,127,626	629,577	1,757,203	20,802	232,995	1,525,600

Library Branch	Total Loans	Total Interlibrary Loans Lent	Total Interlibrary Loans Received
Central	376,205	6,900	11,827
Undergraduate (inc OCLS)	538,081	-	688
Multimedia	102,185	457	72
Architecture/Music	61,667	255	239
Law	80,746	244	155
Flyer	21,128	13	-
Economics/Business	21,738	165	529
Biological Sciences	195,992	5,405	6,037
Dentistry	19,325	480	306
Herston Medical	39,209	4,189	4,320
Mater Hospital	6,850	481	1,360
PA Hospital	25,111	862	1,753
Dorothy Hill PSE	161,275	3,053	4,895
Gatton	109,083	961	1,678
Warehouse	counted in above		
TOTAL	1,758,595	23,415	33,869

*Note: OCLS = Off Campus Library Service





building for a better future

The Library Committee of the Academic Board: *Terms of Reference and Membership*

The University of Queensland Library is assisted by many organisations, but none more so than the Library Committee of the Academic Board. The Committee is vital for providing advice about University activities which affect the way the Library conducts its business.

Below: Dr Ian Reinecke, Pro-Vice Chancellor, Academic Services, member of the Library Committee and responsible overall for the Library



The specific **Terms of Reference** of this Committee are to:

- 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.

The **Members** of this Committee are:

Deputy President of the Academic Board and nominees:

Professor C. Gallois (chairperson);
Professor P. Almond;
Professor A. Street.

One representative from each academic group:

Biological and Chemical Sciences:

Professor C. Dobson;

Natural Resources, Agriculture and Veterinary Science:

Professor W. Robinson;

Business, Economics and Law:

Associate Professor G. E. Docwra;

Arts:

Dr S. Ferber;

Engineering, Physical Sciences and Architecture:

Dr D. Carrington;

Social and Behavioural Sciences:

Associate Professor R. Ashton;

Health Sciences:

Associate Professor G. Williams;

Alumni Association (*must also be a member of Convocation*):

Mrs J. Cribb.

One or two (maximum) students nominated by the President of the University of Queensland Union, one of whom should be a postgraduate:

Mr M. Draca, Postgraduate;

Mr B. T. Nicholson, Undergraduate.

The Pro-Vice-Chancellor (Academic Services):

Dr I. Reinecke.

The University Librarian:

Mrs J. Schmidt.





Library Management Structure



building for a better future

University Librarian <i>Janine Schmidt</i>				
Manager, Social Sciences and Humanities <i>George Eichinski *</i>	Manager, Biological Sciences <i>Heather Todd</i>	Manager, Physical Sciences and Engineering <i>Gulcin Cribb</i>	Manager, Gatton College <i>Pauline Roberts</i>	Manager, Health Sciences
<ul style="list-style-type: none"> n Architecture/Music n Fryer n Law n Undergraduate n Multimedia n Central <p><i>* Deputy University Librarian</i></p>	<ul style="list-style-type: none"> n Biological Sciences 	<ul style="list-style-type: none"> n Physical Sciences and Engineering n Geology 	<ul style="list-style-type: none"> n Gatton Library n Ipswich Service 	<ul style="list-style-type: none"> n Herston Medical n Dentistry n Mater Hospital n Princess Alexandra Hospital
Manager, Information and Technology <i>Mike Manning</i>				
<ul style="list-style-type: none"> n Planning, management, support of IT 	<ul style="list-style-type: none"> n Multimedia support n IT Contracts 	<ul style="list-style-type: none"> n Imaging support n Network management 	<ul style="list-style-type: none"> n Workstation support n Printing support n IT Helpdesk 	<ul style="list-style-type: none"> n Systems maintenance
Manager, Corporate Services <i>Mary Lyons</i>				
<ul style="list-style-type: none"> n Administrative Support n Business n Continuity Planning n Customer information skills training n Community Services 	<ul style="list-style-type: none"> n Facilities planning and management n Security n Commercial activities n Research and Development 	<ul style="list-style-type: none"> n Finance and Accounts (including non-materials budgeting) n Publications n Communication Strategies 	<ul style="list-style-type: none"> n Personnel Resources n Library Staff Development n Quality Assurance (including performance measures) n Marketing n Ipswich Services 	<ul style="list-style-type: none"> n Strategic Planning n Occupational Health and Safety n Freedom of Information n Public Relations n Market Research
Manager, Information Access and Delivery <i>Chris Taylor</i>				
<ul style="list-style-type: none"> n Lending Policy n Cooperative Activities n OPAC Access Management 	<ul style="list-style-type: none"> n Document Delivery n Electronic Resource Delivery n Preservation 	<ul style="list-style-type: none"> n Courier Service n Negotiations with materials suppliers n Cataloguing 	<ul style="list-style-type: none"> n Collection development policy and implementation n Materials budgeting n Acquisitions 	<ul style="list-style-type: none"> n Selection and deselection of resources n Copyright n Collection Management





