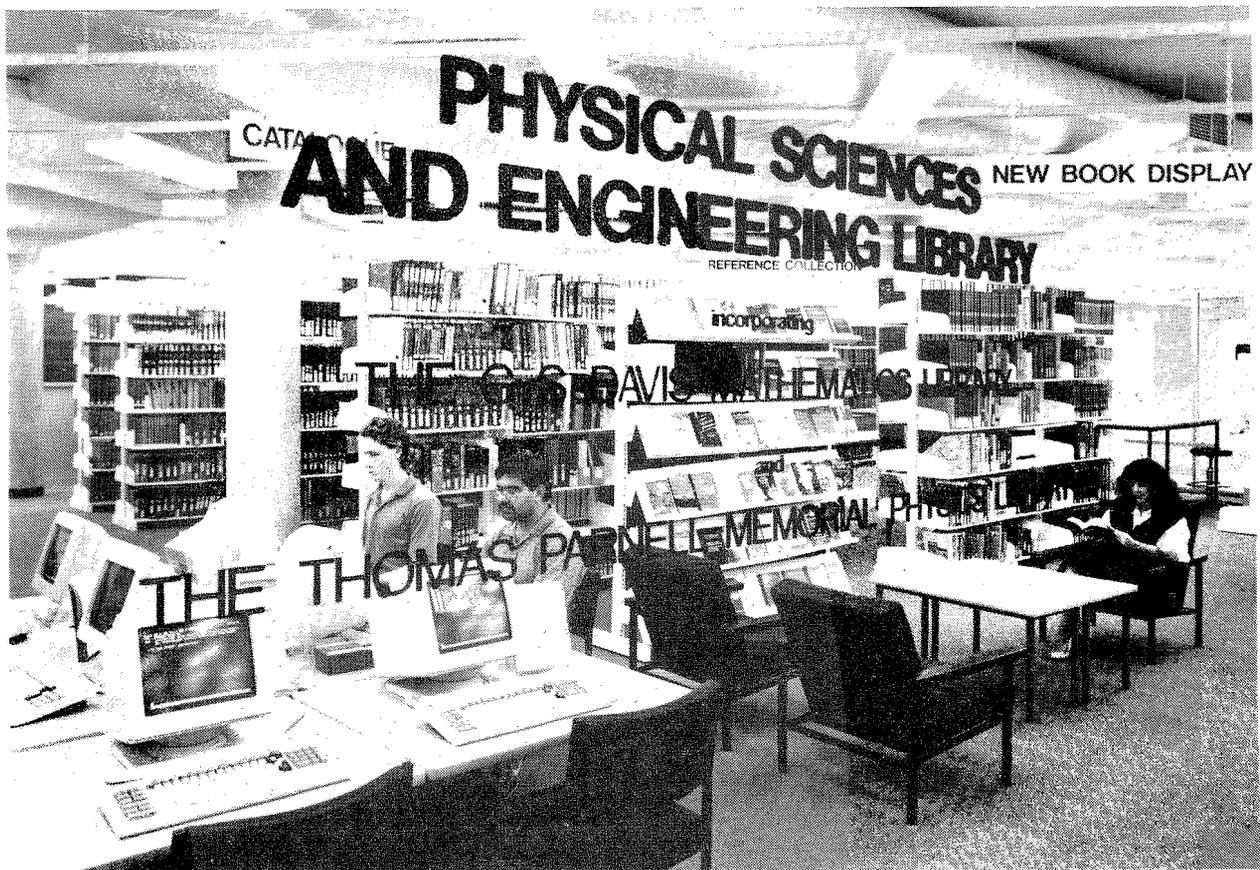


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ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1991



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FRONT COVER

Interior of Physical Sciences & Engineering Library

Annual report of the University Librarian for 1991.

Mission statement.

The role of the Library within the University of Queensland mission is to maximise effective access to recorded information by the University of Queensland academic and student community and other communities served by the Library, within resources acquired for that purpose.

This Annual report is intended to inform the University community about the steps which the University Library has taken during 1991 to fulfil its Mission Statement and its plans for improving that performance. The Report also draws attention to changes in the academic, financial and information technology environment in which the Library is operating.

Overall survey

Demands on the Library, as indicated by activity statistics, again rose substantially in 1991. This demand was met with difficulty in a year in which a dramatic increase in the cost of periodicals subscriptions constrained expenditure on staff and running costs. Moreover while the Online Public Access Catalogue (OPAC) and increasing numbers of CD ROM databases have given users speedy access to information about relevant resources at a level which was formerly impossible, they have greatly increased the pressure on library reader services staff for advice and assistance in using these sophisticated tools.

It also became clear during the year that the dream of a complete, integrated and Australianised PALS library system was foundering. In the event agreement was reached under which part of the anticipated software development was traded for an update to the hardware which operates the system.

The Library's public image was also altered by the replacement of the Library's own distinctive logo, in use for twenty years, by the new University house style. This reflects a more aggressive assertion of the University's corporate image in accordance with modern managerial practice.

Library finances

The Library's strategic plan has been criticised for placing undue emphasis on the need for additional funds. This emphasis reflects, however, the Library's special environment. It is subject to a number of forces over which it has no control.

It is dependent on information of which more than 90% is published overseas and subject to unpredictable cost increases and currency

fluctuations which usually result in price increases far above the average university cost indexation.

It is expected to respond to academic decisions in teaching and research which increase expectations of users but in the making of which it has little influence.

As part of one of Australia's leading universities it attempts to adopt the latest technology to support teaching and research. This is expensive.

In spite of extensive purchases in microform and tough withdrawal and discard policies, the Library's collections continue to grow and need additional accommodation. It also needs additional space in which to adapt to new patterns of user demand.

The Financial Statistics (p.30) show that expenditure on Library Materials increased by \$400,000. Nearly all of this was taken up by increases in periodicals subscriptions; there was a considerable decrease in monograph titles purchased and in volumes added to the collections (see p.29.) Additional funds had also to be found to pay licence fees for the recording of broadcasts off air which is now permitted by the Copyright Act.

Careful housekeeping held the Library's running costs to the 1990 level. Expenditure on salaries exceeded budget, partly because it proved impossible to avoid some minimal staff increases in the face of pressures and back-logs and partly because the University's accounting practices make accurate budgeting very difficult. Some of the extra salary expenditure was funded from library income outside the Operating Grant.

The Library again received part of the University's Research Infrastructure (RIF) Mechanism A funds. There is some resistance to such "off the top" funding by Group Pro-Vice-Chancellors. However Group decisions concerning research and especially their success in competing for co-operative research centres and other prestigious research projects create demands on the Library for which it receives no funds. Moreover the increase in research grants received is partly funded from the "clawback" which reduced the overall University budget and, proportionately, the Library budget, reducing the Library's capacity to support research. An allocation from RIF permits the Library, under tight guidelines, to make additional research support available.

A new funding source has become available through the University Appeal, in which donors can nominate the Library as beneficiary. While the initial income is slight, it can be expected to grow.

The Library has been compelled to adopt a more entrepreneurial approach to charging for services. It is funded to service staff and students of the University of Queensland. It extends reciprocal borrowing to academic staff and post-graduate students from other publicly funded Australian universities. Where the University offers courses on a cost-recovery, not for credit basis, library privileges are

subject to agreed financial arrangements. In 1992 a new subscription "Associate Membership" will be offered to the general public with undergraduate level privileges costing \$450 per annum and Postgraduate level \$1,000.

At the State Government's behest the University has had to adopt accrual accounting procedures. This required valuation of the Library's collections and a joint working party of the newly established Brisbane University Libraries Office of Co-operation made recommendations on procedures for doing this. The collections are valued at \$171 million.

State of the Collections

Coursework needs. The NBEET report on *Library Provision in Higher Education Institutions* (1990) recommended that universities should provide in their libraries "90% of texts and other resources recommended for their courses". This Library has always aimed to achieve at least that level, although this objective is often frustrated by lack of sufficiently advanced notice of recommended readings. It has become evident that the tight library budget and the inability of students to pay the high costs of many books have reduced the adequacy of the Library's provision. Library expenditure on such material will be increased in 1992.

It is worth commenting that the concept of "recommended texts" has been losing validity. For many years increasing numbers of lecturers have encouraged students to seek out information for themselves instead of relying on nominated readings. This movement has been accelerated by the availability of sophisticated searching tools such as OPACs and CD ROM databases. Coursework students now need a broader range of information resources than envisaged by some administrators whose views were formed in a different educational environment.

