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ANNUAL REPORT OF THE UNIVERSITY

LIBRARIAN FOR 1987



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Principal Librarian i/c Central Reference.

B.K. Paton, B.Sc., Dip. Lib. (RMIT)
(To August 1987)

Deputy Technical Services Librarian.

S. McKnight, B.Bus., A.L.A.A.

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FRONT COVER

The Vice-Chancellor, Professor B.G. Wilson and Mr. Colin McKenna, General Manager, Public Sector, Unisys (Australia) sign the contract for PALS (Project for Automation of Library Systems).

University of Queensland Library

Annual Report of the University Librarian for 1987

This Annual Report is intended to inform the Library Committee, the Academic Board and the University community generally about developments in the Library during 1987, the use which has been made of the funds available to it and its capacity to meet the information needs of learning, teaching and research at the University of Queensland.

No modern library can hope to meet all the information needs of its users. All rely on the co-operative network of libraries not only in Australia but throughout the world. This Library borrows or obtains copies regularly from libraries throughout Australia and from North America and Europe, and responds to their requests. It has electronic communication with them and with many commercial database service vendors throughout the world.

It draws on suppliers of information materials in many countries.

The conventional conception of a library as primarily a warehouse of printed material fails to match the reality. For academic staff, post-graduate students and the growing number of research staff the University Library's role as the contact point with the national and international world of libraries and databases and information generally is crucial.

It is with this wider role of the Library in mind that one should approach the problems created by tight university funding and the particularly severe effects of the devaluation of the \$A in 1985 and 1986 on the Library. Since the Library cannot expect to meet all the information needs of its users, how large should the collection be? If the Library's capacity to purchase current material is suddenly reduced by the devaluation of the \$A, how far should the loss be made up by cutting expenditure on library service, inevitably leading to reduced use of what the Library can afford to buy and to less efficient access to the resources of other libraries and to information databases? And how far should the University protect the Library from the effects of devaluation when this will inevitably mean less money for other important university activities?

These are some of the problems which were addressed, though not solved, in 1987.

Outside the University, the Library is part of the Australian community of libraries, all of which have been affected by devaluation and pressures for reduced public expenditure. The University Library is automatically a party, and a major player, in the national discussion of the possibility of greater co-operation to provide faster and more efficient reciprocal access to regional and national information holdings and to enrich these holdings by greater co-operation in library purchasing.

The Library also has a major role as part of the national collection of information resources which is vital to research within the University and contributes to research and development throughout Australia, not only in higher education but in the government and private sectors. Within Queensland it is the major player.

At the same time the Library must have sufficient resources of its own to meet a high proportion of the needs of the most highly selected student population in Australia and of academic staff selected in a very competitive environment with an

obligation for sustained, productive research. This is so large a community and with such high expectations that the Library must itself hold a substantial and up to date information collection and an adequate number of suitably trained staff to service it.

LIBRARY FINANCES

The Library finished 1986 with a deficit in book funds of \$66,500 and on periodical subscriptions of \$240,000, the latter in spite of cancellation of subscriptions to the value of \$120,000. Savings on salaries reduced the deficit to \$182,000. Although it was possible by squeezing salaries to allocate an additional \$353,000 within the Library budget for purchases in 1987 it was clear that, once the deficit was met, the Library would again be unable to pay all of its subscriptions. Moreover expenditure on monographs, a nominal \$550,000, was obviously inadequate and very much lower than monograph expenditure at comparable universities. Even if the University might provide additional funds to wipe off the deficit, which it eventually did, there would in 1988 again be insufficient funds to pay all subscriptions. It would not be a responsible management procedure to budget continuously in the expectation that the University would always pick up the inevitable deficit.

The only effective solution was to cancel sufficient periodical subscriptions to bring the annual expenditure for periodicals within what the Library could afford to pay. The target figure for cancellations to achieve this was \$200,000.

Cancellations were made on the basis of use, the initial listing consisting of all titles for which four or fewer uses were recorded from February to November. Cancellation on this basis inevitably hit hardest small teaching departments with few post-graduate students, especially in the Humanities. This led to protests and consideration by the Academic Resource and Planning Committee of the whole question of library funding.

The Library's case was that, since the University receives indexed supplementary funding for non-salary expenditure and the portion of this attributable to the rising costs of books and periodicals is known, the Library should receive that portion. This case was rejected on the argument that it was not feasible to single out one element of university expenditure for special attention. The Library also pointed out that it received no income from outside research grants even though such research used library facilities. This led to an investigation, still in progress, of the overhead costs to the University of research funded from outside grants.

The principal options discussed by the ARPC were supplementation of library funds from Group funds; a more radical suggestion that Groups might take over altogether the funding of research purchasing so that such expenditure would be gauged competitively against other needs; and a readjustment of library expenditure between operating costs and purchases.

As to the first option, there is nothing to prevent groups from supplementing library expenditure now, and the Humanities Group began to do so in 1987. The second option is, in the Library's view, quite impractical. The third is already library policy; the proportion of the Library's budget spent on purchases has risen by 3% since 1986. However to reallocate sufficient funds from operating costs to prevent subscription cancellations and make up the \$1million difference between this Library's book purchases and that at comparable universities would cause an unacceptable reduction in service from the library and in access to the national and international information networks.

In the event book prices rose by 6.5% in 1987 and subscriptions by 10.9%. The policy of equal indexation across the University made available only an extra 3.85%. Fortunately judicious forward purchasing of currency led to a credit at the end of the year of \$150,000. This has been rolled forward to 1988.

By the end of 1987 the \$A was continuing to rise against the \$US and gaining slightly against the Lstg, which together account for 90% of library purchasing. Should the \$A recover to its 1984 level in 1988 the Library's purchasing capacity will have been substantially restored, assuming that the increase in funds has matched inflation. It would be unwise to regard this as an opportunity to restore the cancelled journal titles. The Library's expenditure on subscriptions has for some years been higher than at comparable universities and expenditure on monographs considerably lower. If additional subscriptions are to be placed there are likely to be new titles which should have higher priority than many of those which were cancelled on the basis of low use.

The publication of the Green Paper on Higher Education has created new uncertainties for library funding.

On the positive side redress of the present underfunding of this University could make more funds available. Removal of the distinction between Equipment and Recurrent funds would also benefit the Library. The present guidelines, which do not permit the purchase of new or recent publications from Equipment funds, prevent the Library's total funds from being used to achieve the optimum balance of current and retrospective purchasing.

On the negative side there is a proposal to continue to withdraw funds from the University's recurrent grant for reallocation by the Australian Research Council on a competitive basis. If the Library received only its present proportion of the reduced recurrent budget its capacity to support research would decrease. Even if equivalent funds came back to the University in the form of specific research grants, and even if those grants carried a loading for library purchasing, stop/go funding in association with short term project funding is not a satisfactory basis for library collecting, which requires longer perspectives.

Strong library collections help to attract scholars; their absence cannot be quickly remedied to meet the short-term needs of a specific research project.

STATE OF THE COLLECTIONS

As already mentioned this Library's expenditure on current monographs has for years been lower than that at comparable universities. To some extent this has been compensated by expenditure from Equipment funds which has enabled many expensive items to be purchased. For instance a very extensive microfiche collection of nineteenth century British publications is being purchased over five years. Through another programme which has been running for many years the Library will have on microfilm virtually every English book published between 1475 and 1700.

(The official figures understate the size of the Library. The conversion of microform to volumes is known to be inaccurate but staff time is not available to recount.)

In 1987 there were major purchases from Equipment funds of Asian Studies materials on microfilm as well as key reference works in science and engineering such as Ullmann's Encyclopedia of Industrial Chemistry and the Vapor-liquid Equilibrium Data

Collection. The Dissertation Abstracts database on CD-Rom was also bought from this source.

The CTEC Review of Law Schools (Pearce Report) was very critical of the size of this University's Law collection and the comparatively low expenditure on purchases for it. While the views of the Review Committee on the desirable size and growth rate of Law Libraries might be regarded as unrealistic in the present economic climate, the comparisons cited demanded remedial action. Both the Library and the Humanities Group have made funds available for this purpose.

On the negative side the periodicals cancellation project, based as it was on usage, threatened to devastate the research collection for some disciplines in the Humanities. Falling into the four uses or fewer criterion were 62 of 86 periodical titles wholly attributed to French, 54 of 69 to German, 36 of 51 to Japanese and Chinese Studies, 23 of 36 to Russian. In the multi-discipline category the Library was forced to cancel, among others, the British Parliamentary Hansard and Parliamentary Papers, the New South Wales, Tasmanian and Victorian Government Gazettes and one of the most historic standard reference sources, the Annual Register of World Events. There were 765 Humanities and Social Sciences titles threatened with cancellation, most of which were finally cancelled.