building for a better future

Library Staff as at 2 June 1997

Executive

University Librarian
Janine Schmidt
Personal Assistant
Julie Marshall

Corporate Services

Manager
Mary Lyons
Facilities Coordinator
Joan Foote
Staff Officer
Joanne Rutherford
Secretary
Cheryl Bynes
Administration Officers
Don Smith
Paula Wright
Judith Ashwin
Clerk
Michelle Woods
Clerk Typists
Leona Katzer
Karen Platz
Clerical Assistants
Rosemary Craven
Cheryl Swenson
Tea Assistant
Sandra Hamlett

Communications Service

Senior Librarians
Deb Turnbull
Belinda Weaver
Clerical Assistant
Christine Hale
Clerk Typist
Andrea Martin
Casual Librarians
Carole Hoffman
Hazel Orr
Casual Senior Professional Administration Officer
Mary Weaver

Information Access and Delivery Service

Manager
Chris Taylor

Collection Development/Serials Team:

Collection Development Librarian
Joeclyn Priddey
Serial Accessioning Librarian
Rosemary Meiklejohn
Serial Orders Librarian
Penelope Verrall
Electronic Resources Librarians
Barbara Freeman
Dell Schramm
Serial Claims Assistant
Wendy Penboss
Serial Payments Assistants
Barbara Heath
Stephanie Wright
Library Assistants
Janice Creedon
Yvonne Hodgkinson
Maria Campbell
Julie Batt
Julie Drew
Patricia Gillschewski
Pauline Napier
David Moore
Clerical Assistants
Alan Basford
Brian Firmiss

Science Monographs/Innopac Team:
Innopac Librarian
Carolyn Jones
Subject Librarian
Neela Stallard

Librarian
Kari Higbie
Senior Purchasing Assistant
Kerry Carroll
Purchasing Assistant
Peter McGinniss
Library Assistants
Annette Steen
Margaret Powell
Susan Davidson
Clerk Typist
Jane Maidens

SSAH Monographs/Catalogue Team:

Catalogue Librarian
Dagnija McAuliffe
Subject Librarians
John East
Flora Chiou
Helen Stephanos
Senior Purchasing Assistant
Gisela Rossin
Purchasing Assistant
Susan Parritt
Gifts and Exchange Assistant
Michael Stewart
Library Assistants
Helen Bourne
Anne Smith
Leslie Tow
Linda Cross

Document Delivery/Global Circulation Team:

Document Delivery Librarian
Margaret Gauld
Senior Document Delivery Assistant
Nicole Van Kempen
Document Delivery Assistant
Rosemary Wade
Library Assistants
Gina Johnston
Kaye Cumming

Hilary McLachlan
Anne Ryan
Max Evett
Irene Bill
Liza Daley (relief)

Information and Technology

Manager
Mike Manning
IT Training
Denise Frost
IT Projects
Kingsley Gurney
Database and Web Access
Warren Ham
Fileserver and Network
Louise Rodger
Help Desk Officer
Lynn Mellor
Workstation Support Officers
Karen Dwyer
Ian Foote

Biological Sciences

Manager
Heather Todd
Senior Librarian
Jackie Chamberlin
Librarians
Richard Dearden
Phil Fimmire
Nicola Foxlee
Greg George
Pam Schindler
Margaret Sloan-McDonald
Ruth Foxlee
Senior Library Assistant
Jill Maalsen
Library Assistants
Sue Beckinsale
Isabelle Davies
Rosemary McGlashan
Helen Veitch
Carol Wical
Lynette Wilson
James McPherson
Library Attendants
Gerald Borthwick
Petula Clarke



