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THE UNIVERSITY
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Library

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LIBRARIES

The University of Queensland Library

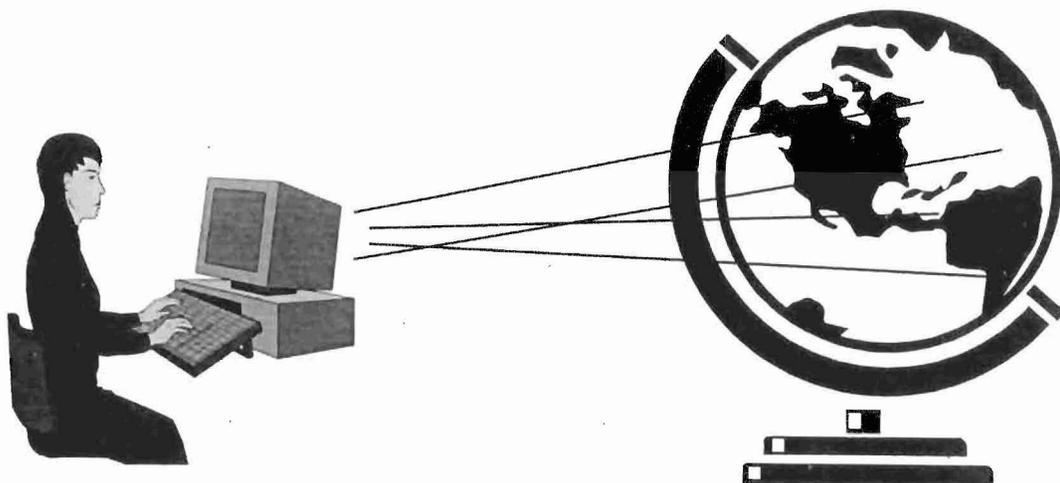
Annual Report

1994

Report of the librarian.
1994

Received on: 26-07-96
Central Per

Linking people with information



Library Central Advisory Committee 1994

(The senior internal committee responsible for advising the University Librarian)



Front row (L-R)

Judith Wilson, Administrative Services Librarian
Wendy Cooper, Associate Librarian, Technical Services and Systems
Margaret O'Hagan, Principal Librarian, Fryer Library
Janine Schmidt, University Librarian
Spencer Routh, Principal Librarian, Collection Development
Vivien Nash, Principal Librarian, Undergraduate Library
Mary O'Sullivan, Principal Librarian, Biological Sciences Library
George Eichinski, Deputy University Librarian

Centre Row (L-R)

Denise Dryburgh, Principal Librarian, Central Reference Services
Gulcin Cribb, Principal Librarian, Audio Visual Services
Evan Mclay, Principal Librarian, Gatton Library

Pamela Bray, Principal Librarian, Law Library
Mary O'Mara, Principal Librarian, Architecture/Music Library
Margaret Gauld, Senior Librarian, Central Lending Services
Elizabeth Arden, Principal Librarian, Physical Sciences and Engineering Library
Robert Boot, Principal Librarian, Health Sciences Libraries

Rear row (L-R)

Michael Manning, Electronic Services Librarian
Joanne Rutherford, Library Staff Officer
Peter Cahill, Committee Secretary
Jocelyn Priddey, Principal Librarian, Acquisitions
Graham Rusher, Manager, Library Computing Services
Chris Taylor, Principal Librarian, Cataloguing

The University of Queensland Library Mission Statement

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

Goals to realise this mission are:

Goal 1

Enable students, staff and researchers to locate relevant information effectively to support current programmes and lifelong learning.

Goal 2

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

Goal 3

Ensure that library staff are empowered and can interact closely with academic programmes

Goal 4

Ensure adequate funding and facilities to support the library's mission.

Goal 5

Manage the Library's resources effectively.

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INTRODUCTION

Preparing for the continuing challenges for the University of Queensland Library arising from the revolution in information technology guided activities during 1994. It also was the year of my first twelve months as University Librarian and involved a careful review of the past, as well as deliberation and planning for the future.

The university library of the nineties operates in a rapidly changing environment. Students increasingly have an awareness and understanding of technology based information resources and changing needs both as far as education and information use are concerned. As teaching and research methods are changing, particularly in relation to problem based learning and self-directed approaches, library and information use is also changing. Postgraduate student numbers continue to increase, leading to more intensive library and information use. Research is a growing proportion of the university's activity, and is increasingly carried out in a range of collaborative modes with external bodies. Library materials continue to increase in price at a rate faster than general inflation. The growth of electronic networks and the Library's active participation in these provide further challenges but also the opportunity to meet some of the

challenges raised by environmental changes.

While a university library still acts, and will continue to act, as an information storehouse and provides for the everyday needs of students and teachers, it must also respond to its researchers' increasing demands for resources outside the library. Clients need an information service that allows them to navigate local and remote computer systems, catalogues and files with minimum effort and maximum effect, and to obtain with ease the resources identified.

The library is no longer simply a physical place with a large collection of printed material but a client driven service which is a gateway to information delivery, preferably to the individual's workstation.

To help determine future directions, early in 1994 a Review of all Library activities was commissioned from an outside consultant. The extensive report by Margaret Trask contains numerous recommendations which were circulated for consideration to the Pro-Vice-Chancellor (Academic Services), the Library Committee of the Academic Board and others within the University, as well as within the Library itself.

The Trask Report is by no means a blueprint of intended actions, but has provided an extremely valuable background document which will be consulted by the library as we take up issues in response to the changing environment.

Concurrent with the Review, the Library's mission was redefined, and work began on a revised Strategic Plan, to express new directions.

Detailed work was also undertaken in completing first the specification and then assessing tenders for a new integrated state-of-the-art automated library system which is expected to be operational during 1995. When installed, the new system will provide new high quality services in the local context and fast, easy access to national and international sources of information. Teaching and learning, research, and administration and management will all be enhanced along with the University's reputation for excellence.