In monetary terms Physical Sciences and Engineering were hardest hit by the cancellation programme. They provided 49% of the "savings" by cancelling titles representing 15.5% of expenditure on engineering and physical science titles. Heavy use of Biological Sciences titles protected them from extensive cancellations. In the medical libraries, which are jointly funded with Hospital Boards, purchasing was adjusted to match the funds available.

Titles cancelled finally totalled 1,005. A further 306 were temporarily rescued, 154 through use of departmental funds. These will be reconsidered from year to year.

Many within the University asked whether consultation had occurred with other libraries in Brisbane and more widely. To a limited extent, the answer was yes. Consultation is inhibited by the short time-frame within which decisions must be taken, a time-frame which must include extensive consultation with teaching departments. It is hampered by the incomplete state of the national union catalogue, the traditional catalogues having deteriorated as funds dried up and their on-line successor limping along with limited funding. The four major Brisbane libraries cross-checked their cancellations but no University of Queensland decisions warranted changing on this basis.

The scope for rationalisation of subscriptions in Brisbane is limited. There are many disciplines in which this University is the only major research stakeholder. While arrangements could be made to circulate contents pages, to lend incoming issues to other libraries in the region for short display periods and to provide photocopies on demand, all of these measures mean additional expenditure of staff time when there is strong political pressure to reduce expenditure on salaries.

A subscription has to be quite expensive before cancellation will save sufficient money to meet the staff costs of making it freely available to other libraries. A free photocopy scheme has existed for some years between the University's St. Lucia and off-campus libraries. A massive increase in requests is presently being investigated to see whether it would not be cheaper to restore some duplicate subscriptions than to service the consequences of cancellation.

There is a core collection of titles which a library must have to meet the needs of clientele in that discipline. Cancellation of titles in that core means inconvenience, delay and additional library staff costs in servicing rationalised titles. Rationalisation is effective only for titles outside the core. It appears that few Brisbane libraries hold much material of this kind.

RELATIONSHIPS BEYOND THE UNIVERSITY

The formal channel for co-operation with other libraries is the Australian Advisory Council on Bibliographical Services (AACOBS), which has both state and national committees. The University Librarian was again the Chairman of its national (Standing) Committee. The State Committee was the forum for local discussion of rationalisation of collecting and consultation on subscription cancellations. The Deputy Technical Services Librarian, Sue McKnight, chaired its automation subcommittee.

The introduction of the \$6 charge for inter-library loans recommended by AACOBS was delayed until July 1st. This is only a partial charge as a study commissioned by AACOBS during the year showed that the actual average cost of supply was approximately \$12. This means that this Library subsidised by \$6 17,429 of the loans made to other libraries, the remaining 6,002 being supplied through the much cheaper QIT/BCAE and Griffith courier systems. In turn other libraries subsidised by \$6 the 14,484 items borrowed by this Library for QU staff and post-graduate students.

Loans to other libraries continue to fall; this is thought to be due partly to the \$6 charge, partly to the fact that QU holdings are not listed on the National Bibliographic database, which is unable to accept a tape of our holdings, and partly because of our falling annual intake of books and periodicals. The latter could also account for the continuing rise in borrowing for our users from other libraries.

The \$6 charge has created an embarrassing situation with regard to libraries in teaching hospitals other than Herston, PAH and Mater. They claim that, since they freely offer service to University medical staff and students, they should not be charged for inter-library loans. Since other libraries charge \$6 this concentrates their requests on the University of Queensland Library.

A further embarrassment in the medical area arises from the involvement of hospital staff in teaching medical students. Some Honorary and part-time staff expect to receive similar library privileges at St. Lucia to those available to full-time teaching staff. While they are granted such privileges at the medical libraries, it has not seemed appropriate to extend to them at St. Lucia the very generous borrowing privileges which are thought desirable for full-time teaching and research staff.

The University library continues to be attractive to students from other Brisbane tertiary institutions. A survey at the Central Library reference desk on selected days in April and May showed that of 1516 enquiries, 184 (12%) came from students from other institutions and a further 126 (8.3%) from other non-QU people. It is thought that staff time could be saved if regular users from other institutions were taught to use this Library and ways are being considered of achieving this.

PLANNING AND DEVELOPMENT

Assessment of possible replacements for the Library's computer system took a great deal of staff time throughout the year. A three month feasibility study with DEC of the cost of writing a new system suggested that this would take thirty man-years, the cost of which would not be recovered from commercial sales. An exhaustive evaluation of available commercial packages, managed by the Deputy Technical Services Librarian, led to the Library negotiating with Unisys for the PALS system by the end of the year.

The evaluation process required extensive documentation of library specifications, detailed analysis of the packages offered, visits to sites in Australia and the United States, formal tenders from three selected vendors, detailed analysis of the functionality, capital costs and ongoing costs of the tendered systems, examination of the data communication interface with the University's CDN network, and careful contract negotiation. In addition to library staff outstanding assistance was received from Deputy Director of the Computer Centre John Noad, Assistant Bursar Tony Pott, and Legal Officer Roger Byrom who helped to create an effective and harmonious team.

If the spirit in which negotiations took place are any guide, the relationship between Unisys and the Library will be very productive. In return for substantial financial offsets the Library will provide expertise from its very experienced systems staff and marketing support for the PALS system.

Responding to the contemporary emphasis on efficient management the Library has embarked on strategic planning. Preliminary work was undertaken in 1987 and it is anticipated that a mission statement, goals and objectives will be formulated in 1988 leading to more systematic forward planning and assessment.

Substantial progress was also made with the restructuring of library salaries which the Library first put forward in 1980. An outside consultant was employed to develop a new proposal based on an analysis of job content and the use of a standard instrument to assess relativities. While the final proposals do not vary greatly from their predecessors they are supported by a more systematic analysis.

PHYSICAL FACILITIES

Central Library was designed on a modular basis and intended to be extended in two directions. It became apparent during the year that the much needed extension to Central Library would again not gain Commonwealth funding. The need to accommodate the growth in knowledge represented by increasing collections continues to have low priority in national higher educational funding. In the meantime the withdrawal of material and the storage of unique titles continues, consuming staff resources and inconveniencing scholars. Moreover even the provision of environmentally controlled storage space is taxing the University's minor works budget and leading to suggestions that more books should simply be thrown away.

Consultation continued with the departments which will be served by the new Physical Sciences and Engineering Library. It is expected to be occupied in Long Vacation 1989-90 and to offer hours of opening similar to those of Central and Biological Sciences libraries. The quality of service will depend on the funding situation. The salary funds used in the existing libraries will be available. Any additional staff would need to be funded from savings elsewhere in a library system already overextended, or from savings created by discontinuing a library activity, or from economies produced by the new PALS computer system.

Hope that Mater Hospital Library would be incorporated in a new Administration building were disappointed when the project was abandoned. Proposals to extend the existing library are again being investigated.

It was no surprise that Law Library's accommodation attracted sharp criticism from the Committee reviewing Law Schools. The University's repeated proposals for new accommodation for Law have been refused Commonwealth capital funding, and CTEC's response to the Review was to make pious recommendations exhorting the University to take action but offering no funds. At the end of the year proposals to gut and rebuild the existing space, were being considered.

The fact is that library accommodation, like other university accommodation, is running down. Buildings and furniture financed in the late sixties and early seventies are shabby, often in need of reorganisation and, in the case of furniture, increasingly subject to breakage. Most libraries are too small and need extension.

The University needs a plan to refurbish or replace all of its buildings over a specific period. Furniture should also be replaced or refurbished on a regular rotation.

There is a tendency in decisionmaking circles at federal and university level to concentrate attention and funding on teaching and research activity and to take for granted the university's physical and support facilities. There is a very real danger that, in pursuing the objectives of the Green Paper, the run-down in physical and support facilities induced by a decade of underfunding will be disregarded and attention and funding will be focussed on the pursuit of larger enrolments and other new academic developments.

In 1965, as the newly appointed University Librarian, I described Main Library as resembling a run-down Workingmen's Club. If present policies remain in place, a similar situation may greet my successor. If this is to be avoided the Green paper's proposals will need to be matched with funds not only for new accommodation but to refurbish existing buildings.

CENTRAL SERVICES

Staff matters

Staff matters are the Deputy University Librarian's responsibility.

Reference has already been made to the review of the Library's salary structure. One benefit achieved by the review has been the writing of job descriptions for most library positions. Disquiet among some professional staff who felt that the evaluation instrument over-emphasised administrative responsibility and undervalued professional sophistication highlighted a need to clarify the management responsibilities of staff in charge of sections of library activity; this has been done.

