

THE UNIVERSITY OF QUEENSLAND

The Librarian
EGDM Library

Per
Z 871
.y646

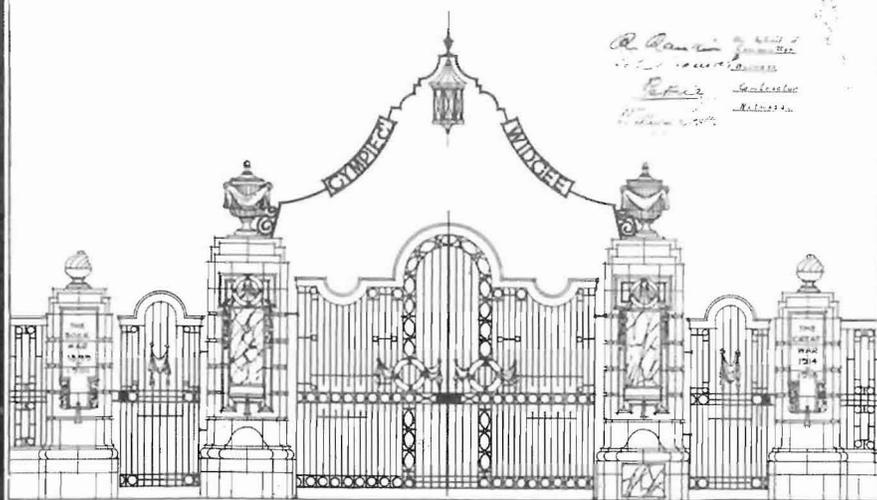


ANNUAL REPORT OF THE UNIVERSITY

LIBRARIAN FOR 1988

WELL MADE PLANS

GYMPIE & WIDGEE SOLDIERS WAR
MEMORIAL



James Forsyth Librarian.

F.D.O. Fielding, M.A., Dub., A.I.A., F.L.A.A.

Deputy University Librarian.

G. Eichinski, B.Sc., Grad.Dip.Ed.

Associate Librarian, Technical Services.

Mary-Rose McCarthy, B.A., Dip.Phty., A.L.A., A.L.A.A.

Associate Librarian, Administrative Services.

Judith A. Wilson, B.A., A.L.A.A.

Principal Librarian i/c Biological Sciences.

Mary O'Sullivan, B.A., Dip.Ed., A.L.A.A.

Principal Librarian i/c Health Sciences Library.

Frances Flynn, M.S., Simmons Mass. (To June 1988)

Principal Librarian i/c Collection Development.

S.J. Routh, B.A., M.S. Col., A.L.A.A.

Principal Librarian i/c Undergraduate Library.

Wendy M. Cooper, B.A., A.L.A.A.

Principal Librarian i/c Central Reference.

D. Dryburgh, B.A., A.L.A.A. (From August 1988)

Principal Librarian i/c Systems Implementation.

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

SYSTEMS ANALYST.

A.J. Douglas, B.A. Wits., Dip.Ed., JCK, B.M.A. Melb., A.A.S.A.

FRONT COVER

Cover of brochure for display from Fryer Library's Queensland Architectural Archive at the City Hall Art Gallery.

Drawing by courtesy of Mr. George Rae.

UNIVERSITY OF QUEENSLAND LIBRARY**Annual Report of the University Librarian for 1988**

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

The purpose of this Annual Report is to inform the Library Committee, the Academic Board and the University community generally about developments in the University Library during the year and the use of the funds available. The Report also describes the Library's actions and forward planning to meet changing University needs in a very unstable higher education environment

While some of the implications of the Dawkins revolution in higher education became clearer in 1988 and heralded renewed growth in funding as a consequence of increasing enrolments, there is still no clear picture of the impact of new procedures for research funding on the **research infrastructure**. The Library is a major component of that infrastructure, the resources which make research possible. The Government's policy of taking back \$65 million from the universities over 1989-91 to fund the Australian Research Council will inevitably affect the University's capacity to fund its library. There is still no evidence that the Government recognises the damage that this will do to the research infrastructure or that it will take steps to remedy that damage.

Even with increased enrolments, funding for 1989 will permit at best a steady state situation. **There is a distinct probability that, because of the "claw-back" of funds to finance the Australian Research Council and various other costs increases for which the University receives partial or no compensating funds, such as Industrial Award increases, the University will be unable to finance its Library adequately to service the proposed increases in enrolments.**

On the brighter side 1988 saw the introduction of the Online Public Access Catalogue which will replace card catalogues, the completion of the entry of holdings of printed, audio-visual and microform material into the library database, the purchase of some substantial research resources, and the decision to double the Law Library's accommodation. Work was also completed on the Library's Mission Statement and Goals (Appendix 2) and its statement of Objectives was at an advanced stage of development.

Library finances

The fall in the exchange rate of the \$A in recent years caused the Library to review its allocation of funding between purchasing and operating costs. My 1987 report stressed the need to maintain service levels in preference to diverting funding to shore up purchasing funds. This policy is intended to ensure that maximum use is made of the material in which the University has already invested and of such current material as can be purchased. Staff resources must also be available to ensure efficient access for academic staff and post-graduate students to the holdings of other libraries for material not held by this library.

In fact the strengthening of the \$A in 1988 improved the Library's purchasing capacity although the number of monographs purchased still remained 25% below pre-devaluation levels and the Library now subscribes to 1200 fewer individual journals than in 1985.

Having ended 1987 in credit the Library was able to set aside \$150,000 as a contingency against increases in its 1988 subscriptions bill as well as marginally increasing expenditure on books and a/v materials.. By mid year the rise in the \$A permitted the Library to contract forward for currency to cover its major subscriptions invoices. The contingency fund was then released to increase the funds available for books and a/v materials.

A high proportion of material ordered from the considerably increased Equipment Grant for Library Materials in 1987 actually arrived in 1988 and, added to expenditure from a similarly large Equipment Grant for 1988, brought purchasing from this source to a record level. To this was added \$100,000 from the Humanities Group's Equipment Grant, half of which was to improve the Law collection. Since Equipment funds could not be used for purchasing normal current materials the consequence of the large Equipment Grant has been a considerable strengthening of retrospective holdings in various areas. However funds available for the purchase of current materials remained insufficient to maintain a satisfactory coverage of more recent publications and it really made little sense that the Library must wait until many books cease to be current before it can afford to purchase them.

From 1989 the Equipment Grant has been absorbed into the University's operating grant. This should enable the Library to revise the proportions of expenditure on current and retrospective material. As long as total purchasing funds do not fall in real terms, it should be possible to cover current publications more adequately.

The cost of library salaries was considerably increased by the Second Tier wage increase and the unfunded superannuation increase. The 4% Second Tier increase was supposedly funded through savings resulting from efficiencies created through Award changes. In fact while there may be some long term savings, the changes had little immediate impact on the cost of maintaining library services. Unlike universities in other states, Queensland universities received no Commonwealth funding to meet the cost of increased superannuation payments under the Wages Accord for most general staff because of disagreement between Commonwealth and State Governments. Like the rest of the University the Library is faced with finding an increase of almost 7% in salary costs for general staff from its existing budget.

Other operating costs have increased because of the purchase of the PALS computer-based library system from Unisys. The University allocated \$1.5million over two years to purchase the new system which supersedes the Library's own systems developments. Operating on much larger hardware and over a much more comprehensive range of activities the running costs of the new system will inevitably be considerably higher than those of the Library's own system although eventual staff savings are anticipated. In the meantime there are extra costs associated with introducing a new system and, for a period, two systems must be run in parallel each with its own maintenance costs.

Some new sources of funding are developing. During the year the Library began to receive a portion of the University's fee income. Arrangements were reached with one department to pay the Library in return for servicing continuing education students. It appears probable that the Library will receive some of the overhead which the University proposes to levy on outside research funds. Negotiations were taking place for Bond University to purchase some services from the Library.

These additional sources of revenue are very welcome. However they do not allay fears about the impact on the Library of changing patterns of research funding. Some of the Library's best collections in the Humanities have been built with the assistance of Research Funds from teaching departments. As already mentioned \$millions are being taken from the University's recurrent grant to fund the Australian Research Council; some of this money will come back to the University as research grants but not in a form which can be used for consistent building of research strength in the Library. There are also proposals to divert an increasing proportion of the University's own reduced operating grant to fund research projects in other targetted areas; this will inevitably reduce the University's ability to fund its library as well as lessening further the capacity of teaching departments to assist in building library research collections.