In 1991 an academic decision was made to commence the teaching of Spanish. It was confidently claimed that funds for library support would become available from sources outside the University. These have not materialised and the establishment of basic library resources in Spanish has so far been very limited.

Research needs. Reference has already been made to the expansion of University research activities and the problems of funding the necessary library infrastructure. Some of the relevant issues are as follows.

As already indicated computer technology, especially CD ROM, has made identification of relevant information sources much faster. The electronic tools, however, are much more expensive than their print equivalents. The annual cost of *Psychological Abstracts* in print is \$910, on CD ROM \$4,550 (single use licence). Greater convenience and efficiency also brings greater library costs.

The *English Poetry Full Text Database* duplicates texts already held in the Library. The considerable additional convenience of electronic access to and searching of 4,500 volumes of English poetry to 1900 is considered well worth the high cost, \$42,000 for three copies.

The cost is being shared with the Department of English and the purchase price was discounted by 30% by purchasing through a consortium arranged by the Committee of Australian University Librarians (CAUL).

Sophisticated technology also influences perceptions of the quality of collections. The facility with which electronic databases enable a scholar to scan a broad range of relevant resources creates new expectations regarding access to those resources.

Obsolete technology also has costs. In the 1960s the Library purchased large quantities of British and American resources on Readex Microprint cards. This technology has now been superseded by formats which are more easily used and copied; relevant equipment is hard to maintain. A large investment needs to be made in an alternative format. A similar example on a smaller scale is a project presently under way to convert a/v resources from obsolete UMATIC tape to VHS.

The Library has traditionally relied on assistance from academic staff in selecting much of the material which is purchased. Current pressure on academic staff is reducing their capacity to assist the library continuously in collection development. While librarians have always played a significant role in this activity, this role is increasing, with academic advice continuing to be sought when necessary.

The Library used to receive a separate Equipment Grant for materials to support research. This is now rolled into the Operating Grant but the spirit is continued by setting aside part of that grant for

large works, other than periodicals, published in parts over several years;

targeted purchases to strengthen a particular research area, e.g in 1991, cytogenetics and molecular biology in Biological Sciences Library;

major research tools.

The growing number of expensive CD ROM databases is funded from this source or from Research Infrastructure Funds. Other expenditures range from strengthening the Law Library collection which was severely criticised in the Pearce Review of Law Schools to purchasing several series of conference proceedings in engineering.

Central and branch libraries now have some staff trained in *Conspectus*, the nationally accepted methodology for assessing collection strength. Progress has been made towards completing assessment in several disciplines.

The research collections of the Library are obviously increasing in extent and depth, especially in those disciplines in which information does not age quickly. Whether the growth matches the rising expectations and demands of a user community with access to highly sophisticated search tools is more questionable. It has not been

possible to heal some of the scars made when price escalation forced large scale cancellation of subscriptions to periodicals in the mid eighties. There is evidence that subscriptions to some additional periodicals would assist research.

The effective balance between what should be held on site and what should be left to be obtained on demand through interlibrary loan has always been difficult to establish. It will be altered as texts can be almost instantly transmitted in electronic form. While the technology to do this is already available, the information world has not yet structured itself to supply it and the cost-effectiveness of such procedures remains to be established.

Relationships beyond the University.

The University Library could not fulfil its mission without co-operative arrangements with other libraries both within and outside the university sector. This makes it different from the rest of the University and requires close relationships with other libraries through organisations such as ACLIS (Australian Council of Library and Information Services), CAUL (Council of Australian University Librarians) and BULOC (Brisbane University Libraries Office of Co-operation).

Loans and photocopied items supplied to other libraries rose by 23% to 14,634, the rise being primarily due to the listing of this Library's periodicals holdings on the Australian Bibliographic Network, itself a co-operative venture. In addition 8,341 loans and photocopied items were supplied through the special arrangements with QUT, Griffith and Bond University libraries.

In return 17,250 loans or photocopied items were borrowed by this Library on behalf of Teaching and Research staff and post-graduate students. This was marginally less (2.5%) than in 1990 but such small fluctuations can be caused through choice by only a handful of people of research topics for which library holdings are inadequate.

The ACLIS (Queensland) Collection Development Subcommittee surveyed interlibrary loan requests which the three Brisbane university libraries and the State Library had sent to other states over an eighteen month period. On the basis of this survey the Subcommittee identified series or periodicals which were in sufficient local demand to justify holding in Brisbane. Each was brought to the attention of the library with most relevant interests and some have now been ordered.

At the National level ACLIS developed a scheme for *Fast Track* interlibrary loans. Individual libraries will guarantee a 24 hour turn-around of requests with supply by fax or courier. Additional charges will apply for this service. The University Library has joined the scheme both as a supplier and a user. Ironically, as the Herston Medical Librarian has pointed out

Regrettably, it is expected that reluctance to pay the extra charge on the part of clients combined with the increasing

unwillingness on the part of libraries to process material urgently except under the fast track provisions, will actually reduce the level of service provided

because some libraries which formerly supplied quick service will now charge for it.

As already mentioned a discounted price for the *English Poetry Full Text Database* was negotiated through CAUL. This Council is also exploring co-operative arrangements to mount major foreign databases on a national host computer for access through AARNET. Negotiations are proceeding with a major database owner and a DEET grant of \$200,000 is available for this project.

Under the auspices of BULOC this Library and Griffith University were successful in obtaining a DEET grant of \$190,000 to set up an Asian Script database (the CJK project) with access using both the vernacular and romanised versions of script. This followed a feasibility study which the two libraries conducted with two commercial companies, to which each library contributed \$5,000. Expressions of interest in this project have been made by several Australian libraries and overseas interest is anticipated.

Again under the auspices of BULOC the three Brisbane universities obtained a DEET grant of \$120,000 for the establishment of access to each others' library databases using a common search strategy. This is intended for both public and library staff use.

Other BULOC projects included a study of co-operative storage needs to the year 2005 in order to prepare a brief for a building for which funds might be requested in line with a recommendation of the NBEET (Ross) Report. Among other conclusions the report demonstrated that QU had the major need, 500,000 volumes to be stored in 2005 compared to only one tenth of that quantity at either QUT or Griffith. This reflects the difference in size between the libraries and the fact that both QUT and Griffith have funds for large scale library building programmes.

Another BULOC Working Party is examining means of improving document supply between the three universities. For many years QUT and Griffith libraries have paid a staff member to work at St. Lucia organising loans and photocopies for their users. The supply to QU has been comparatively slight but is expected to increase when online access to Griffith's holdings becomes available.

Planning and development

Developments relating to the PALS computer system are covered below under *Systems*. Plans for the Library's own Local Area Network are described under *Technology*. Accommodation planning appears under *Physical facilities*.

The Library's strategic plan was revised and became part of University-wide strategic planning. All objectives and targets were reviewed and where necessary altered and updated through to 1996.

Towards the end of the year the decision to close Thatcher Library was reviewed. As postal loans remain at a high level, closure was postponed at least until the end of 1992, before which another review will be made.

Following expression of dissatisfaction at the Library Committee concerning library service to the Faculty of Commerce and Economics a subcommittee was set up which invited a formal complaint from the Dean. A joint Faculty/Library Working Party was eventually requested to

assess the library requirements of students in the Faculty of Commerce and Economics and to advise the Dean and the University Librarian on how these requirements might be met either by

reorganisation of existing services or
development of a new service.

This project should be completed in 1992.

The University decided that the J.K.Murray Library at Gatton College should be integrated into the University Library from 1 January 1992. Meetings between senior University Library staff and College Library full-time staff were held for forward planning and familiarisation. It is estimated that inclusion of the College Library in the PALS system, retrospective addition of its catalogue records to the OPAC database and provision of facilities similar to those in other branch libraries will cost close to \$300,000. No project funds are available from DEET for this purpose and it will have to be funded from the University Library's budget.

For 1992 it was possible to review decisions made a decade ago to reduce opening on public holidays. Most complaints have been about closure over Easter when users are deprived of library services for a four day period. In 1992 Central and major branch libraries will open on Easter Monday.