There was more general disquiet about the implications of the proposed new structure, about whether present staff might be disadvantaged by transfer to classifications with lower ceilings, and about whether the introduction of a greater number of classifications would restrict movement which presently broadens the experience of individuals. The tortuous and protracted nature of industrial negotiations have added to this general malaise.

As part of the review all library positions, including those not covered by the Industrial Award, were given a numerical score. This indicated that seven senior positions justified reclassification to the senior professional and administrative staff levels which are outside the Award. These reclassifications were recommended to the Vice-Chancellor's Advisory Committee which agreed to reclassify three positions.

Ninety-nine appointments or extensions to appointments were made, only nine of which were permanent. In general temporary appointments were made to positions which would be affected by the restructure.

Considerable effort is made to assist library staff to do their work better and develop their potential through attendance at management and professional courses and conferences, and by organising staff development activities, sometimes in co-operation with other Brisbane libraries. The Library is also one of the few departments in the University which has a regular staff assessment procedure. The potential for adding performance measures and short-term goals to these is being explored. In all of these activities the Deputy Librarian is advised by the Library's Staff Development Committee.

In recent years the Library has been given responsibility for administering its salaries budget. With the considerable work generated by staff turnover, staff development activities and staff training and assessment procedures, staffing activities generally constitute a large and increasingly important administrative responsibility which consumes the Deputy Librarian's time at the expense of other high level tasks. Senior staff in the library are agreed that salary savings should be made so that a Library Staff Officer can be appointed to assist the Deputy Librarian with staffing matters. This will be done in 1988.

Technical Services

As acquisitions and serials accessioning modules had not been developed for the Library's own computer system, considerable time was devoted to developing specifications to be checked against the systems being considered for purchase. The task was further complicated because most of the systems on offer themselves lacked modules for these functions, or had very rudimentary systems or were clearly unable to cope with a large sophisticated academic library.

Another additional workload was the second round of subscription cancellations. Fortunately the procedures developed for the first round could again be used, but the project remained complex and time-consuming. The Acquisitions Librarian comments

"While the academic departments might have shed tears of blood in deciding which titles to cancel, from the point of view of the Acquisitions Department the 1987 cancellations were an administrative nightmare."

Improvements were made to the old computer system where they could be carried forward to any new system. Two crash programmes were carried out to enter to the database and label the books in the Law and Architecture-Music libraries not previously entered so that these libraries could use the ACHILLES on-line lending system.

In addition to current cataloguing, retrospective entry to the database continued with the assistance of temporary staff; the objective is to complete entry to the catalogue database by 1990. A start was also made to running the complete Library of Congress subject Headings database into the system.

The position of Accessions Librarian was abolished with the Orders Librarian, Glenda Smith, assuming wider responsibility as Acquisitions Librarian.

The Deputy Technical Services librarian, Sue McKnight, had overall responsibility for the evaluation of library computer systems packages and, at the end of the year, was assigned to the position of Principal Librarian i/c Systems Implementation, initially for eighteen months.

Acquisitions. Amalgamation of the Accessions and Orders sections permitted streamlining of some activities and greater flexibility in diverting staff to areas where pressure is heaviest. Each major area, Orders, Periodicals and Gift and Exchange is the responsibility of an experienced staff member. The number of book orders placed increased by 23% to 12,962.

The Library is being asked to pay for an increasing number of serial titles previously received free under gift or exchange arrangements. For instance CSIRO required payment for 14 titles previously received on exchange and the New Zealand DSIR did the same for seven titles. With the spread of the user pays philosophy the Library can expect to receive fewer useful gift and exchange titles.

Cataloguing.

During the year the section catalogued

12,390 new monograph titles and 3,906 duplicates
 652 audio-visual titles
 1088 microform titles
 570 new periodical titles (including changes of title)

Records were changed for 7,852 titles sent to Store and for the 10,000 discarded volumes.

131,966 titles were coded retrospectively and added to the catalogue database.

A project to create a card catalogue of Griffith University's oriental titles was completed. This will be kept up to date and will inform scholars at this University about titles available at Griffith. The card catalogue will be superseded when each university has access to the other's catalogue database.

Withdrawals and Store.

The Library is attempting to avoid inconvenience to users and to prevent a breakdown in service by clearing shelf space to accommodate new purchases. The alternative, books piled on floors between shelving, might be more persuasive in making Canberra luminaries aware of the Library's desperate need for additional accommodation.

Pressure of other work, the subscriptions cancellation exercise and the evaluation of computer systems in particular, again prevented withdrawal targets from being reached, especially in Central Library. The shortfall was 43% as against 33% in 1986. Special measures will be taken in 1988 to redress this situation.

Stored and discarded material

| | <u>1987</u> | <u>1986</u> |
|------------------------------------|---------------|---------------|
| <u>Monographs.</u> | | |
| Monographs added to Store | 7,852 | 10,332 |
| Monographs discarded | 10,015 | 6,717 |
| <u>Total monographs in Store</u> | <u>66,051</u> | <u>58,199</u> |
| Monograph volumes retrieved | | |
| For interlibrary loan | 93 | 118 |
| For QU users | 517 | 465 |
| <u>Periodicals</u> | | |
| Periodical volumes added to Store | 7,749 | 10,332 |
| Periodical volumes discarded | 217 | 1,992 |
| <u>Periodical volumes in Store</u> | <u>51,175</u> | <u>43,416</u> |
| Periodical volumes retrieved | | |
| For interlibrary loan | 409 | 403 |
| For QU users | 878 | 1,155 |

Systems Section

In addition to contributing to specification and evaluation for the new system, it was necessary for systems staff to keep the existing system operating. In addition to nearly 700,000 loan transactions for the year there were 120,000 transactions in connection with technical services activities as well as 702,000 other catalogue enquiries by library staff.

Development continued on features, such as the Authority Control system, which could be carried over to the new system. In many respects QU's own system is much more sophisticated than the available commercial packages. The Library's Cataloguing, Authority Control and Penalty points systems will be the basis for new programmes in the Unisys PALS software.

Updated versions of PERCAT, the complete serials catalogue on microfiche, were produced at six-monthly intervals. The Film and Video List was, for the first time, created from the database entries. Modifications were made to the software for the periodicals cancellation project

Growth in the database Index from 1.5 million to 2.9 million records highlighted the inadequacy of the present computer equipment by forcing frequent file reorganisation. By the end of the year there were 1,106,838 items on file and records for 40,927 potential QU and Griffith borrowers. Of the latter, 23,092 borrowed one or more

items through the computer system; others will have borrowed through the manual system operating in the medical, physical sciences, engineering, or architecture/music libraries.

READER SERVICES

Reference has already been made to suggestions that the Library might reduce its operating costs in order to increase funds spent on purchasing.

This Library's expenditure on operating costs is considerably lower than those of two of the three universities of similar size. However it has the highest expenditure on reader services. Among the reasons for this high expenditure are;

the medical libraries serving both university and hospital staff, and jointly financed by the Hospital Boards;

the large external enrolment serviced through Thatcher Library;

the physical separation of the two libraries servicing Humanities and Social Sciences.

None of these factors operates in the other three largest universities.

It is worth noting that quantitative measures show that this Library lends more books to its own users than any other university library and both lends and borrows more from other libraries. This exceptionally high level of activity must be reflected in expenditure on the Library's reader services and it must be questioned whether a reduction in use caused by reducing operating expenditure would help to achieve better the University's teaching and research goals.

On-line information retrieval.

In 1986 only three university libraries in Australia spent more than 400 hours in on-line searching. Of these Queensland was the only one which charged full recovery costs. It also offered searches from 16 vendors, three more than any other university library.

After a fall of 9% in 1986 the number of searches in 1987 returned to the 1985 level. MEDLINE, with 1561 searches, was by far the most heavily used database. Most of the searching, 1092 searches, was for Hospital staff; Hospitals pay the cost of patient-related searches. Other databases have much smaller user communities, the most active being

| | |
|-----------------------------------|-----|
| ERIC (Education) | 174 |
| Psychinfo | 138 |
| Chemical Abstracts | 91 |
| APAIS (Australian Public Affairs) | 79 |

Outside the medical area most requests came from the Departments of

| | |
|--------------------------|-----|
| Education | 168 |
| Chemical Engineering | 73 |
| Psychology | 65 |
| Anthropology & Sociology | 58 |
| Management | 51 |

The principal users were postgraduate students (45%) and academic staff (43%). Undergraduate use has dropped by half to 5%, presumably because of costs.

