The University of Queensland
Library

Annual Report

1998

We link people with information
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
- are integrated with and central to the University’s teaching, learning and research activities.

Values:
In achieving this vision, our shared values are:

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 our 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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The University of Queensland Library

The University of Queensland Library reports to the Senior Deputy Vice-Chancellor. The Library is advised and assisted by the Library Committee of the Academic Board of the University. Close links are maintained with the faculties, schools and departments, as well as with the Administration sections of the University, the Prentice (Computer) Centre and the Teaching and Educational Development Institute (TEDI).

Branches
The Library comprises 12 branches located on the St Lucia and Gatton campuses and in several teaching hospitals (funded and managed jointly by the Library and the Hospital authorities) and in the Dental School. A new service is being developed for the burgeoning Ipswich campus. From July, the Library assumed responsibility for the University Archives.

The branch libraries (see Table 1) are primarily disciplinary in basis but do not correspond precisely with the Faculties they serve. Nevertheless, each relates more closely to one Faculty than another.

Collection
The Library has one of the largest academic library collections in Australia, and by far the largest collection in Queensland. Over 1.8 million volumes are held, in addition to large collections of microforms, multi-media, digital files and primary resources. These are housed in the branch libraries and in a warehouse on the St Lucia campus which provides cost-effective storage for less used material.

Services and Support
Over 20 service points deliver services for up to 84 hours per week. Each branch library includes similar facilities and provides similar services, although there are some variations related to client need.

Service delivery through the branch libraries is supported by centralised processing and administrative services for the whole system. All personnel are recruited centrally. All library materials are ordered and processed centrally. Economies of scale are achieved through the centralised management of such services as copying. Policies are developed for the Library as a whole, with participation by as many staff and clients as possible.

Information Technology
The Library uses its website to integrate service delivery. The Innopac library computer system provides collection management services, and access for all clients.

The effectiveness of the Library in service delivery is strongly influenced by the effectiveness of its implementation of information technology. Staff must be able to use a wide range of information technology services to communicate, plan, and implement required services. Clients must be able to access a wide range of catalogues, indexes and databases to find information. To this end, the Library provides approximately 700 personal computers across the system, with 500 of these available for public use. Over 200 databases are networked with dial-up access available to most clients from home or office.

The Library provides an extensive array of services, from traditional loans and inquiry functions to innovative services emphasising multimedia and electronic document delivery.

Clients
The Library’s clients include over 28,000 students, (see Table 2 on page 11) with a large percentage of postgraduates; over 4,500 academic and general staff; clients from groups with which the University has formal links, such as the Cooperative Research Centres; staff of the major teaching hospitals; as well as the wider community. Any member of the public can use the on-site services. There are also reciprocal and inter-library loan schemes. Providing client-focused quality services is the Library’s driving force.
The Library Committee of the Academic Board: Terms of Reference and Membership

Terms of Reference
The powers, duties and function of the Library Committee are to:

i] advise the University Librarian on the library requirements of the University;

ii] consider and advise on the rules and regulations relating to the use of the Library;

iii] consider and advise on such other matters as the Board, the Vice-Chancellor, the University Librarian, the Secretary and Registrar may refer to it; and

iv] transmit to the Board a report consisting of the minutes of its meetings which involve recommendations to the Board or matters to which it desires to draw the attention of the Board.

Membership
The members of this Committee are:

Deputy President of the Academic Board and nominees:

Professor Wayne Robinson (Chair);
Professor Philip Almond;
Professor Kamal Puri.

One representative from each academic group:

Biological and Chemical Sciences:
Professor Colin Dobson;
Natural Resources, Agriculture and Veterinary Science:
Professor John Ternouth;
Business, Economics and Law:
Associate Professor George Doeura;
Arts: Dr Sarah Ferber/Dr Susan McKay;
Engineering, Physical Sciences and Architecture:
Dr David Carrington;

Social and Behavioural Sciences:
Associate Professor Rod Ashton;
Health Sciences:
Professor John Pearn.

One representative from Alumni Association (must also be a member of Convocation):
Mrs Joan Cribb

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

Ms Moo Baulch (postgraduate)
Women's Equal Opportunity Area;

Mr Scott Johnson (undergraduate)
Mature Age/Part Time/Externals Vice-President.

The Senior Deputy Vice Chancellor
Professor Ted Brown.

The University Librarian:
Mrs Janine Schmidt.

Secretary:
Ms Julie Marshall/
Ms Jennifer Croud.

Below: Student group work in the Library.
“Students discover shortcuts to scholarship - any place, any space, any pace, any time.”

1997 was characterised as the year for “building a better future” and 1998 saw the planned improvements materialising. The University of Queensland Library “forged ahead” and was recognised for its achievements.

Early in the year, the University was awarded five stars in the 1999 edition of the Good Universities Guide, with specific mention made of the quality of the Library: “The Library on the St Lucia campus rates very well on all counts (opening hours, seating and size of collection) and includes a state-of-the-art multimedia facility.” This rating was later confirmed when the guide named the University of Queensland Australian University of the Year for Outstanding Outcomes for Graduates. The Library certainly contributed to this result.

Perhaps a greater honour came later in the year, however, when the Library was awarded joint first prize in the 1998 Australian Awards for University Teaching: Institutional Awards category. The Library was honoured for its Cybrary, where “Students discover shortcuts to scholarship - any place, any space, any pace, any time.”

The Library also enjoyed acclaim in the benchmarking process. As part of the Commonwealth University Management Benchmarking Club, managed by the Commonwealth Higher Education Management Service, the Library was surveyed about many activities - including planning, collection development, service development and information technology - and then compared with 12 other universities from around the world. UQ Library was the only library to achieve maximum rating in all categories.

After much inconvenience for staff and students alike, the new Library Building was officially opened by The Honourable Peter Beattie MLA, Premier of Queensland, at a special ceremony in October. The many months of construction resulted in significant improvements in service delivery. The Social Sciences and Humanities Library offered its full services within the new premises and an Electronic Information Centre was established. A steady stream of local and interstate librarians came to observe the outcomes at first hand.

The UQ Mater McAuley Library was officially opened by the University Chancellor, Sir Llewellyn Edwards. The newly refurbished library at the Mater Hospital amalgamated two collections, the UQ/Mater Medical Library and the McAuley Nursing Library, and facilitated improved service delivery.

Minor refurbishments began in several other branch libraries and significant preparations for the library at the new Ipswich campus (due to open in 1999) were carried out.

To improve client experiences, 500 new personal computers were purchased to provide faster access to the ever-expanding array of electronic resources available.

With the resignation of the Pro-Vice Chancellor Academic Services, Dr Ian Reinecke, in 1997, the Academic Services Group deconverged in 1998. The University Librarian began reporting to the Senior Deputy Vice Chancellor, Professor Ted Brown. I extend to him my thanks and appreciation for his wise counsel and solid support.

The Library struggled throughout the year with a fluctuating value of the Australian dollar against other currencies. A halt on monograph expenditure was placed in September. Nevertheless, an over-run of $600,000 occurred in the serials allocation. An additional $200,000 was received from the funds of the Senior Deputy Vice Chancellor.

After considerable discussion and review within the University, the University’s Archives were transferred to the responsibility of the University Library. Some aspects of service delivery in relation to Archives were linked to the Fryer Library.

1998 was an eventful year and will lay the foundations for future success in achieving the mission: We link people with information, enabling the University of Queensland to achieve excellence in teaching, learning and research.

Janine Schmidt
University Librarian
The Year at a Glance

January
- The Undergraduate Library collection was moved and integrated into that of the Central Library in the refurbished Library Building.
- Despite staff-only access to book stacks due to building renovations, service was maintained.
- Internal demolition began in the former Undergraduate Library.

February
- The Social Sciences and Humanities Library opened with partial facilities.
- Orientation Week tours were undertaken.
- The refurbishment program began at Mater Hospital Library.
- An interactive information skills program (using WebCT software) was launched for first year Engineering students.

March
- Information skills programs commenced for the year - the first of 1,556 classes for 24,574 participants.

April
- Author Peter Carey visited Fryer Library to pass on manuscript papers from his novel, Jack Maggs.

May
- Metachem and Agrigate subject gateways on the Internet received funding for the launch of new projects.

June
- Design and development of the Library's training program for ITLOs (Information Technology Liaison Officers) was recognised by award of Alumni Association/Margaret Waugh bursary. Staff used funds at conference presentations in the US and Australia.

July
- The University Librarian, Corporate Services, Information Technology Services and the Fryer Library moved into the refurbished Library Building.
- 500 new computers were rolled out across all branches.
The Electronic Information Centre and three computer training rooms were opened in the refurbished Library Building.

Six digital microform readers were purchased for placement in the Fryer Library.

The Innopac Document Delivery module was introduced.

Agreement in principle was reached on the amalgamation of the Princess Alexandra Hospital’s Nursing Library with the UQ/PAH Medical Library.

The decision was taken that the University Archives become part of the Library.

The University of Queensland won University of the Year award.

UQ Mater McAuley Library opened.

Library won University Teaching Award (Institutional category) for its Cybrary.

The Library Building was officially opened by the Premier of Queensland, the Honourable Peter Beattie MLA.

November

The digitisation of exam papers was trialled.

December

Senior library management restructure was implemented.

A RIEF (Research Infrastructure Funding) grant for AVEL (Australian Virtual Engineering Library) was received.