When one adds to these considerations the long-term instability of the \$A, future library funding remains uncertain.

State of the collections.

The effects of the cancellation of subscriptions caused by the Library's deteriorating purchasing capacity are demonstrated by the net fall in the number of non-duplicate subscriptions from 10,299 in 1985 to 8,951 in 1988. The gross fall was greater; since no library in a research institution can stand still, 826 new non-duplicate subscriptions were placed in the same period.

The Library's coverage of contemporary monographs has fallen away considerably in the last few years. The Collection Development Librarian writes

After checks of well reviewed monographs in Contemporary Psychology during 1988, it seemed to me that we were buying little more than half the monographs related to psychology that were well reviewed and in the scope of our teaching and research. This department (Psychology) receives the largest allocation for monographs in our library budget. A more intensive review in organizational psychology, looking at desiderata published over roughly five years, confirms this impression.

Judging by its acquisitions of monographs, this university in many disciplines remains one of the elite educational institutions of the 1970s.

Though the most important tests of acquisitions are those of the University's strengths, monograph votes such as \$3,110 (French), \$3,335 (German), \$4,070 (Japanese), \$2,440 (Russian), \$5,595 (Geology), \$4,266 (Art History, including \$2,480 Darnell Bequest income) sit uneasily beside statements such as the University's Goal 4.1

"Emphasise, promote and fund excellence in research across all disciplines in the University".

This is not an attack upon techniques of allocation but on the total resource available. Although the Library is able to fund a variety of retrospective acquisitions projects, for many disciplines it is the flow of current information, in serials and very recent monographs, which is of overwhelming importance to research and advanced teaching.

The collection was considerably strengthened in retrospective materials and major backsets from purchases charged to Equipment funds. Particular improvement was made in Law, Organizational Psychology, editions of Christian Patristic Writers, Pacific History and Electron Microscopy. A list of the suggested ten most important acquisitions from Equipment Funds appears as Appendix 3.

The teaching departments most affected by the shortage of funds for current monographs are in the Humanities and Social Sciences. The irony is that, since accommodation for the Humanities and Social Sciences research collection is apparently permanently limited to a Central Library built twenty years ago as only the first stage of a major project, a greater intake of current material could be shelved only at the cost of moving major research collections to Store. To quote the Collection Development Librarian again

It is hard to believe that (except for Law and Music) the Central Library marks the natural limits of open access material in the social sciences and humanities of a first-class Australian university.

If we store more ruthlessly according to our present use formulas, we certainly could shift a lot of Humanities material quickly. But

quite an amount is valuable and/or rare and/or not robust (one step short of fragile);

for the less populated areas (e.g. most language studies, some European History) we meet a difficulty which parallels that of the serials cancellation programme viz. adherence to formulas of use removes a large number of titles which are necessary to give a representative view of the sources of the subject;

20% or a little more of Central Library third level is occupied by the English literature and language collection. Its culling by use is likely to leave still a good representative collection, but we would consign large quantities of material funded by English research money to less than prime environmental space, and much of it would be primary source material

Purchase of coursework materials for undergraduate courses is hindered less by lack of funding than by the attitudes of some teaching staff. Including purchases for external students through Thatcher Library, about 30% of the Library's funds for current books (7% of its total funds for current materials) was allocated for books specifically required for undergraduate courses in 1988.

The Undergraduate Librarian has commented that funds available

would certainly allow us to build up more multiple copies but other factors prevent this happening often.

Books recommended are often out of print and cannot be obtained easily to build up supplies of multiple copies.

(Some) Reading lists are produced too late to allow library staff to order in time. Often textbooks and readings change without prior notice and Readers Advisers are wary of buying multiple copies for next year when there is this possibility of change.

In many departments lecturers are not issuing reading lists and only advise students in class what to read, without verifying if it is available in the library.

Lack of consultation between library staff and lecturers on how students are expected to study, and what demands are anticipated, continue to prevent well planned collection development...

All Australian libraries have been affected by the decline of the \$A and reductions in government funding. Among Australian universities this library has received less protection against currency fluctuations than libraries at comparable universities such as Sydney, Melbourne and New South Wales. Attempts by libraries collectively to maximise national library resources are covered in the next section of this report.

Relationships beyond the University.

There is a lot of interaction between libraries, at both local and national levels, in addition to the obvious interlibrary loan networking. For forty years the Australian Advisory Council on Bibliographical Services (AACOBS) was the principal formal channel for co-operation, initially at national level and since the 1960s also at state level. A new body with a new set of objectives has superseded AACOBS. Like its forerunner the Australian Council of Library and Information Services (ACLIS) operates at both national and state levels. The University Librarian, who had been the outgoing Chairman of AACOBS Standing Committee became President of the Interim National Council of ACLIS.

ACLIS was a major player at the first Australian Libraries Summit in October. Sponsored by the National Library and with representation from libraries of all kinds the Summit sought agreement on matters ranging from the national database, the distributed national collection and interlibrary loans, through problems of conserving materials and charges for some public library services, to professional education for librarians and the role of teacher-librarians.

Possibly the most significant topic for this Library was the concept of the distributed national collection. This concept recognises the dependence of libraries on each others' holdings and attempts to reach agreements on collection development which will maximise the holdings in Australia of relevant information. There was agreement at the Summit to develop an Australian version of the American RLG (Research Libraries Group) Conspectus as an instrument to describe a library's present collection and ongoing collection development policy. The Conspectus is an instrument for analysing holdings by subject using several levels of description to indicate the level of holdings and collecting, such as Out of scope, Basic information level, Instructional support level, Research level and Comprehensive level.

The intention is to create a database which will give a picture of the distributed national collection and form the basis on which individual libraries, by formal or informal agreement, can rationalise their collecting.

It must be said that the University of Queensland Library approaches this project with restrained enthusiasm. It is easy to make facile statements about "wasteful duplication" or to make light of the obstacles to research caused by the need to rely on library material located at another institution, perhaps on the other side of the continent, or even in the same metropolitan area. There are also dangers in assuming that what may work for Science and Technology will also work for Humanities and Social Sciences.

Furthermore the cost of requesting or supplying interlibrary loans is not negligible. The agreed national charge of \$6 is recognised as requiring supplying libraries in most cases to subsidise requesting libraries. Moreover there is considerable additional cost at the requesting library in identifying precisely what is wanted, in locating it, and in follow-up procedures. Except for very expensive items, the cost of obtaining the same item several times soon crosses the threshold at which it exceeds the cost of purchasing and holding it.

An approach was received from Bond University concerning terms on which Bond staff and students might use the Library and for an agreement to supply loans and photocopies to Bond University Library. At the end of the year negotiations were proceeding within the terms of the overall University of Queensland Guidelines for charges to Bond University. Except in the case of external students enrolled at institutions outside Brisbane the Library does not lend to other than University of Queensland undergraduates and this policy will apply to Bond University undergraduates.

Planning and development

A strategic planning exercise with widespread consultation within the Library led to the formulation of the Mission Statement quoted at the head of this Report. Goals formulated by working parties appear in Appendix 2 of this report. In 1989 Objectives will be formulated and general planning embarked upon for a five year period. The University's Mission Statement appeared after the Library's own Statement had been formulated but was available for reference in formulating Library Goals. The Library received valuable assistance from Mr. Bob Dick from Psychology Department in the role of facilitator for these activities.

Details of implementation of the PALS library system are given later in this Report. This is a large-scale planning activity with a Steering Committee, implementation committees for each module, and a number of specialist technical committees. The assistance of the Prentice Computer Centre, and especially of the Director, Mr. John Noad, has been outstanding.

More specific matters were addressed by an ad hoc **Committee on non-book materials**. This reviewed library policy on non-book materials looking particularly at policy concerning machine readable formats (floppy disks, CD ROM etc) and non-book material received in conjunction with printed materials.

On a related but separate matter the Library's Standing Committee on Online Services prepared a special report on the acquisition of CD ROM databases. The objective is to ensure that the the probable cost-effectiveness of purchasing these very expensive reference utilities is carefully assessed and that there is an orderly introduction of CD ROM workstations into the various libraries.