Michael Sullivan
Casual Librarian
Sue Pollard
Casual Library
Assistants
Abeba Gebru
Jane Lewis
Guy Ramsay
Tanya Sexton
Casual Library
General
Assistants
Rudi Giffing
Fiona Guymer
Nadene Hannigan
William Harpham
Kellie Lewis
Warren Martin
Martin Rhodes
Charlotte Williamson

Gatton

Manager
Pauline Roberts
Senior Librarians
Maria Chalmers
Melanie Hassall
Library Assistants
Judith Anderson
Trish Bichel
Jennifer Charles
Sue Macrow
Kathy Nolan
Margaret Teremoana
Casual Librarian
Janet Whitlow
Casual Library
Assistants
Janet Elliott
Shirley Hudson
Kimberley Liebchen
Dawn Morrison
Shirley Schultz

Health Sciences

Health Sciences
Librarian
Robert Boot

Dentistry:

Librarian
Marianne Steentsma
Senior Library
Assistant
Jennifer Taylor
Casual Library
Assistant
Ali Nawshad

Herston Medical Library:

Senior Librarian
Toni Bartlett
Librarians
Susan Curlewis
Bronwyn Forster
Janice Michel
Senior Library
Assistants
Kaye Lasserre
Judith Turner
Library Assistants
Jann Dowsett
Vin Saunders
Jennifer Long
Casual Library
Assistant
Lyndall Brown
Thelma Campbell
Abeba Gebru
Guy Ramsay
Casual Library
General
Assistants
Alec Dearden
Christopher
Pettigrew
Jane Lewis

Mater Hospital:

Senior Librarian
Beth Genat
Senior Library
Assistants
Jenny Hall
Marlene Jewell

Princess Alexandra Hospital:

Senior Librarian
Robyn Spooner
Senior Library
Assistants
Micheline McDonald
Suzanne Sweeper

Social Sciences and Humanities

Manager
George Eichinski
Clerk Typist
Liz Carrs

Architecture/ Music:

Principal
Librarian
Mary O'Mara
Librarian
Cathy Bauer
Senior Library
Assistant
Fiona Marshall
Library Assistants
Anne Pattie
Beverley Tuck
Jane Warwick
Library Attendant
Denis MacDermott
Casual Library
General
Assistants
Olivia Barnes
David Logan
Michiru Takizawa

Fryer:

Manager
Ros Follett
Librarians
Catherine
Leutenegger
Maira Turaidis
Technical Officer
Robert Sheehy
Senior Library
Assistant
Joan Keating
Library Assistants
Megan Lyneham
Julie Pratt
Margaret Rose
Madonna Sharpe
Casual Clerical
Assistant
Kirstin Jones
Casual Library
General Assistant
Luke Uhlmann

Law:

Manager
Vivien Nash
Senior Librarian
Clare Cappa
Librarians
Dale Drysdale
Claire Hill
Library Assistants
Mari McGuire
Nichola Williams
Scott Hamlett
Library Attendant
Ross Shaw

Casual Library
Assistant
Ignacia Puran
Bee Tan
Casual Library
General
Assistants
David Logan
Andrew Manners
Joy Simmons
Louise Stephen
Monica Toohy
Sarah Witter

Central Library Lending:

Senior Librarian
Sue Macaulay
Senior Library
Assistants
Geoffrey Bartlett
Weng Christian
Alissa Duke
Library Assistants
Janine Brosnan
Marie-Ange Fau-
vaux-Thonon
Kerrie-Ann Fitch
Laura Gorman
Solveiga Jankavs
Val Lawson
Virginia Reis
Peter Rodighiero
Penny Siemon
Ida Thomson
Senior Library
Attendant
John Brown
David Hayes
Library
Attendants
Lee Dopson
Greg Hillcoat
Catherine
Hetherington
Fevziye Kavas
Nick Kospartov
John Lindenbach
Cliff Robinson
Vania Vaafusuga
Peter Wade
Casual Library
General
Assistants
Janet Armour
Jacqueline Bailey
David Benson
Elizabeth Barker
Julia Dalton
Keryn Gray