Physical facilities

The Library's most intractable problems relate to accommodation. There is only limited scope to address such problems through the Library budget. Cost estimates are in \$100,000s or \$millions and library claims are seen as in direct competition with those of teaching and research even though the library plays an essential role in both activities.

Central Library. Extension has been sought for two decades. The building continues to function only because material is continually withdrawn for Store and discard, 12,500 volumes in 1991. The stored material inevitably includes volumes moderately often required for research. Some Humanities disciplines in particular do not have the

benefit of sophisticated searching tools which substitute for browsing in other disciplines. It is impossible to find space for desirable new activities such as a separate Asian Language collection and service or a Business Library. Frustration about the latter is partly the cause of the dissatisfaction of the Faculty of Commerce and Economics mentioned above leading to active consideration of a separate post-graduate branch library in the proposed General Purposes North building.

Biological Sciences Library. This Library serves disciplines with dramatically increasing research activities and student numbers. It has not been extended since it was opened in 1975. The planned Stage 2 is urgently required.

Duhig building. The proposed closure of Thatcher Library presents an opportunity to rehouse Audio-Visual Services, a growing service for which its present accommodation is quite inadequate. A smaller remote students unit will be housed on another floor. Some space will be used to relieve temporarily the Library's chronic shortage of space to store withdrawn material. Total cost of refurbishment is estimated at more than \$1 million and the University's forward commitments do not provide for this expenditure.

Geology Library. One of the University's outstanding research collections is still housed in overcrowded premises which are not air-conditioned. Agreement has been obtained for the library to expand to include the whole west wing on the upper floor of the Richards building. This project also requires funding in excess of \$1 million.

Architecture-Music Library. An annexe to the Cowan building was built in 1991 in space formerly earmarked for much needed library expansion. Some assurances have been given that library expansion into the annexe will be possible within a few years when present tenants move out.

Medical libraries. The Faculty of Medicine's current discussions of reorganisation into separate northside and southside clinical schools could have costly implications for library facilities presently located at Herston, Princess Alexandra Hospital and Mater Hospital. In the meantime library conditions at Mater Hospital remain Dickensian.

Dentistry Library. High level discussions about relocating the Dental School at last offer some hope that the worst housed branch library after Mater will benefit from such a move. The Faculty is very mindful of the need to make suitable provision for improved library facilities.

Library Store. This is the building which the Library must have if, as seems certain, Central Library Stage 2 in particular cannot be funded very soon. The only storage space left, in Law Library, will be full in 1993. A little breathing space will be provided if funds can be found for the Duhig refurbishment. After that material displaced by new publications must either be given away or pulped, or accumulated on the stack floors making the stacks unusable.

There is no evidence that electronic technology will solve this problem within the next decade.

Technology

Electronic equipment is now a major feature of the library environment. In addition to the public terminals used to access the OPAC there were 157 personal computers in the Library at the end of the year. Expenditure on PC related equipment in 1991 totalled \$90,000. PCs are used for PALS related activities, for CD ROM consultation, for Computer Assisted Learning and for numerous library housekeeping activities. The replacement of the former computer-assisted cataloguing processes with online cataloguing required ergonomic re-furnishing of part of the Technical Services area at a cost exceeding \$50,000.

A PC Support officer, Michael Manning, with both librarianship and systems expertise was appointed. In addition to support, his task is to advise on further PC related development and to maintain the level of computer literacy which is now mandatory for almost all library staff. An early result of this appointment was the development of a proposal for a Library Local Area Network. Through the LAN library users will be able to

use the CD ROM databases and other information file-servers on the network, permitting simultaneous use of the same CD ROM or other information database by several users, replacing the present arrangement where only one person can do so. [This will be possible only on CD ROMs and databases for which networking licences can be purchased.]

consult library catalogues in other libraries.

access other databases through AARNET.

For library staff the LAN will also provide

internal E-mail facilities

access to shared office software

access to remote equipment such as printers

file transfer and storage.

The first Stage of the LAN was commenced in Central Library at an initial cost exceeding \$30,000. Branch libraries will be progressively connected.

The contribution of CD ROM databases to the quality of library use and service is noted in several places in this report. The Library has not invested in full text on CD ROM, where it is available, except in the cases of English Poetry and Law reports. Several university and other libraries have purchased *Business Periodicals on Disk*. This Library has not done so partly because of cost but also because manipulation of large numbers of separate CD ROMs and the need for every

concurrent user to have a workstation make CD ROM a clumsy resource for a large library. The Library has the same reservations about the *ADONIS* database which contains current texts from a large number of bio-medical journals. A royalty has to be paid for every article printed out from these disks.

Some databases are supplied regularly on floppy disk. These have to be cumulated on a fileserver of some kind. No doubt before too long full-text will become more widely available on other forms of electronic storage.

Apart from the OPAC, CD ROMS are the first electronic medium to which library users have been given direct and unlimited access, restricted only in those cases where demand warrants advance booking of time. This is the first step along the road to a promised electronic El Dorado. Direct user access to off-campus databases and electronic texts is part of forward planning for the Library Local Area Network. Initially such access will be limited to textual information but online access to multi-media databanks will follow close behind. The Australian Academic Research Network (AARNET) with its international gateways to academic networks in other countries plays a fundamental role in such access.

The equipment and technical problems of multi-user access are simple compared to the legal and licensing complexities of multi-user access. Copyright law, and the educational copying licences, have not caught up with the technology. It is technically feasible, for instance, to scan printed material into a database and make this data available through a network to workstations, including dial-up. The extent to which this is legally permissible is quite unclear. The use of most commercially supplied data is controlled by licensing. Unfortunately many licensors have not yet adapted their thinking to the variety of network situations in which their products might be used. Publishers of electronic data are naturally cautious in their approach as they are uncertain about the effects which electronic products will have on their traditional market for print material.

At the end of the year the Library was working with the CAL unit to create an interactive reader education programme, which was used for 1992 orientation purposes. Interactive video will become an increasingly important information medium.

More traditional technology such as photocopiers, microform reading equipment and even shelving also consumed substantial sums in 1991.

Overall the Library LAN was the most exciting project commenced in 1991. Users at PC terminals within the Library or with access to the university network from home or office will have access to information resources within and beyond the Library. Library staff will have an important role as facilitators of such access.

Central Services

Staff matters.

For many years pressure on the budget from rising costs of library materials has severely restricted staff increases in spite of statistical evidence of substantial increases in workload. These increases have been partly due to the need to offer greater assistance to users wishing to use OPAC and CD ROMs, larger numbers of loans and photocopies travelling between libraries as a consequence of reduced purchasing capacity and, in recent years, higher enrolments and more research projects.

In an attempt to control workload the Library's Reference Services Committee has defined the services which will be made available to different kinds of users. A further step is seen as establishing some norms or performance indicators to set ideal and practical staffing levels for various library activities. In 1991 \$18,000 was spent on emergency relief staff to eliminate shelving backlogs which were causing severe inconvenience to users.

The long drawn out Award Restructuring procedures are damaging to staff morale, especially following more than a decade in which the Library attempted to persuade the University to recognise that the present salary classifications were obsolete. Some relief was obtained in 1991 when an Interim reclassification round was held which enabled a number of library positions to be reclassified to more equitable levels. In spite of this Award Restructuring, if and when it comes, could prove expensive.

In 1992 Performance Review will be introduced throughout the University. Since the Library has been carrying out such reviews for many years using instruments which correspond closely to those now proposed, difficulties are not anticipated.

Introduction of paid parking created a problem for library staff who work evening shifts and need to park close to the workplace. This was eventually resolved through the purchase of appropriate permits by the Library.

A large number of library staff were assisted to attend a range of staff development activities during the year. An incomplete count indicates an average of 14 hours per staff member. The A/V Librarian travelled overseas to visit quality a/v centres and attend some important conferences. Many staff development programmes were organised in house. One of BULOC's many functions is to enable QU, Griffith and QUT libraries to share staff development opportunities.

The Library's Staff Development Committee has drawn attention to

" an emerging problem for the Library...the clash between staffing priorities in delivering service versus attending training and development sessions. With substantial growth in library use over recent years, it has proved difficult for Reader Services to

release staff during semester. During breaks, many staff are on leave. These pressures can inhibit legitimate applications for attendance at activities."

The problems are even greater for staff at libraries off the St. Lucia campus. A similar clash affects attendance at the many committees which are necessary to achieve coherence across the University Library and to implement the teamwork on which the whole library operation is based.