Following on from suggestions from the Department of Geographical Sciences that their map collection might be taken over by the Library and University approval of a project to raise funds for a Pacific Rim Earth Sciences Information Centre the University Librarian set up a Working Party to advise on the University's requirements for access to maps, remote sensing data, aerial photographs and other graphic information about the surface and sub-surface world environment and the Library's role in meeting these requirements. The Working Party, which includes a representative each from the Geographical Sciences and Geology departments, should complete its work in 1989.

At the end of the year it seemed probable that the University would withdraw from undergraduate external studies. Plans will need to be made for an orderly winding down of the Thatcher and Ringrose libraries and the reallocation of resources to service the internal enrolments which will replace the external students.

Physical facilities

The Library was fortunate in 1988 that one of its many accommodation problems found a solution through approval of an extension to the Law Library which will double that library's size. Lack of space to house a larger Law collection has, along with shortage of funds, been a major impediment to building a research collection in that discipline. The extended Law Library will be occupied in 1990.

Work has proceeded on the building for the new Physical Sciences and Engineering Library (PSE) which will become available for the 1990 academic year. There was a considerable shortfall in funding to equip the new library but every effort is being made to ensure that the minimum amount of worn and obsolescent furniture and shelving must be re-used. The Faculty of Engineering, from whose capital grant a substantial part of the cost of the new library building is being met, has been very supportive throughout the planning and construction.

In my last Report I drew attention to the heavy use made of the University's public furniture and, in particular, to the need to refurbish or replace library reading room furniture according to a regular plan. It is pleasing to report that, although no regular plan has been approved, the University has made a substantial grant towards library furniture refurbishment and replacement in 1989.

With these welcome improvements to the University Library's accommodation it seems churlish and ungrateful to complain of continuing inadequacy. Nevertheless the plain truth is that action to remedy accommodation problems for the libraries serving one section of the University, such as Physical Sciences and Engineering or Law, does little to relieve accommodation shortages in libraries serving other university disciplines.

A submission being prepared for the Library Committee will point out not only the problems of housing the Humanities and Social Sciences Research Collection in Central Library, but the need to expand the Biological Sciences Library and the Architecture/Music Library. Rehousing of the priceless Geology collection is on hold awaiting a decision on the viability of the Pacific Rim Earth Sciences Information Centre. If that project fails, extension and air-conditioning of the Geology Library will become imperative.

Plans have been formulated to extend the Mater Hospital Library for which half of the funding will be sought from the University, the rest coming from the Hospital. No plans can even be prepared for Dentistry, the most overcrowded library of all, since no proposal seems feasible except as part of a more general building project.

All of the libraries are only kept viable by systematic planned withdrawal of books from the shelves. As the statistics given later show, about half of the withdrawn volumes are rehoused in Store. Since the library space in the Bishop St. warehouse will be exhausted in 1989, an additional store had been planned in the basement of the Physical Sciences

and Engineering Library. During 1988 the Library was persuaded that a crisis in accommodation for electron microscopes could be solved only by the Library surrendering that basement in return for a promise of temporary additional and environmentally improved storage space at Bishop St. and construction of an appropriate storage building at St. Lucia within the next few years.

By the end of the year that promise was being watered down and the Library was being pressed to find temporary storage space in the new PSE and Law libraries with no additional space at Bishop St., no environmental improvement there, and no firm plans for a new storage building at St. Lucia.

Continued growth of the research collection is inevitable as no satisfactory alternative means of storing existing knowledge or much of new knowledge is on the horizon. Unless firm plans can be made to extend those libraries which are still limited to the size which they had reached 15 to 20 years ago, they will simply not be able to cope with the current increases in student numbers or the level of research activity to which the University aspires.

Technology

The most obvious technology application in 1988 was the introduction of the PALS library system to supersede the online lending and cataloguing systems which had been developed inhouse. It will also provide an Online Public Access facility, computerise acquisitions and serials accessioning procedures, and automate office procedures and other services.

PALS was selected after extensive investigation as the system most likely to be capable of supporting the needs of a very large library, and offering facilities closest to the Library's specifications. The contract envisaged co-operation between Unisys and experienced Library staff in enhancing existing software to meet Australian conditions and to write software which was lacking from the existing American system. A project manager and three programmers employed by Unisys have been working in Central Library since mid-1988.

Unisys hardware was delivered in April and by the end of August the Online Public Access Catalogue was available to users in Central Library. By the end of the 1988-89 Long Vacation 66 OPAC terminals were operating with public access possible throughout Central, Fryer, Undergraduate, Thatcher, Law and Architecture/Music libraries and Library A/V Services. The public response has been enthusiastic. OPAC will come up in all other libraries in 1989 and later be available to any terminal connected to the University's LAN, including by dial-up.

This brief description understates a huge amount of work by library staff, Unisys staff and Prentice Computer Centre staff in preparing and loading data, setting up communications and connecting terminals. It avoids detailing problems with air-conditioning, power surges and lightning strikes. It ignores the difficulties of implementing in Australia applications software developed in an astonishingly different foreign library culture and in a library which has, in the past, tailored its own software to meet its specific needs.

The implementation schedule slipped badly when PALS Circ (lending) could not be introduced in December. This was due to late delivery of the software and lack of time to complete the necessary changes and enhancements. Implementation can only occur between semesters and the new date is July 1989. One consequence is that the Library's existing lending system and the PDP hardware must continue to operate at least until mid-1989.

Although technically a much less sophisticated activity than PALS the offering in Central Library of user access database searches on CD ROM was probably just as significant for the relevant disciplines. Access to databases without communications and consultation charges makes computer searching available to all. Library staff have had to develop expertise in setting up CD ROM workstations, in assessing competing versions of the same database and in assisting users. In 1989 workstations are planned for several branch libraries to service users in other disciplines.

The Library has also needed to develop expertise to support the Computer Assisted Learning (CAL) network in Library A/V Services. The network was chosen on advice from the CAL unit, and installed with some practical assistance from it. The amount of maintenance the Unit was able to supply proved insufficient to overcome various technical problems and for much of the year only stand alone activity was possible. A member of the Library's systems staff now has expertise in the network requirements, and networking should again be possible in 1989.

A long-running problem with collecting payments for microform copying was solved by adding Resource Card equipment, already used for photocopying machines, to the reader printers. Even at 30 cents per copy the capital cost will not be recovered but there will be considerable saving in staff time and staff and user frustration.

New technology relevant to information storage and retrieval arrives on the market so frequently that the Library needs to monitor the situation continuously. In an attempt to ensure continuing assessment of new technology's possible applications in this Library an internal Information Technology Interest Group has been formed. This feeds into, and out of, the activities of the ACLIS (Queensland) Automation Subcommittee.

Central services.

Staff matters

In February 1981 the Library made a formal proposal for a new salary structure. Eight years later the salary structure for the 90% of library staff covered by the Industrial Award remains unchanged, frozen in the structure developed in the 1960s. Inevitably the original proposal has had to be altered to respond to a changing library environment, especially the impact of technology. A completely revised proposal was accepted by the University early in 1988 and, at the end of the year, was being discussed with the relevant unions. To describe the delays as frustrating for the Library would be a colossal understatement.

Staff matters have for more than twenty years been one of the Deputy Librarian's major responsibilities. It has been evident for a long time that the Deputy Librarian should be relieved of at least part of what has become a very complex task. In spite of other pressures on salary funds senior Library staff supported a proposal to appoint a Library Staff Officer. For Industrial Award staff this person will assist with appointment and review procedures, induction and in-service training, and exchanges as well as ensuring that the Library complies with University personnel procedures and the Industrial Award.

Revised performance review procedures were introduced with greater emphasis on job description and definition of the Library's expectations of the staff member. Senior staff are invited to review their annual reports, highlight problems and accomplishments and discuss plans for the following year.

One hundred and fifty eight appointments or extensions to appointments were made in 1988. A proportion of these were of casual staff but most were due to the continuing delay in implementing a new salary structure, temporary appointments having been made in expectation that permanent appointment would be to the new classifications. There were 24 resignations, seven of which were of professional staff.