Patterns of online searching are likely to change as databases on CD ROM become available in the Library which users will be able to consult without incurring charges. A much larger proportion of the Library's users will access these databases. Some databases on CD ROM, such as ERIC, are comparatively inexpensive but others represent a high investment which will need to be warranted by the level of use. Moreover there will be ongoing costs for updated replacement disks. Decisions to purchase CD ROMs will have to take into account the cost of purchasing and updating CD ROMs compared to the cost of searching remote databases. Demand for searches on some databases will be so infrequent that it will remain cheaper for the Library to confine itself to remote searching.

Library staff have difficulty in keeping up with changes to database software and the changes in vendor pricing policies. In 1987 it would have been cheaper to search particular databases on a different vendor system but there was not time to retrain library staff in that vendor's software. There are several databases which medical librarians would occasionally find useful but demand for which is not sufficiently frequent to maintain their searching skills.

Library staff continue to check the Australian Bibliographic network on line to locate wanted items and to use electronic mail to make requests to other libraries or to vendors of specialised materials. Installation of a fax machine in Central Library in 1988 should lead to the development of a fast delivery policy for interlibrary photocopies.

On-line searching began eleven years ago as a tentative user-pays experiment. Although there are problems in keeping staff au fait with software changes, in finding time for training and retraining, and in making terminals conveniently available in smaller libraries, searching has become a skill with which every librarian engaged in reference service needs to be familiar. The introduction of CD ROM will offer new challenges and opportunities for electronic database searching.

Library Audio-Visual Services.

The Library has one of the largest a/v collections in any Australian university. It includes films, videorecordings, sound recordings, slides and floppy disks. Library Audio-visual Services acts both as the Library's specialist centre for this material and as a support service for the various branch libraries which themselves house a/v materials.

That this is a well-used and growing facility, the following statistics indicate;

| | | |
|-------------------------------------|-------------|-------------|
| | <u>1987</u> | <u>1986</u> |
| Number of films and videos screened | 7,610 | 6883 |
| Persons attending screenings | 24,545 | 20,721 |
| Use of CAL facilities | 15,164 | 9,445 |

There are three CAL (Computer Assisted Learning) facilities in the LAVS area in Duhig building; ten terminals associated with the Humanities computer, two Apple computers for Anatomy programmes, and ten IBM PCs linked into a CAL network.

Most of the growth in use, from 2683 in 1986 to 7442 in 1987 has been in the CAL network. There are now 90 CAL software packages, most of them on the network. Individual machines can also be used for freestanding software. Among new programmes added in 1987 were two specially prepared to teach students how to use Australian Public Affairs Information Service and Index Medicus.

The objective in making PCs available in LAVS has been to provide CAL facilities. PCs are, of course, very useful as tools for word-processing, spreadsheet activities and similar functional purposes. The Library cannot supply the numbers of machines or the staff support which would be needed to offer wordprocessing and other functional facilities. Programmes which teach wordprocessing, or keyboard skills, or the use of spreadsheets, are seen as a legitimate library service; programmes to enable PCs to be used as tools are not.

Growth in the variety, size and use of the a/v collection is creating problems in staffing and in the availability of space. Facilities have needed to be accommodated in an area which was never designed for the purpose. It would be possible to expand into the adjacent seating area but advice has been received that the air-conditioning system could not cope with the enclosed spaces which a/v use requires. Every effort is being made to decentralise the use of a/v material; the cable TV facility to commence operation in 1988 and the facilities planned in the new Physical Sciences and Engineering Library will help to relieve the pressure. Nevertheless the time is approaching when LAVS itself will need to be rehoused. This will be costly because of the high need for power points, cabling and flexible air-conditioning.

Students with disabilities

For several years library staff have been active in support of students with disabilities. A Standing Committee within the Library has worked to alert library staff to their needs and to take all possible measures to assist them.

In 1987 the University appointed a full-time Resource Person for the Handicapped, part of whose time was allocated to assist the Library's tape-reading service. This service, which takes a great deal of time, would otherwise have been gravely weakened by the ending of the Work Experience Training scheme, which had for some time supplemented the staff available.

In 1987 701 tapes were made (533 in 1986) consisting of 31 complete books and 104 articles and extracts. There is now a store of several thousand taped readings with a computer printout of titles. Tapes are lent to and borrowed from other Australian institutions.

The Library produced a taped guide to library services for the use of visually impaired students.

Reader Education

Reader education is seen as a high priority activity. It contributes to a student's general education by providing a skill without which what is learnt at university will date rapidly. It also helps to ease the pressure on overloaded library reference staff.

Reader education of their client group is the responsibility of Central, Undergraduate and each branch library. Overall co-ordination is entrusted to a Standing Committee which assists with such activities as the production of pamphlets and other

publications, promotion of library tours, mounting of library displays and general development of staff expertise in this area.

The extent of this activity can be seen from the following statistics;

| | <u>1987</u> | <u>1986</u> |
|--------------------------------------------------------------------------------|-------------|-------------|
| Students attending library tours | 4,328 | 4,214 |
| Students attending introductory talks | 5,949 | 1,798 |
| Students attending lectures, tutorials or workshops in library research skills | 3,698 | 2,145 |

Orientation tours were given for first year students and for special groups such as students enrolling under the Aboriginal and Islanders Students' scheme, overseas students, Master's and Dip.Ed students and students from other tertiary institutions.

Forty-seven new pamphlets and bibliographies were produced and 46 displays were mounted. Library staff attended workshops on pamphlet design and production, and communication and teaching techniques.

There can be little doubt that these activities contribute to the high use of the university's libraries.

Photocopying

The Library provides photocopying facilities for users on an entirely cost-recovery basis. In order to limit to the minimum the attention required from hard-pressed reader service staff a commercial firm is employed to provide a resource card charging facility, to service the photocopying machines and to carry out all accounting activities related to photocopy charges.

The Library prefers itself to rent or own the machines so that decisions about placing them in small libraries or matching the number to meet occasional peak periods are influenced by the interests of users and not controlled by purely commercial criteria.

In 1987 it proved impossible to obtain a satisfactory rental arrangement and the formerly rented machines were purchased. Funds are being set aside from photocopying income to replace machines as they wear out.

This cost-recovery policy necessarily makes library copies appear more expensive than copying on departmental photocopiers. Departments seldom include full operating, overhead or amortisation costs in their calculations.

The Library would like to extend the resource card activity to micro-reader printers. Unfortunately the volume of printing is very low compared to the high capital investment which would be necessary.

BIOLOGICAL SCIENCES

As already mentioned the high use level of biological science periodicals meant that the periodicals cancellation programme had a comparatively light impact. Biological sciences is a growth area both in absolute terms and within the University and this has consequences for the Library.

It is now some twelve years since the Biological Sciences Library building was occupied. It is rapidly becoming clear that it can no longer cope with the growth in knowledge in this area. Although some space will be released by a proposed rearrangement on the entrance floor by removing the bag-room and replacing the card catalogue with computer terminals, this will provide only short-term relief.

If the Green Paper strategy becomes formal government policy, enrolments in biological sciences will rise. Research activity is already considerable and will be increased following establishment of the Centre for Molecular Biology and Biotechnology and the Centre for Vision, Touch and Hearing. In these circumstances the University will need to consider adding an extension of Biological Sciences Library to its list of building priorities. The building's design enables extension to take place northwards.

Biological Sciences Library staff assisted with the Library's Orientation Booth at the start of the academic year but their main contributions to reader education were introductory tours and thirty seminar/tutorial group sessions. The CAL programmes for Index Medicus and APAIS were incorporated into the reader education sessions for first year medical and dental students. A Guide to library resources for Pharmacy was published, the third guide produced by this library.

A problem continues with late advice from teaching staff about reading lists. The Biological Sciences Librarian comments

"Students often have the lists (telling them that the material is Kept at Desk) before the library does. We are loth to institute a cut-off date for acceptance as this will simply transfer the frustrations library staff experience to the students. Some success has resulted from suggesting that students see the lecturers themselves."

Rising levels of activity are placing great demands on library staff. Both external and reserve loans have risen, the former by 10% to 68,784. Interlibrary loan requests placed by Biological Sciences Library users rose by 8.8% to 4958 and from other libraries by 2.6% to 9793. However the greatest increase has been in traffic between Biological Sciences Library and the off-campus branch libraries. Photocopies supplied to off-campus branch libraries rose by 38% and traffic the other way by 25%. A survey is being conducted to discover whether this increase is due to subscription cancellations and whether, if it is, the subscriptions should be restored.

A Biological Sciences Library Advisory Committee, representative of all departments which it services, is being set up to advise the University Librarian on their library needs. In any forward planning for expansion in biological sciences the university will need to include strengthening of library resources and facilities.

HEALTH SCIENCES

The four Health Sciences libraries are all off campus. They operate as branches of the University Library. They are co-ordinated by the Health Sciences Librarian, Ms F. Flynn and through monthly meetings of the four librarians-in-charge with the University Librarian and the Health Sciences Librarian.