EEO Statistics

75.8% of UQ
Library staff are
female

The average age
of permanent
staff is 42.19
years for women
and 44.73 years
for men (*does
not include
casuals*)

Two are of
Aboriginal or
Torres Strait
Islander descent
(0.81%)

Seven are from a
Non English
Speaking
Background
(2.86%)

Three are
Disabled (1.22%)

Julie-Ann Harlow
 Peter McFarland
 Christian Sargeant
 Geoff Shera
 Courtney Sherrington
 Joy Simmons
 Deanna Stevens
 Geoffroy Thonon
 Ewart Todd
 Peter W yoom

Multimedia Service:

Senior Librarian
 Patrick Jewell
 Librarian
 Michael Fagg
 Multimedia Assistant
 Mark Conlon
 Senior Librarian Assistants
 Mark Hammond
 Sally Ota
 Library Assistants
 Mark Burrows
 Steven Rogers
 Carl Savage

Casual Library Assistants
 Matthew Boulter
 Rowan Eisner

Central Library Reference:

Senior Principal Librarian
 Denise Dryburgh
 Senior Librarians
 Mark Cryle
 Geoff Dalton-Morgan
 Spencer Routh
 Librarians
 Kellie Ashley
 Jana Atrons
 Karen Borchardt
 Ann Burns
 Margot Love
 Christine McKenna
 Senior Library Assistants
 Alison Stewart
 Rebecca Carter
 Library Assistants
 Margaret Keys

Brigitte Mead
 Helen Zelinski
 Clerk Typist
 Nea Daniels
 Casual Librarian
 Louise Stephen
 Casual Library Assistants
 Zoe Burgman
 Gordon Fletcher
 Karl Paasonen
 Gregory Picker
 Margo Till

Undergraduate:

Librarians
 Helen Cooke
 Birgit Gillyot
 Barbara Thorsen
 Sarah Yeates
 Jill McTaggart
 Noela Yates
 Circulations Supervisor
 Helen Cook
 Senior Library Assistants
 Karen Crouch
 Mandy Fisher
 Janell Lea
 Tracey Matthews
 John Shalley
 Gail Tattan
 Library Assistants
 Olive Borthwick
 Adam Brannigan
 Andrea Collis
 Jessica Harriden
 Kevin Kearney
 Michelle Lambourn
 Ros Roche
 Larah Seivl-Keevers
 Annie Simmons
 Terence Symonds
 Lois Toohey
 Michela Zincone
 Rebecca Ward
 Senior Library Attendants
 Richard Purdy
 Margaret Wilhelm
 Library Attendants
 Andrew James
 Terence Jenkins
 Te Kieu
 Natasha Moar
 Karen Power
 Deb Shields
 Ricky Towler

Casual Library Assistants
 Kusmina Djohan
 Rebecca Willets
 Casual Library General Assistants
 Jennifer Bishop
 Anna Geddes
 Andrew Manners
 Michael Shellshar
 Lyndsay Taylor
 Geoffroy Thonon

Off Campus Library Service:

Library Assistant
 Robin Anderson
 Casual Clerical Assistants
 Zoe Burgman
 Christian Sargeant

Physical Sciences and Engineering

Manager
 Gulcin Cribb
 Librarians
 Marilyn Hughes
 Jennifer Croud
 Anne Draper
 Andrew Heath
 Jan Sullivan
 Leith Woodall
 Senior Library Assistants
 Mary Kenyon
 Pauline Lister
 Lenore Mortimore
 Library Assistants
 Jacqui Aberdeen
 Valerie Cavanagh
 Dorothy Gollner
 Annette Scott
 Interlibrary Loans Assistant
 Gaby Cueva
 Library Attendants
 Ron Henderling
 Neil Higgs
 William Murdoch
 Casual Library Assistants
 Amanda Johnston
 Christobel Neligan
 Rebecca Willets