Approximately \$15,500 was spent on staff development activities. This was in addition to in-service training. The Library Staff Development Committee has sponsored a series of higher level training modules, following on from the existing modules, some of which require hiring of expert help from outside the University. The appointment of the Library Staff Officer should lead to more consistent attention to staff development, much of which has until now been dependent on the commitment of library staff who have other pressing responsibilities.

A review of the Library's staffing requirements is planned for 1990 or as soon thereafter as the PALS system is fully operational. There are several reasons for such a review in 1990-91;

the PALS system will affect work procedures in nearly every section of the Library;

ongoing costs of the PALS system will have to be met from within the Library budget;

new levels of demand will be created by the new PSE library and extended Law Library;

library service to external students and in the Earth Sciences will change;

more formal procedures using strategic planning should make forward planning more consistent;

there is a possibility that a new salary structure will have at last been implemented.

Technical Services

The PALS Acquisitions and Serials Accessioning software was not yet available. Cataloguing and Authority Control software had still to be written and the Library's own online system continued in use. Technical Services staff were heavily involved in setting up the Online Public Access catalogue. This was so well received that it was decided to cease filing cards in the Central Library catalogue from 1 December, a date observed with a special ceremony coinciding with the filing of the last card.

Additional short term staff were employed to enable retrospective entry of all catalogue entries to be completed by the year's end and this was achieved. The objectives were to assist users by having only one place to check holdings and to facilitate the barcoding of books for use with the PALS Circ module when it replaces the Library's Online Lending system. The database of 650,000 titles has been built since 1984.

Acquisitions. There was an increase in monograph orders from 12,962 to 14,629 because of the stronger \$A and the large volume of Equipment funds. A welcome development is that most overseas suppliers now use air freight for delivery at no extra cost. Books from North America are arriving within three months of the date of ordering.

Records were improved in anticipation of the rigorous demands of automation. Records for material received on exchange are now coded by country and institution. ISSN and country codes were added to Serials records using the Ebsco Serials Directory on CD ROM.

Cataloguing. During the year the section catalogued (1987 statistics in brackets)

17,179 (12,390) new monographs and 4,169 (3,906) duplicate titles
 779 (652) audio-visual titles
 7,294 (1,088) microform titles
 813 (570) new periodical titles, including title changes.

Records were changed for 8,727 (7,852) titles sent to Store and for the 10,500 (10,000) discarded items.

163,113 (131,966) titles were coded retrospectively to the database. Language information is being added to all entries so that OPAC users can limit searches to specific languages.

Following the necessary editing and checking, entry of the Library of Congress Subject Headings to the authority control module was completed. This permitted the card file to be discarded, the first major card file to be replaced by machine-readable records.

Joan Milbourne, Principal Librarian, Cataloguing, retired at the end of the year. Her careful and efficient work ensured that the huge task of retrospective conversion of catalogue records was accomplished without accumulating backlogs of current cataloguing.

Withdrawals and Store

Although pressure of other work continues to prevent Central and some other libraries from meeting the quotas for withdrawal of books and periodical volumes which are intended to delay as long as possible the date on which the shelving situation reaches a crisis, the total number of stored volumes grew by a further 15,000 volumes in 1988. There is little doubt that research activity is being impeded by the inability of the Library to display and give direct access to its research collections. Although complaints also come from science departments, Humanities are most affected. There is no logic to a situation in which the central libraries at the Universities of Sydney and Melbourne can display twice as many volumes as our Central Library.

At the end of 1988 132,000 volumes were stored, the majority in a warehouse subject to dust, infestation and humidity which causes sporadic outbreaks of mould. Reluctance to consign important research collections to this environment is another reason why Central Library is not meeting its withdrawal targets.

Of the 75,000 monographs in Store, 577 were recalled for use within the Library in 1988 and 126 for interlibrary loan. For the 57,000 periodical volumes, there were 1,072 uses by QU users and 385 for interlibrary loan.

Systems

The small Systems staff had to keep the PDP system operating, learn to operate completely new hardware and software and assist with enhancement of PALS to meet the Library's needs. They were supplemented by a Unisys team consisting of a full-time Project Manager and three programmers. The Deputy Technical Services Librarian, Sue McKnight, was seconded to a limited term position of Associate Librarian i/c Systems Implementation.

The PDP system continued to operate with little downtime. However the difficulty with which it handled the growing database and the long time taken to update the files and indices underlined the Library's need for the replacement PALS system. Nevertheless the Library was still dependent on the old system for its online cataloguing and lending activities at the end of the year.

The Library relies on the University's records of staff and students for up-to-date information about its principal users. Problems in updating files at the beginning of Second Semester demonstrated that the interchange of information is not working smoothly.

There were teething problems with the additional temperature and humidity control needed for the Unisys 2200 hardware in the Library's computer room. A power conditioner was installed to protect it from power surges. There were some problems with communications, in terminals, lines, and distributed communications processors. The problem of preventing damage to communications by electrical storms awaits a solution.

The OPAC software was enhanced to load index and display authority records, a feature not present in the American version. It was also adapted to use the Australian Marc standard.

The planned introduction of PALS Circ was postponed from December to the next intersemester break in July 1989. It had proved impossible to prepare and test the necessary enhancements in time. The enhancements included the penalty points system, which replaced fines in this Library many years ago, and a matrix to permit individual branch libraries to have varying loan conditions.

Under the contract, part of the PALS purchase price is offset against assistance to Unisys by library staff in marketing support and the preparation of software specifications. Marketing support includes hosting visitors interested in the PALS system.

Apart from technical work associated with hardware and software much time of many staff has gone into preparing training manuals and reader service booklets, in participating in the development of specifications for enhancements, and in training library staff and assisting users. Every effort is being made to ensure that the changes are seen positively by library staff and library users.

Reader Services

The basic objective of the accelerating pace at which technology is being used in the Library is to improve the Library's service to users. This improvement is sought by introducing new or enhanced services and by offering traditional services more efficiently. The glamour of the new technology must not, however, be permitted to obscure the need to ensure that traditional work is carried out efficiently.

A great deal of library work still requires painstaking application of human ingenuity without mechanical assistance. The most efficient online lending system cannot compensate users who are frustrated by the development of large backlogs of reshelving. These were again apparent in Central and Undergraduate libraries in First Semester but less acute in Second Semester. Nor can technology help to analyse and describe manuscript and other primary documents acquired for Fryer Library.

Online Information Retrieval

As expected the number of online searches has begun to decrease following the availability of CD ROM versions of some popular databases. In 1988 ERIC (Education), Dissertation Abstracts and Supermap (Australian census) could be used by readers at a single workstation in Central Reference. The demand was so great that a 30 minute booking system was introduced. In 1989 a second workstation will be installed in Central Library and others in Undergraduate, Biological Sciences and Herston Medical libraries.

Although there is a high capital cost for the workstation and CD ROM databases, no charge is made for CD ROM use (other than for print) if the search is carried out by the user. CD ROM use is seen as analogous to consulting printed indexes, which is also free. A charge is made for online searching of remote databases because each search incurs specific costs and the annual expenditure cannot be controlled.

Introduction of CD ROM does not reduce staff costs. Each database on CD ROM is like another new online system with its own command language. Library staff must be trained and retrained as more databases are acquired and access systems change. Whereas the Library has no responsibility for the hardware on which remote databases are mounted, in CD ROM applications the library must have, or have quick access to, considerable technical expertise. Library staff must also spend a lot of time teaching users how to search a particular database. On the other hand CD ROM brings online retrieval within the reach of users who cannot afford to search remote databases and permits much more effective searching than the parallel printed versions.

The latest (1987) **Annual Survey of the use of Online Bibliographic Retrieval systems by Australian university libraries** shows that QU library offers access to the most systems (17) and searches more than any library except Melbourne, which offers a free service.

MEDLINE remains the most heavily used database with 1629 searches, of which 1162 were for Hospital staff at the joint libraries. **Chemical Abstracts** was next (104) followed by **Psycinfo** (80) and **Biosis** (62). More than fifty searches each were carried out for the Psychology, Management and Biochemistry Departments. Except in the medical libraries the heaviest users were post-graduate students.

Remote database searching is increasingly used for a wide range of library functions. These include identifying locations for items wanted on interlibrary loan, electronic mail relating to interlibrary loans and acquisitions, requesting and reserving films at the National Film Library, and answering reference enquiries. Equipment is being upgraded with faster lines and downloading facilities.