Herston Medical Library is partly funded by the North Brisbane Hospitals Board and there is a broadly representative Herston Medical Library Advisory Committee. Half of the recurrent costs of the Princess Alexandra Hospital Library and the Mater Hospital Library are met by the Hospital and each has a Library Management

Committee. The Dentistry Library is entirely funded by the University and there is a Faculty Library Committee.

Herston Medical Library and Princess Alexandra Hospital Library have been rehoused within the last three years in premises built with a University contribution but forming part of a hospital building. The freestanding Mater Library building, occupied nearly twenty years ago, has long been inadequate, but successive proposals to rehouse it have failed, usually because capital funds have not been available. It is difficult for an off-campus facility servicing only part of one Faculty to achieve priority in fiercely competitive Hospital and University building programmes. At the end of the year options for expanding the present building were again being examined prior to costing.

Dentistry Library has also been inadequately housed for many years. As part of a larger building with little prospect of relocation the option of expanding into neighbouring teaching space has been considered on many occasions but never achieved. Since Dentistry Library is never likely to become part of a larger library building project and there appears to be no priority for additional Faculty buildings in which the library might be rehoused, expansion into neighbouring teaching space appears the only possibility of accommodating the additional information technology which modern libraries are using, or even to relieve the situation described by the new Dentistry Librarian

"In peak times the seating space proved to be inadequate and students had to sit on the floor or use the librarian's desk."

The Health Sciences libraries co-operate to offer reader education to Fourth Year Medical students and Third Year Dental students. A successful innovation in 1987 was production by medical students in co-operation with library staff, of the reader education booklet Making the library work for you. The four libraries also organise activities to keep their staff au fait with medical information tools and consult together on on-line information retrieval matters. The Health Sciences Librarian has a special responsibility to co-ordinate the selection of library materials. Co-ordination does not mean absence of duplication. As mentioned early in this report there is a point at which the saving through not duplicating is outweighed by the labour costs of lending or photocopying material for use at different locations.

In an attempt to limit the impact of falling purchasing capacity letters were written to a large number of medical societies and foundations soliciting funds. Regrettably none attracted more than expressions of sympathy and it was decided to pursue other channels for support. It is gratefully acknowledged that the Queensland Cancer Fund has, for several years, made a generous annual grant for materials related to cancer.

As also noted earlier MEDLINE is the database most used by the University Library. It represents 52% of all searching. The Health Science libraries do 91% of the MEDLINE searching. Consideration was given to purchasing MEDLARS on CD ROM. Even a quite high capital cost would be more than recovered through the cessation of present remote consultation and communications costs. Access would also become available to users who are unable to meet the present costs. Action has been delayed until more information becomes available about the several competing CD ROM versions.

During the year Ms. Flynn made a second visit to Shandong Medical University to assess changes in its library at the conclusion of the development project which the University of Queensland has managed for the Australian and Chinese Governments.

Dentistry Library.

Mrs. M. Steentsma was appointed as Dentistry Librarian in March succeeding Ms. L. Speer. Her first major task was to arrange subscription cancellations, 18 titles costing \$1,770. Hours of opening were also modified to meet students' apparent needs and internal rearrangements were made for better use of the very cramped space.

The Australian Dental Association, Queensland Branch, again made a donation in return for limited library assistance.

Herston Medical Library.

At the request and with the co-operation of the Faculty a computer resource centre was set up in the library. The Faculty believes that use of PCs is becoming an essential tool in medical practice and research and that every medical student should become computer literate. Through the joint support of the Faculty, the Medical Student Society and library funds four IBM compatible PCs have been installed. The Faculty made an initial grant for software to supplement library funds. Separate committees recommend general purpose software and medically oriented CAL programmes. It quickly became apparent that there were few suitable Medical CAL programmes available commercially and teaching departments are being encouraged to develop their own.

Work was almost completed for the transfer of books and journals from the School of Public Health and Tropical Medicine in Sydney to support the Master of Tropical Health programme for which the University has assumed responsibility. As responsibility for this course is shared with the Queensland Institute of Medical Research some of the material will be housed in QIMR Library. Arrangements have been made to add QIMR monographs to the University Library's database which already contains QIMR periodicals holdings. Negotiations are well advanced for QIMR to be a full participant in the University Library's cataloguing and on-line public access catalogue systems.

Herston Medical Library has a fixed joint budget for library materials within which the Book Selection Committee decides expenditure. Nineteen subscriptions were cancelled, all of which are available from other QU libraries or QIMR.

The Medical Staff Association at Royal Brisbane Hospital generously gave \$1,000 for the purchase of facsimile editions in the Classics of Medicine and Surgery Series. This action symbolises the very close association which exists between Herston Medical Library and its client population.

Mater Hospital Library

The remarkable growth in use which marked 1986 at this library continued at a less hectic pace in 1987. The 20% increase in loans in 1986 moderated to a further 5%, for a total of 9939 loans. MEDLINE searches grew by 50% to 158. More than 2,000 loans or photocopies were obtained from elsewhere in the University Library and 498 from other libraries.

This activity may not seem large but it is conducted by 1.5 staff in very cramped quarters remote from other University Library support. The building is so inadequate that holdings of most journals can be housed only back to 1977. In spite of these slender resources the Librarian carries out an active programme of library promotion including brochures, displays and personal contacts.

To meet the requests of Registrars studying for Fellowship examinations the Library was opened on Wednesday nights for three months at considerable cost to various library tasks. Unfortunately use did not justify repetition of this service in future years.

Princess Alexandra Hospital Library.

When this library moved to new accommodation in 1986 hours of opening were extended to three evenings and one day at the weekend. Protests by registrars that these hours would be insufficient were not borne out by usage and they were reviewed at the Management Committee in December 1987. It was decided that, while use of the additional hours was low, the number of staff required to carry out the work generated by increasing day-time usage was sufficient to continue the extended hours even though actual usage at those times was less than had been hoped.

A more modest increase in loans followed the 11% increase of the previous year and MEDLINE searches declined slightly. The increasing interdependence of libraries was demonstrated by the increase in borrowings from other QU libraries by 25% to 4,008 and from non-QU libraries by 72% to 846. Since borrowing by its users of the Library own stock totalled 7,911 items, material obtained from other libraries made up nearly 40% of external use by its clientele. Loans to other QU libraries rose by 26% to 891.

Lions International, which helped to finance library accommodation at Princess Alexandra Hospital, generously contributed \$7,200 to the Library's bookfunds. The P.A. Society gave \$1,000.

HUMANITIES AND SOCIAL SCIENCES

Architecture-Music Library

Entry of this Library's contents, including all music scores, to the catalogue database was given priority in 1987 and completed. This was to permit use of the on-line lending system in 1988 which is expected to release staff time for tasks currently in arrears.

All cassette decks were replaced after more than a decade of service. To ease the Library's accommodation problems a proposal was framed to take in a neighbouring lecture and projection room.

Expansion of the collection was assisted by several donations and by research funds from the Music department. The record collection, which is financed entirely by the Department, was strengthened with a core collection of more than 500 compact discs.

Central Library

Central Library's stack accommodation problems remain acute. A particular concern is space for the prestigious Fryer library collection. Some small relief was gained by moving some Fryer staff activities to the basement of the Duhig Building and a further restructuring of Fryer Library space is planned for 1988. One can only hope that at some time in the future either Government or a private benefactor will appreciate that scholarship in humanities and social sciences is as important to the quality of life as the advancement of science and engineering and needs access to a collection larger than can be housed in the building which the University happened to have in 1974.

A most discouraging feature of 1987 was the unprecedented quantity of books awaiting reshelving. At one point, in October, there were 390 shelves of such books in Central Library and a further 140 in Undergraduate Library. What was once an end of year phenomenon threatens to become endemic throughout the academic year.

A decade ago the introduction of computer-based lending procedures solved the problem of thousands of books awaiting discharge at peak periods. No electronic solution is in sight for the reshelving problem. Management solutions are being sought to improve efficiency but the root cause may prove to be insufficient staff numbers.

Central Reference.

Barbara Paton, Principal Librarian i/c since July 1983, resigned to take a position at La Trobe University. Consideration whether it might be possible to integrate the five libraries serving Humanities and Social Sciences more closely by altering the responsibilities of this position had not been concluded by the end of the year.