Staffing Structure

Position	Number	HEW
University Librarian	1	10D
Deputy Librarian	1	10C
Manager, Corporate Services	1	10B
Managers, Biological and Health Sciences, Physical Sciences and Engineering Libraries, and Information Access and Delivery	3	10A
Managers, Communications, Information and Technology, Law Library, Gattton Campus Library, Health Sciences	4	9
Team Leaders	2	9
Team Leaders	5	8
Senior Administrative Officer	0.4	8
Senior Librarians	19.2	7
Senior Administrative Officers Librarian (broadbanded between HEW5/6)	2	7
	40.67	5/6
Administrative Officers	5	5
Senior Library Assistants	8	5
Administrative Officers	2	4
Senior Library Assistants	36.72	4
Library Assistants	64.59	3
Senior Library Attendants	4	3
Clerical Staff	9.41	3
Library Attendants	23	2
Clerical Staff	4.49	2
Library General Assistants	8.5	1
TOTAL	244.99	



Staff Papers and External Presentations

Numerous presentations were made by Library staff at various internal programs of the University. External presentations or publications included the following:

Cribb, Gulcin: "Discovering engineering resources on the Internet: an introduction". Presentation at a seminar on "Engineering on the Internet, World Wide Web" for the Institution of Engineers, Australia Queensland Division, 6 October 1997.

Cribb, Gulcin: Book Review of the publication, *Multimedia information resources*, by Paul McNally, which appeared in *IASIE (Library Automated Systems Information Exchange)*, Vol 28 No 4, December 1997, pp 69 - 70.

Cribb, Gulcin and Woodall, Leith: "Webbook for Engineers: an interactive information skills program", *New Review of Information Networking*, Number 3, 1997, pp 245 - 253.

Foxlee, Nicola: "Bridging the Gap: a Joint Appointment". Presentation to the UURLS subgroup of ALIA seminar at UURLS, *ALIA Workshop: Dangerous Liaisons: the Changing Affairs of Reference Librarians. University of Queensland*, 22 May 1997.

Foxlee, Nicola and Todd, Heather: "Challenges and Realities of the New Graduate Medical Course for the University of Queensland". Paper presented at *On the edge: proceedings of the Seventh Asian Pacific Specials, Health and Law Librarians' Conference: Perth 12-16 October, 1997*. Perth: Organising Committees of the Conference, 1997 pp 477-486.

Schmidt, Janine: "Library Issues Downunder". Paper presented at Online Computer Library Center (OCLC) Conference, 10-16 March 1997, Dublin, Ohio, USA.

Schmidt, Janine: "Library or Cybrary: is the virtual library a reality". Presented at Australian Institute of Tertiary Education Administrators (AITEA) Seminar, Brisbane, 17 June 1997.

Schmidt, Janine: "Leading Change Within the University: the Academic Leadership and Commercial Management Conundrum". Paper presented at *Executive Leadership Consortium*, (University of Queensland, Griffith University, Queensland University of Technology) Brisbane, 29 August 1997.

Schmidt, Janine: "Marketing the University of Queensland Library". Paper presented at Australian Library and Information Association/ Technical and Further Education (ALIA/ TAFE) Seminar, 3 October 1997.

Schmidt, Janine: "The Nuts and Bolts of Transforming Libraries: lessons from the University of Queensland". *Public Library Section and Reference and Information Service Section (PUBRALISS) Conference, Brisbane, 12 November 1997*.

Schmidt, Janine and Marshall, Julie: "New Directions for Today's Executive Personal Assistant". Paper presented at the *Fifth annual Executive Secretary/Personal Assistant Congress, Brisbane, 5 August 1997*.

Taylor, Chris: Book Review of the monograph, *Electronic resources: selection and bibliographic control*, edited by Ling-yuh Pattie and Bonnie Jean Cox, 1996, which appeared in *IASIE (Library Automated Systems Information Exchange)*, Vol 28 No 3, September 1997, pp. 46-47.

Todd, Heather and Schmidt, Janine: "University of Queensland Library Services". Presented at Queensland Health Library Services Workshop, Brisbane, 20-21 February 1997.

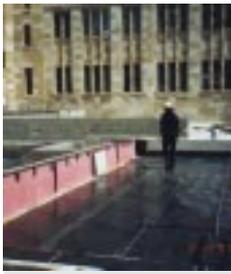


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Belinda Weaver conducted a Radio Interview on 4QR Drive Time, Brisbane, 7 July 1998 on the subject, "Weaving the Family Web"





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Staff on Committees External to The Library

Architecture and Music

Mary O'Mara represented the University Librarian on the University of Queensland Board of Studies in Music.