Throughout the year much attention was focussed on our vital human resources, particularly on staff consultative and development procedures to reassure our 270 staff about their important role in shaping and implementing the future. For the first time, senior staff participated in a two day retreat where broad directions and key activities for the next two years were the major issues addressed.

There has also been a concerted move towards encouraging a greater sense of team work across the various branches and sections within the library. As part of this effort, staff team building sessions were conducted during the year and will be built on during 1995 to ensure staff have the knowledge, skills and attitudes to carry the Library forward to effective information service delivery.

Janine Schmidt
UNIVERSITY LIBRARIAN

ORGANISATION AND ADMINISTRATION

Overview

The University of Queensland Library is organised as a complex of fourteen branch libraries including five situated outside the St Lucia campus. Three Branches within teaching hospitals serve both the academic programmes and the clinical work within those hospitals. Purchasing and processing of library materials and library automated systems support are centralised and report through the Associate Librarian, Technical Services and Systems.

The Library reports through and is funded through the Pro-Vice-Chancellor, Academic Services. The primary formal link between the Library and the academic community is the Library Committee of Academic Board. The terms of reference of this committee and its 1994 membership are set out in Appendix 1. There are also advisory committees for most Branch Libraries, on which the Departments served by the Branch are represented. In the case of the jointly run Hospital Libraries, the committees have Hospital representatives and have managerial oversight.

The University Librarian is represented on the Academic Board, on Faculty Boards and on other relevant University committees.

Cooperative Activities

The framework of cooperative and collaborative interaction within which the Library operates is a significant aspect of its organisational setting.

Libraries rely on a level of interdependence to fulfil their clients' needs, and as a major research library within Australia, the Library has an important role on the national scene. At a basic level, it contributes data to the National Bibliographic Database, the library's catalogue is available via the Internet, and the Library participates in the nationally coordinated interlibrary loans network.

At an organisational level, the Library continues to be a member of several forums to facilitate coordination of library activities regionally and nationally: the Committee of Australian University Libraries (CAUL), the Australian Council of Library and Information Services (ACLIS) and Queensland University Libraries Office of Cooperation (QULOC).

The University Librarian is ex officio a member of QULOC and the Queensland State Committee of ACLIS. As well, these two organisations have some ten sub-committees and working parties between them, on which the Library is represented. The aggregate commitment of time by

the Library to these activities is therefore considerable, and needs monitoring to ensure it is time well spent. Various disparities in goals between the members of these bodies, reflecting disparities of size and of parent organisations, mean that collaborative activity needs to be defined with care. The most significant cooperative regional venture in 1994 was the successful bid for ARC Mechanism C funding to develop electronic document delivery. This is described in more detail elsewhere in this report.

CAUL has in recent years transformed from a body primarily aimed at exchange of information and ideas to a body with a political presence representing University Libraries collectively in governmental and other circles and having a well defined programme of activity.

National access to the Current Contents databases for University communities, arranged by CAUL as a trial in 1993, was continued in 1994. Arrangements for continuation to 1995 had been made by the end of year. The University of Queensland was one of the most extensive users of these data bases. The success of the Currents Contents trial led to CAUL negotiating national licences to a range of other databases - with OCLC Inc for its FirstSearch service, and with the U.S. Research Libraries Group (RLG) for access to some of their databases.

A concept that has developed over recent years within ACLIS is that of the Distributed National Collection - the aggregate of accessible collections within Australia. The concept is intended to encourage the development of formal agreements between Libraries to retain a good spread of material within Australia in specific disciplines. A start was made in 1994 to organise a formal agreement on retention of holdings between major medical libraries.

Staffing

Motivated and trained staff, deployed appropriately are essential for the Library to fulfil its role. This sentiment is reflected in the Library's third goal: *Ensure that library staff are empowered and can interact closely with academic programmes.*

The Library has not been assisted in working towards this goal by the ongoing and protracted process of Award Restructuring. In 1994, the University moved further on classifying staff. The Hay system of points factor job analysis was used to size all general staff positions. With some 270 staff, the task for the Library was extremely time-consuming, for all levels of Library management. Results from the process needed a moderation process by University management to address a range of anomalies. The final outcomes were not readily accepted by staff, and a large scale appeals process was commenced, which promised to

further draw the process out well into 1995.

The Trask report had identified imbalances in staffing levels as an issue for the Library. Addressing these is very difficult with an incomplete classification structure and completion of the classification process is something very much to be looked forward to.

Communication with staff is always important, and in a time of change the more so. Efforts were made to keep staff abreast of issues. A series of meetings of all Library staff was held during the year, at which the University Librarian addressed staff regarding the Library Review, informing staff of the issues and providing scope for questions and feedback. To allow for the rosters and geographic distribution of staff, and for the size of the staff body, any individual session had to be repeated three, sometimes four times. Increased importance was also placed on the Library staff newsletter, and Section Heads were enjoined to contribute regularly to this with news of their activities. At an informal level, regular information exchange meetings organised by and for librarians to enhance communication, collaboration and cooperation were introduced.

The Library continues to make extensive use of part time and casual appointments to best meet fluctuating service demands. Internal secondments and change of hours for part time staff were also used to fill temporary vacancies that occurred

throughout the year. This flexibility in staff deployment gives staff opportunities and some variety, but generates a considerable administrative load.

A number of staff were seconded to other libraries under the QULOC staff secondment scheme. This benefits the Library as staff are provided with opportunities to develop new skills at higher levels and also to experience other library work environments and cultures.

Two staff returning to work after extensive sick leave were placed on long-term graded work programmes devised in consultation with the Rehabilitation Adviser from the University's Health and Safety Unit. This has obvious benefits for the library and also assists employees in their recovery processes.