Audio-visual services.

A number of audio-visual services are best carried out in the central Library Audio-Visual Services section but others can be administered through the Undergraduate and branch libraries. In 1988 it was decided that videotapes could be made available for loan as is already the case with audio-tapes and slides.. They have been repackaged and shelved among the books in Undergraduate Library. It is planned to extend this practice to other branch libraries in 1989.

The CCTV video replay system, which became operative in February, is located in the LAVS area and operated by the Department of Audio-Visual Services. Videos are transmitted to large lecture theatres and to viewers in the LAVS area. It is intended that transmission will later extend to large branch libraries.

Users of the Computer Assisted Learning Network in LAVS rose to 9687 from 7442 the previous year. This was the more remarkable as only stand-alone service was available for much of the year, a mode which makes heavy demands on library staff time. The Library does not attempt to provide facilities to enable students to carry out programme construction, assignment writing and other non-CAL functions but there is clearly a demand for such a facility within the University which is not being met. Nor is it the Library's role to teach computer literacy to students, a service for which there is also a great demand.

Screening of films and videos increased from 7610 in 1987 to 8311. Screening may be for a class with the lecturer present, for groups of students from a class, or for individual students using a/v materials to complement printed material. In some cases students analyse particular videos for research. Sometimes LAVS prepare special videos of pre-election speeches or current affairs interviews for this purpose. This work is greatly hindered by the outdated provisions of the Copyright Act relating to films and records and it was pleasing to see that the Copyright Act amendments before Parliament at the end of the year at least addressed the question of off-air TV recording.

Many more videos are coming onto the market at reasonable prices. Permission from copyright owners is being sought to convert many 16mm films to video, which is a much more serviceable medium.

A/V reference service is quite a specialised activity and LAVS staff are not only called on to assist staff and students to identify and locate a/v materials, but also to help individuals and organisations from outside the University.

Students with disabilities

The Library began giving special help to staff and students with disabilities long before this matter became Commonwealth Government policy. Much of the work of producing tapes for blind students has been taken over by the Resource Person for students with disabilities; 561 new tapes were produced in 1988. The Standing Committee on library services to staff and students with disabilities is monitoring the Library's automation developments to ensure that the needs of such students are not overlooked.

Reader education

Library staff devote a great deal of time and energy to attempting to ensure that students are educated to make best use of the Library's facilities. These skills will continue to be of great importance after graduation in assisting graduates to keep themselves informed in a rapidly changing society.

Activity commences with new students. The Library staffs a booth during Orientation. In 1988 the Undergraduate Library reached 1799 students through tutorials and 6320 through introductory talks. Central Library ran 63 introductory tours for new students with 493 attending. Other libraries also ran introductory activities.

More advanced classes are given for senior students. For example Central Library ran 51 formal classes covering 20 courses mainly at postgraduate and higher undergraduate levels. Architecture/Music, Law and Biological Sciences libraries ran similar activities. Fourth year medical students are reached through coursework tutorials in PB400 and Dentistry students through DP313. The Chemistry Librarian gave a variety of classes including four formal sessions in E1251 for Chemical Engineering students.

Computer Assisted learning courses about **MEDLINE** and **APAIS** (Australian Public Affairs Information Service) are available on the CAL network in Library Audio-Visual Services.

All libraries offer a one-to one reference service to assist users with specific problems although the more general reader education classes are intended to limit the demand for this service. Nonetheless reference services are in high demand, at a level which the Library is frequently unable to meet, especially in the evenings and at weekends.

Biological Sciences Library.

Space in this library is very tight. Removal of the card catalogue and conversion of the old bag room to a seminar room will offer some relief. Nevertheless an extension must be planned in the near future.

Emphasis was given to strengthening the collection in areas of new or expanded teaching and research, including molecular genetics and the economics of natural resources.

There was a surprising fall of 13.6% in interlibrary loan requests to other libraries as well as in requests received from them. To a considerable extent this was offset by a dramatic increase in intra-library requests from the three off-campus medical libraries. This led to an analysis of requests from the Health Sciences libraries which revealed that the most requested journals were so expensive that additional subscriptions were out of the question. The details were

<u>Title</u>	<u>1988 requests from offcampus libraries</u>	<u>Cost of annual subscription</u>
Biochemica et Biophysica Acta	142	\$A6,245
Journal of Chromatography	97	\$A5,025.

With the Centre for Molecular Biology and the Centre for Vision Touch and Hearing as well as the Equine Blood Typing Research Laboratory among its many research clients, and departments from four faculties to service for teaching and research, the Biological Sciences Library plays a major role in the University's educational and research activities. To assist in keeping library services relevant the Biological Sciences Library Advisory Committee had its first meeting in 1988.

Health Sciences Libraries.

The four Health Sciences libraries are co-ordinated by the Health Sciences Librarian. Ms.F.Flynn resigned from that position to return to America and from June Ms.A. Bartlett acted as Health Sciences Librarian in addition to administering the Herston Medical Library. Ms.Flynn made a substantial contribution to the library during her seven years as Health Sciences Librarian. In particular she developed excellent relationships with University and Hospital staff and students and played a major role in the programme of assistance to Shandong Medical University.

The Queensland Cancer Fund continues to support the purchase of relevant material for the Health Sciences libraries. The Fund made a donation of \$5,000 for this purpose in 1988.

Dentistry Library

Dentistry shared in the increase in intralibrary loans between off campus libraries and St. Lucia libraries. Significant figures are

	<u>1986.</u>	<u>1987.</u>	<u>1988.</u>
Total loans	7053.	8375.	8737.
Loans/copies to other QU libraries	226.	266.	333.
Loans/copies <u>from</u> other QU libraries	503.	481.	958.
Loans/copies <u>from</u> libraries outside QU.	87.	105.	207.

These figures, which are given below for each Health Sciences library, demonstrate the interdependence of the various libraries within the University.

Herston Medical Library

Growth in the intra-library loan traffic was also a feature of this library. The relevant figures were

	<u>1987.</u>	<u>1988.</u>
Total loans	26,184.	33,484.
Loans/copies to other QU libraries	3732.	3993.
Loans/copies <u>from</u> other QU libraries	2156.	5004.
Loans/copies to libraries outside QU	3198.	1760.
Loans/copies <u>from</u> libraries outside QU	1210.	1462.

A survey to discover whether the increase in borrowing from other libraries arose from the 1986 and 1987 journal cancellations revealed that ten of those titles had been requested but that demand was low. Of the nine titles cancelled in 1986 one was requested three times in 1988, four twice and four once.

Most requests, to other QU and non-QU libraries, were in medicine/surgery (737 requests) Psychology/Psychiatry (160 requests) and Biological Sciences (140 requests). Of all journal requests 1,639 were from University staff and students and 1,079 from Hospital staff.

A mini-survey was carried out to ascertain the use of new books. Of 22 items ordered in November 1987, 19 had been borrowed in the first half of 1988 and two of the remainder were primarily of use for in-library consultation.

Herston Medical Library is the only QU library in which Personal Computers are available for both CAL and word-processing. This is because the arrangement with the Faculty of Medicine was made before the full implications of offering "computer laboratory" type services were realised.

The PCs are so heavily used that four are insufficient and there are long periods when all are booked up. A considerable amount of library staff time is taken up by trouble shooting, although the expertise of the staff is limited.

It is clear that either the facilities must be considerably upgraded or the Library relieved of offering other than CAL services. This matter will be on the agenda for the new Health Sciences Librarian.

Mater Library

Mater Library attempts to service a large Hospital and the local University staff and students from a collection which is restricted in size by utterly deficient accommodation. That it depends to a remarkable extent on other libraries is revealed by the following statistics;

	<u>1986.</u>	<u>1987.</u>	<u>1988.</u>
Total loans	11,399.	10,778.	10,240.
Loans/copies from other QU libraries	2,092.	2,112.	2,694.
Loans/copies from non-QU libraries	467.	498.	557.

A 1200bps line has greatly facilitated MEDLINE searching. Searches rose from 190 in 1987 to 220 in 1988. The capacity to print references online is greatly appreciated.

Mater Library will not be able to offer service at the level required until its building has been extended. In the meantime the length of its journal backruns in particular is very restricted.

Princess Alexandra Hospital Library.