Statistics of Central reference activities for 1987 are as follows:

| | | | |
|----------------------------|---------------|------------------|------------------|
| <u>Reference queries</u> | <u>Desk</u> | <u>Telephone</u> | |
| Before 1.p.m. | 10,032 | 2,554 | |
| 1.p.m. to 5 p.m. | 11,820 | 555 | |
| 5.p.m. to 10 p.m. | 3,188 | 109 | |
| <u>Total</u> | <u>25,040</u> | <u>3,218</u> | |
| <u>Directional queries</u> | | | <u>Microform</u> |
| Before 1 p.m. | 5,126 | 932 | 2521 |
| 1 p.m. to 5 p.m. | 6,024 | 231 | 3,074 |
| 5 p.m. to 10 p.m. | 1,790 | 37 | 943 |
| <u>Total</u> | <u>12,940</u> | <u>1,200</u> | <u>6,538</u> |

These figures demonstrate a high level of activity, the most significant growth since 1980 being a 50% increase in microform queries, which is not surprising given the extensive purchases of research information in microform. This section also handles

on-line searching in humanities and social sciences, 665 in 1987,
 a high proportion of interlibrary loan requests, 11,945 incoming and 7,327 outgoing in 1987,
 unbound periodicals enquiries, 20,284 in 1987,
 substantial responsibilities for reader education (57 formal classes, 40 tours and new subject guides for Geo Abstracts, Geography, ERI, Australian Bureau of Statistics and Public Administration)
 substantial responsibility for collection development including all Equipment funds for this purpose,
 total responsibility for weeding Central Library stock.

It is not surprising that the Acting Principal Librarian writes

"It is very seldom possible to do any other work when rostered at the desk. It has also become increasingly difficult to manage during semester if any staff are on leave or absent... An increasing number of users are waiting at the desk and going away unattended to."

"An increasing number of academic staff, perhaps convinced by library staff of the importance of library skills, are setting library assignments. Unfortunately some assignments appear to be set with little preliminary help for students in associated skills (such as analysis of the problem) or in library skills. Leaving students to muddle through on their own, and possibly learn a lot in the process, may be possible for the less accessible academic staff, but is often not an option for reference staff who often see confused students attempting to find the unfindable...."

The responsibility thrust upon us, whether we want it or not, increases whenever the university diminishes its tutorial staff in the humanities and social sciences, or overloads its academic staff, and so decreases their availability, or increases its requirements for students to use material as complex as Australian Bureau of Statistics material,..."

"We have reached the limits of level of service with the staff we have. At present many tasks can only be accomplished through out of hours work of staff members... Some services are developing backlogs and a lack of time to do any preparation and planning work."

These comments have been quoted at length because they portray the consequences of continuing to expect the same or more from less expenditure. Cancellation of subscriptions and shortage of bookfunds means more interlibrary loan work. Declining resources in other higher education libraries leads to more demands from their staff and students.

There is a limit to what can be expected of dedicated staff.

Central Lending.

Recorded loans remained much as in 1987 at 237,222. There was also little change in the proportions borrowed,

| | |
|---------------------------------|---------|
| Loans to staff | 25,339 |
| Loans to post-graduate students | 67,120 |
| Loans to undergraduate students | 130,191 |

Loans to persons who are not QU staff or students rose by 7% but still constituted only 6% (14,172) of all loans from Central Library.

Fryer Library

In spite of uncertainty about future accommodation and the limited staff available for complex acquisition and recording activities outstanding additions continue to be made to this valuable research collection. The limited programme to collect architectural records of distinguished Queensland firms continued, assisted by a grant from the Design Arts board. One collection was literally salvaged off the street, the Library being notified on the day the firm concerned moved to other premises. What has been named the Queensland Architectural Archive is already receiving considerable use.

Institutional records collected included minute books of the Institution of Engineers Australia (Queensland Division) from 1925 to 1953; correspondence, minutes and other papers from the Fabian Society of Queensland, the Queensland and Townsville

Branches of the Builders Labourers Federation and the Railway Maintenance Employees Association.

Additions were made to a number of personal collections of literary and historical papers. The Royal Queensland Art Society presented its Minute Book for 1901 to 1913 and has promised the rest of its records in 1988.

Within the funds available the major areas of book purchases were Australian history and Australian literature. The Alumni Association again presented valuable books and periodicals collected for its Book fair.

Because of pressure on staff time the Library has ceased to prepare the Annual Bibliography of Studies in Australian Literature; instead copies of entries from the Fryer index are supplied to the editors of Australian Literary Studies.

Australian Playscripts; a checklist of unpublished scripts in the Hanger Collection was published as Fryer Library Occasional Publication No.6. Grateful thanks are due to Friends of Fryer for subsidising the publishing costs. Vivant Professoros, a collection of biographies of early members of University staff, was published as Occasional publication No. 7.

Useage levels remained fairly stable. Although the demand was principally for books and periodicals, use was also made of 66 manuscript collections, 130 manuscript items and 104 playscripts.

Law Library

Reference has already been made to the CTEC (Pearce) review of Australian Law Schools and its criticism of the Law Library's holdings, funding and accommodation, and to the steps which are being taken to meet these criticisms. The Law Librarian, in co-operation with the faculty, has developed desiderata lists for purchases and hopes to draft a complete collection development policy.

On-line lending was succesfully introduced for Second semester and there have already been substantial increases in loans (13.5%), recall notices (17.3%) and reservations (25%). Time has been released for stricter control of loans from reserve, which have risen by 8.8%.

There was so little demand for the CLIRS legal database that the subscription was cancelled. To a considerable extent this was due to the absence of Queensland legal information on CLIRS. It is expected that interest will revive when this situation changes. In the meantime preparations are being made, in conjunction with the department, to install CAL facilities through which students will learn how to use legal databases.

Thatcher and Ringrose libraries.

The continuing decline in external enrolments is belatedly affecting use of Thatcher Library. Postal loans decreased to 29,715, a fall of 13%, from the peak in 1986. In person loans declined by 1% to 35,664; more than 25,000 of these were to external students. Of all external students 68% used Thatcher Library during the year.

Borrowing from other libraries by Thatcher is mainly for external post-graduate students. From other QU libraries 783 items were borrowed, an increase of 25%. Fifty-one items were borrowed on inter-library loan, a 7% increase.

The Ringrose libraries are used not only by external students from this University but by those from other Queensland higher education institutions. In 1988 only 299 University of Queensland students were registered at the eight Ringrose libraries, 37% of total registered borrowers. They did, however, account for 57% of the borrowing 5,607 items.

The future of external studies has been under discussion within the University for some years and any changes will automatically affect the role of Thatcher and the Ringrose libraries. In particular any decision to increase post-graduate external offerings will have major cost implications for the library. In the meantime the on-line lending system and access to the growing catalogue database has facilitated co-operation between Thatcher and the rest of the University Library.

Undergraduate Library

The already high level of activity in this library increased marginally in 1987. Loans rose by 1,500 to 198,000 and Kept at desk loans by 2,709 to 19,261.

It is proposed to transfer a/v lending from Library Audio-Visual Services to the Undergraduate Library and records of a/v material available for loan have been entered to the database for on-line lending. This will relieve pressure on LAVS staff and bring lending policy into line with that in other branch libraries.

The effects of ceasing to duplicate Undergraduate holdings in Central Library are not yet apparent. It remains to be seen whether problems will arise when Undergraduate Library holds a substantial number of unique titles.

The Undergraduate Librarian, Wendy Cooper, was seconded for three months to the library staff salary classification review. Kingsley Gurney became Acting Undergraduate Librarian for that period.

PHYSICAL SCIENCES AND ENGINEERING LIBRARIES

Planning continued for the new Physical Sciences and Engineering Library which should be operating by First Semester 1990. Discussions with the departments concerned, some of which are now serviced from single department libraries, revealed differences of view about the preferred layout, reflecting different present patterns of use. These differences may be inherent in the individual disciplines themselves or they may simply reflect information seeking habits which have become customary in the different libraries. Every effort will be made to provide the most effective solution for all users.

The changes in higher education policy signalled in the Dawkins Green Paper could lead to substantial increases in undergraduate and post-graduate enrolments in disciplines to be serviced by the new library. Apart from the increase in engineering enrolments which has already occurred this was not a factor when the original space estimates for the new building were made and an extension to the new library should be an element in forward planning for increased enrolments in this area.

Popular wisdom claims that information in engineering and physical sciences dates rapidly and consequently that withdrawal of books to Store should not be troublesome. Protests about the withdrawal programme received from time to time from staff in these departments could easily be discounted as simply reflecting proprietorial attitudes. In fact nearly 24% of items (330) retrieved from Store in 1988 for University users were requested through the Engineering Library and a further 9% (128) for Chemistry.

Assuming that all present libraries move into the new library, provision has been made for ten years' growth of bookstock with an annual withdrawal rate of 50% of intake. The Store retrieval figures suggest that this allocation is by no means generous.