Staff continued to have opportunities to attend training and development programs throughout the year.

Management and supervisory skills development were emphasised, along with information technology courses to help staff update skills in this rapidly changing area. As usual, several senior staff were supported in attending several of the excellent series of management training workshops presented by AIMA. Staff also were encouraged to expand professional knowledge through conference and seminar participation.

During 1994 some 220 individual attendances at seminars, conferences, workshops etc outside the Library were supported, a similar level to previous years. Amongst the more significant conferences for which attendance was supported were - the Canadian Library Association conference, the Map Circle Conference, the Australian Law Teachers Association conference, Online/CD-ROM '94 in the United States, and the joint ALIA/NZLIA Conference in Wellington.

As part of the library's commitment to fostering excellence in teaching, learning and research at the University, some staff attended the first annual Teaching and Learning conference organised by the Tertiary Education Institute.

Expenditure on training and development was similar in real terms to recent years - direct support for travel and conference fees came to approximately \$35,000. Heavy workloads were suggested as an inhibiting factor in attendance at activities. As ongoing training to keep staff able to meet changing client needs is vital, priorities will need to be reappraised by staff and their supervisors.

A series of consultative sessions with staff helped foster a strong commitment to developing a greater team approach to problem solving within a more unified library service. Staff showed a strong sense of professionalism in their willingness and abilities to move temporarily to other branches and departments to

assist with peak periods of demand.

The library continued to provide field work placement opportunities for students completing librarian and library technician qualifications and school students on work experience programs.

Budget

In 1994 the University Library budget was in the order of \$A17.3 million. There was an increase of some \$800,000 in the operating grant, most of which was spent on new materials. Although funding for serial subscriptions increased in dollar terms, in real terms there was a substantial cut.

The funding increase for materials resulted in this share of the 1994 budget being 38.2 per cent, compared with 35.4 per cent in the preceding year. The staffing component of the budget dropped one per cent to 53.6 per cent, but remained comparable with the national average for a large university.

In addition to the operating grant, the Library was successful in attracting over \$900,000 from a variety of sources - CAUL, the Evaluations and Investigations Programme, the University's first round quality funds and the University's Action Learning Programme. In many cases, the Library was acting in partnership with academic departments or other bodies. Included in the above is a \$300,000 ARC

Mechanism C grant for a document delivery development project to be undertaken jointly with the libraries of Griffith University and QUT, which was approved in 1994 but the monies for which were not available until 1995.

The grants were to fund infrastructure and projects, as the accompanying table illustrates.

List of grants received

<u>Title</u>	<u>Funding Body</u>	<u>Depts. Involved</u>	<u>Monies Received</u>
Regional Document Delivery Service	ARC Research Infrastructure	UQ, GU, QUT Libraries	\$300,000
Image of a Service Department	UQ Action Learning Program	UQ Library	\$15,000
Information Skills for Postgraduate students in Biological Sciences	UQ Action Learning Program	UQ Library, Biological Sciences	\$20,000
Research Information Skills in Education	UQ Action Learning Program	UQ Library, Education	\$20,000
Networking for Support Staff	UQ Action Learning Program	UQ Library, Science Faculty	\$18,000
Communication in Large Classes	UQ Action Learning Program	UQ Library, Phys & Pharmacol	\$13,000
Architecture Image Database	UQ Action Learning Program	UQ Library, Architecture	\$21,250
Information Skills for Higher Degree Students	UQ Quality	UQ Library, P.G. Studies	\$55,000
Performance Measures for Information Technology Training Programmes	UQ Quality	UQ Library	\$20,000
	Japan Foundation Library Program	UQ Library, Asian Languages	\$8,500 in materials
Networking of Science Citation Index	UQ Quality	UQ Library	\$50,000
Multimedia Facility	UQ Quality	UQ Library, Prentice, T.E.I.	\$80,000
Electronic Research Library & Business Periodical Ondisc	UQ Quality	UQ Library	\$400,000

Facilities

Although there has been some refurbishment and new library building work in the last several years, many of the Library's buildings, including the two large ones serving the Humanities and Social Sciences, are now showing their age. They also lack the layout and facilities needed to meet contemporary client needs. Remedying this will be a major focus of development for the Library.

Some improvements to building infrastructure were achieved during the year. 1994 saw completion of Stage 1 of the reorganisation of the ground floor of the Undergraduate Library resulting in improved efficiency and client service. New signage also was introduced in the Duhig building which houses the Undergraduate Library as well as some other library services.

The Architecture/Music Library was extended to take in an adjoining lecture room. This went a small way to relieving the critical space shortage in that Library. The photocopiers were relocated which resulted in some improvement in tattle tape gate performance.

New stacks were installed in the Law Library to provide for an estimated 10 years' growth in periodicals.

Minor changes to the floor layout plan of the Biological Sciences Library provided accommodation for a computerised Inter Library Loans system and improved the seminar room for teaching.

Significant improvements to the layout of the Gatton College Library circulation desk and reading area were completed. Better access for disabled people was provided.

Donated funds were used to partly aircondition the work area in Geology Library.

A Warehouse\Book Repository was approved in the University's Capital Management plan. This repository is intended ultimately to house the Library's store of less used material, which is currently spread across several stores, including an environmentally unsatisfactory off-campus warehouse.

Photocopying

Photocopying services are an important and heavily used facility in the Library. No developments occurred in the outsourced facilities management contract which the Library has for photocopying.

A purpose-built photocopying room was established at Gatton College Library and new machines installed.