Staff exchanges were arranged with libraries at QUT, the College of Art, and Brunel University (UK). Other staff were seconded to Queensland Parliamentary Library, the Queensland Police Academy Library and the UQ Academic Staff Association office.

Technical services

An era ended in Technical services with the retirement of Miss Mary-Rose McCarthy. During her 29 years in the Library Miss McCarthy became successively Principal Librarian, Cataloguing in 1966, Associate Librarian, Technical Services in 1986 and Associate Librarian, Technical Services and Systems in 1990. Her management and leadership skills ensured that backlogs in processing were rare. Many special projects such as the conversion from Dewey to Library of Congress classification and full retrospective entry of the Library's total holdings, other than manuscripts, to the database were completed expeditiously and cost-effectively. Miss Wendy Cooper was appointed as Acting Associate Librarian in June.

A great deal of Technical Services staff time was again taken up with tasks related to the development of online cataloguing on the PALS system which was long behind schedule. By the end of the year it was only partially operative.

The Library's serials holdings were finally loaded onto the Australian Bibliographic Network (ABN). Unfortunately ABN is not presently able to schedule tape updates of these holdings or process a tape of the Library's extensive monograph holdings.

Acquisitions

Ordering, accessioning and financial accounting are the library's least computer-assisted activities. In a Library with a purchasing budget (1992) of approximately \$6 million this means a heavy load of manual record keeping and limited access to management information. It is impossible, for instance, without many days of clerical labour to establish the cost of periodical subscriptions for a particular branch library or last year's cost of subscriptions not yet paid in the current year.

Part of the trade-off in the revised computer contract was to release the suppliers from their obligation to enhance the PALS Acquisitions and Serials Accessioning modules to meet specified library

needs. A major project in 1992 will be to adopt an interim strategy for automation in these areas, assuming a horizon for total system replacement in 1996.

For some years the generation of orders has been partly automated using the library database. New procedures introduced with online cataloguing late in 1991 were not trouble-free.

Information about serials holdings on the OPAC database needs to be up to date. Lack of automation means that manual records and database records must be kept in parallel.

During 1991 PC software packages were adopted which created a fully integrated database of spreadsheets for financial reporting. This has helped considerably with the generation of monthly and annual statements of account. However the software carries out only a small range of activities compared to what a full computerisation of Acquisitions would achieve.

Online ordering from suppliers requires double keyboarding and has, so far, been adopted only in cases of urgency. More extensive use of electronic orders is anticipated in 1992.

Greater expenditure on Asian material has highlighted problems with suppliers whose standards of invoicing and reporting are poor by comparison with those in other countries. The Library gratefully acknowledges assistance from the Department of Japanese and Chinese Studies with writing letters in the vernacular and translating responses. Nevertheless the Library needs more staff with expertise in Japanese, Chinese and Korean and hopes that 1993 funding will make this possible.

Cataloguing

The Department's objective of checking new purchase recommendations within three days was achieved except at the peak end-of-year ordering period. The objective of cataloguing within one month of receipt was achieved until disrupted by the introduction of new cataloguing procedures which coincided with the peak in order checking. The Library needs to find ways to encourage academic departments to place orders throughout the year.

Introduction of the first stages of the replacement cataloguing procedures (AME), a complex operation in itself, was made more difficult because it overlapped with replacement of the mainframe computer in late December and early January. Selected staff members have, for some time, had special responsibility for training new Cataloguing staff and for keeping the skills of ongoing staff in line with new developments. Introduction of AME has reinforced the need for specialised training and a formal training group has been established, with this responsibility recognised in salary classification.

It is not always appreciated that, in addition to the cost of adding to the library's database, there are substantial costs in

maintaining it. In 1991 there were 110,000 changes to existing records. It is also worth recording that cataloguing data was available for only 59% of new material, original cataloguing had to be done for the remainder. The alternative would be to delay the availability of new material to users, a degradation of service which the Library is unwilling to accept.

Systems

Graham Rusher was appointed Manager of Systems section. He faced many challenging tasks: PALS software development had fallen well behind schedule; the UNYSIS hardware was clearly unable to handle the level of demand; the PDP equipment was unreliable but could not be phased out until PALS software for online cataloguing became available. By the end of the year solutions to these problems were in sight. Sufficient new software had become available to allow the PDP equipment to be phased out. New hardware with considerably greater capacity was about to be installed. Progress was being made with many other problems including disaster planning.

As already mentioned Michael Manning was appointed as PC Support Officer. It was because the PALS equipment had proved unable to emulate in a way which enabled the Library to interface satisfactorily with the University network and the outside world that work was put in hand to create a Library Local Area Network. The LAN will complement the PALS system, enabling the Library to make available to library users and to library staff the many new software applications which are becoming available.

Withdrawals and Store

The stored collections now total nearly 200,000 volumes, more than half of which are in the Bishop St. warehouse where there are continual mould and dirt problems. Additions to Store in 1991 numbered 31,649 and 10,552 volumes were discarded. All present storage will be full in 1993, and the only relief in sight depends on the as yet unfunded alterations to the Duhig Building following the reduction in Thatcher Library activity.

It is unrealistic to look to information technology for a solution to the storage problem. The world output of printed books and journals is increasing alongside growing electronic publishing. Little of the information held in Store is available in alternative electronic formats.

In 1992 there has been a real increase in library funding for monographs. The benefit of this improvement is, ironically, moderated by the need to tighten the Guidelines for withdrawing material to Store to remove from the shelves volumes with a higher use frequency than formerly justified storage.

Loans from Store rose by 1,797 to 6,120.

Reader Services

Services to users were affected by the inability of the Library to fund additional staff to match growing enrolments and by the poor response time of the PALS hardware. These shortcomings are being addressed in 1992.

There are more intractable issues. Some arise from the increasing demand made on the Library by students from other institutions, especially heavy at present while the other Brisbane universities sort out the library problems generated by massive institutional amalgamations. Others stem from the impact on reader services of the rapidly changing information technology environment.

The effects of non University of Queensland users on the Library has changed. Formerly access to open-shelf material by such users made few demands on library staff. This has changed with supersession of the card catalogue by online access and the availability of an increasing number of CD ROM information databases. Outside users have not been exposed to the Library's extensive reader education programmes and consequently make increasing demands on the time of reader services staff.

Electronic technology is affecting library service not, as some seem to think, by replacing print resources, but by offering much easier access for users to information about the resources which exist which are relevant to their particular topic or discipline. This access flows through to demand for a broader range of resources than before by users at all levels. In the case of academic staff and post-graduate students more inter-library loan requests are generated.

The nature of reader service is being dramatically altered by electronic technology and further substantial change can be expected as access to and downloading from full-text databases becomes a routine matter.

Over the past decade there has been a mixed response within the University to the changing balance of Library expenditure between collection-building and services. The importance of the latter is being reinforced by technological change.

Audio-Visual services

This continues to be a growth area both in the central service and through location of more a/v resources in branch libraries. Nearly 15,000 screenings were held in the Library Audio-visual Services section, attended by 34,609 students from a wide range of disciplines. 3392 films and videos were lent for class use and a further 365 obtained from other sources.

Demand for A/V and CAL places exceeded supply on several occasions. Opening of the PC computer laboratory in the Prentice Centre relieved pressure to some extent by providing facilities for student word-processing and other routines which the Library does not set out to

offer. The proposed relocation of LAVS in the present Thatcher Library area is expected to offer much needed increases in storage space and user facilities.

2,844 TV or radio programmes were recorded off-air, costing \$31,000 in copyright fees. More would have been recorded if Departments had been able to meet their half share of the cost.

The LAVS Principal Librarian, Gulcin Cribb, developed with a representative user group alternative scenarios for the future of a/v services for consideration by Library management. The Library is one of the leaders in a/v services among Australian universities and careful planning is needed to ensure maximum effectiveness, especially in a Library with a number of geographically separate service points.

Reader Education

As library services become more complex the Library's reader education programmes become more sophisticated and time-consuming. The *Guide to the Library Catalogue* has become a major publication. In 1991 it was revised following a survey of users. Numerous pamphlets have been produced to assist users of specific online services.

In addition to reader education activities such as orientation programmes for new students and specialised seminars for advanced students in particular disciplines, special seminars are run for overseas students, for students enrolled through the UQ-link programme and for Aboriginal and Torres Strait Islander students. A half-time Aboriginal liaison Library Assistant is appointed in consultation with the University's Aboriginal and Torres Strait Islander Unit.