As has been noted, periodical cancellations fell particularly heavily on this group of libraries. The details are as follows

| <u>Library</u> | <u>Titles cancelled</u> |
|----------------|-----------------------------|
| Chemistry | 49 |
| Engineering | 150 |
| Geology | 22 |
| Mathematics | 42 |
| Physics | 16 |

No progress was made during the year with the proposal to add the Geographical Sciences Department's map collection to that in Geology Library. Tentative plans were made to house a combined map collection in the new library building.

A successful Australian Map Circle Conference was held at the University, organised by the Geology Librarian, Margaret Eva. The Geology map collection is one of the few large map collections held in an Australian university library and is an important and well used resource. Mrs. Eva also mounted a map display at the Pacific Rim Congress 87. This attracted considerable attention and led to the presentation of important atlases and maps to the Library by Congress delegates.

Physics Library ceased lending periodicals from January 1987 so that they would be more readily available within the library. While a few critical comments have been received in general the change appears to have been accepted by the Library's users.

CONCLUDING REMARKS

Both the Library and the University are experiencing considerable change and the pace seems likely to increase as new policies for higher education are adopted at national level. If student numbers start to grow again, it may at last be possible to remedy some of the deterioration in resources and facilities which has occurred in the last decade of economic austerity.

The adoption of research profiles may enable the library to define its collecting policy more sharply. Until now collecting has tended to respond to the immediate needs of today's academic staff rather than following a plan based on long-term objectives. Allocation of a substantial portion of the Library's funds for monographs to teaching departments, which nominate titles to be purchased, is a recognition that academic staff have the subject expertise.

The establishment of Key Centres and Centres of Excellence cuts across this departmental allocation pattern. The Centre for Molecular Biology and Biotechnology is financed entirely from University funds, but the only equitable way to make library funds available for it is to divert some of the allocations presently made to teaching departments in the Biological Sciences Group. The Centre for Vision, Touch and Hearing was established by Commonwealth Grant although the University is expected to contribute also. The Library has been given no additional funds to meet any special needs which the Centre may have.

It may be time to reconsider the allocation of library funds to departments and instead use the Groups for this purpose. After all there have been no comparable allocations to clinical medical departments for twenty years because of the joint arrangements with the teaching hospitals. Allocation to Groups could encourage them to adopt more consistent policies in collection development.

Another development affecting the way the Library has traditionally been organised is the amalgamation of teaching departments. The general rule has been that books nominated against a department's library allocation are located in the branch library which services that department; the University Librarian's final authority on such decisions has seldom been invoked. The recent amalgamation of Geography, Surveying and Regional and Town Planning into one Department of Geographical Sciences has created a situation in which the department is serviced by three different libraries, Central, Architecture/Music and Engineering. The Department is making pragmatic recommendations about the location of new books, but a policy change may be required in due course.

Going into 1988 there are many uncertainties, about educational policy, about the value of the Library's purchasing funds, about collection development policy, about the means of maintaining and extending library accommodation. There is no evidence that demand on the Library is slackening and library staff are stretched tightly on the edge of overload.

After a decade of austerity it would be easy to become either despondent or simply stoical. Alternatively the difficulties can be seen as challenges and opportunities.

I gratefully acknowledge that the library staff have responded to the challenge and welcomed the opportunities. Without their support and the goodwill which the University community consistently demonstrates towards the Library, the University Librarian's task would be impossible.

F.D.O.Fielding.
University Librarian.

UNIVERSITY LIBRARY STATISTICS 1985-1987

| | 1987 | 1986 | 1985 |
|------------------------------------------------|------------------|------------------------------------|------------------------------------|
| 1. <u>Library Staff</u> | | | |
| Graduate Professional Staff | 68 | 67 | 65 |
| Non Graduates with professional qualifications | 6 | 7 $\frac{1}{4}$ | 8 $\frac{1}{2}$ |
| Graduates without professional qualifications | 10 $\frac{1}{4}$ | 9 $\frac{3}{4}$ | 15 |
| Library Assistants | 94 | 96 $\frac{3}{4}$ | 94 $\frac{1}{2}$ |
| Technical Assistants | 3 | 3 | 3 |
| Administrative/Clerical | 19 $\frac{1}{4}$ | 18 $\frac{1}{2}$ | 20 $\frac{1}{2}$ |
| Library Attendants | 28 $\frac{1}{2}$ | 28 | 28 |
| Others/Casual equivalent | <u>5</u> | <u>6</u> | <u>6</u> |
| TOTAL | 234 | 236$\frac{1}{4}$ | 240$\frac{1}{2}$ |

Distribution of Staff

| | | | |
|-----------------------------------|-------------------|-------------------|-------------------|
| Administration and Systems | 10 $\frac{1}{2}$ | 10 $\frac{1}{2}$ | 10 |
| Technical Services | 58 | 58 | 63 $\frac{1}{2}$ |
| Reader Services (Central Library) | 55 $\frac{3}{4}$ | 56 $\frac{1}{2}$ | 55 $\frac{1}{4}$ |
| Reader Services (Branches) | 103 $\frac{3}{4}$ | 105 $\frac{3}{4}$ | 106 $\frac{3}{4}$ |
| Other | 6 | 5 | 5 |

2. Services

| | | | |
|-------------------------------------|----------|---------|---------|
| Items Lent | | | |
| Central Library | 265,701 | 267,848 | 265,850 |
| Branch Libraries ϕ | 683,672 | 678,742 | 640,623 |
| Items Lent to libraries outside | | | |
| University | 23,431 * | 26,378 | 27,493 |
| Items Borrowed from libraries | | | |
| outside QU | 14,484 | 13,122 | 14,127 |
| On-line Information Searches Made | 2,646 | 2,390 | 2,587 |
| Reader Education Classes Held | 227 | 185 | 195 |
| Normal hours of opening per | | | |
| week (Central) during academic year | 72 | 72 | 72 |

ϕ Includes all Reserve Collection lending whether extra-mural or not.
(Total of 108,959 Reserve Collection loans in 1985, 106,716 in 1986 and 116,856 in 1987).

* Includes 6,002 loans made by other Library Couriers.

| | 1987 | 1986 | 1985 |
|-------------------------------|--------|--------|--------|
| 3. <u>Acquisitions</u> | | | |
| <u>Books: ϐ</u> | | | |
| New titles by purchase | 9,995 | 10,078 | 15,992 |
| New titles by gift | 3,104 | 2,833 | 2,389 |
| Total volumes added | 21,080 | 22,268 | 26,963 |
| Total volumes deleted | 10,015 | 6,718 | 4,462 |

ϐ includes music scores and UQ theses

Periodicals

| | | | |
|-----------------------------------------|-------------------------|---------------------|----------------------|
| Total number of titles received | 20,023 | 20,715 | 21,018 |
| Number of non-duplicate titles received | 16,635 | 16,940 | 17,213 |
| Number of new titles received | 421 | 491 | 542 |
| Number of titles discontinued | 1,217 | 885 | 523 |
| Total bound volumes added | 17,562 | 18,846 | 17,010 |
| Total bound volumes deleted | 217 | 1,972 | 3,874 |
| Total bound volumes in library | 1,358,192 | 1,329,782 | 1,297,358 |
| Manuscript entries prepared | 68 | 67 | 190 |
| Manuscripts added | 2,834 boxes 45 items | 8 boxes 66 items | 6 boxes 165 items |

Microforms

| | | | |
|-----------------------------|--------|-------|-------|
| New monograph titles added | 1,098 | 814 | 119 |
| New periodical titles added | 7 | 18 | 7 |
| Total titles held | 8,414* | 7,309 | 6,477 |

* Represented by 50,185 reels, 403,894 fiche/cards

| | 1987 | 1986 | 1985 |
|------------------------------------------|--------|--------|--------|
| <u>Audio-Visual Materials</u> | | | |
| New titles added | 651 | 448 | 1,020 |
| Holdings - Audio recordings | 24,826 | 23,834 | 23,267 |
| Films | 642 | 648 | 645 |
| Film Strips | 632 | 633 | 629 |
| Maps (Pieces) | 18,584 | 18,275 | 17,648 |
| Microcomputer software (Floppy disks) | 101 | 52 | 26 |
| Slide sets | 1,088 | 1,026 | 997 |
| Video tapes | 2,742 | 2,650 | 2,290 |
| Production - Audiotapes recorded | 982 | 986 | 1,159 |
| Film strips produced | 7 | 1 | 10 |
| Slide Sets produced | 12 | 4 | 14 |
| Videotapes recorded | 1,472 | 992 | 961 |

Table 4 Expenditure.