CLIENT SERVICES

The library clientele

The library serves a primary client base of some 21,000 undergraduate students, 4,000 postgraduate students and 3,500 staff of the University, plus staff of bodies with which the University has formal links, such as Cooperative Research Centres. Postgraduate enrolments are increasing as a proportion of total student enrolment. In 1991, higher degree students comprised 13% of enrolments (head count); this proportion has grown by 1% per annum to its 1994 level of 16%. A high proportion of the University population are users of the Library, at least as measured by monograph loans. The clinical and in some cases nursing staff of hospitals with jointly funded libraries form part of the primary clientele of those libraries. The Library also has a wide ranging clientele in addition to its primary clientele - for example, staff and post graduate students from Universities where the Library has reciprocal borrowing agreements, staff and post-graduate students from other Universities through the Australian inter-library loan system, and direct special agreements with some institutions. The Library is also open to the general public, where this does not interfere with service to students and staff. Borrowing privileges are available for subscription. The proportion of loans to other than primary clientele is not great (under 5%),

but overall use of the Library by non primary clientele is reported by staff as significant, though statistics are not available.

Consultancies

In 1994, the Library expanded its perception of its client base to include the University's administrative units. Many of these units have collections of materials to support their information needs, and the Library commenced offering consultancy services to advise on appropriate organisation of these collections.

Research and development

1994 saw the start of a major effort to involve the Library in research and development activities, often in collaboration with academic departments, or external agencies. The purpose of this was to get a better client focus in the Library's introduction of new services. It also was a means of accessing funds outside the Library's allocation from the Operating Grant to experiment with and develop new or improved services.

The most significant project to be funded, in monetary terms, was a project to develop digital document delivery mechanisms between Brisbane based University Libraries. This project was

submitted jointly with two other university libraries, and is funded by an ARC Research Infrastructure grant. It seeks to develop mechanisms for transmitting document images electronically across the Internet, thus improving delivery of documents requested on interlibrary loan between Universities.

Information skills training development

Several of the research and development projects which were undertaken or commenced during 1994 were aimed at assessing student information skills, developing programmes to enhance those skills and developing performance measures to assess the programmes. The Library needs to take an active role in ensuring that students are able to keep abreast of the rapidly changing information environment. Research projects undertaken with partners in relevant academic departments proved to be a successful mechanism for promoting change within the Library itself, and in projecting awareness of the Library's changing role within the University community.

Communication strategy project

One project sought to develop communication strategies between the Library and the student body. It was funded through and carried out under the auspices of the University's Action Planning Programme by a project team of senior Library staff and postgraduate students. As part of the background work towards developing the strategy, a large scale survey of student attitudes to the Library was undertaken. This data, as well as informing the project team, will provide a baseline of information for assessing attitudinal trends.

Communication

Complementary to the research projects, was an increased involvement with the academic community in interpreting the Library to the students, and in communicating with it.

Orientation Week activities were rethought by a working party involving all St. Lucia Branch Libraries, and a wider ranging Orientation programme was introduced. A trial special Orientation programme for Halls of Residence was undertaken with Emmanuel College. It proved very worthwhile and will be extended in future years.

The working party also designed an exhibition for University Open Day, and this display was also adopted for a Library Week display later in the year.

Signage was reviewed, and it was decided to adopt new standards. These were commenced in Undergraduate Library and Gatton Library, and were well received.

Suggestion boxes were also introduced in several Branches. There had been some scepticism as to the utility of such a communication link. However, they were well used by the student community, and form a valued source of information on client views of the Library. It is planned to introduce them in all the Library's Branches.

In addition to the large survey mentioned earlier, a number of other specific surveys were undertaken.

At Princess Alexandra Hospital Library an evaluation of client satisfaction with the online search service highlighted the real value of library research to patient care. The survey revealed overwhelmingly that information was of clinical value, and in many instances, changed clinical practice.

At Herston Medical Library, a survey commenced in late 1993 was analysed, and used to inform collection development and Conspectus work.

Physical Sciences and Engineering Library clients were also surveyed, to inform information skills course planning.

Information skills classes

Significant effort was put into the introduction of more information skills classes in a wide range of disciplines, in addition to the already mentioned research and development projects. This work directly supports the Library's first goal *enable student, staff and researchers to locate relevant information effectively* Whilst the Library has always sought to conduct "reader education" classes to help clients use its collections effectively, the articulation of this goal symbolises a shift in the Library's service model from being centred around the collections to being centred around the clients. The Library sees itself as being an active agent in imparting skills to its clients for seeking information they need.

This change in emphasis was further symbolised by changing the name of the "Reader Education Committee" to the "Teaching and Learning Committee".

Some illustrative examples of the increased scope of activity in researching and learning are

classes given by Central Library staff rose to 187 classes with 2,409 attendees from 94 classes with 1,347 attendees in 1993

- "navigating the internet" classes were introduced, to give clients an understanding of how to access information sources on the Internet; these proved very popular and were heavily subscribed. It is planned to increase these in scope in 1995
- Law Library extended the work commenced in 1993 in presenting the Legal Research and Writing component of a first year Law subject. There were seven modules, with fifteen classes for each. Six of the modules were Library based.

An impediment to the expansion of information skills classes is inadequate facilities. Space constraints and design rigidities hamper the development of electronically-based services. A makeshift workstation facility was introduced to Law Library, to enable classes to proceed, but improvement to facilities across the Library system will need to be a focus of development for 1995.

Off-air recording

In support of the goal of *providing to customers in a timely manner relevant sources of information...* the Library has long had a well developed, within copyright law provisions, off air recording service. A new agreement with the Audiovisual Copyright Society, commencing at the start of 1994,

eliminated much time consuming record-keeping, and resulted in a saving to the Library of about \$30,000 for the year. An average of 70-80 radio and television programs were recorded weekly. A total of 3,940 off-air recordings were made from television (cf 3,651 in 1993) and 1,807 from radio (cf 1756 in 1993).