To complete the picture of inter-library dependence for the Health Sciences libraries, the relevant figures for PAH are as follows.

	<u>1986.</u>	<u>1987.</u>	<u>1988.</u>
Total loans	18,799.	19,437.	20,190.
Loans/copies from other QU libraries	3,205.	4,008.	3,524.
Loans/copies from non-QU libraries	493.	846.	942.
Loans/copies to other QU libraries	709.	891.	960.

At PAH Library there was a substantial increase in MEDLINE searches from 351 in 1987 to 423. As at Mater a faster (1200 bps) line was installed and this has increased the value of the service.

PAH Library continues to benefit from donations from Lions Clubs of Queensland and northern New South Wales, which originally funded the building in which the Library is housed. Nearly \$2,000 was received in 1988.

For the sake of comparison with the Health Sciences libraries the figures for Biological Sciences Library, a much larger library than any of the Health Sciences Libraries, are given below

	<u>1986.</u>	<u>1987.</u>	<u>1988.</u>
Total loans	84,892.	92,565.	91,179.
Loans/copies from other QU libraries	1,203.	1,522.	1,378.
Loans/copies from non-QU libraries	2,554.	2,788.	2,434.
Loans/copies to other QU Libraries	2,429.	3,362.	3,048.

(Intralibrary loans are not made between libraries on the St. Lucia campus.)

The comparison demonstrates how heavily dependent the Health Sciences libraries are on each other, and on other libraries.

Humanities and Social Sciences Libraries

Architecture-Music Library

A major development in this library was the introduction of online lending, on the University Library's ACHILLES system. This saved time and increased efficiency by comparison with the old manual system and loans rose by 4,000 to 34,500. Although many items formerly **Kept at desk** were now able to be transferred to short loan, loans of kept at desk items still represented half of the increase. The more efficient computer-based procedures greatly reduced work on overdue notices while reservations doubled, presumably because there was more certainty of quick service.

There is a critical need for more space for shelving and staff. Negotiations are proceeding to take over the adjacent seminar room, but these had not been completed by the end of the year.

It appears that the merger of the former Regional and Town Planning department into Geographical Sciences has reduced the amount of related material now being ordered for the Architecture-Music library. The fusion into Geographical Sciences of three departments formerly serviced from the Architecture-Music, Central and Engineering libraries has confused formerly clear library relationships. A review of the location of the relevant library resources will be undertaken when the merger has had time to settle.

The Architecture-Music Librarian, Mrs. O'Mara, played a major role in the publication in December of the first edition of the **Union Catalogue of Orchestral Scores and Performing Parts in Australian Music Libraries and Collections**.

Central Library

Central Library, consisting of the Main, Fryer, Undergraduate and Library Audio-Visual Services libraries is, of necessity, housed in two buildings, one of which also houses the Thatcher Library for External students.

There are chronic space problems in the Central Library building whereas the major problem with the Duhig building is its bizarre design. Since it seems probable that the Thatcher Library space will be released for other purposes, considerable thought is being given to options for redistributing the remaining functions between the two buildings, bearing in mind the shortage of funds for major restructuring.

Central Library Reference.

Following the resignation of the Principal Librarian, Central Reference, in the previous year, the responsibilities of this position were reviewed. It was finally concluded that no major re-organisation of responsibilities was possible. The vacancy was advertised and Denise Dryburgh, who had been acting in the position, was appointed to it in mid-year.

It was a year of innovation including

- * introducing public use of the first Compact Disk Rom databases;
- * introducing the first online public access catalogue facilities;
- * developing a PC based system for interlibrary loan requests.

All three were successful but took large amounts of staff time in liaison, training, meetings, reader education, problem solving, and developing and documenting new procedures.

There was a 9% increase in reference enquiries to 30,800 as well as the additional assistance to users of the CD ROM and OPAC facilities. At times staff had to be taken from other important tasks to double the desk service to four people. The increased personal contact frequently led to more general discussion of a user's information problems. To quote Mrs. Dryburgh

large numbers of library users could not distinguish whether their quoted reference was an article, a report, a conference paper, a chapter, a book etc. Many students have received little direction from academic staff in the nature of the literature they were to look for. They were to sink or swim. Very often they were sinking. A good many only seem to find the correct item when it is passed on to them by their more perceptive fellow students.

We are left with misgivings about the general competence of many students to deal with bibliographical references. The area seems to fall between the responsibility of academic staff and reader education staff. The emphasis in reader education is usually on showing a range of tools, catalogues, strategies etc. We often assume a degree of knowledge about the structure of published literature that may not be real. Filling this gap by library-based reader education may have to become one of our priorities. The problem is often being solved on a one to one basis for students who request help. This is expensive in time. Those who don't ask continue in ignorance.

High use of Central Library by students from other institutions continues. These take up even more time and add to the backlog of work in other areas.

Government publications have always absorbed a substantial amount of reference staff time in acquisition, housing, maintenance and assistance to users. This load is increasing.

Assistance to users has tended to expose the considerable difficulties many users have without a high degree of library help. The level of assistance tends sometimes to approach the supply of information rather than low level referral. Many users require help in identifying the type of publication they require, in using guides, in using the publications, in interpreting what they find. The needs of many users, particularly undergraduates, are spasmodic and individual, therefore reader education can only have so much effect.

Another activity generating high pressure was the selection of material to be purchased from the unusually high Equipment Grant for library materials and the supplementary funds from the Humanities academic group. As a consequence

the reviewing, weeding and updating of the Central Library's Reference collection was on the whole again deferred much more than is desirable.

Central Library Lending Services

For many years published statistics have indicated that the University of Queensland Library (Central and branches) conducts more loan transactions, and more transactions per student, than any other tertiary education library in Australia. This is one of many justifications for attempting to maintain a high standard of reader services.

Loans from Central Library declined marginally in 1988 from 247,319 to 241,956. There were again times when backlogs of reshelving inconvenienced users but these appeared to be shorter than in recent years.

Users reported 1601 items which they had been unable to trace. Of these 1274 were found by staff at the first search and 263 after more rigorous searching.

In the six libraries using the online system only 1822 items reached the stage of having account letters sent. This represented approximately one in every 40,000 loans outside the library.

Fryer Library

A change to reader service from an on demand system to a pre-ordering system and cessation of the little-used Tuesday evening opening brought complaints from the Departments of English and Art History and from some part-time post-graduate students. The change was motivated by two factors, the need for greater security, several items having been defaced or illicitly removed, and a need to reallocate staff resources.

On demand reader service was diverting increasing amounts of staff time from the organising and cataloguing of the collection. There are substantial processing backlogs. Systematic elimination of processing arrears and prompt treatment of new additions, it was considered, would bring greater general benefit than continuing a situation in which service was made inefficient by unprocessed backlogs and processing was done ad hoc when materials were required for use. The overall situation is not helped by the chronic shortage of space and the need to work from three different buildings.

Opening on one evening per week was restored in response to complaints. The changes do not appear to have reduced the quantity of items used. Their effects continue to be monitored.

The fact is that Fryer is a victim of its success. The reputation of the collection has brought both increasing demands from scholars and a flow of accessions to the collection which would justify staffing levels which the University Library cannot afford. The possibility of employing temporary additional staff has been considered but there are difficulties in finding or training staff with the necessary skills on a short term basis and in funding them.

Notable acquisitions ranged widely and only a few can be specifically mentioned. The Art manuscripts were strengthened by gifts from Dr. Norman Behan and the Royal Queensland Art Society. Among literary manuscripts purchased were materials from the poet John Forbes and a large collection relating to the writing of Poor Fellow My Country to add to the Library's extensive holdings of Xavier Herbert material. Australian novelist Peter Carey gave a large collection of literary and personal papers including unpublished writings and drafts for his Booker Prize winning Oscar and Lucinda. Additions in the public affairs area included research material collected by Dr. Siracusa for his biography of Lord Mayor Sallyanne Atkinson and Mr. Ron Lane's working papers from his long service on the Commonwealth Grants Commission.

Some of the donations, to a value of \$120,000, were received under the Taxation Incentives for the Arts scheme.

More historic working drawings from several important Brisbane architectural firms were added to the Queensland Architectural Archive. Selected drawings from the Archive were displayed in the City Hall Gallery where the exhibition, graciously opened by the Lord Mayor, attracted 16,810 viewers. A catalogue, Well made plans, was published for the exhibition.