Below: Mr Mark Avery (Chief Executive Officer, Mater Misericordiae Hospitals), Professor Colin Apelt (Chairman Mater Health Services Governing Board) and Mrs Janine Schmidt (University Librarian) at the official opening of the Mater McAuley Library.
"Library initiatives to provide quality service... featured careful attention to effective communication with the client community and extensive provision of information skills training."
Quality Service for Client Needs

Changes in the Environment

Library initiatives to provide quality service to its clients in 1998 were informed by a close awareness of the environmental context, and featured careful attention to effective communication with the client community, and extensive provision of information skills training. The Library monitored current trends in its customer base, as well as happenings in the tertiary education sector generally. Changes to these factors influenced the type and level of service provided.

Customer Base

According to University Statistics 1998 the University of Queensland community comprised 22,657 undergraduate students, 5774 postgraduate students (see Table 2 below), 1194 teaching and research staff, 975 research only staff, and 2256 general and support staff. These people, the Library’s principal clients, were spread over two main campuses, St Lucia and Gatton (although there were also some staff attached to the Ipswich campus planning team), and some 40 other sites, including several teaching hospitals. The Library continued to provide services to the major teaching hospitals: Mater, Princess Alexandra, Royal Brisbane, Royal Women’s and Royal Children’s Hospitals. Staff at these hospitals were the major component of the Library’s non-University customers. Others of significance included staff from research centres and other organisations in partnership with the University, and postgraduate students from other universities.

Academic Restructure

In 1997 the University underwent an academic restructuring. The Library considered making changes to its branch structure during 1998. The discipline based approach was still considered relevant for the Library’s customers. The branch libraries were, however, regrouped into three broad areas:

- Biological and Health Sciences, Physical Sciences and Engineering, and Social Sciences and Humanities, to improve service delivery.

Library Service for Flexible Delivery

Flexible delivery and lifelong learning were key concepts in the tertiary education sector in 1998. In this context, the University of Queensland developed a report on flexible delivery. A flow-on from this was the creation of a Working Party of the Library Committee of the Academic Board to formulate a policy framework for library service for academic courses delivered in flexible mode. This was particularly relevant for the burgeoning Ipswich campus which was being designed to deliver all courses flexibly.

The Library made use of WebCT software to develop interactive training packages for UQ Ipswich, and planned computer skills training sessions for all students to be held during Orientation Week in 1999. Flexible delivery of Library information skills training continued during 1998, most notably for First Year Engineering students, who completed a fully interactive WebCT workbook as part of their Introduction to Engineering subject. The results of their participation in this assignment were “increased quality of research and presentation compared with other years”, according to their lecturers.

Information skills training was also integrated into the curriculum in Gatton College’s Hospitality course and St Lucia’s new Social Work degree.

<table>
<thead>
<tr>
<th>Table 2: Student Profile: 1996/1997/1998</th>
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<tbody>
<tr>
<td>Undergraduates (total)</td>
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<tr>
<td>Higher Doctorate</td>
</tr>
<tr>
<td>PhD</td>
</tr>
<tr>
<td>Masters Research</td>
</tr>
<tr>
<td>Masters Coursework</td>
</tr>
<tr>
<td>Masters Qualifying</td>
</tr>
<tr>
<td>Postgraduate Diploma</td>
</tr>
<tr>
<td>Graduate Certificate</td>
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<tr>
<td>Sub-total postgraduates</td>
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<tr>
<td>Total</td>
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</tbody>
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"Flexible Delivery"

...the provision of learning materials or experiences in a way that does not require the student to be present at a particular place or at a set time... gives students a choice of when and where they learn... does not imply elimination of face-to-face contact... learner-centred form of education, using a wide variety of delivery modes.

Table 3: Electronic Suggestion Box Feedback

2,341 suggestions were received in the Electronic Suggestion Box in 1998, more than twice the number received in 1997. The major areas of interest were:

- Building - 431 (approximately 20% related to Duhig Building refurbishment)
- Services - 502
- Catalogue - 1,161
- Lending - 132

In response to the Flexible Delivery Working Party’s recommendations, the Library extended its collections of electronic databases and e-journals and enhanced its website to facilitate remote access to learning and research materials. Liaison librarians were established for remote students to contact when they have difficulties accessing information.

Multi-campus Courses
The provision of courses from different sites continued at the University in 1998 and presented a challenge in the provision of Library services. Despite the availability of electronic formats of learning resources, customers still wanted access to printed books and journals at their own campuses.

Communication with Customers
Once again, communication proved a major focus for the Library in 1998.

Orientation Week
As the first contact with new students, Orientation Week provided the opportunity for conducting student-led tours of the Library which had been trialled in 1997. Library staff took over the tours in the second week of semester and for the next few weeks thereafter. The tours were very popular and were promoted in the Orientation handbook.

Newsletter
The Library continued production of its customer information newsletter, Connections, publishing two issues in 1998.

Signage
Following the successful trial in 1997 of new signage in the Dorothy Hill Physical Sciences and Engineering Library, the same colours and style were applied to all Library branches. These provided much improved “wayfinding” for clients.

Web Page Development
The improvement and extension of the Library website continued as a major priority in 1998. As the primary interface between customers and information, it was essential that it be well-organised and easily updated. So began a major overhaul of the site and the development of the Cybrary, a term used to describe the integration of print and electronic information service delivery.

The overhaul had begun with the establishment of the Web Advisory Group (WAG) in 1997, a group of library staff whose job it was to improve the structure, content, maintenance and presentation of the site.

The group’s task structure in 1998 was to refine the design and make it more “user-friendly”. Essentially, this meant adopting many of the recommendations made by the focus groups conducted the previous year. These were:
- fast download of information,
- instant comprehension of link words,
the ability to explore or navigate the site,
• direct access to research information,
• help with searching for information,
• essential information about the Library,
• information on university courses, and
• current information.

The attention paid to revitalising the Library’s website was rewarded, because in November, the Library won the 1998 Australian Award for University Teaching (Institutional Category) for its Cybrary (see picture below right). The motto was: “any place, any pace, any space, any time”.

Suggestion Boxes
Electronic and paper-based suggestion boxes continued to be a useful method of communicating with clients (see summary in Table 3 on page 12). All suggestions were responded to and many provided useful ideas for service improvement.

Ipswich Campus
Planning for the new Ipswich campus was a feature of 1998 and the Library employed a librarian to liaise with the Planning Committee and organise the new Library. Beth Crawter was most successful in engendering community involvement as well as academic participation in the establishment of what will be a world-class facility.

Information Skills
In 1997 the Library provided 282 tours for 2215; 38 classes for 899; and 1016 classes for 12,616 people: these figures were certainly boosted in 1998, although class attendances were down slightly with the lack of training rooms during the refurbishment.

In 1998, library staff conducted:
• 362 tours for 4166 people,
• 81 talks for 6492 clients,
• 973 classes for 12,489 people,
• 52 Internet classes for 374 staff and students,
• 34 EndNote classes for 375 clients, and
• 10 Staff Development (TEDI) classes.

<table>
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<th>Table 4: Postgraduate Information Skills Classes (ISRAP)</th>
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<tr>
<td>Number of classes</td>
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<tr>
<td>Number of participants</td>
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Uselts and Findlts
Production of these very popular guides began in earnest in 1998. Designed to help students find relevant information on a topic, the guides were produced in both print format and electronically via the library website. By the end of the year there were 106 Findlts in total, covering subjects as diverse as Aerospace Engineering, Anatomy, American Literature and Agribusiness. UseItts were also launched to provide more detailed instructions on specific information tools.

Postgraduate Programs
With over 20% of the student base being postgraduate (see Table 2 on page 11) high level research skills were essential for students to complete their workloads. The popular Information Skills for Research and Postgraduate students (ISRAP) program continued in 1998 with a 23% increase in the number of participants (see Table 4 above).

Below: University Librarian, Janine Schmidt (far left) in Canberra holding the University Teaching Award. Others pictured with her include from left: Associate Professor Laurie Walsh, Associate Professor Doune McDonald, Dr David Kemp (Federal Education Minister), Mr Michael Pemberton and Professor John Hay.
Priorities

Additional foci for providing quality service were established at a staff retreat late in 1997. These included the development of a marketing plan, improvements in document delivery and digitisation of required information resources.

Marketing

By the end of the year, after completing a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis and defining Key Target Audiences, a draft Marketing Plan had been formulated to include details of publications and activities required to deliver Library services effectively. Janet McColl-Kennedy, from the Graduate School of Management gave staff an overview of the requisites of marketing which was very useful. The Library was also chosen as a case-study for MBA Summer School students to consider better ways of marketing its services to specific clients.

Another outcome was improved staff attire, a new style of nametags for all staff and the establishment of a committee to investigate a corporate wardrobe for those working in public areas.

Enhanced Document Delivery

The main activity in this area during 1998 was the implementation of the Innopac Interlibrary Loans (ILL) Module. However, reaching this stage required much research on workload impact, staff training in new systems, system testing and trials, and major customer advice and publicity. The launch in July was very successful initially. However, some teething problems occurred a few weeks later with some software. After consultation with the developers, a new version was introduced in mid August and the problem was solved. Further enhancements were added later in the year.

Overall, the introduction of the ILL module saw significant improvements in client service, including the ability to make electronic requests, view requests electronically, and access a fast email communication service.