In 1991 the Library provided seminars on the use of electronic databases as part of the Tertiary Education Institute's staff development programme for academic staff.

Development of the interactive CAL programme for library orientation has already been mentioned. Hypercard and hypertext procedures have great potential in reader education; development of programmes also consumes large quantities of staff time.

Users with disabilities

The library's standing Committee on Library services to Staff and Students with Disabilities continues to work closely with the Disabilities Counsellors and attempts to ensure that all library staff are aware of the needs of and services for such students. The most tangible evidence of activity is the production during the year of more than a thousand tape readings for sight-handicapped students.

The Library is represented on TIPD (Tertiary Initiatives for People with Disabilities), a cooperative project between the three Brisbane universities, which aims to double the number of such students by 1995 and to provide an improved level of service.

Biological Sciences Library

As well as servicing disciplines where student numbers are growing and research is constantly expanding the Biological Sciences Library is a major provider of materials to other libraries within and outside the University. In 1991 items supplied to other libraries within the University increased by 25% to 4,506; this traffic is expected to increase further when Gatton Library users have OPAC access in 1992. Items supplied to libraries outside the University increased by 40% to 4,417.

Along with other increases in service demand the result was great pressure on staff resources. Professional staff had to be diverted from tasks such as collection development and Conspectus analysis in order to avoid queues and backlogs.

Research Infrastructure funds were principally used to strengthen resources in molecular biology, an area of interest to several academic departments. Members of the Biological Sciences Library Advisory Committee were especially helpful in lobbying departments for funds to assist the Library to purchase the *Biological Abstracts* CD ROM, bringing the number of CD ROM databases in the Library to five.

The Advisory Committee, supportively chaired by Professor Colin Dobson, is proving a useful means of fostering relations between the Biological Sciences Library and its user community.

Health Sciences Libraries

Several issues are common to the three medical libraries, all of which are funded by both Hospital and University to service Hospital medical staff, academic staff and students.

The Health Department has been reorganised into regions, each containing several hospitals. It is unclear what implications the re-organisation will have for library services and funding. It is possible that the respective regions will wish to negotiate new funding arrangements and extension of library services to other hospitals within the region.

At the same time the Faculty of Medicine is discussing proposals to change to a post-graduate course based on three or four separate clinical schools. Such changes would alter both the nature of medical library services and their physical organisation. The advantages of the present arrangements have been that they enabled both the University and the three principal state-funded teaching hospitals to enjoy a respectable level of library services with maximum efficiency of resource use. It would be unfortunate if the emergence of separate clinical schools created a need for more expensive library resources at a time when all library budgets are under pressure.

Another issue common to all three hospital complexes is library services to professional nurses. The needs of nurses for library

services were hidden in the past by the existence of libraries for student nurses, supplemented by occasional use of the joint hospital/university libraries. Now that responsibility for nurse education has been assumed by universities, the separate libraries in nursing schools have lost their purpose. It is logical for the joint medical libraries to take responsibility for service to nursing staff but additional financial resources and accommodation are needed before this can be achieved. The University of Queensland has no nurse education responsibility, the course being taught by Griffith University and QUT.

The three medical libraries suffer more acutely from budget shortfalls than the rest of the Library because of the lockstep connection with hospital budgets. Half of the ongoing library expenditure at Princess Alexandra and Mater Hospitals is met by the hospitals, and at Herston the Board provides an agreed proportion of *joint* expenditure. In years when the inflation in the cost of books and especially of periodicals rises spectacularly faster than the indexation of their budgets the hospitals are unable to meet the increased costs. While it is normally possible for the University Library to make adjustments within its overall budget to accommodate such increases, joint library budgets are too small to permit this degree of flexibility. The inevitable result is that subscriptions are cancelled in the hospital libraries. At Herston the University may pick some of these up, but the overall result is a rise in the demand for photocopies to be obtained from other libraries within the University library or from those outside it. Provision of such photocopies is labour intensive and is becoming insupportable. The present financial arrangements would have needed renegotiation even if the other matters measured above had not pointed in that direction.

Dentistry Library

Use of the library by Dentistry staff and students has never been higher and highlights the complete inadequacy of library accommodation which has not changed in decades. Loans have doubled since 1986, to nearly 14,000, increasing by 27% in 1991. More than 2,000 items were obtained from other libraries.

To relieve space problems a separate store-room is again in use, a solution abandoned some years ago.

Reader education is part of DP313, Methods of Dental Research, and includes instruction in the use of OPAC and MEDLINE on CD ROM. The Australian Dental Association, Queensland Branch, again paid for the annual MEDLINE subscription, through the good offices of Dr. Neil Savage whose interest in library matters generally is greatly appreciated.

Herston Medical Library

Like the other medical libraries Herston Medical Library had to cancel a number of journals, entailing a complex consultative procedure. At least some of the remarkable growth in items borrowed from other libraries is due to such cancellations over the past several years.

Items obtained from other libraries within the University rose by 21.7% to 5,783 and a further 2,224 came from outside libraries, an increase of 50% over the previous year. As already mentioned such transactions are very labour intensive.

Ironically funds for monographs have improved considerably because of the availability of "soft" special purpose funds from sources such as Research Infrastructure. The monograph collection was improved for topics such as public health and AIDS.

Intense use is made of the MEDLINE CD ROM with 1,274 uses in the latter eight months of 1991. Also in use are CD ROMs of PSYCLIT and the Excerpta Medica backfiles, as well as Current Contents which is received on floppy disk. The Library is testing ADONIS, the full text on CD ROM of current issues of 360 biomedical journals. It is also exploring options for networking MEDLINE at both University-wide and regional levels.

Remote searching of MEDLINE continues to decline although it is essential for complex searches. The Herston Medical Librarians say that

For various reasons a typical search that takes 15 minutes online would take an hour or more on CD ROM.

The Australian MEDLINE service is to be closed in June 1993. After that online searches will have to be made on an overseas database.

By the end of the year the problems of computerised lending on PALS by branch libraries remote from the St. Lucia campus had finally been overcome and it had been implemented at Herston Medical Library.

Mater Hospital Library

While sharing the general problems mentioned in the introduction to this section Mater library has an additional handicap in its quite inadequate accommodation. Previous reports have described a succession of hopeful opportunities which proved chimerical. No progress was made in 1991 in obtaining funding for the extension. Use of existing space was scrutinised, reorganisation was carried out wherever possible, but there simply are not sufficient square meters to accommodate a satisfactory library service for a large complex of teaching hospitals.

To keep within budget eighteen journal subscriptions were cancelled, orders for new books were withheld and binding was postponed. This situation was partially relieved by the allocation of additional funds from Hospital and University sources late in the year.

The shortage of on-site resources meant greater reliance on other libraries. From other libraries in the University 2,845 items were obtained in addition to 666 from libraries outside the University. Reliance on external sources for 3,511 items is large compared to 10,006 loans from the Library's own collection.

The issue of a MEDLINE CD ROM for the Library appears close to resolution. Online MEDLINE searches totalled 239.

Princess Alexandra Hospital Library

This Library shared the financial difficulties common to all three medical libraries. To meet unexpectedly high subscription cost increases the initial budget funded no book purchases and eight periodicals titles were cancelled for a saving of \$2,832. In mid-year the Hospital allocated an additional \$20,000. Lions International continued to support the Library, donating \$4,009 in 1991. Dr.M.Wright generously pays the subscription costs of two periodicals for the Library.

As in other medical libraries PAH Library obtains many items from other libraries. A total of 4,992 items was obtained, the majority from elsewhere in the University Library.

The MEDLINE CD ROM continued to be well used. In the twelve months to the end of June there were 753 uses, more than half of them by Hospital registrars. The Hospital funded an upgrade to the searching PC which considerably increased the speed with which searches are completed.

An investigation of the possibility of combining the Hospital and Nursing libraries found that insufficient space was available in either location to accommodate a combined library.

Humanities and Social Sciences Libraries

Architecture-Music Library

The library was designed for the much smaller enrolments of the early seventies and is now considerably hampered by patently inadequate accommodation. The frustrations arising from this situation, which is the source of many complaints from users, were compounded by the University's extraordinary decision to construct an annexe in the space available for library extension following minimal consultation with occupants of the Cowan Building.