Multi-Media

Two multimedia workstations supported by about 50 programmes were introduced in Library Audiovisual Services. This was done in close consultation with academic departments, to understand their particular software needs for teaching and learning. It also formed part of planning for a Multimedia Facility, a joint initiative with the Prentice Centre and the Tertiary Education Centre, which is expected to be operational in 1995. The establishment of this Centre is being made possible through a grant of \$80,000 from Quality Funds, together with a special allocation of \$250,000 from Academic Services funds. It will provide state of the art training and workshop facilities in multimedia, and will be housed within the Library AudioVisual Services area and operated on a day to day basis by that unit.

Support for Problem Based Learning

Problem based learning is increasingly being considered by the academic community. This promises to have significant implications for library service and it is important that Library staff be involved in the early stages of planning for such learning methods.

The introduction of problem-based learning for dentistry students has had a major impact on the demands placed on the Dentistry Library. By 1994 half of all dental students were involved in PBL with a dramatic increase in demand for dental library services.

Planning for problem based learning also occurred for a new common first year subject for the Engineering Faculty. The Principal Librarian of the Physical Sciences and Engineering Library was involved in a working party to plan for this subject, and work books were prepared to support the subject in anticipation of its introduction in 1995.

Lending

The automated loans system was extended to Gatton and to Library AudioVisual Services at the start of 1994, which completed its introduction to all relevant areas of the Library. With Gatton holdings appearing on OPAC terminals, St Lucia campus students began to borrow material from this branch.

With the growth in post-graduate student numbers, the proportion of loans to postgraduates through Central Lending Services continued to increase. There was also an increased demand for improved facilities. Research students' use of study carrels was high, with numerous requests for soundproofed carrels to eliminate distractions caused by other clients' laptop computers.

Catalogue access

Some refinements were made to the catalogue access software, notably a spelling thesaurus and the ability to conduct searches which resulted in more than 8000 items retrieved. Further work will not be carried out, given the planned replacement of the system by 1996.

Medline access

At Herston Medical Library, a new workstation running Medline CD+ (Ovid) was installed, providing hospital and academic staff as well as library staff with access to a fast, efficient and very user-friendly version. This enabled Selective Dissemination of Information services to be offered for the first time. The Library also entered holdings messages for the entire UQL against the Ovid and the Silverplatter Medline files, enabling clients to see which retrieved citations were held locally.

Document delivery

The University of Queensland has always had an active service in extending its own collection by document delivery: from 1981 onwards, it has made more interlibrary loan requests than any other Australian university library in every year except 1986.

Nevertheless, in 1994, a new emphasis on document delivery compared to ownership saw the budgetting as a trial of \$192530 of library materials funds to assist in the payment of photocopies of articles obtained on inter-library loan. (The trial commenced in May, and actual expenditure in 1994 was \$92262; it is planned to continue the trial in 1995).

This trial was occasioned by the growth of commercial and semi-commercial document supply services which offer more rapid delivery though at a greater cost than traditional interlibrary loans.

The trial was intended to test the demand for and quality of such services.

Requests for inter-library loans went up during the year. This is not necessarily related to the trial, though this did boost use to some extent. Rather, it is indicative of the growth in post-graduate and research work, and also reflects the increased awareness of material through the more powerful searching available on CDROM and other digital databases. The trial did heighten service expectations by clients,

however, which had the effect of creating some problems when documents were not available through the rapid sources of supply.

Gatton College Library reported a 50 per cent increase in interlibrary loans. This was largely attributable to increased postgraduate enrolments.

The Biological Sciences Library reported a 40 per cent increase in interlibrary loan requests during 1994, reflecting the activities of its very active research community.

Central Library reported a 9.5% increase in requests.

Networked services

Provision of access to digital information resources from work stations within the various Branches of the Library and from desk tops in offices and homes is a major thrust of the Library's programme of development and considerable progress was made in 1994 in this regard.

The Library had a file server for its communication network, which also served needs of clients accessing databases connected to the server. A second file server was introduced in 1994, dedicated to the networking of databases. This allowed better client service through separation of networked services for staff from those for the clients. During the year, the number of CDROM drives attached to the second server increased to

42, the hard disk space increased to 7.1 Gbytes, and the memory increased to 64 Mbytes.

Access was provided to the databases for Macintosh users in those cases where Macintosh retrieval software was available.

Some high use databases, such as Medline, were copied to hard disk, to provide a faster and more reliable service. As the cost of magnetic disks decreases, more databases will be copied to hard disk.

At the beginning of the year, access to networked databases was limited to library branches on the St. Lucia campus. During the year this access was extended to the Library on the Gatton campus and to the Herston Medical Library and the library at the Princess Alexandra Hospital Library. Lack of network connectivity to the Mater Hospital library and the Dental School library prevented the extension of this service to these libraries.

Approximately 120 staff attended a series of seminars for departmental technical support staff to assist in accessing the databases. Each seminar dealt with a different procedure for accessing the databases - for those departments with a Novell fileserver, or Dos/ Windows or Macintosh workstations connected to the network. Support was provided in conjunction with staff from the Prentice Centre on an ongoing basis to departmental liaison staff.

Testing was undertaken of dial-in access to the database server. Users were able to telnet to a workstation, login to the fileserver and search the networked databases. Data displayed on the screen was passed back to the users terminal or workstation. This method of access proved useful for those users who were not networked or who required dialin access to the databases. It was also useful for Macintosh users who wish to search databases for which there was only DOS retrieval software.

COLLECTION DEVELOPMENT

The goal of primary importance to collection development is: *Provide to customers in a timely manner relevant sources of information for teaching and research, from our own collection and by links to sources outside the library.*

All other goals are affected by the Library's collecting, but this is its focus.

The framework for collection development is increasingly complex as digitisation of data allows a wider range of possible modes of collecting and requires many more issues to be considered in allowing access to the data - where to house the data, whether and how to network, possible collaborative forms of licensing (eg with other university libraries).