Digitisation

A group of staff worked on the feasibility of scanning examination papers and placing them on the Library website. Investigation of the possible digitisation of theses also began, with the assistance of the Dean, Postgraduate Studies and the Postgraduate Studies Committee of the Academic Board.
“Flexible Delivery and ‘lifelong learning’ were key concepts in the tertiary education sector in 1998 - the University of Queensland Library was no exception.”
Community Contacts and Collaboration

Community Contacts

The Library continued in 1998 to maintain mutually beneficial links with the wider community.

State Archivist Secondment

The Library was fortunate to secure the services of Ross Harrison-Snow on secondment from the Queensland State Archives for four months to assist with the transfer of the University Archives to the Library.

Internet Training

Although building refurbishments limited access to training rooms, some provision of Internet Training to the general public was made.

Information Services Provision

The Library provided fee for service assistance on an occasional basis to a range of private companies and public organisations. Services included the provision of information searches. Agreements were drawn up with a number of organisations, including Mount Isa Mines (MIM).

Alumni

To help celebrate the “Back to UQ” festivities in July, the Library mounted an exhibition in conjunction with the Alumni Association, depicting the history of the University. Copies of items from the Fryer Library were incorporated.

The Library also continued its offer of one year free borrowing privileges to new graduates from the University.

For the first time, Library staff were awarded a bequest through the Alumni Association, donated by the late Miss Margaret Waugh. The bequest provided for an annual sum of money to be used for a Library staff development opportunity. The recipients in 1998 were Information Technology staff, Michael Manning and Denise Frost, who were honoured for their work on the Information Technology Liaison Officer (ITLO) Program. Each library branch has one or two ITLOs who trouble-shoot any IT problem. An extensive training program was developed for them.

Expo Uni

Along with representatives from throughout the University, the Library participated in this major event showcasing the courses and facilities on offer at UQ.

Donation of Withdrawn Materials

The Library continued to supply duplicate material to the Alumni for inclusion in the Alumni Book Fair, and also to Rotary International.

ZedWeb

This project, Web to Z39.50 Gateway, Service for Australian Data Resources, in which the Library was involved, was completed in July 1998. Its primary goal was to provide a single web-interface to the underlying data sources of several institutions, and it was successful in doing so.

The project also stimulated interactions with an international group, creating guidelines for using Z39.50 (an international standard) to create virtual union catalogues; and it equipped the project participants with a greater understanding of the various digital library projects underway in Australia.

CAUL (Council of Australian University Librarians) and QULOC (Queensland Universities Libraries Office of Cooperation)

The Library continued its involvement in CAUL, which provided a useful communication medium. Surveys carried out via CAUL proved to be an effective means of data gathering for service improvement. The review of databases by CAUL and
negotiation of discounts for consortium purchasing also proved useful.

At the local level, QULOC and particularly its sub-committees provided similar opportunities for shared approaches to service improvement.

In September a very successful Document Delivery seminar was held at the University of Queensland, with approximately 80 participants. QULOC also reviewed the reciprocal borrower scheme by which students and academic staff borrow from other universities.

National CJK Project
The retrospective conversion project to make the existing UQ collection available via the CJK (Chinese/Japanese/Korean) catalogue was completed in 1998. UQ records for Chinese material were converted to Pinyin, a transliteration schema favoured by students and researchers of Asian languages at UQ.

Collaboration
1998 was a busy - and successful - year in terms of Research Infrastructure Equipment and Facilities Program (RIEF) grants, for projects run in collaboration with other institutions.

Funding was allocated to the Library to pursue research goals in three separate areas:

- **Australian Virtual Engineering Library** (the provision of relevant Australian WWW based materials to engineers and IT professionals, with an easy means of publishing work and exposing their research and development capacity worldwide);

- **Metachem** (a collaborative Web-based subject gateway comprising an electronic database of evaluated metadata records describing and linking national and international chemistry-related information resources); and

- **Agrigate** (an Australian Agricultural Research gateway project to help researchers find quality agricultural sites, principally Australian, but also overseas resources).

Pictured above: One of the photographs used in the “Back to UQ” Exhibition: The Lady Coxes - 1927 (caption: It seems that rowing has always been an integral part of University life. Pictured here from left to right are: Yolande Barlow (nee Ward), Dorothy Hill, Hazel McCullough, Glad Claddison (nee Halstead), Jessie Groom (nee Butcher), Gwen Risson (nee Spurgin), and Joyce Howes (nee Campbell)).

The CAUL submission for a RIEF grant for the digitisation of theses was also successful and the University of Queensland was one of seven partners. The Australian Digital Theses (ADT) project began in July with a website, mailing list and testing software put in place within the first few months.

Partnerships
The Library continued its association with the large US Consortium, OCLC (Online Computer Library Center), with benefits to all involved - the Library became part of a larger world information community and OCLC gained access to some previously inaccessible holdings.

University Librarian, Janine Schmidt, was honoured to be invited to the OCLC Users Council meeting in Dublin, Ohio, USA, as an observer from the Asia/Pacific region. It was the first time anyone from the region had attended the Users meeting.
“The Library Building was a major architectural achievement, seamlessly combining two buildings into one by means of a ‘link’ construction.”
Progress: 
Real and Virtual

Facilities

1998 became the year for “forging ahead”, with major building projects completed and others planned.

Duhig Building

Perhaps the most significant outcome for the year was the completion of the refurbished Duhig “Library” Building, housing the Social Sciences and Humanities Library, the Electronic Information Centre, the Fryer Library with its Postgraduate Study Area, the Information Access and Delivery Service, the Information Technology Service and the Library’s Corporate Services. Design was by Wilson Architects, and construction by Barclay Mowlem. Joan Foote, the Library’s Facilities Coordinator, did a magnificent job managing the building upgrade. All staff finished moving into the new building by July. It was officially opened by the Premier of Queensland, the Honourable Peter Beattie, MLA, in October.

The look and feel of the new accommodation for staff and students more than compensated for the inconvenience of the previous 12 months during the construction phase. The outcomes were more space, better facilities, new services and improved access to the collection.

The Library Building was a major architectural achievement, seamlessly combining two buildings into one (see landscaping picture on front cover), by means of a “link” construction.

Three service points were established in the Social Sciences and Humanities Library - Information Assistance, Lending, and the High Use Area which combined material in high demand and the former Multimedia Service in a more secure area.

The Fryer Library extended its opening hours in its new accommodation which, with excellent timber finishes, provided a scholarly ambience. The Electronic Information Centre with 50 PCs proved exceptionally popular and the increased number of workstations available was appreciated by students. Stand up email terminals provided a new service in an equitable manner.

A variety of seating was provided for a new generation of students who work in groups, frequently noisily. Care was taken to install group study areas as well as carrels and quiet study spaces.

Signage throughout the building was upgraded and simplified and new furniture was purchased. As the project progressed, unexpected increases in costs were experienced. The Library allocated $800,000 from its reserves to the purchase of carpet, furniture and equipment. The approach to design and layout was replicated across all branches progressively.

Some operational difficulties were experienced soon after the opening of the new facilities. Queues developed as Library staff and users both learned new procedures. Some users found the hustle and bustle uncomfortable. Most issues were settled by the year’s end with plans in place to accommodate an increased printed reference collection on Level One. Work will be carried out early in 1999.

UQ Mater McAuley Library

The new Mater McAuley Library was opened by the University Chancellor, Sir Llewellyn Edwards in September. Combining the UQ/
Above: The new Electronic Information Centre.

Mater Medical Library and the McAuley Nursing Library, the new facility was constructed in Aubigny Place, the former Mater Private Hospital to house seating for 100, 13,000 volumes (including 400 journal titles), 23 public computers with a high speed link to the University of Queensland, and the Daniel Lane Electronic Information Centre with 12 computers for training. It has been a much appreciated research facility for staff and students at the Mater Hospital. The costs of construction were met by the Hospital.

Princess Alexandra Hospital Library
Negotiations continued with the architects and hospital management for the planned new library to be established in the year 2000. It will combine the current medical and nursing libraries.

UQ Ipswich
Work proceeded very quickly to renovate existing buildings at the former Challinor Centre into facilities suitable for research and study. All had to be ready for 1999. The new Library, located in Building One, was remodelled and decorated to hold 7000 volumes, 24 Pentium computers, a training room and an informal Student Lounge. Located next to a golf course, the Library created a welcoming environment to all visitors - before it even opened.

Library materials were purchased for courses never before offered and which had not even been written. The Ipswich Librarian, Beth Crawter, literally worked alongside the academics to select appropriate materials for the collection, so that they would be ready before the start of the new academic year. The Library network was also improved to accommodate the expected increased load.

Equipment
To complement the major building refurbishments that were carried out in 1998, several large equipment purchases were made. The most significant of these was the roll-out of over 500 new Compaq Digital 3000 personal computers across the branches. The Library allocated $1.2 million from its reserves to the purchase of the PCs, new software, and additional server capacity. These resulted in an improvement of up to 70-80% in speed and efficiency compared with the former models. The Library also invited other interested departments within the University to take advantage of the Compaq/Silicon Data contract which had been negotiated.

New photocopiers were purchased to allow colour copying and the production of transparencies in most of the larger branches of the Library. Digital copiers were installed to upgrade the Library’s networked printing service. A set of hire-lockers was installed in the foyer of the Social Sciences and Humanities Library.

In the Postgraduate Study area in the Fryer Library, roll-top lockable desks were placed in a large open area. Postgraduate students were able to reserve one of these desks for up to one semester.

Fryer Library purchased six Canon MS-400 Microform Readers/Scanners to extend the network printing service to the microform collection.