Sarah Yeates was a member of the Academic Services Workplace Health and Safety Committee.

Biological Sciences

Jackie Chamberlin was a member of the Academic Services Customer Services Support Network.

Heather Todd was a member of the:

- QULOC Cooperative Resources Working Party;
- Faculty of Biological and Chemical Sciences Board;
- Faculty of Health Sciences Board;
- Faculty of Natural Resources, Agriculture and Veterinary Science Board;
- Graduate School of Medicine Board of Studies;
- University of Queensland/Queensland Health Working Party on Library Services; and the
- Mater Hospital Library Upgrade Committee.

Corporate Services

Jennifer Croud was a member of the Academic Services' Customer Service Support Network.

Joan Foote represented the Library on the University's

- Project Control Group, Duhig Upgrade;
- University of Queensland Occupational Health and Safety Council;
- Mater Hospital Library Upgrade Committee; and
- Princess Alexandra Hospital Development Committee.

She was also a member of the:

- Academic Services Workplace Health and Safety Committee.

Mary Lyons was a member of the University's

- Committee Against Racism; and was on the
- QULOC Staffing Issues Working Party.

Joanne Rutherford was a member of the QULOC Staffing Issues Working Group.

Janine Schmidt represented the Library within the University on the following:

- Staff Development Committee;
- Strategic Planning Committee;
- Academic Board;
- Academic Board: Postgraduate Research Studies Committee;
- Academic Board: Teaching and Learning Committee;
- Academic Board: Research Committee;
- PAH Library Management Committee; and she was patron of
- The UQ Secretaries' Association.

Outside the University, she was a member of:

- QULOC;
- CAUL; and the
- CAUL Datasets Committee.

Deb Turnbull was a member of:

- The University of Queensland Teaching and Learning Chairs;
- QULOC Information Skills Working Group;
- University of Queensland Schools Liaison and Events Committee; and
- IAC Advisory Group.

Dentistry

Marianne Steentsma was a member of the School of Dentistry Board of Studies.

Dorothy Hill Physical Sciences and Engineering

Gulcin Cribb was a member of the:

- Information Technology Advisory Committee of the Faculty of Engineering, Physical Sciences and Architecture; and
- Faculty of Engineering, Physical Sciences and Architecture Board.

She was also a mentor to an Action Learning Project on Criteria Based Assessment for the Human Movement Studies Department.

Claire Hill was a committee member (assistant newsletter editor) of the Special Libraries Section of ALIA, Queensland Branch.

Fryer

Ros Rollett was:

- Co-convenor of the "Treasures of the Fryer Library" seminar; and
- Treasurer, Bibliographical Society of Australia and New Zealand.



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

Gatton College Library

Pauline Roberts was a member of the:

- Faculty of Natural Resources, Agriculture and Veterinary Science Board; and the
- Gender Equity Network.

Herston Medical

Toni Bartlett was a member of the Otto Hirschfeld Committee.

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

Nicky Foxlee was a member of the:

- Graduate Medical Course Foundations Committee;
- Graduate Medical Course Information Technology Committee; and the
- Graduate School of Medicine Education Committee.

Ruth Foxlee was a member of the ALIA UCRLS Queensland Branch.

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

Information Access and Delivery

Margaret Gauld was a member of the QULOC Document Delivery Working Party.

Carolyn Jones was a member of the:

- NCJK Consortium Technical Committee;
- ZedWeb Project (a joint project with NLA and DSTC);
- Australasian Innovative User Group; and
- CAUL Thesis Working Group.

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

Jocelyn Priddle was convenor of the:

- ACLIS Acquisitions Subcommittee (later merged with the ALIA Cataloguing Group); and the
- QULOC Cooperative Resources Working Party.

She was also on the CICOP Committee.

Chris Taylor was a member of:

- Australian Committee on Cataloguing;
- NCJK Consortium Steering Committee;
- Australian Innovative Users Group; and
- ZedWeb Project (a joint project with NLA and DSTC).

Penny Venall was a member of the ACLIS Acquisitions Subcommittee.