The Architecture-Music Library has only 52 carrels, of which 30 are dedicated to music listening, for more than 800 students. Shelves are crowded, user facilities are besieged and staff attempt to maintain service from congested work areas in an environment where "quiet study" is accompanied by music rehearsals from a neighbouring room which was never intended for that purpose.

In spite of these handicaps demand continues to increase as indicated by a 20.5% increase in loans and a 17% increase in entrances to the library. There is active interlibrary loan traffic with libraries in Europe and North America. Discipline related CD ROM databases will be available to users in 1992. Some major research

titles, including Paleographie Musicale and the Grey Book Index of the Royal Institute of British Architects, were purchased during the year. All three Brisbane universities now teach music, and cooperation with them and with the State Library is growing, as is cooperation with QUT for architecture.

Central Library

Central Reference

Central Reference staff endeavour to maintain a high level of service in circumstances where demand is growing, information technology changes rapidly, staff levels have barely increased and, above all, accommodation is quite inadequate.

To take the last point first, the Reference collection has to be held at a steady state because of the inexorable space demands of the microform collection, and of the need to accommodate additional microform readers and more workstations and terminals to the library's and other databases. The frustrations created by the constant postponement of an extension to Central Library are in evidence every day.

The space available is no larger than in 1980 when 24,829 reference queries were received as against 48,089 in 1991. Comparative figures for microform enquiries are 4338 and 8332. As the Central Reference Librarian reports

The willingness of users to consult the staff was almost overwhelming.

This is in spite of an extensive reader education programme aimed at making users as independent as possible.. This included 90 Orientation tours (617 students), 22 tours for 204 non Queensland university users, 91 discipline-oriented classes to 1,353 postgraduate and upper level undergraduate students, and 30 catalogue use classes for 468 staff and students. A new course *Literature searches today* was offered as part of the Tertiary Education Institute's Staff Development Programme.

The level of response to the rising demand generated by increasing enrolments, burgeoning research and sophisticated access to databases cannot continue without additional resources. Again to quote the Central Reference Librarian Mrs. Dryburgh,

We need sufficient staff to service the number of requests from Central users for material not held at this University....The needs of our users become more sophisticated as they become more familiar with our (online) catalogue (and those of other institutions) We need to continue to enhance our access to complicated collections (such as the Nineteenth Century, Early English Books), to increase the analysis of material available via other databases e.g CD ROM, online, - and to present the access to

information on our collections available in so many formats in a straightforward and cohesive way.

Although such a wealth of information is now readily available about the holdings of this and other libraries, (the catalogue databases of many Australian and overseas libraries are searched through AARNet and Internet) the Library needs to have in its collection a reasonable proportion of the material required in major areas of research. Reliance on interlibrary loans for more than supplementary material is expensive for the Library and frustrating for researchers. Yet in 1991 a major new discipline, Spanish, was introduced in what appeared to be a modest way. Modesty soon vanishes and departments aspire to offer these new disciplines at Honours and postgraduate research levels. Spanish was approved on the basis that outside funding would be available. Only a comparatively small internal allocation has been forthcoming and the Library will be the subject of criticism from future students for its poor collection.

Even where the Library has reasonable holdings, research topics are frequently selected without regard to probable interlibrary loan costs. The Central Reference Librarian reports that

Discussion with several individual students beginning post-graduate degrees allowed (the Collection Development Librarian) to head off dramatically unsuitable topics.

In fact while requests from users for material to be obtained from other libraries increased by 10.8%, the proportion met declined. In some cases this was because the items would have had to be obtained overseas at additional cost to the requestor. Straightforward requests are dispatched almost immediately but where there are problems of identification or location, backlogs of work can cause delays of up to two months.

Electronic mail and fax are extensively used. Photocopies from the British Library Document Supply Centre usually arrive within 8-10 days.

Central Lending

Margaret Gauld replaced Kingsley Gurney as Lending Services Librarian in July with responsibility for lending services in Central Library, for follow-up procedures for lending in all libraries and for systems issues and training relating to the CIRC software. She chairs the Circulation Users Group which discusses policy issues.

Although CIRC has been operating in most St. Lucia libraries for three years a number of changes remain to be made to meet the contract and several "incidents" discovered in use remain to be rectified. These form part of the revised PALS contract.

Lending Services shared in the continuing growth in demand. Central Library loans increased by 9% to 320,000. The number of "holds" placed by users increased by 33% to 23,863. Of 1857 items which users

were unable to find, more than 71% were located by the first search and 87% overall. The final notice for items not returned takes the form of an account for replacement costs which is expensive to prepare. To reduce the number of loans reaching this stage a second overdue notice was introduced and the charge for account preparation was increased.

Anomalies in the classification of supervisory staff were reviewed by Personnel Services and recommendations were made which should meet these and improve working conditions generally.

Fryer Library and Special Collections

The problems created by lack of accommodation in Central Library are dramatically illustrated in Fryer. Space is so inadequate that the collection has been divided. One quarter of the Thesis Collection, which is the University's archive of research theses, is now in Store as are all monograph octavos in classes A to C of the classification. Active collecting of manuscripts has been reduced to a minimum level because there is so little room in which to house them.

There is a need to define Fryer's collecting policy more clearly. Its major strength has always been in Australian Literature but the Hayes Collection, acquired in the late 60s, was a much broader collection and brought several other areas of strength with it. It was, essentially, an Australian Studies collection. Fryer's annual funding has never been sufficient to collect supporting material on such a broad scale. First priorities were given to the maintenance of the mainstream Australian material needed in Central, Undergraduate and Thatcher where it is available for loan. Nevertheless over the years, through donations and through its own selections several other areas of strength have been defined and maintained. In nearly all cases these are closely related to the Fryer Library's manuscript holdings. These areas include Australian art, Australian women's studies, Queensland history, Australian cultural history and 19th century Australian history. Unlike many Special Collection libraries Fryer has had a tradition of collecting current publications as well as those which are out of print.

Some of the material which Fryer acquired as part of more intensive development given to its subject areas and which was peripheral at the time of acquisition to teaching departments, has now moved to areas of more central interest. This phenomenon among other matters has suggested that it might be timely to look at Fryer's role as an Australian Studies collection. "Other matters" include the continued high increase in literary manuscript prices, the role of the Australian Studies Centre within the University, changes in teaching and research interests, with regard to Australian literature, within the English Department.

Apart from its book collection the Fryer Library has an important national resource in its manuscript holdings. Over the last 15 years it has acquired manuscripts worth, in the vicinity of one million dollars. The majority of the papers have been donated to the University, although some \$300 000 worth of materials have come through the Taxation

Incentives for the Arts Scheme. \$150 000 has been spent in purchasing manuscripts but a sizable sum has been recouped through the generosity of the Alumni Association.

It would seem timely that consideration be given to the interfacing of the Australian Studies Collections and defining a more specific role for Fryer.

An alternative would be to concentrate on current material, collecting in Australian Literature and a limited number of defined areas of research interest such as Australian Art, Australian Women's Studies, Queensland History, Australian cultural history and defined areas of Australian history.

The development of Fryer's collections and the consonance between Fryer's collecting and current research interests would be considerably assisted by the formation of a Fryer Library Advisory Committee with representatives from academic departments conducting research in the Australian Studies area.

One special project should be mentioned. The Library has conserved its collection of nineteenth century Queensland and New South Wales Parliamentary papers by stripping down and washing the papers and having them handsomely rebound by a specialist binder. These sets will remain available to scholars long after the untreated papers would have crumbled to dust.

Law Library

Law has proved to be a discipline in which electronic information, both bibliographical and full-text, is especially useful. The Law Library offers access to CD ROMs, to a local database and to the services available from INFO-ONE and LEXIS, the latter a trial subscription funded by the Faculty. Information relating to Queensland law has not to date been available electronically but this situation is expected to change in 1992.

Law Library staff are heavily involved in reader education. Approximately half of new Law students took part in Orientation tours and rather fewer in classes on use of the online catalogue. For more advanced students *Legal research and writing III* had a large library component. In 1992 there will also be a library component in *LA104 Introduction to Law* in which a CAL programme will be used.