| | <u>1987</u> | <u>1986</u> | <u>1985</u> |
|-------------------------------------------------------------------------------|------------------|------------------|------------------|
| <u>A. Books and Backruns of periodicals</u> | | | |
| Library Vote (Recurrent Grant) | \$564,534 | 586,892 | 581,596 |
| Library Special Equipment Grant | 107,155 | 159,160 | 123,208 |
| Bequests and donations | 12,188 | 5,492 | 11,532 |
| Other library funds | 16,873 | 30,959 | 6,181 |
| Dept Research Funds | 160,689 | 111,812 | 116,276 |
| Dept Equipment Funds | 14,559 | Nil | Nil |
| Dept Maintenance Funds | 6,384 | 4,913 | 10,474 |
| Other Dept funds | 9,953 | 8,330 | Nil |
| Teaching Hospitals Recurrent Grant | 39,600 | 24,895 | # |
| Hospital Boards | 9,919 | 10,382 | 27,235 |
| <u>Total Books</u> | <u>941,854</u> | <u>942,835</u> | <u>876,502</u> |
| <u>B. Continuing subscriptions</u> | | | |
| Library Vote | 1,883,867 | 1,964,166 | 1,759,347 |
| Library Equipment Grant | 84,200 | 24,398 | 17,250 |
| Bequests and donations | 4,405 | 4,789 | 1,536 |
| Other library funds | 2,778 | 2,278 | Nil |
| Dept Research Funds | 21,028 | 12,783 | 11,381 |
| Dept Maintenance funds | 2,100 | Nil | Nil |
| Other Dept funds | 3,334 | 6,743 | 1,165 |
| Teaching Hospitals Recurrent Grant | 13,800 | 35,805 | # |
| Hospital Boards | 121,255 | 114,192 | 128,736 |
| <u>Total Continuing Subscriptions</u> | <u>2,136,767</u> | <u>2,165,154</u> | <u>1,919,415</u> |
| <u>C. Audio-visual materials</u> | | | |
| Library Vote | 19,271 | 17,266 | 26,218 |
| Library Equipment grant | Nil | 527 | 1,421 |
| Bequests and donations | 562 | 389 | 391 |
| Dept research Funds | 747 | 131 | 7,701 |
| Other Dept funds | 5,560 | 4,844 | 2,475 |
| <u>Total Audio-visual materials</u> | <u>26,140</u> | <u>23,157</u> | <u>38,206</u> |
| <u>Note.</u> #Divided between Library Vote and hospital Board figures in 1985 | | | |
| <u>D. Expenditure on operating costs.</u> | | | |
| <u>Binding</u> | | | |
| From Library Vote | 290,468 | 265,224 | 250,524 |
| From Hospital Boards | 13,090 | 12,530 | 10,534 |
| <u>Total</u> | <u>303,558</u> | <u>277,754</u> | <u>261,058</u> |
| <u>Running costs.</u> | | | |
| From Library Vote | 391,995 | 364,829 | 336,441 |
| From Hospital Boards | 9,819 | 8,982 | 10,111 |
| <u>Total</u> | <u>401,814</u> | <u>373,811</u> | <u>346,552</u> |
| <u>Total operating costs</u> | <u>705,372</u> | <u>651,565</u> | <u>607,610</u> |

| | | | |
|----------------------------------------------------------|------------------|------------------|------------------|
| <u>E. Equipment</u> | | | |
| From Library Vote | 153,226 | 185,395 | 85,296 |
| From Hospital Boards | 955 | 24,252 | Nil |
| From other funds | 166,318 | Nil | 12,565 |
| <u>Total Equipment</u> | <u>320,499</u> | <u>209,647</u> | <u>97,861</u> |
| <u>F. Salaries and salary costs</u> | | | |
| From Library Vote | 5,568,703 | 5,381,236 | 5,164,000 |
| From Hospital Boards | 165,173 | 169,471 | 149,749 |
| From other funds | 110,093 | 188,780 | 115,408 |
| <u>Total salaries and salary costs</u> | <u>5,843,969</u> | <u>5,739,487</u> | <u>5,429,157</u> |
| <u>G. Summary of library expenditure</u> | | | |
| Library materials | 3,104,761 | 3,131,106 | 2,897,069 |
| Operating costs | 705,372 | 651,565 | 607,610 |
| Equipment | 320,499 | 209,647 | 98,491 |
| Salaries and salary costs | 5,843,969 | 5,739,487 | 5,429,157 |
| <u>Total library expenditure</u> | <u>9,974,601</u> | <u>9,731,805</u> | <u>9,032,327</u> |
| <u>H. Source of funds</u> | | | |
| <u>CTEC funds</u> | | | |
| Recurrent | 8,727,322 | 8,585,156 | 8,192,171 |
| Research (URG and UC) | 118,123 | 112,819 | 103,002 |
| Equipment funds | 359,140 | 369,480 | 227,805 |
| Teaching Hospitals recurrent | 53,400 | 60,700 | # |
| Research funds (Other than CTEC) | 64,341 | 11,277 | 31,731 |
| Hospital Boards | 320,211 | 339,809 | 326,365 |
| Other | 332,064 | 252,564 | 151,253 |
| <u>Total</u> | <u>9,974,601</u> | <u>9,731,805</u> | <u>9,032,327</u> |
| <u>Library expenditure of CTEC funds as a % of total</u> | | | |
| <u>University expenditure from CTEC funds</u> | <u>7.15%</u> | <u>7.4%</u> | <u>7.2%</u> |
| <u>Total Library expenditure as a % of total</u> | | | |
| <u>University expenditure</u> | <u>6.21%</u> | <u>6.00%</u> | <u>6.4%</u> |
| (Includes cost recovery services) | | | |

STATISTICS OF INDIVIDUAL LIBRARIES

| | Approximate size in bound volumes | | Periodicals currently received | | General Loans within University | | Reserve Collection Loans | | Loans to Libraries Outside University | |
|------------------------------------------------------------------------|--------------------------------------|---------|--------------------------------------|--------|------------------------------------|---------|-----------------------------|--------|------------------------------------------|--------|
| | 1987 | (1986) | 1987 | (1986) | 1987 | (1986) | 1987 | (1986) | 1987 | (1986) |
| Central Library (incl. Fryer Library and Audio- visual Services) | 615,015 | 611,570 | 8,754 | 9,346 | 265,701 | 263,421 | nil | nil | 4,585 | 6,729 |
| <u>BRANCH LIBRARIES</u> | | | | | | | | | | |
| Undergraduate | 93,560 | 93,657 | 294 | 293 | 278,721 | 279,873 | 19,261 | 16,552 | 0 | nil |
| Arms | 38,471 | 37,431 | 594 | 597 | 18,582 | 19,672 | 12,035 | 9,213 | 276 | 254 |
| Biological Sciences | 106,471 | 104,640 | 2,927 | 2,985 | 68,764 | 62,451 | 23,801 | 22,441 | 5,006 | 5,737 |
| Chemistry | 20,649 | 20,201 | 348 | 376 | 7,665 | 7,590 | 5,482 | 4,203 | 427 | 472 |
| Dentistry | 6,357 | 6,457 | 178 | 182 | 7,491 | 6,666 | 1,150 | 483 | 226 | 282 |
| Engineering (incl. Elect Engineering) | 57,514 | 56,450 | 2,233 | 2,274 | 33,779 | 32,867 | 14,741 | 14,366 | 1,189 | 1,467 |
| Geology | 29,925 | 29,283 | 1,063 | 1,076 | 7,307 | 9,419 | 4,448 | 5,804 | 498 | 596 |
| H.M.L. | 47,554 | 46,832 | 1,528 | 1,472 | 26,164 | 30,327 | 6,495 | 6,081 | 3,198 | 3,546 |
| Law | 49,062 | 47,944 | 568 | 575 | 12,466 | 10,271 | 19,109 | 17,556 | 242 | 227 |
| Water | 7,219 | 7,418 | 241 | 211 | 9,340 | 10,176 | 1,438 | 1,223 | 615 | 671 |
| Mathematics | 19,599 | 19,736 | 405 | 422 | 9,741 | 9,191 | 6,110 | 6,290 | 167 | 224 |
| Physics | 18,736 | 17,750 | 476 | 491 | 3,443 | 4,677 | 666 | 709 | 90 | 121 |
| P.A.H. | 10,287 | 9,515 | 350 | 340 | 17,317 | 17,004 | 2,120 | 1,795 | 910 | 890 |
| Thatcher ¹ | 124,335 | 122,533 | 64 | 75 | 64,455 | 70,091 | 0 | 0 | 0 | 0 |
| Store A | 105,695 | 93,139 | 0 | 0 | 1,434 | 1,608 | 0 | 0 | 444 | 460 |
| Store B | 7,743 | 5,226 | 0 | 0 | 147 | 143 | 0 | 0 | 58 | 61 |

¹ Includes 24,620 volumes and 28 periodicals currently received in Ringrose Collections.