As well, purchase on demand of less used material is rendered more attractive through the possibilities afforded by remote access to databases and digital transmission of documents, an attraction accentuated by the ongoing escalation in serial prices. These twin pressures led to a major serials cancellation project in 1994, of \$500,000 worth of subscriptions, undertaken across all Branches in proportion to the serials expenditure for each Branch, with specific titles to be cancelled being decided with assistance from the academic community. As already noted, some \$200,000

of the resultant savings were allocated to a document delivery trial. The vast majority, however, of the allocation for library materials remains on purchases for local storage and access, and this situation will prevail for the foreseeable near future.

Allocation of funds

Funds for library materials continued to be allocated according to formulae which have applied in the past. These assign about half the funds allocated to monographs to Academic Departments according to a formula which has a range of factors. The formula has not been reviewed for many years and questions arose during the year as to whether it still reflects relative needs appropriately. A review was foreshadowed for 1995.

Digital resources

The Library extended its CD-Rom abstracts and indexes significantly in number, and, through networking licences, improved ease of access within libraries and from academic departments. By the end of the year 28 CD-Rom bases were in the process of being networked, some themselves made up of a cluster of related

bases (e.g. Austrom, a group of Australian bases in the social sciences and humanities). The result is likely to be a greater exploitation both of the Library's own collection (particularly serials) and of resources elsewhere. This extension of the CDROM collection was largely funded from Research Infrastructure Funds.

Conspectus

During the year the Library sent worksheets to the National Library of Australia for entry into the national programme of collection assessment by the Conspectus method. Worksheets for 24 subject divisions were submitted: only a form division, Cartography, has not been done. The Library is the largest university collection to have submitted data for so many subjects.

Collection Development Policy document

The Library commenced to prepare a written collection development policy. Progress on this varied across the Library, with significant advances being made in Medical Sciences and Physical Sciences and Engineering

Donors

The Library continued to receive generous support from various sections of the community including the medical and dental professions.

A large range of donations from individuals and organisations was received. Donations of conference proceedings from organisers or participants are particularly helpful, as these are less easily acquired than titles from standard publishers. The short list of donors which follows is only representative of a much longer list.

Aboriginal and Torres Strait Islander Commission

36 regional maps and key list.

Commonwealth Commission of Inquiry into the Shoalwater Bay Area reports.

Deutsche Forschungsgemeinschaft
German monographs on Biblical and related studies, and the continuing set Lexikon fur Theologie und Kirche.

Professor David Effenev
revised edition of Wylie's Atlas of vascular surgery.

Ms. Amanda Evans, Mermaid Waters

microfilms of documents from the papers of General Douglas Macarthur.

The late Penelope Hall
Apollonius Rhodius,
Argonauticon (1574), and
other early printed books.

Professor Colin Hughes
David Butler & Austin
Ranney, Referendums
around the world.

Kashmiri students of Gatton
College
books about Kashmir.

Dr. Robert Boughen
Australian organ music, both
scores and sound
recordings.

Dr. David Lake, Department of
English
early volumes of science
fiction studies.

Mathematics Students' Society
extra copies of four heavily
used monographs.

Mr. Dan O'Donnell, Stafford
historical and biographical
works concerning
Queensland

SEQ2001 Regional Resource Unit
The regional framework for
growth management in
South East Queensland.

Mrs. Mary Spencer
Jennifer Waelti-Walters,
Michel Butor.

Dr. Conrad Young, Jamboree
Heights
serial volumes from the
Academia Sinica.

ACQUISITIONS AND CATALOGUING

The Acquisitions and Cataloguing Sections of the Library link people with information through their roles of procuring, processing and providing bibliographic access to the Library's collections.

Traditionally "backroom" activities, these Sections are given a direct client liaison role in some organisational models, in keeping with the philosophy of a client based service approach. Whilst such organisational models are not part of the Library's current planning, some efforts were made to provide more direct client interaction.

The Cataloguing Section worked directly with clients on a range of consultative work - for the Buildings and Grounds Division, the Courses and Careers Unit, and the Art History Department. Consultations varied widely from fully documented and costed recommendations to informal discussions. Apart from extending the professional service of librarians into a new client area, the projects were an important exercise in establishing good relations with colleagues in other parts of the university.

Staff from both Sections undertook voluntary rosters through much of first semester to assist Library clients in use of the catalogue. This assistance gave the staff a first hand sense of client perspectives

and understanding of the catalogue, and also gave much welcomed assistance to the client service staff.

An important objective of the Acquisitions section is the orderly expenditure of the allocation for library materials. Several factors militated against this objective being achieved in 1994. The prime one was a swing in the exchange rate which resulted in serials expenditure being significantly below expectation. Ordering against monograph funds was also behind target throughout much of the year. Consequently, a significant proportion of the funds was committed late in the year, and the materials ordered were not received and paid for by the end of the year. Whilst the under-expenditure is able to be carried forward, new monitoring procedures were planned for 1995 to address this matter.

The two Sections carried out a number of significant projects in addition to their prime role.

The serials cancellation project impacted heavily on them, in particular on the Acquisitions section.

The cessation of operation of a major serials supplier - the US company Faxon - necessitated the transfer of some 5,000 subscriptions to alternative suppliers. The flow of serials ordering and processing

through the two sections was reviewed and streamlined. A team based approach adopted in carrying this out worked well, and will be looked to as a model in future similar projects.

Library Committee of Academic Board - Terms of Reference and Membership (1994 Memberships shown in parentheses)

Terms of Reference

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

Membership

President of the Academic Board or nominee (Assoc. Prof. Sappideen)

One representative from each Group

Biological Sciences (Assoc. Prof. Ternouth - Chair)

Health Sciences (Assoc. Prof. Whitaker)

Humanities (Dr. Diamond)

Physical Sciences and Engineering (Dr. Gourlay)

Social Sciences (Professor Elkins)

Representatives of the Alumni Association who is also a member of

Convocation (Ms. Cribb)

A maximum of two students nominated by the President of the University of

Queensland Union, one of whom shall be a postgraduate student

(Ms. Daniel, Ms. Yap).