Conservation has become a more frequently discussed issue following the national bicentennial celebrations. Output from the Conservation Unit is limited by having only one conservator but its work is essential. In 1988 its activities included examining and treating some 300 books affected by a fire in the Chemistry Building.

The Alumni Association again demonstrated its support for Fryer Library by establishing the Len Fisher Memorial Fund, launched by the Right Honourable Sir Zelman Cowen, guaranteeing \$10,000 for the purchase of books on Australian Art.

The Friends of Fryer held two meetings, one at the City Hall Gallery.

Thatcher and Ringrose libraries

At the end of the year the Government's response to the University's submission for a Distance Education Centre in conjunction with BCAE was not known. Nor were the implications evident for the Library should that submission be unsuccessful since it is not at all clear where responsibility for library service will fall for courses offered by University of Queensland departments through a DEC. It would seem obvious that a better service would be offered to external students from specialist libraries at DECs than through libraries without specialist external studies services.

In the meantime Thatcher and Ringrose libraries serviced a slightly higher student load than in 1987, with Thatcher loans also rising marginally from 65,639 to 67,796.

An analysis of detailed statistics substantiates advice formerly given that the workload in servicing external post-graduate students is considerably greater than for undergraduates. Taking into account the various requests, for specific items, for photocopies and for unspecified material relating to a topic, **comparisons show that an external post-graduate student imposes a workload four to ten times greater than that imposed by an external undergraduate student. An earlier study had shown that an external EFTS costs almost twice as much to service as an internal EFTS in Humanities and Social Sciences.** It is commonly assumed that external study is less costly than internal study. In terms of recurrent costs in the Library this is certainly far from true.

The principal reason for the high cost of library service to external post-graduate students is that, much more than for undergraduate students, library staff have to identify and procure material for post-graduate students. **If it is an important feature of post-graduate education that it trains students to identify and select relevant information, this is not being achieved where post-graduate courses do not require students to come to the University to use libraries personally.**

The quality of Thatcher Library's service has been widely recognised. It is based on creation of a special collection relevant to courses taught externally. This permits economies in service which are lost when there are no stated course-related materials as with **independent study** undergraduate units and many post-graduate courses. Many external students have no suitable library which they can visit. They rely on library staff to identify relevant material, to seek it out in any of the University's libraries or some other library, and to supply loans of originals or photocopies. This is a very expensive service by comparison with the direct use of open-access collections which makes up nearly all internal student use of libraries.

Negotiations have been under way to dispose of some Ringrose libraries to other interested institutions. If the University of Queensland moves out of undergraduate external studies, different negotiations will need to be held with respect to each of the eight Ringrose libraries.

Undergraduate Library.

Activity in this library continued at the same high level as in previous years. It provides a valued and essential facility mainly but not entirely for Humanities and Social Sciences undergraduate and coursework Masters students.

Increased funds enabled books for new courses to be bought. Co-operation in relation to new courses is particularly effective with the Arts Faculty.

Achievements in 1988 included

- * Reorganisation of the relevant a/v collection for intershelving with the print collection;
- * Barcoding of the whole collection in a carefully planned 14 day operation;
- * Extensive participation in the testing and training teams and preparation of reader education material prerequisite to the transfer to the PALS lending system.

It is pleasing to report that Buildings and Grounds repainted several areas and replaced worn areas of carpet in spite of the shortage of funds available for this purpose. In what must be one of the most heavily used buildings in the University, such maintenance is essential

Law Library

The welcome decision to double the size of the Law Library brought with it a need to devise rapidly a brief for the extended library. The collection and services had to be relocated for twelve months. It was agreed that temporary relocation in the Undergraduate Library was the best solution, in spite of the inconvenience to that Library's users. The move had been completed by the end of the year.

The Law collection was considerably strengthened, especially in American law, with \$50,000 allocated from Humanities Group funds and a substantial increase in allocations from the University Library's budget. Monograph additions increased 88% to 1,533 and bound periodicals additions by 92% to 2,276.

Physical Sciences and Engineering libraries

Construction of the new library is proceeding so well that occupation in the 1989-90 Long Vacation appears certain. An Advisory Committee representative of all the participating departments met in mid-year. Inevitably individual views reflected the varying procedures in the six separate libraries presently servicing this academic group. The differences will be addressed in the hope that a consensus can be achieved in 1989.

Policy development will be able to commence earlier than was formerly anticipated. The unexpected retirement of the Engineering Librarian permitted external advertisement of the new position of Principal Librarian, Physical Sciences and Engineering. Dr. Elizabeth Arden, who has had considerable experience in the University's medical and science libraries, was appointed from January 1989.

Chemistry Library

There has been growth in computer searching, reference enquiries and borrowing on interlibrary loan. Eighteen formal reader education classes were given to Chemistry and Chemical Engineering students including some as part of coursework. Introductory talks were also given.

Sixty-nine online searches were undertaken for users and thirty five reference enquiries pursued online. After several years of waiting training was finally obtained in searching the Registry file of Chemical Abstracts online; this permits the matching chemical structures.

Engineering Library

Engineering library lost both of its experienced librarians during the year. Her colleagues were distressed by the tragic and unexpected fatal illness of Kay Bowerman. Kay had been not only an excellent professional librarian but her personal qualities had contributed much to the morale of library staff.

Later the Senior Librarian, Joan Wickham, retired. Joan had given sterling service to the University Library over a forty year period. In twenty years as Engineering librarian she developed very close relations with the Faculty, its staff and students and developed an excellent service in conditions which were far from ideal.

Geology Library

With fundraising under way for a Pacific Rim Earth Sciences Information Centre it was decided that Geology Library would not move to the new Physical Sciences and Engineering Library. This means that, for the present, one of the finest collections in the University Library will continue to endure extremes of heat and humidity. It is to be hoped that, should the Pacific Rim project not materialise, quick action can be taken to remedy the very unsatisfactory environment in the Geology Library. Investment of time and money in measures to prevent deterioration of the collection will be cheaper by many orders of magnitude than subsequent remedial conservation.

With the Pacific Rim project in mind substantial orders were placed for relevant material, and these were supplemented by generous private donations.

Mathematics Library

Although the number of orders placed almost doubled, the intake of books to this library had to be matched by an equal number of withdrawals to make way for new acquisitions. Mathematics Department staff have been unhappy about the loss of immediate access when books are moved to Store. The withdrawal rate will slow down considerably when the collection moves to the new library.

Electronic theft control in the new library should also reduce the number of disappearances. The Mathematics Librarian notes that a fair proportion of the missing items have titles which contain the magic word **computer** or one of its derivatives. This phenomenon has also been noticed in Physics Library.

Physics Library.

Astronomy, fibre optics, lasers, semi/superconductors and environmental physics have been principal areas for purchase during the year.

The Physics Library will be part of the new Physical Sciences and Engineering Library. From the comments of the Physics Librarian, something will be lost in the transition.

The annual earthworks have been the most comprehensive yet. Together with the continuing confusion of the new engineering complex, the Physics carpark and environs were torn asunder for the laying of high voltage cables. Electric drills, punctured water pipes, searching social comment from the workmen and the incessant blast of FM-104 have made it a jolly time. The area would have done justice to a set for 1915.

Conclusion

There were some positive developments for the Library in 1988.

- * Government policy indicated that the University would begin to grow again. This is not, in itself, necessarily desirable, but the level of funding for new students should reduce some of the underfunding, and there is room to hope that the University might eventually be financed at the same level as its peers.
- * The Physical Sciences and Engineering Library, sought for twenty years, finally began to rise above ground.
- * Plans could at last be made for a Law Library to meet the University's needs, expectations of previous years having been dashed on several occasions.
- * The new PALS library system offered possibilities for greatly improved service to users, better management information for the Library, more flexible records and more reliable procedures.
- * The stronger international value of the \$A restored some of the Library's purchasing power.

There were also several less promising prospects.

- * The \$A could well collapse again.
- * Government policy was withdrawing funds to the Australian Research Council for allocation to specific research projects and it was probable that the Library's funding would be cut, along with that of the rest of the University, to meet this reduction in the overall budget.
- * While capital funding for buildings was flowing more generously, this was not at a rate likely to remedy fifteen years of rundown in accommodation. Moreover the new funds would be spread inequitably, discriminating against the Humanities in a way which would ignore their research library needs.