Nicole Van Kempen was a member of the ALIA UCRLS Committee (Queensland).

Information Technology Services

Mike Manning was a member of the:

- QULOC Networking Working Party; and the
- ACLIS Automation Subcommittee.

Kingsley Gurney was a member of the REDD Technical Committee.

Law

Dale Drysdale was:

- National Treasurer, RAISS; and
- Treasurer, RAISS (Queensland branch).

Vivien Nash was:

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

She was also a member of UQ's Law Teaching and Learning Committee.

Mater Hospital

Beth Genat was a member of the Mater Hospital Library Upgrade Committee.

Princess Alexandra Hospital

Robyn Spooner was a member of the:

- PAH History and Archives Committee;
- PAH Nurses' Library Purchasing and Management Committee; and the
- PAH Redevelopment Education and Training User Group.

Social Sciences and Humanities

Mark Cryle was a member of the University's:

- Cross Cultural Awareness Reference Group; and the
- Cross Cultural Awareness Working Party.

George Eichinski was a member of the ACLIS, Queensland Committee.

Wendy Hoyle was Secretary of the ALIA University College and Research Libraries Group (Queensland).

Patrick Jewell was on the ACLIS Multimedia Subcommittee.

ABN: Australian Bibliographic Network

ACLIS: Australian Council of Library and Information Science

ALIA: Australian Library Information Association

CAUL: Council of Australian University Libraries

CICOP: CAUL Index of the Cost of Periodicals

DSTC: Distributed Systems Technology Centre

IAC: Information Access Company

NCJK: National Chinese Japanese Korean

NLA: National Library of Australia

QULOC: Queensland Universities Libraries Office of Cooperation

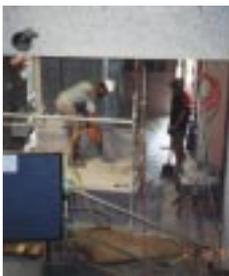
PAH: Princess Alexandra Hospital

PUBRAISS: Public Libraries and Reference and Information Service Section

RAISS: Reference Information Service Section of ALIA

UQ: University of Queensland

Right: Key to Abbreviations



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Staff Training

In 1997, University of Queensland Library staff participated in many developmental opportunities to maintain their professional knowledge and skills. All staff participated in an average of two to three courses during the year. The following is a list of **external courses** approved for particular staff members:

ABN InterLibrary Loans Course
AIMA 100
AIMA 200
AIMIA 4C Conference
ALIA (TAFE) National Conference
ALTA Conference
ANL Document Delivery Presentation
Asian Pacific Health and Law Librarians Conference, 7th
ASU Delegates Training Day
Ausweb 97 Conference
Cataloguing Conference, 12th National CAUSE Conference
CJK Technical Committee Meeting
Copyright at the Crossroads
Copyright for the Multimedia Industry
Costing of Faculty Activities and Courses
Creating Tomorrow Today
Curriculum Development Symposium
Customer Service Survival Skills Workshop
Dangerous Liaisons
Developing Manager Effectiveness
Digital Imaging: State of play
Downsizing/Absenteeism Seminar
Effective University Management Program
European Documentation Training Course
Forum on Access to Copyright Materials
Global University Conference
GMC Annual Conference
How to Handle Difficult People
IIR 5th Annual Exec Secretary/PA Congress
IIR Executive Secretary/PA Congress
ILANET Introductory Course
INFOG 97
Information Online and On Disc 97
Information Literacy - the Professional Issue seminar
Infotrieve: Email document delivery seminar
International Conference on the Principles and future developments of AACR
International Metadata Developments
Introduction to Excel
Introduction to Pagemaker
Introduction to Windows 95
Law via the Internet 97

13 staff and students attended fieldwork placements

Leadership for Diversity
Library or Cyberary
Making Good Websites
Negotiating with Suppliers Seminar
OCLC Conference
Opening Doors Conference
Pagemaker Introductory Course
Pre-Retirement Seminar
Problem Solving Workshop
QULOC Customer Service Seminar
Reinventing Acquisitions Seminar
Rights Management Seminar
Silverplatter SPLATTAGANZA
The CAUSE in Australasia 97 Conference
The Future of Electronic Document Delivery
The Winning Package
Train the Trainer (AIM)
What Books don't Teach you about Writing Journal Articles and Theses
Women in Leadership Program (AVCC)
Writing Effective Management Reports

As well as formal training sessions, UQ Library staff were also encouraged to **visit other Libraries** in action. Some of those for which a special trip was deemed worthwhile included: The University of New South Wales and The University of Sydney (Inter-Library Loans section and general Library).