The Pro-Vice Chancellor (Academic Services) (Mr. Fielding)

The University Librarian (Mrs. Schmidt)

UNIVERSITY LIBRARY STATISTICS 1992-1994

	1994	1993	1992
1 **Library Staff (i.e. Staff employed on 1st April)			
Graduate Professional staff	80.91	80.63	76.08
Non Graduates with professional qualifications	2.74	1.74	2.00
Library Assistants	114.17	122.77	112.24
Administrative/Clerical	24.64	25.66	24.77
Library Attendants	39.07	38.07	36.49
Others/Casual equivalent	8.50	8.50	10.14
TOTAL	270.03	277.37	261.72

Distribution of Staff

Administration and Systems	17.63	16.33	16.91
Technical Services	53.40	58.68	54.76
Reader Services (Central Library)	68.12	67.86	64.20
Reader Services (Branches)	126.88	129.50	121.00
Other	4.00	5.00	4.85
2 Services			
Items Lent			
Central Library	348,715	339,123	354,422
Branch Libraries #	1,026,457	994,672	1,022,671
Items Lent to Libraries Outside Univ	18,144	*20,738	21,329
Items Borrowed from Libraries Outside QU	22,222	19,973	19,246
On-line Information Searches Made	623	1,045	1,414
Reader Education Classes Held	831	516	475
Normal hours of opening per week (Central) during academic year	78.5	78.5	78.5

** Figures include temporary staff employed on Special Projects

Includes all Reserve Collection lending whether extra-mural or not. (Total of 158,237 Reserve Collection loans in 1992, 166,430 in 1993 and 180,698 in 1994).

* Excludes 11,200 loans made by other Library Couriers.

All figures include Gatton unless noted otherwise

	1994	1993	1992
<u>Audio-Visual Materials</u>			
New Titles added	1,527	1,492	1,733
Titles deleted	136	60	178
Holdings - Audio recordings	27,119	26,636	26,142
Films	643	649	639
Film Strips	368	368	371
Maps (Pieces)	41,810	38,296	29,976
Microcomputer software (Floppy disks)	653	486	381
Slide Sets	1,286	1,268	1,221
Video tapes	9,210	8,204	7,032
Production - Audiotapes recorded	1,807	1,756	1,644
Videotapes recorded	4,625	4,267	4,017

FIGURES INCLUDE GATTON UNLESS NOTED OTHERWISE

	1994	1993	1992
3. <u>Acquisitions</u>			
<u>Books #</u>			
*New titles by purchase	19,001	22,893	24,128
*New titles by gift	3,974	4,339	3,756
Total volumes catalogued	29,424	39,374	40,360
Total volumes deleted	7,695	2,551	41,852

Includes music scores and UQ theses

* From 1992 new titles by purchase and new titles by gift record books received but not necessarily catalogued in the year of receipt.

	1994	1993	1992
<u>Periodicals</u>			
Total Number of Titles Received	22,280	22,435	22,284
Number of non-duplicate titles received	16,921	*17,033	16,906
Number of new titles received	726	*780	887
Number of titles discontinued	879	*675	722
Total bound volumes added	13,260	16,610	17,696
Total bound volumes deleted	3,647	3,276	2,485
Total bound volumes in library	1,603,195	1,565,896	1,515,739

* Excludes Gatton

Microforms

New monograph titles added	52	64	49
New periodical titles added	11	13	78
Total titles held	26,279	26,226	26,201

* Represented by 56,749 reels, 662,123 fiche/cards.

FIGURES INCLUDE GATTON UNLESS NOTED OTHERWISE

STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General Loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1994	1993	1994	1993	1994	1993	1994	1993	1994	1993
Central Library (incl. Fryer Library and Audiovisual Services)	663,246	646,680	8,947	8,887	344,849	335,742	0	0	4,387	5,429
<u>BRANCH LIBRARIES</u>										
Undergraduate	126,583	125,787	363	281	407,626	388,697	45,816	38,130	0	0
Arms	45,110	44,874	592	598	30,435	33,798	19,363	18,859	296	294
Biological Sciences	126,907	126,615	2,853	2,971	124,771	111,364	29,340	24,220	5,329	5,842
Dentistry	6,526	6,388	190	188	14,334	14,307	1,757	1,225	370	395
Gatton	69,680	69,584	1,980	1,982	59,228	62,642	24,986	29,700	209	147
Geology	35,779	34,974	1,040	1,075	6,910	6,433	5,046	4,751	442	514
Herston Medical Library	44,665	47,362	1,412	1,526	40,930	33,543	800	2,515	3,879	3,990
Law	67,359	60,224	860	832	26,125	25,182	41,316	35,445	198	270
Mater	8,167	8,006	266	266	6,131	7,256	0	0	381	447
PSE	136,027	134,611	3,378	3,425	101,287	98,285	8,408	8,204	1,703	2,322
P.A.H.	14,164	13,094	361	366	22,806	21,794	0	0	950	950
OCLS	8,579	8,565	38	38	1,498	24,228	0	0	0	9
Store A	127,074	127,096	0	0	3,698	2,076	0	0	0	0
Store B	123,329	112,036	0	0	3,846	2,863	0	0	0	0