An increase of more than 25% in loans appears to reflect not just the increase in enrolments but the increasing price of Law books. In a year when bookfunds had to be squeezed to pay for subscriptions, which are very important in Law, there was inevitably a fall of almost 28% in book acquisitions. The strengths and weaknesses of the collection will be more readily seen when the current Conspectus analysis has been completed. The first draft of a Collection Development Policy has been prepared.

Thatcher Library

Christine McKenna was Acting Thatcher Librarian from June.

The reduction in demand on Thatcher library was much less than anticipated. Post-graduate enrolments in Education rose and there were substantial increases in undergraduate enrolments in Japanese and Studies in Religion. MBA students have become a substantial workload.

There were 440 mixed mode students, as against 343 in 1990.

As a result of this enrolment pattern postal loans declined only marginally and in mid-year a decision was made that Thatcher would continue to operate in 1992.

It appears to be University policy that academic departments will be able to make their own decision to enrol external or remote students. The Faculty of Education has already signalled its intention to do so.

The Library plans to establish a Remote Students Unit within the Undergraduate Library to provide postal loans. Where a department or faculty consistently enrolls remote students in particular subjects it may be feasible to maintain a special postal loan collection, and thus retain the efficiencies gained in Thatcher Library. Nevertheless even with these efficiencies the cost of postal library service from Thatcher has been almost double the cost of servicing an internal student. Where the *remote* student is postgraduate, the cost increases substantially because of the need to obtain material beyond the Thatcher collection.

The additional costs of servicing remote students will be a charge on the budget of the enrolling academic department.

Undergraduate Library

Judith Campbell became Acting Undergraduate Librarian in June replacing Wendy Cooper who became Acting Technical Services and Systems Librarian. Although the increase in use was not as great as in 1990 it was still substantial with loans rising by 12% to 410,089, holds by 32% to 11,448 and reference enquiries by 31% to 15,515.

Increasing enrolments and the high cost of books has reduced the capacity of the Undergraduate Library to meet the needs of coursework in the Faculties which it serves, Arts, Commerce and Economics, Education and Social work. It was not possible to increase funding in 1990 but the need for better provision of coursework material in all libraries will be given attention in the 1992 budget.

A seating use survey suggested that some 200 seats might be removed in the planned reorganisation of the Duhig building. The continuing increase in enrolments may force a reconsideration of this conclusion.

Physical Sciences and Engineering Libraries

Although enrolments have not grown in the disciplines served by this library, activity figures demonstrate steadily rising demand, with considerable use by people from outside the University. Inter-library loan requests increased with the listing of the Library's serials holdings on ABN.

CD ROM databases are now available for searching for engineering (Compendex), science (Science Citation Index) and mathematics (Mathsci) and it is proposed to add INSPEC (electrical engineering, computer science and physics) in 1992. Resources to support searches have been increased by the purchase of several large reference works and expensive sets of Conference proceedings, especially in mining, geographical information systems and remote sensing, electrical engineering, computer science and materials.

The programme of reader education tutorials and seminars has been extended to include fourth year Electrical Engineering students and second year Manufacturing and Materials students. All first year Engineering students have a library tutorial in E9104.

Geology Library

By arrangement with the Geology Department the Library is extending into the remainder of the upper floor of the western wing of the Richards building except the Lecture Theatre. A joint Department/Library approach to the Vice-chancellor enabled planning to proceed for the Library to occupy that space also. Plans have been prepared and costed for complete refurbishment and air-conditioning when funds become available.

Some thousands of maps were taken over following the closure of the Department of Geographical Sciences Map Room. Some progress was made with cataloguing and processing, 3005 sheets being added to the map collection in 1991, 2,000 more than normal. A special project to process the remainder is planned for 1992. Many enquiries which were formerly addressed to the Department of Geographical Sciences Map Room are now being directed to the Library.

The nature of geological literature makes CD ROM databases especially useful. The library now has available the GeoRef, Geophysics of North America and Earth Sciences databases.

Concluding comments.

This is my twenty-sixth and final Annual Report as University Librarian. The reports trace the development from a moderately adequate undergraduate collection offering modest services to a major research resource offering very sophisticated services. They have attempted to raise policy issues and to indicate the probable future as I have seen it. They record what has been achieved by library staff with strong support from many academic staff and senior University administrators.

My greatest regret is not to have achieved the extension of Central Library which was intended to follow soon after completion of the present building in 1972. This has severely limited the support the Library has been able to give to research in the Humanities and Social Sciences.

I believe that the Library is in good condition to adapt to the continuing and exciting changes in information technology and the transmission of data which will transform its service in the next decade. This is not to suggest that there are not major unsolved problems.

In the last twenty years the University has supported its library as well as, if not better than, other large Australian universities considering the historical discrepancies in overall university funding. However the task of meeting the needs of the University community has been made more difficult by the proliferation of research projects over an almost infinite range of disciplines. New ventures are often commenced without ensuring that funds for the necessary support services are available. The example of Spanish has already been mentioned in this report. For some initiatives, such as Co-operative Research Centres, the Library receives no funding whatsoever either to create an initial collection or to service the ongoing needs of such Centres, yet it has been necessary to campaign hard to receive a share of Research Infrastructure Funding. The year under review has not been the first in which growing pressures on library staff have had to go almost unrelieved because all available additional funds had to be used to support the purchasing vote. Better articulation is required at a high policy level between the institution of new research projects and the funding of support services. It is to be hoped that this will be achieved through the establishment of the Pro-Vice-Chancellor, Academic Services, position.

A problem of a very different kind is conservation and restoration of library materials. Library resources, whether on paper or microfilm or in audio-visual or electronic form, deteriorate with age and use. The photocopier frequently damages copied volumes. In a large university many library materials receive heavy use. The Library's Conservation Unit does what it can, but it has only one staff member. Minor repairs are done "on the run" in all libraries. Rebinding is often not the solution. The price of having a large research collection is regular expenditure on its maintenance. A larger proportion of the Library's budget may need to be spent in this way.

Creation of the present University Library has been the work of many hands. I have been very fortunate to have received widespread support from within and without the Library. In spite of the University's traditional comparative funding disadvantage and a long period over which its budget has declined in real terms, the Library has become one of Australia's major research collections staffed by librarians dedicated to a high and sophisticated level of service. It has been a rewarding and continuously stimulating experience.

Annual statistics 1989-1991

	1991	1990	1989
Table 1. Library Staff			
Graduate Professional staff	67.49	68.11	66.97
Non Graduates with professional qualifications	3	3.5	3.5
Graduates without professional qualifications	6.25	5.25	4.5
Library Assistants	100.4	98.7	99.67
Technical Assistants	1	1	2
Administrative/Clerical	20.89	19.16	17.96
Library Attendants	32.78	30.9	29.3
Others/Casual equivalent	7.49	7.67	7.87
<u>TOTAL</u>	<u>239.3</u>	<u>234.29</u>	<u>231.77</u>

Distribution of Staff

Administration and Systems	15.83	14.13	12.33
Technical Services	52.19	52.08	52.71
Reader Services (Central Library)	62.17	60.55	57.4
Reader Services (Branches)	105.27	103.53	105.33
Other	3.84	4	4

Table 2. Services

Items Lent			
Central Library	346315	315763	267514
Branch Libraries #	885547	813547	693601
Items Lent to Libraries Outside Univ	14634*	11,902*	12648
Items Borrowed from Libraries outside QU	17250	17679	15474
On line Information Searches Made	1633	1948	2559
Reader Education Classes Held	405	391	324
Normal hrs/opening p.w.(Cent) during academic year	78.5	78.5	72

Includes all Reserve Collection lending whether extra-mural or not.
 (Total of 122,885 Reserve Collection loans in 1989, 116,828 in 1990 and 102,111)

* Excl. 8341 loans made by other Library Couriers

	1991	1990	1989
Table 3. Acquisitions and holdings			
<i>Books #</i>			
New titles by purchase	12739	14789	14806
New titles by gift	2609	3513	4257
Total volumes added	22458	27472	28613
Total volumes deleted	9271	12159	*35,753

Includes music scores and UQ theses

* Includes 24,928 vols. in Ringrose Libraries given to other institutions

<i>Periodicals</i>			
Total Number of Titles Received	20121	19690	19370
Number of non-duplicate titles received	16400	16072	15767
Number of new titles received	692	684	629
Number of titles discontinued	395	476	674
Total bound volumes added	15040	16120	15675
Total bound volumes deleted	1281	1746	2570
Total bound volumes in library	1449172	1422548	1392861
<i>Manuscript entries prepared</i>	0	27	2134
Manuscripts added	116	25 boxes	130
boxes		26 items	89 items
<i>Microforms</i>	1991	1990	1989
New monograph titles added	1592	2363	6300
New periodical titles added	20	8	11
Total microform titles held	26067*	*23,578	22057