The “Virtual” Library
“Virtual” improvements accompanied physical improvements in 1998.

Website
Much of 1998 was devoted to improving the Library website (see page 12). 20 Library staff
were selected as branch webwriters and attended a workshop, *Writing for Library Webservers*, in February. In the following months, they loaded much information, including Help pages, Lecture notes, FindIts, building refurbishment updates and photos, and Frequently Asked Questions. Client response was very positive.

**Schools Access**
In June, a trial access to *Expanded Academic ASAP* for three Brisbane high schools was implemented in cooperation with the Information Access Corporation.

**System Usage**
The success of the Library website was reflected in its use. A total of 4,710,941 searches of the Library Catalogue were performed by Library customers during 1998, an 8% increase over 1997. The Web catalogue became the primary interface with clients after July, gradually phasing out telnet access.

Database usage was high, with many academics prescribing access to some databases as part of assignments. This placed a heavy load on the servers, requiring close monitoring by Information Technology Service staff.

**Database Server Upgrades**
Because of the volume of traffic on the system, several servers received hardware upgrades or minor system updates during the year. Nevertheless, there were server crashes which severely limited client access. Demand at times exceeded supply for short periods. The Silverplatter ERL databases ran very smoothly.

**Workstation Upgrades**
80% of library workstations were replaced during the year, setting a new standard operating environment for staff and clients, and reducing maintenance costs. The new machines are equipped with Windows95, Netscape Communicator and Microsoft Office 97 Professional.

**Physical Network Upgrades**
To accommodate the additional demands expected from the proposed UQ Ipswich campus, a major overhaul of the Library network backbone was undertaken during the refurbishment of the Library Building, including an upgraded link to Herston Medical Library. This meant that the new workstations were capable of operating at speeds of 100MBps. Thanks went to the Prentice Centre for their work in upgrades and storage of equipment during the refurbishment project.

**Electronic Resources**
The number of electronic resources continued to increase in 1998, as a result of much work by Library staff. The *Web of Science* database was trialled with much enthusiasm in September and approved for purchase in December. The University of Queensland continued to be the heaviest user of databases whose purchase was negotiated by CAUL (Council of Australian University Librarians).

Pictured above right: University Librarian, Janine Schmidt; Chancellor, University of Queensland, Sir Llew Edwards; and Library Facilities Coordinator, Joan Foote in the “Link”, Duhig Building. Below: Queensland Premier, the Honourable Peter Beattie, MLA, trying out the new accommodation in the Electronic Information Centre, Duhig Building.
Collections - Growth and Organisation

During 1998, updating the Library’s Collection Development Policy document was carried out. All but the smaller branches finalised their documentation by year’s end.

Financial Management

The fluctuating Australian dollar created a major currency crisis for the Library during the year and dominated materials spending patterns. Coping measures taken included prepayment of overseas serials — which allowed substantial discounts on costs; fast-tracking of the University payment system for overseas suppliers; and constant monitoring and restructuring of the budget. All heads of departments were advised of the problem and reductions in serial subscriptions were foreshadowed. Orders for new monographs were curtailed in September.

The impact of the reduced value of the $A was exacerbated by the cost of library materials rising faster than inflation. Consequently, 1998 saw only 18,624 orders placed, a dramatic 33% drop compared with the previous year. Despite these measures, the Library recorded a deficit of $600,000. The Senior Deputy Vice Chancellor provided an additional $200,000. The remainder of the deficit was met by transferring $400,000 from salary savings within the Library budget. The Library allocated approximately 50% of its operating grant to the purchase of Library materials. A special allocation of $400,000 was obtained for the purchase of materials for Ipswich.

Fortunately, the Library continued to receive generous support from many benefactors, including the Alumni Association. The Library also continued to benefit from the University’s Annual Appeal.

Departmental Collections

The Parasitology collection, formerly held in that Department, was incorporated into the Fryer and Biological Sciences Library collections. Work began on selecting items for a History of Medicine collection, using a trust fund set up for that purpose.

Binding

Following the closure of the University Bindery in 1997, trialling of different commercial binding companies was undertaken. A contract was signed with local company, Franklins, in October for commencement in January 1999.

Circulation

The Circulation Advisory Group met monthly to discuss issues affecting the lending of library materials, and how best to make improvements. Results achieved included the introduction of:

- docketts to replace due date stamping,
- seven day loans instead of three days,
- streamlined procedures for Warehouse deliveries,
- revised borrowing policies,
- regular circulation training for staff,
- simpler borrowing card procedures, and
- publicity bookmarks (see sample at left).

A materials availability survey was conducted in August.

Warehouse

The Warehouse continued to store and supply less used material to clients. A daily retrieval service was introduced, making 10,412 items available for the year. Inter-campus traffic of library materials was also improved.

Loans

Total loans across the branches decreased from 1997 by 6.5%, from 1,652,176 to 1,550,395. This was largely due to the introduction of the High Use Collection where much material was photocopied onsite rather than borrowed and copied. The use of email as a communication device for notices doubled compared with 1997 (15% of all notices), reflecting the increased computer usage by staff and students. An auto-loan machine was introduced in one branch library, although operational difficulties reduced the extent of its use.

Reciprocal Borrowing

New procedures for handling reciprocal borrower applications were implemented at the start of the year. 1,640 people applied for UQ borrowing privileges with 355 UQ clients applying for borrowing privileges at other Queensland University libraries.

Other Services

“With the purchase of 500 new Compaq Digital 3000 personal computers, rolled out across the branches, students and staff ‘forged ahead’ in terms of efficiency. The new machines resulted in up to 70-80% improvement in speed and efficiency compared with the former 486 DX100 (or older) models.”
Management Matters

Staffing

As in previous years, there was much activity in staffing matters in 1998. Recruiting and training staff kept the section very busy.

Enterprise Bargaining Agreement

The Second Enterprise Bargaining Agreement which had been negotiated in June 1997 put in place two pay rises for general staff in 1998: a 1.5% increase in July and a 2% rise in December.

Casual Staff

Amendments to the national Industrial Award structure led to changes in the Library’s approach to the employment of casual staff. This resulted in many positions being converted to permanent part-time, providing benefits for the Library and its users, as well as the staff. Students continued to be employed as casuals to cope with peaks and troughs in shelving, providing valuable income for students and a cost effective service to the Library.

Staffing Levels

At the beginning of 1998, staff numbers had increased by 6.37, but as funding constraints impacted, the result by the end of the year was an overall reduction in spending. However, some new positions were created, notably the University Archivist, the Ipswich Librarian and the Promotions and Publications Coordinator. Additional funds were provided for the first two positions.

Staffing figures for the year were as follows:
- 21 resignations
- 38 appointments
- 34 temporary appointments
- 49 reappointments
- 4 transfers.

Staffing Departures

The Library farewelled two long term staff members during the year: George Eichinski, Manager of the Social Sciences and Humanities Library and Deputy University Librarian, and Beth Genat, Mater Hospital Librarian. They were thanked for their years of service.

Staff Development

Once again, 1998 saw a focus on developing library staff (see list on page 37). Ensuring library staff possess appropriate IT skills as well as professional knowledge and skills remained a priority. The Future Focus sessions, which had been popular in 1997, continued in 1998 with six sessions (see table 5 at left).

The Seven-up group of staff (HEW Level 7 and above) met regularly to ensure that everyone in the Library was heading towards the same goals. These sessions were also a mechanism for reporting back the achievements of the Key Priority Groups, established as part of the Library’s planning process and implemental strategies. Lynne Watts of Anderson, Watson, Watts Consulting continued her work in leadership and management issues training.

Library staff participated in external conferences presenting more papers than ever before. They as well as attendees benefited. Gulcin Cribb’s award as best presenter at an American Society for Engineering Education annual conference in North America was particularly noteworthy.

At the end of the year a Retreat was held to set the priorities for 1999 and reflect on the activities of 1998. This has been standard practice for several years. A new initiative for 1998, however, was that 50% of all staff were invited to participate in a series of rolling seminars over a two week period in December. This allowed greater participation of staff in the long-term planning of the organisation. Consultant, Liz Mellish, facilitated these sessions from which came the preliminary key priorities for 1999: Benchmarking, Web Development, Staff Development and Quality/Standardisation. The staff who attended participated well and were appreciative of the overview provided by the University’s Chancellor, Sir Llewellyn Edwards.

The Library also provided staff development opportunities for others through the placement of library students on practice, the conducting of tours, and special sessions for visiting librarians from Australia and overseas.

Table 5: Future Focus Sessions

<table>
<thead>
<tr>
<th>Event</th>
<th>Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>VALA Biennial Conference Feedback</td>
<td>Janine Schmidt</td>
</tr>
<tr>
<td>New Developments in Information Skills</td>
<td>Leith Woodall, Melanie Hassall</td>
</tr>
<tr>
<td>Flexible Delivery at Ipswich</td>
<td>Professor Trevor Grigg</td>
</tr>
<tr>
<td>Internationalisation and the Role of Libraries in Research</td>
<td>Professor Paul Greenfield</td>
</tr>
<tr>
<td>Integrated Customer Service</td>
<td>Judy Dionysius (Brisbane City Council)</td>
</tr>
<tr>
<td>Perspectives on the University of Queensland</td>
<td>Douglas Porter (UQ Deputy Librarian and Registrar)</td>
</tr>
</tbody>
</table>

The Library also provided staff development opportunities for others through the placement of library students on practice, the conducting of tours, and special sessions for visiting librarians from Australia and overseas.
Communication

The Working Party on Internal Communication Enhancement met regularly during the year to discuss ways of improving communication channels for library staff.