The **Staff Development Officer** continued the program of management, personnel and service-oriented courses as follows:

Application Writing
Leadership and Management Development
Liaison Skills
Manual Handling (OH&S)
Orientation for New Staff
Team Leadership Skills

The **Information Technology Services Training Group** continued its series of computer training sessions. Over 400 staff attended the following inhouse courses:
Advanced Windows
Advanced Word
Computer Basics for the Novice
Introduction to Excel
Introduction to Macs
Introduction to Pegasus Mail
Introduction to Word
Introduction to WWW
Personal Reference Databases
Powerpoint
Updates on Software
Writing Web Pages

The Library Pathways Coordinator also ran several *Navigating the Internet* sessions for staff.

Library Mission, Vision and Values

In June 1997, after much consultation with staff, the University of Queensland Library developed a set of Values which complemented the Mission and Vision already in place.

Mission:

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

Vision:

The University of Queensland Library provides innovative information services and programs of the highest quality which:

- focus on client service,
- anticipate and respond to client needs, and
- are integrated with and central to the University's teaching, learning and research activities.

Values:

In achieving this vision, our shared values are:

Below: Library staff assisting clients



Commitment to excellence

We provide the best possible service to our customers, with a high degree of professionalism and commitment.

Teamwork and Personal Responsibility

We recognise that attaining the Library's vision depends on both individual effort and teamwork. We work together to meet our customers' needs. Each individual takes personal responsibility for her/his own work and the success of the team.

Flexibility and Innovation

We approach change positively, anticipate trends, and respond to new challenges.

Open Communication

We promote open and timely communication among all staff and our customers.

Staff Development

We provide opportunities for staff to develop their knowledge and skills. We require individual commitment.

Accountability

We use resources in an effective and efficient manner.

Equity

We treat each other and our customers with respect and tolerance.

Integrity

We value honesty, reliability and the maintenance of confidentiality in our relationships with staff and customers.



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Gifts and Bequests

The University of Queensland Library is very honoured to receive generous support from members of staff, University of Queensland Research Centres (with special mention to the Sir Fred and Eleanor Schonell Special Education Research Centre), past graduates and the general community. Thank you very much to the following donors:

Community and Past Graduates:

Dr Abdulla Al-Hammadi, Kuwait
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Ms Pamela Borchardt, Victoria
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Central Queensland University Press
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Mrs Fedora Fisher
Mr John Gipps, School of Graduate Studies, Monash University
Gold Coast City Council
Ms Pam Gorrington, deceased
Mr B. Griffin, Brisbane
Mr Shin Kanada, Toyota Motor Corporation
Mr Tony Leschen, State Library of South Australia
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Mr Harry Oakman
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Dr John Ray, Brisbane
Michael Redmond Esq, Keelogue, Wexford, Ireland
Mr S. Sedgwick, Department of Employment, Education and Training
Prof Phyllis Thareau, Caulfield, Victoria
Mr Chieng-Tsao Wang, Taiwan
Harry Winston Research Association, New York

University of Queensland staff:

Professor C. J. Apelt, Department of Civil Engineering
Professor Adrian Ashman, Schonell Special Education Research Centre
Professor P. M. Bartold, School of Dentistry
Ms Rebecca Carter, Social Sciences and Humanities Library
Professor J. Elkins, Schonell Special Education Research Centre
Dr Alfredo Martinez Exposito, Department of Romance Languages
Associate Professor Richard Fotheringham, English Department
Professor T. J. Flear, School of Dentistry
Associate Professor Richard Hutch, Studies in Religion
Associate Professor John Knight
Professor G. Moens, School of Law
Professor J. Moses, Department of History
Dr Tom Poole, Department of History,
Mr Spencer Routh, Social Sciences and Humanities Library
Professor S. Spence, School of Psychology
Dr U. Sundhaussen, Government Department