* Represented by 55718 reels, 526114 fiche/cards

Table 4. Audio Visual materials

New Titles added	1668	976	868
Holdings			
Audio recordings	25909	25819	25788
Films	646	637	619
Film Strips	405	563	630
Maps (Pieces)	25734	22732	21059
Microcomputer software (Floppy disks)	283	241	184
Slide Sets	1210	1202	1172
Video tapes	5584	4370	3455
Production			
Audiotapes recorded	1450	1720	1662
Film Strips produced		0	0
Slide Sets produced	1	7	7
Videotapes recorded	4008	3360	2457

Financial statistics for 1989-91

	<u>1991</u>	<u>1990</u>	<u>1989</u>
A. Books and backruns of periodicals			
Library Vote (Operating Grant)	\$1,398,737	\$1,121,704	\$906,213
Library Special Equipment Grant	<i>Note 2</i>	\$266,882	\$274,335
Research Infrastructure Funds	\$95,492	\$9,635	
Other library funds	\$24,320	\$24,478	\$17,472
Bequests and Donations	\$38,105	\$39,555	\$32,081
Fee paying courses	<i>Note.1</i>	\$47,191	\$10,346
Humanities Group	\$3,417		
Dept Research funds	\$65,735	\$46,249	\$23,801
Dept Maintenance funds	\$5,308	\$9,637	\$6,357
Other Dept funds	\$6,406	\$6,558	\$8,313
Teaching Hospitals Recurrent Grant	\$0	\$0	\$0
Hospital Boards	\$19,613	\$22,563	\$28,922
<u>Total Books</u>	<u>\$1,657,133</u>	<u>\$1,594,452</u>	<u>\$1,307,840</u>

B. Continuing subscriptions

Library Vote	\$3,021,712	\$2,571,844	\$2,135,751
Library Equipment Grant	<i>Note 2</i>	\$154,424	\$94,480
Research Infrastructure Funds	\$5,519		
Bequests and donations	\$5,806	\$9,464	\$3,466
Other library funds	\$9,440	\$10,970	\$2,010
Fee paying courses	<i>Note.1</i>	\$11,978	\$805
Dept Research funds	\$17,937	\$45,536	\$28,922
Dept Maintenance funds	\$1,611	\$5,189	\$2,757
Other Dept funds	\$24,228	\$2,144	\$2,975
Teaching Hospitals Recurrent Grant	\$26,250	\$25,000	\$25,000
Hospital Boards	\$184,554	\$144,359	\$108,907
<u>Total continuing subscriptions</u>	<u>\$3,297,057</u>	<u>\$2,980,908</u>	<u>\$2,405,073</u>

Note.1 From 1991 fee income became part of the Operating Grant

Note 2 Equipment funds are now part of the Operating Grant

C. Audio-Visual Materials

Library Vote	\$59,638	\$58,686	\$43,227
Research Infrastructure Funds	7000		
Bequests and donations	\$824	\$669	\$84
Dept Research funds	\$19,104	\$428	\$242
Dept Maintenance Funds	\$7,137		
Other Dept funds	\$1,823	\$12,430	\$9,407
Total Audio-visual materials	\$95,526	\$72,213	\$52,960
<u>Total Library materials</u>	<u>\$5,049,716</u>	<u>\$4,647,573</u>	<u>\$3,765,873</u>

D. Expenditure on operating costs.

<i>Binding</i>			
From Library vote	\$366,012	\$360,391	\$298,491
From Hospital Boards	\$16,720	\$18,050	\$20,699
<u>Total</u>	<u>\$382,732</u>	<u>\$378,441</u>	<u>\$319,190</u>
<i>Running costs</i>			
From Library Vote	\$698,870	\$697,360	\$616,740
From Hospital Boards	\$17,219	\$15,585	\$10,194
From Bequests and donations	\$0	\$0	\$2,058
<u>Total running costs</u>	<u>\$716,089</u>	<u>\$712,945</u>	<u>\$628,992</u>
<u>Total operating costs</u>	<u>\$1,098,821</u>	<u>\$1,091,386</u>	<u>\$948,182</u>

(Excludes cost recovery services such as photocopying and online searching)

E. Equipment

From Library Vote	\$263,773	\$228,881	\$766,034
From Hospital Boards	\$576	\$2,266	\$4,548
From other funds	\$23,919	\$50,420	\$5,432
<u>Total Equipment</u>	<u>\$288,268</u>	<u>\$281,567</u>	<u>\$776,014</u>

* Includes \$1,229,155 for integrated library computer system.

F. Salaries and salary costs

From Library vote	\$7,523,758	\$7,041,812	\$6,382,916
From Hospital Boards	\$216,312	\$210,795	\$197,701
Fee paying courses	<i>Note. 1</i>	\$57,269	\$14,690
From other funds	\$42,851	\$0	\$91,205
<u>Total salaries and salary costs</u>	<u>\$7,782,921</u>	<u>\$7,309,876</u>	<u>\$6,686,512</u>

G. Summary of Library expenditure

Library Materials	\$5,049,716	\$4,647,573	\$3,765,873
Operating costs	\$1,098,821	\$1,091,386	\$948,182
Equipment	\$288,268	\$281,567	\$776,014
Salaries and salary costs	\$7,782,921	\$7,309,876	\$6,686,512
<u>Total Library expenditure</u>	<u>\$14,219,726</u>	<u>\$13,330,402</u>	<u>\$12,176,581</u>

H. Source of funds

Commonwealth Government			
- Library budget	\$13,332,500	11,851,797	10,383,338
- Research Infrastructure	\$108,011	\$9,635	\$0
- Research	\$102,776	\$92,213	\$52,965
- Equipment	<i>Note 2</i>	\$650,187	\$1,134,849
- Teaching Hospitals Recurrent	\$26,250	\$25,000	\$25,000
- Departmental Maintenance	\$17,473	\$14,826	\$9,114
Other departmental funds	\$32,457	\$21,132	\$20,695
Hospital Boards	\$454,994	\$413,618	\$370,971
Fee paying courses	<i>Note.1</i>	\$116,438	\$25,841
Other Library funds (including Bequests and Donations)	\$145,265	\$135,556	\$153,808
<u>Total</u>	<u>\$14,219,726</u>	<u>\$13,330,402</u>	<u>\$12,176,581</u>

Library expenditure of Recurrent and Equipment funds as % of University Recurrent and Equipment funds.	6.80%	7.13%	7.58%
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Total Library expenditure as % of total University expenditure (except Building funds)	5.20%	5.4%	5.8%
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STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General Loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1991	1990	1991	1990	1991	1990	1991	1990	1991	1990
Central Library (incl. Fryer Library and Audiovisual Services)	622,503	624,193	8,670	8,334	342,945	315,763	0	0	3,927	2,809
BRANCH LIBRARIES										
Undergraduate	94,686	95,137	271	257	375,206	339,284	34,883	26,471	0	0
Arms	42,554	41,259	584	581	35,605	26,261	13,076	13,445	177	161
Biological Sciences	115,652	111,840	3,040	3,007	119,383	85,681	2,589	30,062	4,417	3,148
Dentistry	6,189	6,256	182	179	13,732	10,946	1,259	912	269	184
Geology	34,022	32,664	1,065	1,051	1,927	2,738	5,455	6,092	313	351
Herston Medical Library	47,570	48,358	1,489	1,511	35,632	29,596	7,445	6,415	2,521	2,375
Law	57,334	55,206	767	718	20,687	16,968	30,234	26,764	187	237
Mater	7,567	8,305	263	281	8,471	9,318	1,225	1,592	421	357
PSE	126,733	121,807	3,364	3,359	90,411	86,351	2,470	3,299	1,526	1,261
P.A.H.	12,703	11,952	388	374	20,481	18,932	105	1,776	876	757
Thatcher	87,788	103,343	38	38	59,151	66,321	0	0	0	0
Store A	127,093	127,469	0	0	3,861	3,078	0	0	0	0
Store B	66,778	34,753	0	0	2,259	1,245	0	0	0	0