Recommendations of the group that were enacted included:

- the staff newsletter, *Links*, became a regular fortnightly publication with improved content;
- the staff server, *Sirius*, gained priority as a communication vehicle; and
- Committee procedures training was undertaken for staff.

Overall, staff awareness of the need for effective communication became more widespread. The University Librarian continued to make regular presentations on developments and issues to all library staff, as already noted.

Budget

In 1998 the Library experienced one of the most financially challenging situations for many years.

The downturn in the Australian dollar impacted heavily on the Library's material purchasing power. In addition, the cost of journals continued to escalate far above the rate of inflation.

Fortunately the Library began the year with a carry-forward of $533,003 and an operating grant of $20,454,219 which represented a 7% increase over 1997 (6.7% of the University operating budget). The Library also received further funding throughout the year which included $327,000 from fee income; a $200,000 grant for library materials; $50,000 for the Cybrary award; and $20,000 for the Dentistry link. Despite the additional funding for the purchase of library materials, the year ended with a significant blowout in the journals budget. This deficit was covered by a reduction in salaries, which dropped from being 50% of the budget in 1997 to being 47% of the budget in 1998. The number of service points was reduced by the design of the newly refurbished Social Sciences and Humanities Library, and this and several other initiatives assisted the Library to maintain an excellent level of service with fewer staff.

In preparation for the new campus at Ipswich, the Library was allocated $899,000 to cover staffing, equipment and a significant purchase of library materials. A portion of these funds remained unspent at the end of 1998 and was carried forward into 1999. As already noted elsewhere in this report, the Library allocated significant amounts from its reserves to the purchase of 500 new PCs, new servers and improvements in the refurbished Library Building. The Library's reserves had built up over several years from bequests, various earnings and a small profit from the photocopy services.

Library Organisation Structure

In late 1996, a revised management structure had been introduced in the Library and this was steadily refined during 1998.

The Academic restructuring of the University, new approaches to teaching and learning, and changes in information technology all dictated a fresh approach. A layer of the hierarchy was removed and cost savings and improved communications were the result. The branch libraries were grouped differently and the support services integrated (see Appendix B for details). Several senior management positions were reclassified and the position of Deputy University Librarian was abolished. There were also voluntary separation packages offered to library attendants, following the recommendations of the Shelving Report, undertaken as part of the Library's emphasis on quality improvement.

Organisational development consultants, Anderson, Watson, Watts, assisted in quality improvement and change management. In the Social Sciences and Humanities Library, the matrix structure was altered, five teams being reduced to three.

Benchmarking

Benchmarking Library performance against members of the CHEMS group resulted in further improvements. Work also commenced on benchmarking against the Australian members of Universitas 21. The Library further developed its quality emphasis with involvement of staff in various activities.

Shelving Review

Following a major shelving backlog in April, the Library engaged a consultant, Alan Anderson, to review its shelving practices. His work with staff involved in the process, and information gathered from external organisations, led to recommendations which ensured that all items would be shelved within 24 hours.
“The downturn in the Australian dollar impacted heavily on the Library’s material purchasing power. In addition, the cost of journals continued to escalate far above the rate of inflation.”
Appendix A: Statistics

1. Funding

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Grant</td>
<td>20,454,219</td>
<td>19,091,521</td>
<td>19,267,711</td>
</tr>
<tr>
<td>Carry Forward</td>
<td>533,003</td>
<td>489,009</td>
<td></td>
</tr>
<tr>
<td>Ipswich</td>
<td>899,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Income</td>
<td>875,081</td>
<td>76,062</td>
<td></td>
</tr>
<tr>
<td>Research Infrastructure</td>
<td>200,000</td>
<td>200,000</td>
<td>200,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>22,961,303</strong></td>
<td><strong>19,856,592</strong></td>
<td><strong>19,467,711</strong></td>
</tr>
</tbody>
</table>

2. Expenditure

<table>
<thead>
<tr>
<th>Category</th>
<th>1998</th>
<th>1997</th>
<th>1996</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>10,320,004</td>
<td>9,617,323</td>
<td>9,632,098</td>
</tr>
<tr>
<td>Materials</td>
<td>9,137,866</td>
<td>7,790,348</td>
<td>7,090,381</td>
</tr>
<tr>
<td>Maintenance and Equipment</td>
<td>3,221,913*</td>
<td>1,645,017</td>
<td>1,791,336</td>
</tr>
<tr>
<td>Strategic Development</td>
<td>11,965</td>
<td>86,313</td>
<td></td>
</tr>
<tr>
<td>Special Projects</td>
<td>44,276</td>
<td></td>
<td>541,264</td>
</tr>
<tr>
<td>Research/Infrastructure Maintenance</td>
<td>27,817</td>
<td></td>
<td>107,500</td>
</tr>
<tr>
<td>Research/Infrastructure Equipment</td>
<td>163,055</td>
<td>235,312</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>22,870,655</strong></td>
<td><strong>19,344,241</strong></td>
<td><strong>19,248,892</strong></td>
</tr>
</tbody>
</table>

* Includes a one-off allocation of $1.2 million to purchase the new computers and additional amounts allocated to the refurbishment.

Expenditure: 1998

- Materials (39.96%)
- Salaries (45.12%)
- Maintenance and Equipment (14.09%)*
- Research / Infrastructure Equipment (0.71%)
- Research / Infrastructure Maintenance (0.12%)
### 3. Library Staff

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Library Positions</td>
<td>80.25</td>
<td>69.09</td>
<td>80.65</td>
</tr>
<tr>
<td>Library Support Staff</td>
<td>171.11</td>
<td>175.9</td>
<td>189.96</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>251.36</strong></td>
<td><strong>244.99</strong></td>
<td><strong>270.61</strong></td>
</tr>
</tbody>
</table>

### 4. Services

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Items Lent</td>
<td>1,548,536</td>
<td>1,758,595</td>
<td>1,515,112</td>
</tr>
<tr>
<td>Items lent to Libraries outside UQ</td>
<td>35,620</td>
<td>23,415</td>
<td>17,941</td>
</tr>
<tr>
<td>Items borrowed from libraries outside UQ</td>
<td>33,099</td>
<td>33,869</td>
<td>32,067</td>
</tr>
<tr>
<td>Information Skills Classes held</td>
<td>1,556</td>
<td>1,125</td>
<td>1,131</td>
</tr>
<tr>
<td>Normal Opening Hours per Week (SS&amp;H)</td>
<td>81</td>
<td>81</td>
<td>81</td>
</tr>
</tbody>
</table>

### 5. Collections

**Books**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Volumes Added</td>
<td>25,591</td>
<td>28,462</td>
<td>35,348</td>
</tr>
<tr>
<td>Total Volumes Deleted</td>
<td>2,267</td>
<td>12,485</td>
<td>5,743</td>
</tr>
<tr>
<td>Total Volumes</td>
<td>1,150,950</td>
<td>1,127,626</td>
<td>1,111,649</td>
</tr>
</tbody>
</table>

**Periodicals**

<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Total number of Titles Received</td>
<td>20,475</td>
<td>20,802</td>
<td>19,785</td>
</tr>
<tr>
<td>Total bound Volumes Added</td>
<td>9,964</td>
<td>10,474</td>
<td>14,611</td>
</tr>
<tr>
<td>Total bound Volumes Deleted</td>
<td>1,039</td>
<td>1,843</td>
<td>2,823</td>
</tr>
<tr>
<td>Total Bound Volumes</td>
<td>638,502</td>
<td>629,577</td>
<td>620,946</td>
</tr>
</tbody>
</table>

**Total Bound Volumes (Books and Periodicals)**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,789,452</td>
<td>1,757,203</td>
<td>1,732,595</td>
</tr>
</tbody>
</table>