Financial Statistics for 1992-1994

A. Books and backruns of periodicals	<u>1994</u>	<u>1993</u>	<u>1992</u>
Library Vote (Operating Grant)	\$1,284,799	\$1,351,180	\$2,278,348
Research Infrastructure Funds	\$16,300	\$106,825	\$93,702
Other Library Funds	\$49,960	\$32,408	\$22,841
Bequests and Donations	\$58,797	\$51,963	\$44,129
Dept. Research Funds	\$74,566	\$141,218	\$83,998
Dept. Maintenance Funds	\$11,072	\$23,074	\$8,244
Other Dept. Funds	\$6,903	\$2,880	\$7,665
Hospital Boards	\$11,785	\$27,288	\$29,483
THRG	\$26,250		
<u>Total Books</u>	<u>\$1,540,432</u>	<u>\$1,736,836</u>	<u>\$2,568,410</u>
B. Continuing Subscriptions	<u>1994</u>	<u>1993</u>	<u>1992</u>
Library Vote	\$3,889,872	\$4,270,513	\$3,631,912
Research Infrastructure Funds	\$129,880	\$52,925	\$54,405
Bequests and Donations	\$9,681	\$4,208	\$40,156
Other Library Funds	\$4,714	\$8,421	\$9,283
Dept. Research Funds	\$63,779	\$29,397	\$16,269
Dept. Maintenance Funds	\$1,640	\$1,018	\$1,871
Other Dept. Funds	\$5,357	\$9,252	\$6,728
Teaching Hospitals Recurrent Grant	0	\$26,250	\$26,250
Hospital Boards	\$343,205	\$245,271	\$193,166
Quality funds	\$35,642	0	0
<u>Total Continuing Subscriptions</u>	<u>\$4,483,770</u>	<u>\$4,647,255</u>	<u>\$3,980,040</u>
C. Audio Visual Materials	<u>1994</u>	<u>1993</u>	<u>1992</u>
Library Vote	\$58,232	\$59,435	\$88,862
Research Infrastructure Funds	0	\$5,278	\$10,071
Bequests and Donations	0	\$43	\$1,196
Dept. Research Funds	\$74	\$900	\$1,655
Dept. Maintenance Funds	\$3,258	\$8,248	\$9,413
Other Dept. Funds	\$4,173	\$2,837	\$3,190
Other Library Funds	\$154		
<u>Total Audio Visual Materials</u>	<u>\$65,891</u>	<u>\$76,741</u>	<u>\$114,387</u>
<u>TOTAL LIBRARY MATERIALS</u>	<u>\$6,090,093</u>	<u>\$6,460,832</u>	<u>\$6,662,837</u>

D. Expenditure on Operating Costs	<u>1994</u>	<u>1993</u>	<u>1992</u>
<i>Binding</i>			
From Library Vote	\$343,391	\$430,290	\$330,404
From Hospital Boards	\$14,878	\$3,850	\$22,220
Other Funds		\$8,685	\$8,226
<u>Total</u>	<u>\$358,269</u>	<u>\$442,825</u>	<u>\$360,850</u>
<i>Running Costs</i>			
From Library Vote	\$1,038,754	\$738,646	\$842,824
From Hospital Boards	\$18,703	\$17,629	\$12,757
From Other Funds	\$44,517	\$245,742	\$85,603
<u>Total Running Costs</u>	<u>\$1,101,974</u>	<u>\$1,002,017</u>	<u>\$941,184</u>
<u>Total Operating Costs</u>	<u>\$1,460,243</u>	<u>\$1,444,842</u>	<u>\$1,302,034</u>
<i>(Excludes cost recovery services such as photocopying and online searching)</i>			

E. Equipment	<u>1994</u>	<u>1993</u>	<u>1992</u>
From Library Vote	\$182,017	\$206,525	\$867,813*
From Hospital Boards	\$2,968	\$1,738	\$1,023
From other Funds	\$154,381	\$68,617	\$111,172
From Quality Funds	\$21,000		
<u>Total Equipment</u>	<u>\$360,366</u>	<u>\$276,880</u>	<u>\$980,008</u>

* Includes \$702,695 towards an integrated library computer system

F. Salaries and Salary Costs	<u>1994</u>	<u>1993</u>	<u>1992</u>
From Library Vote	\$9,046,505	\$8,907,011	\$8,479,532
From Hospital Boards	\$282,673	\$240,586	\$292,218
From Other Funds	\$131,595	\$77,530	\$71,422
<u>Total Salaries and Salary Costs</u>	<u>\$9,460,773</u>	<u>\$9,225,127</u>	<u>\$8,843,172</u>

G. Summary of Library Expenditure	<u>1994</u>	<u>1993</u>	<u>1992</u>
Library Materials	\$6,090,093	\$6,460,832	\$6,662,837
Operating Costs	\$1,460,243	\$1,444,842	\$1,302,034
Equipment	\$360,366	\$276,880	\$980,008
Salaries and Salary Costs	\$9,460,773	\$9,225,127	\$8,843,172
<u>Total Library Expenditure</u>	<u>\$17,371,475</u>	<u>\$17,407,681</u>	<u>\$17,788,051</u>

H. Source of Funds	<u>1994</u>	<u>1993</u>	<u>1992</u>
Commonwealth Government			
- Library Budget	\$15,843,570	\$15,963,600	\$16,519,695
- Research Infrastructure	\$146,180	\$165,028	\$158,178
- Research	\$138,419	\$171,515	\$101,922
- Teaching Hospitals Recurrent	\$26,250	\$26,250	\$26,250
- Departmental Maintenance	\$15,970	\$32,340	\$19,528
Other Departmental Funds	\$16,433	\$14,969	\$17,583
Hospital Boards	\$674,212	\$536,362	\$550,867
Other Library Funds (including Bequests and Donations)	\$510,441	\$497,617	\$394,028
<u>Total</u>	<u>\$17,371,475</u>	<u>17,407,681</u>	<u>\$17,788,051</u>

Library Operating Budget Expenditure as % of University Operating Budget Expenditure	%	%	%
	6.34	6.91	7.49
* Total Library Expenditure as % of Total University Expenditure (excluding Property, Plant and Equipment)	4.77	5.25	5.60

* From 1992 The University's financial statements were prepared on an accrual basis and this new basis of accounting is reflected in the figures provided.



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