*These figures do not include Archives holdings.*

<table>
<thead>
<tr>
<th>Library Branch</th>
<th>Monograph Volumes</th>
<th>Journal Volumes</th>
<th>Total Volumes</th>
<th>High Use Loans</th>
<th>General Loans /renewals</th>
<th>Total Loans /renewals</th>
<th>Doc Del Supplied</th>
<th>Doc Del Received</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economics/Business</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12,480</td>
<td>12,151</td>
<td>24,631</td>
<td>8,795</td>
<td>8,884</td>
<td>17,679</td>
<td>69</td>
<td>99</td>
</tr>
<tr>
<td><strong>Fryer</strong></td>
<td>81,180</td>
<td>8,799</td>
<td>89,979</td>
<td>19,543</td>
<td>17</td>
<td>19,560</td>
<td>122</td>
<td>0</td>
</tr>
<tr>
<td><strong>Law</strong></td>
<td>20,644</td>
<td>54,025</td>
<td>74,669</td>
<td>45,522</td>
<td>39,866</td>
<td>85,388</td>
<td>368</td>
<td>138</td>
</tr>
<tr>
<td><strong>Social Sciences and Humanities</strong></td>
<td>574,141</td>
<td>210,390</td>
<td>784,531</td>
<td>67,475</td>
<td>704,529</td>
<td>772,004</td>
<td>11,224</td>
<td>10,538</td>
</tr>
<tr>
<td><strong>Architecture/Music</strong></td>
<td>43,000</td>
<td>10,928</td>
<td>53,928</td>
<td>14,917</td>
<td>14,917</td>
<td>58,679</td>
<td>463</td>
<td>540</td>
</tr>
<tr>
<td><strong>Dorothy Hill Physical Sciences and Engineering</strong></td>
<td>92,383</td>
<td>92,423</td>
<td>184,806</td>
<td>42,618</td>
<td>99,816</td>
<td>142,434</td>
<td>4,702</td>
<td>4,001</td>
</tr>
<tr>
<td><strong>Biological Sciences</strong></td>
<td>56,620</td>
<td>69,662</td>
<td>126,282</td>
<td>16,833</td>
<td>450,516</td>
<td>427,549</td>
<td>4,702</td>
<td>4,001</td>
</tr>
<tr>
<td><strong>Dentistry</strong></td>
<td>4,727</td>
<td>2,954</td>
<td>7,681</td>
<td>4,231</td>
<td>14,541</td>
<td>18,772</td>
<td>357</td>
<td>331</td>
</tr>
<tr>
<td><strong>Gatton</strong></td>
<td>54,222</td>
<td>22,115</td>
<td>76,337</td>
<td>20,272</td>
<td>74,514</td>
<td>94,786</td>
<td>1,010</td>
<td>1,286</td>
</tr>
<tr>
<td><strong>Herston Medical</strong></td>
<td>23,413</td>
<td>25,839</td>
<td>49,252</td>
<td>341</td>
<td>42,038</td>
<td>42,379</td>
<td>4,702</td>
<td>5,274</td>
</tr>
<tr>
<td><strong>Princess Alexandra Hospital</strong></td>
<td>3,236</td>
<td>9,617</td>
<td>12,853</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1,047</td>
<td>1,959</td>
</tr>
<tr>
<td><strong>Mater McAuley</strong></td>
<td>2,940</td>
<td>6,648</td>
<td>9,588</td>
<td>0</td>
<td>8,520</td>
<td>8,520</td>
<td>459</td>
<td>1,122</td>
</tr>
<tr>
<td><strong>Warehouse</strong></td>
<td>181,604</td>
<td>112,951</td>
<td>294,555</td>
<td></td>
<td>0</td>
<td>1,175</td>
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<tr>
<td><strong>Other Renewals</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>101,939</td>
<td>101,939</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1,150,950</td>
<td>638,502</td>
<td>1,789,452</td>
<td>240,547</td>
<td>1,307,989</td>
<td>1,548,536</td>
<td>35,620</td>
<td>33,099</td>
</tr>
</tbody>
</table>
Appendix B: Library Management Structure

### University Librarian
*Janine Schmidt*

| Manager, Social Sciences and Humanities/Deputy University Librarian | Manager, Biological and Health Sciences | Manager, Dorothy Hill Physical Sciences and Engineering | Manager, Gatton
| George Eichinski | Heather Todd | Galvin Cribb | Pauline Roberts
| Social Sciences and Humanities Library | Biological Sciences Library | Dorothy Hill Physical Sciences and Engineering Library | Gatton College Library
| Fryer Library | Health Sciences Libraries: | | |
| Law Library |  - Herston Medical Library | | |
| Architecture and Music Library |  - Dentistry | | |
| Economics and Business Library |  - Mater Hospital | | |
| |  - Princess Alexandra Hospital | | |

### Manager, Information Technology Service
*Micahel Manning*

| Planning, management, support of IT | Multimedia support | Imaging support | Workstation support | Systems maintenance
| IT Contracts | Network management | Printing support | |

### Manager, Corporate Services
*Mary Lyons*

| Administrative Support | Facilities planning and management | Finance and Accounts (including non-materials budgeting) | Personnel Resources | Strategic Planning
| Business Continuity Planning | Security | Quality Assurance (includes performance measures) | Library Staff Development | Occupational Health and Safety
| Customer information skills training | Commercial activities | Publications | Quality Assurance | Freedom of Information
| Community Services | Research and Development | Communication Strategies | Marketing | Public Relations
| | | | Ipswich Service | Market Research
| | | | |

### Manager, Information Access and Delivery
*Chris Taylor*

| Lending Policy | Document Delivery | Library System | Collection development policy and implementation | Copyright |
| Catalogue | Electronic Resource Delivery | Negotiations with materials suppliers | Materials budgeting | Collection Management |
| Preservation | | Cataloguing | | |
| | | | |

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*Forging ahead*
Appendix C: Library Staff*

**Corporate Services**

University Librarian
Janine Schmidt

Personal Assistant
Cheryl Byrnes

Manager
Mary Lyons

Personal Assistant
Wendy How

Senior Librarian
Jennifer Croud

Librarian
Diana Guillemmin

Administrative Assistants
Sandra Hamlett
Leona Katzer
Karen Platz

**Accounts**

Accounts Officer
Don Smith

Clerk
Michelle Woods

Clerical Assistant
Cheryl Swenson

**Communications**

Senior Librarian
Deborah Turnbull

Librarian
Noela Yates

Casual Librarian
Hazel Orr

Library Assistant
Christine Hale

**Facilities**

Coordinator
Joan Foote

**Human Resource and Staff Development**

Coordinator
Joanne Rutherford/Vanessa Thomas

Assistant Staff Officer
Judith Ashwin

Mail Centre
Senior Library Attendant
Alan Basford

Clerical Assistant
Brian Finniss

Promotions and Publications Coordinator
Suzanne Parker

Purchasing Admin Officer
Lynn Mellor

UQ Ipswich Campus Coordinator
Beth Crawford

**Information Access and Delivery Service**

Manager
Chris Taylor

Clerk Typist
Jane Maidens

Team 1: Collection Development/Serials

Collection Development Librarian
Jocelyn Priddey

Librarians
Barbara Freeman
Rosemary Meiklejohn

Dell Schramm
Penelope Vernall

Library Assistants
Maria Campbell
Janice Creedon
Julie Drew

Patricia Gollschewski
Yvonne Hodkinson
Julie Pratt

Serial Payments Assistants
Barbara Heath
Stephanie Wright

Serial Claims Assistant
Wendy Penboss

Team 2: Science Monographs/Innopol

Innopol Librarian
Carolyn Jones

Librarians
Karl Higbie
Noela Stallard
Senior Purchasing Assistant
Kerry Carroll
Purchasing Assistant
Peter McGinniss

Team 3: SS&H Monographs/Catalogue

Senior Librarian
Dagnija Macluliffe

Librarians
Flora Chiou
Mary Kenyon
Helen Stephanos

Library Assistants
Helen Bourne
Pauline Napier
Anne Smith
Leslie Tow

Senior Purchasing Assistant
Gisela Possin

Purchasing Assistant
Susan Parritt

Gifts and Exchange Assistant
Michael Stewart

Team 4: Document Delivery/Global Circulation

Document Delivery Librarian
Margaret Gauld

Senior Document Delivery Assistant
Helen Cook

Document Delivery Assistant
Rosemary Wade

Library Assistants
Linda Cross
Kay Cumming
Gina Johnston
Hilary McLachlan
Anne Ryan

Clerical Assistant
Irene Bull

Casual Clerical Assistants
David Barker
Andrew Burgess
David Deoki
John Froggatt

Abeba Gebru
Monique Hannigan
David Kingston
Melissa Lewin
David Logan
Catharine MacNab
Michelle Ng
Lynn Reid
Michael Shellshear

Casual General Assistant
Andrew Manners

**Information Technology Service**

Manager
Mike Manning

Fileservlet and Network
Andrew Bennett

Workstation Support Officers
Justin Desfontaines
Karen Dwyer

IT Training Coordinator
Denise Frost

IT Projects Librarian
Kingsley Gurney

Database and Web Access Librarian
Warren Ham

**Biological Sciences**

Manager
Heather Todd

Librarians
Kellie Ashley
Jackie Chamberlin
Sue Curlewiss
Nicola Foxlee
Greg George
Sue Pollard
Margaret Sloan-McDonald

Senior Library Assistants
Rosemary McGlashan
Jill Maalsen

Library Assistants
Anke Boewe
Barnaby Casson

*Note: Staff List correct as at 21 August 1998
EEO Statistics

75.4% of UQ Library staff are female

The average age of permanent staff is 43.19 years (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%)

Health Sciences

Statistics

75.4% of UQ Library staff are female

The average age of permanent staff is 43.19 years (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%)

Joyce Davies
Vincent Saunders
Carol Wical
Lyn Wilson

Casual Library Assistants
Holly Blattmann
Kirstin Jones
Jane Lewis

Casual General Assistants
Bronwen Andrew
Rudi Giffing
Fiona Guymner
Nadene Hannigan
Louise Harlow
William Harpham
Kellie Lewis
Charlotte Williamson

Library Attendants
Gerald Borthwick
Julie Clarke
Greg Hillcoat
Michael Sullivan

Casual Senior Library Assistant
Rowan Elsner
Steven Rogers

Library Assistants
Sue Beckinsale
Olive Borthwick
Adam Brannigan
Janine Brosnan
Mark Burrows
Chris Chaplain
Marie-Ange Fauvaux-Thonon

Harriett Fitch
Julie-Ann Harlow
Jessica Harriden
Solveiga Jankays
Kevin Kearney
Margaret Keys
Bernadette Lane
Ernest Maher
Virginia Reis
Ros Roche
Peter Rodighiero
Penny Siemion
Ida Thomson
Janette Treanor
Peter Wade
Amanda Williams
Mila Zincone

Casual Library Assistant
Matthew Boulter
Michelle Casey
Val Lawson
Matthew Mulholland
Teresa Omodei
Ignacia Puran
Bee-Li Tan
Margo Till
Janina Toomey
Alison Wilson
Sarah Winter

Casual Clerical Assistant
Craig Armour
Zoe Burgman

Casual General Assistants
Jackie Bailey
Melissa Bell
Jennifer Bishop
Elizabeth Bunker
Julia Dalton
James Farmer
Andrew Franks
Sarah Hoffmann
Warren Martin
Natasha Moar
Thomas Roche
Andrew Steen
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<thead>
<tr>
<th>Position</th>
<th>Number</th>
<th>HEW</th>
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<tbody>
<tr>
<td>University Librarian</td>
<td>1</td>
<td>10D</td>
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<tr>
<td>Deputy Librarian (also Manager, Social Sciences and Humanities Libraries)</td>
<td>1</td>
<td>10C</td>
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<tr>
<td>Manager, Corporate Services</td>
<td>1</td>
<td>10B</td>
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<tr>
<td>Managers, Biological and Health Sciences Libraries</td>
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<td></td>
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<tr>
<td>Dorothy Hill Physical Sciences and Engineering Library and Information Access and Delivery Service</td>
<td>3</td>
<td>10A</td>
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<tr>
<td>Managers, Information Technology Service and Gatton College Library</td>
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<tr>
<td>Team Leaders</td>
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<td></td>
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<tr>
<td>Team Leaders</td>
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<tr>
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<tr>
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<td>7</td>
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<tr>
<td>Librarian (broadbanded between HEW5/6)</td>
<td>42.93</td>
<td>5/6</td>
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<tr>
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<tr>
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<td>Senior Library Attendants</td>
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<tr>
<td>Clerical Staff</td>
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</table>

**TOTAL** 251.36

Note: some staff work in more than one area – they have only been listed once in order of branches shown.
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:

Beach, Bill: 'Copyright'. Workshop presented to the Australian Church Libraries Association (Queensland chapter) at South Brisbane, May 1998.


Parker, Suzanne: 'Marketing'. Workshop presented to the Australian Church Libraries Association (Queensland chapter) at South Brisbane on 18 July 1998.


Staff on Committees
External to The Library

Andrew Bennett was a member of the UQ Ipswich Information Technology Working Party.

Clare Cappa was a committee member of the Executive Committee of the Australian Law Librarians Group (ALLG) Queensland. She was also a representative on the Law Curriculum Review Committee and member of UQ’s Law Teaching and Learning Committee.

Maria Chalmers was a member of the Gender Equity Network.

Helen Cook was a member of the Queensland ABN Interlibrary Loan Users Group.

Beth Crawford was a member of UQ Ipswich:
• Information Technology Infrastructure Working Party;
• Orientation Week Planning Committee;
• Program Directors’ Group;
• Ipswich Planning Committee; and the
• Marketing Group.

Gulcin Cribb was a member of the:
• Information Technology Advisory Committee of the Faculty of Engineering, Physical Sciences and Architecture;
• Faculty of Engineering, Physical Sciences and Architecture Board; and
• ACCESS.

Jennifer Crow was a member of the:
• QULOC Quality Assurance Reference Group, and the
• Academic Services' Customer Service Support Network.

Mark Cryle was a member of the University’s:
• Cross Cultural Awareness Reference Group; and the
• Cross Cultural Awareness Working Party.

Anne Draper was Treasurer of ACCESS.

Dale Drysdale was Treasurer, RAISS (Queensland branch).

George Eichinski was a member of the:
• Faculty of Arts Board;
• Faculty of Social and Behavioural Sciences Board;
• Faculty of Business, Economics and Law Board; and
• ACLIS, Queensland Committee.

Ros Follett was Treasurer of the Bibliographical Society of Australia and New Zealand and was a member of the organising committee of the Bibliographical Society of Australia and New Zealand Conference.

Joan Foote represented the Library on the University’s:
• Academic Services Workplace Health and Safety Committee;
• University of Queensland Occupational Health and Safety Council; and
• Princess Alexandra Hospital Development Committee.

Nicky Foxlee was a member of the:
• Graduate Medical Course Foundation Committee; and the
• Graduate School of Medicine Education Committee.

Ruth Foxlee was a member of the:
• ALIA UCRLS Queensland Branch; and
• Nurses Resource Committee.

Margaret Gauld was a member of the:
• Queensland ABN Interlibrary Loan Users Group;
• QULOC Document Delivery Working Party; and the
• REDD Management Committee.

Claire Hill was Regional Coordinator for Quill, ALIA Queensland Branch newsletter.

Wendy Hoyle was Secretary of the ALIA UCRLS and was a member of the ACLIS Multimedia Subcommittee.

Patrick Jewell was on the ACLIS Multimedia Subcommittee.

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.

Mary Lyons was convenor of the QULOC Staffing Issues Working Party and was a member of the University’s
• Committee Against Racism;
• Ipswich Planning Committee; • IT Staff Training Committee; and • Review of Standby/Oncall Allowances Committee.

**Michael Manning** was a member of the: • QULOC Networking Working Party; and • the ACLIS Automation Subcommittee.

**Toni McRae** was a member of the: • Systematic Preparation for Clinical Practice Committee; and the • Marks Hirschfeld Museum Committee.

**Vivien Nash** was a representative on the Law Curriculum Review Committee and was also a member of UQ's Law Teaching and Learning Committee. She was also convenor of the QULOC Staffing Issues Working Party.

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

**Jocelyn Priddey** was convenor of the: • ACLIS Acquisitions Subcommittee; and the • QULOC Cooperative Resources Working Party.

**Pauline Roberts** was a member of the Board of the Faculty of Natural Resources, Agriculture and Veterinary Sciences.

**Joanne Rutherford** (and Paula Martini Vanessa Thomas when she was on maternity leave) were members of the QULOC Staffing Issues Working Group.

**Janine Schmidt** represented the Library within the University on the following: • Academic Board; • Academic Board: Postgraduate Research Studies Committee; • Academic Board: Teaching and Learning Committee; • Academic Board: Research Committee; • PAH Library Management Committee; • RBH Library Management Committee; • Mater McAuley Library Management Committee; and she was patron of • The UQ Secretaries’ Association. Outside the University, she was a member of QULOC and CAUL.

**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.

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

**Chris Taylor** was a member of: • Australian Committee on Cataloguing; • REDD Management Committee; • NCJK Consortium Steering Committee; and • ZedWeb Project.

**Di Thornthwaite** was the Directory Editor, ALIA Special Libraries Committee, Queensland Branch.

**Heather Todd** was a member of the: • QULOC Cooperative Resources Working Party; • Faculty of Biological and Chemical Sciences Faculty Board; • Faculty of Health Sciences Faculty Board; • Faculty of Natural Resources, Agriculture and Veterinary Science Faculty Board; • Graduate School of Medicine Board of Studies; • University of Queensland/Queensland Health Working Party on Library Services; and the • Graduate School of Medicine Information Technology 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.

**Nicole van Kempen** was a member of the ALIA UCLRS committee (Queensland).

**Penny Verrall** was a member of the ACLIS Acquisitions Subcommittee.

**Sarah Yeates** was a member of the Workplace Health and Safety Committee.
Staff Training

In 1998, University of Queensland Library staff participated in many developmental opportunities to expand their skills and knowledge. All staff members attended an average of two to three courses each during 1998.

The following is a list of all external courses approved for staff participation:

1. Kinetics/ABN Annual Users Meeting
2. Law Librarians' Symposium
3. Liaison into the 21st Century
4. Managing Change Series - Seminar 2
5. Managing Electronic Serials
6. Media Wars
7. Metachem Workshop
8. National Scholarly Communications Forum
9. National Train-the-Trainer Workshop
10. Networking for Career Success
11. OCLC Meeting/Silverplatter
12. Open Learning '98
13. Place, Interface and Cyberspace: Archives at the Edge
14. Public Speaking and Presentation Skills
15. Queensland Legislation
16. Restructuring and Job Security
17. SSAH Retreat
18. The Information Supermarket
19. The New Supervisor
20. The Web, the Digital Present and You
21. To Market, To Market
22. Turning Down Deterioration, Turning Up Access
23. Waves of Change Conference
24. Winds of Change Conference
25. Working with Change
26. Working with Knowledge
27. WWW7 Conference

The **HR & Staff Development Coordinator** continued the program of inhouse training with courses in:

- Manual Handling
- Orientation for New Staff
- Team Management Index

The **Information Technology Services** conducted training for 478 participants in:

- Information Technology in the Library
- Introduction to Pegasus Mail
- Basic Upgrade to Windows 95
- Intermediate Upgrade to Windows 95
- Publishing with Word 6.0
- Administrative Tasks with Word 6.0
- Introduction to Netscape and World Wide Web
- Upgrade to Word 97
- Writing Web Pages
- Writing for Library Web servers
- IT Updates
- Housecall
- EndNote
- Advanced Internet Searching
- Writing Online Courses with WebCT
- Preparing Reading Lists for the Web

There were 94 participants in the Information Technology Liaison Officer (ITLO) workshops in:

- Introduction and Systems Overview, Basic PC Environment, and
- The Windows Environment

The Library also hosted 19 placements for library students' fieldwork.
Awards Received

In 1998, the University of Queensland Library was honoured with many awards for excellence. The following lists some of the many staff and other acknowledgments:

1998 Australian Awards for University Teaching
The Library won equal first place in the Institutional Awards category for its Cybrary.

Commonwealth University Management Benchmarking Club
Although not officially an "award" the University of Queensland Library was the only library to score the maximum rating in a survey of library activities conducted for the Commonwealth Higher Education Management Service (and compared with 12 other universities from around the world).

Staff Awards
Joan Foote, Library Facilities Coordinator, was presented with a Pride in Work Award by the St Lucia Rotary Club in recognition of her “high standard and consistency of work performance, ethics and attitudes to work”.

Information Technology Service staff, Michael Manning and Denise Frost, won the Margaret Waugh/Alumni Association bequest for library staff development for their work on the ITLO (Information Technology Liaison Officer) Program.

Gulcin Cribb, Manager of the Dorothy Hill Physical Sciences and Engineering Library, won a best paper award for her presentation, Information Skills Training for Engineers, at the American Society for Engineering Education Conference in Washington, USA.

Social Sciences and Humanities librarian, Belinda Weaver, won a Sofcom Pick of the Net Award for the website she created, A Guide to Internet Information Sources for Australian Journalists (http://www.uq.edu.au/~mlbweave/).

Building Award
The Social Sciences and Humanities Library Link area won a commendation for its effective use of lighting in the IES (Illuminating Engineering Society of Australia and New Zealand) Awards.

1998 University of the Year
The University of Queensland also won five stars in the 1999 edition of The Good Universities Guide, thanks in part to the Library’s performance. The following was quoted in assessing the university: “The Library on the St Lucia campus rates very well on all counts (opening hours, seating and size of collection) and includes a state-of-the-art multimedia facility.”

The University of Queensland then went on to win the 1998 Good Universities Guide University of the Year Award - for Outstanding Outcomes for Graduates.
Appendix D: Gifts and Bequests

T he Library was very fortunate to receive generous support. It benefited from the University’s Annual Appeal and also received donations of materials and additional funds. Thanks to:

Community and Past Graduates
Dr Nejla M. Abu, Lebanon
Mr Henry S. Albinski
Professor Jeff Bailey, New Children’s Hospital, Parramatta, NSW
Ms Mariko L. Bando, Japanese Consulate-General Assoc. Prof. Trevor Blackburn, University of NSW
Ms Cynthia Burnett, Graceville
Mr Antony Cominos, Japan
Consulate General of the Federal Republic of Germany, Sydney
Mr Bryan Coxhead
Mr Frank Cowley, Port Macquarie
Ms Phyllis Cunningham CBIE, London
Mr Tom Curran, Yeongung
Father Ron Davoren CP, Templestowe
Ms Lisa Di Tomasso, Coopers and Lybrand
Ms Theresa Elmes, Ascot
Dr A. D. Francis, University of Windsor, Canada
Ms Maria Fresta, Bundaberg
Mr Evan Gallagher, Stafford Heights
Dr W. J. Griffin, Kenmore
Ms Susannah Helman, Hamilton
Mr Kim Hinckfuss, St Lucia
Prof Lawrence Hirst, Prevent Blindness Foundation
Dr A. Hodgkinson, University of Wollongong
Professor Hiroo Imura, Kyoto University, Japan
Brother David John Ivers FSC, Marrickville
Mr Gary Johnson, Taringa
Mr Tom Kikuchi, Toowong
Mr Andrew Knight, Kardinya, WA
Mr John Knight, Flaxton
Associate Professor Nick Knight, Griffith University
Professor O. Yul Kwon, Griffith University
Mr and Mrs Nick Leon, Windsor
Ms Marilyn Longmuir, Kenmore
Ms Milica Markovich
Dr Walter Mautsch, Universitat Aachen, Germany
Professor Meng Xianjiang, China
Mr Ken Moon, Bronte, NSW
Mr Tony Mungavin, West End
Mr Barry Murphy, Sydney Airport Company
Mr Terry Murphy, WA Drug Abuse Strategy Office
Ms Susan Nelies, Brisbane
Mr John Norling, Urban Economics
Ms Patricia Obst, Ethnic Communities Council
Mr Pat O'Dwyer, Aus/MM Southern Queensland
Dr Benedict Panizza
Mr Ryuk Park, Toowong
Mr Victor Patty, Spring Hill
Mr Wayne Pendleton, Buranda

Dr Gideon Polya, La Trobe University
Ms Barbara Preston, Canberra
Queensland Teachers Union
Royal Australian College of General Practitioners
Royal Australian College of Ophthalmologists
Library, Queensland Branch
Dr P. A. Shaw, Brisbane City Council
Professor Timo Silen, University of Oulu, Finland
Ms Janette Simon, Canegrowers, Brisbane
Mr Dilu Singh, Nepal
Miss Bibhuti Singh, Nepal
Dr Russell Arthur Smith, Nanyang Technological University, Singapore
Mr and Mrs Jim Soursris, Carina
Mr Graham Robinson, Southbank Corporation
Mr H. Spratt, Inala
Sister Judith Steer RSJ, North Sydney
Dr E. T. Steller, Durack
Dr Christine Stevens, Belair, SA
Dr Haishun Sun, Deakin University, Victoria
Mr Andrew Taplin, Brisbane
Ms Sandra Tatz, Macquarie University, NSW
Dr Rod Thelander, Kalamunda, WA
Ms Virginia Thorley, Brisbane
Ms Elizabeth Townley, Beyond Bullying Association
Mr Guy Warren, Greenwich, NSW
Mr Katsuo Watanabe, Tokyo, Japan
Ms Coralie Whitby, Genbrook
Mr Ian Williams, Placer Pacific, Sydney
Mr A. D. Winter, Robina
Mr Jacob Wu, Stretton
Professor Zhang Kuiwu, China

University of Queensland Staff
Associate Professor Tom Aspinall, Department of Mining, Minerals and Materials Engineering
Professor P. Mark Bartold, School of Dentistry
Dr Tom Bramble, Department of Management
Professor Peter Brooks, Health Sciences
Mr Michael Carlein, Studies in Religion Department
Dr Bill Dennison, Botany Department
Dr Darrel Doessel, Economics Department
Professor Peter K. Donnelly, NQ Clinical School
Dr M. E. Farrell, Sir Fred and Eleanor Schonell Special Education Research Centre
Ms Marie-Ange Fauvaux and Mr Alain Thonon, Library
Dr Stewart Gillies, Department of Mining, Minerals and Materials Engineering
Dr Julie Kempton, Department of Psychiatry
Dr C. E. van Kraayenoord, Sir Fred and Eleanor Schonell Special Education Research Centre
Dr John McNair, Department of German and Russian Studies
Dr Alfredo Martinez-Exposito, Department of Romance Languages
Professor Colin O’Connor, Civil Engineering
Ms Sue Parritt, Library
Professor Bruce Rigsby, Department of Anthropology and Sociology
Mr Carl Savage, Library
Mr Joe Siracusa, Department of History
Professor Roland Sussex, Centre for Language Teaching and Research
Professor Clem Tisdell, Department of Economics
Mr John Weik, History Department
Professor Ted White, Dept of Chemical Engineering
Ms Shelley Woods, Journalism Department

Large Bequests

In 1998, the late Mr Lou Gugenberger bequested his very large personal library via his estate to the University of Queensland Library.

Mr John A. H. Emery donated 44 books to the Library.
Appendix E: Visitors

During the year, the Library was honoured with visitors from all over the world, who were keen to learn or pass on knowledge. The following lists just some of those guests:

Ms Mariko Bando and Mr Kenji Sunahara (Consul-General of Japan)
Dr Tony Bates (University of British Columbia)
Brisbane City Council staff
Mr and Mrs Harrison Bryan (former UQ University Librarian)
Penny Carnaby (Christchurch Polytechnic, New Zealand)
Judith Clark (Manager, Academic Support, James Cook University)
Carolyn Cohn, Fred Philip and Chris Tyzack (Blackwells Book Services)
Peter Carey (author)
Meg Dains and Mark Norman (University of Western Sydney)
Patrick Doogue (MCB Publishing)
Ebsco International representatives
Eastern Institute of Technology staff, Hawke’s Bay, New Zealand
Professor Peter Ford (University of Nottingham)
Paul Harris (United States Rotary Centre)
Allison Hartman, Dianne Gerlach (Health Communications Network Publishers)

Below: Library staff with visitors, from left to right: Ros Follett (Fryer Librarian), Associate Professor Alan Lawson (Dean, Postgraduate Studies), Laurie Muller (UQ Press General Manager), Peter Carey (Author), Janine Schmidt (University Librarian) and Dr Craig Munro (UQ Press Publishing Manager).

Above: Professor Patrick Wall, International “Pain Guru” at the Biological Sciences Library.

Alan Howell (State Library of Victoria)
IDP Education Counsellors (group of 5 from India, Singapore, Philippines)
Ann Melville (University of Waikato Library, New Zealand)
Barbara Paton (La Trobe University)
Queensland Health
Queensland State Library and Museum staff
QULOC representatives
John Redmayne (University of Canterbury, Christchurch, New Zealand)
Grace Saw (Auckland Institute of Technology, New Zealand)
Gary Shirk and Stephen Pugh (Yankee Book Peddler)
Julie Stevens and Dave Ericsson (UMI Publishers)
Steve Turner (architect from Mackay)
Universities of Pretoria, Fort Hage and the North staff, South Africa
University of Otago Benchmarking Team
University of Queensland Senate members
Professor Patrick Wall (International “Pain Guru”, UK)
Kevin Ward (Swets)
Andrew Wells (National Library of Australia)