On balance, however, the present uncertainties are greatly preferable to the gradual deterioration which has been the hallmark of the last decade and a half. Plans can be formulated with some hope that they may come to fruition.

Although this is the University Librarian's Annual Report, and many of the opinions are his, the achievements recorded in its pages are those of the library staff. They have responded positively to the challenge of combining high standards of service with planning for change. They have spent countless hours, many of them outside "normal" working time, to specify, understand and check the PALS system, to plan implementation, to train, to prepare documentation for staff and users, to foresee problems and to cope with emergencies and disasters.

The University and the University Librarian have benefited enormously from their enthusiasm and application.

F.D.O. Fielding
University Librarian
 June 1989.

Appendix 1

UNIVERSITY LIBRARY STATISTICS 1986-1988

	1988	1987	1986
1. <u>Library Staff.</u>			
Graduate Professional Staff	67	68	67
Non Graduates with professional qualifications	4½	6	7½
Graduates without professional qualifications	7¾	10½	9¾
Library Assistants	98¾	94	96¾
Technical Assistants	2	3	3
Administrative/Clerical	19¾	19½	18½
Library Attendants	29	28½	28
Others/Casual equivalent	5½	5	6
TOTAL	234	234	236½

Distribution of Staff

Administration and Systems	11¾	10½	10½
Technical Services	55½	58	58½
Reader Services (Central Library)	55¾	55¾	56½
Reader Services (Branches)	106	103¾	105¾
Other	5	6	5

2. Services

Items Lent			
Central Library	260,700	265,701	267,848
Branch Libraries ø	696,594	683,672	678,742
Items Lent to libraries outside University	19,146*	23,431	26,378
Items Borrowed from libraries outside QU	16,198	14,484	13,122
On-line Information Searches Made	2,488	2,646	2,390
Reader Education Classes Held	285	227	185
Normal hours of opening per week (Central) during academic year	72	72	72

ø Includes all Reserve Collection lending whether extra-mural or not.
(Total of 106,716 Reserve Collection loans in 1986, 116,856 in 1987 and 126,133 in 1988.)

* Includes 5,545 loans made by other Library Couriers.

	1988	1987	1986
<u>3. Acquisitions and Holdings</u>			
<u>Books: ø</u>			
New titles by purchase	10,760	9,995	10,078
New titles by gift	2,885	3,104	2,833
Total volumes added	23,281	21,080	22,268
Total volumes deleted	10,519	10,015	6,718

ø includes music scores and UQ theses

Periodicals:

Total number of titles received	19,332	20,023	20,715
Number of non-duplicate titles received	15,731	16,301	16,940
Number of new titles received	646	421	491
Number of titles discontinued	1,388	1,217	885
Total bound volumes added	17,611	17,562	18,846
Total bound volumes deleted	1,669	217	1,972
Total bound volumes in library	1,386,896	1,358,192	1,329,782
Manuscript entries prepared	1,842	68	67
Manuscripts added	260 boxes 56 items	2,834 boxes 45 items	8 boxes 66 items

Microforms

New monograph titles added	7,294	1,098	814
New periodical titles added	38	7	18
Total titles held	15,746*	8,414	7,309

* Represented by 51,701 reels, 441,185 fiche/cards

	1988	1987	1986
<u>Audio-Visual Materials</u>			
New titles added	779	602	427
Holdings - Audio recordings	25,200	24,826	23,834
Films	638	642	648
Film Strips	629	632	633
Maps (Pieces)	19,459	18,584	18,275
Microcomputer software (Floppy disks)	127	101	52
Slide sets	1,158	1,088	1,026
Video tapes	2,907	2,742	2,650
Production - Audiotapes recorded	1,408	982	986
Film strips produced	1	7	1
Slide Sets produced	10	12	4
Videotapes recorded	2,061	1,472	992

4. STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General Loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1988	(1987)	1988	(1987)	1988	(1987)	1988	(1987)	1988	(1987)
Central Library (incl. Fryer Library and Audio-visual Services)	616,054	615,015	8,202	8,754	260,700	265,701	0	0	3,508	4,585
<u>BRANCH LIBRARIES</u>										
Undergraduate	95,822	93,560	294	294	275,844	278,721	23,216	19,261	0	0
Arms	39,079	38,471	580	594	20,344	18,582	14,110	12,035	273	276
Biological Sciences	107,844	106,471	2,919	2,927	67,171	68,764	24,008	23,801	3,803	5,006
Chemistry	21,140	20,649	318	348	7,012	7,665	6,103	5,482	281	427
Dentistry	6,321	6,357	162	178	7,548	7,491	1,522	1,150	211	226
Engineering (incl. Elect Engineering)	58,428	57,514	2,166	2,233	31,871	33,779	15,498	14,741	789	1,189
Geology	30,576	29,925	1,032	1,063	4,686	7,307	4,302	4,448	436	498
H.M.L.	47,672	47,554	1,523	1,528	33,484	26,164	7,012	6,495	2,688	3,198
Law	51,659	49,062	619	568	13,191	12,466	20,540	19,109	158	242
Mater	7,667	7,219	259	241	8,868	9,340	1,372	1,438	358	615
Mathematics	19,725	19,599	367	405	10,390	9,741	5,266	6,110	155	167
Physics	18,699	18,736	480	476	3,928	3,443	632	666	43	90
P.A.H.	11,322	10,287	346	350	17,638	17,317	2,552	2,120	898	910
Thatcher ¹	126,927	124,335	65	64	67,976	64,455	0	0	0	0
Store A	117,580	105,695	0	0	1,798	1,434	0	0	428	444
Store B	10,381	7,743	0	0	203	147	0	0	83	58

¹ Includes 24,641 volumes and 28 periodicals currently received in Ringrose Collections.

5. Financial statistics

	<u>1988.</u>	<u>1987.</u>	<u>1986.</u>
<u>A. Books and backruns of periodicals</u>			
Library Vote (Recurrent Grant)	632,051.	564,534.	586,892.
Library Special Equipment Grant	361,202.	107,155.	159,160.
Bequests and donations	41,134.	12,188.	5,492.
Other library funds	7,895.	16,873.	30,959.
Dept Research funds	46,159.	160,689.	111,812.
Dept Maintenance funds	5,903.	6,384.	4,913.
Other Dept funds	15,669.	24,512.	8,330.
Teaching Hospitals Recurrent Grant	5,745.	39,600.	24,895.
Hospital Boards	21,767.	9,919.	10,382.
<u>Total Books</u>	<u>1,137,525.</u>	<u>941,854.</u>	<u>942,835.</u>
 <u>B. Continuing subscriptions</u>			
Library Vote	2,019,525.	1,883,867.	1,964,166.
Library Equipment Grant	63,806.	84,200.	24,398.
Bequests and donations	7,450.	4,405.	4,789.
Other library funds	1,450.	2,778.	2,278.
Dept Research funds	26,168.	21,028.	12,783.
Dept Maintenance funds	1,068.	2,100.	Nil.
Other Dept funds	1,733.	3,334.	6,743.
Teaching Hospitals Recurrent Grant	34,500.	13,800.	35,805.
Hospital Boards	75,278.	121,255.	114,192.
<u>Total continuing subscriptions</u>	<u>2,230,978.</u>	<u>2,136,767.</u>	<u>2,165,154.</u>
 <u>C. Audio-visual materials</u>			
Library Vote	44,312.	19,271.	17,266.
Library Equipment Grant	Nil.	Nil.	527.
Bequests and donations	71.	562.	389.
Dept Research funds	181.	747.	131.
Other Dept funds	6,387.	5,560.	4,844.
<u>Total Audio-visual materials</u>	<u>50,951.</u>	<u>26,140.</u>	<u>23,157.</u>
 <u>Total Library materials</u>	<u>3,419,454.</u>	<u>3,104,761.</u>	<u>3,131,146.</u>
 <u>D. Expenditure on operating costs.</u>			
<u>Binding</u>			
From Library vote	277,332.	290,468.	265,224.
From Hospital Boards	16,555.	13,090.	12,530.
<u>Total</u>	<u>293,887</u>	<u>303,558.</u>	<u>277,754.</u>
 <u>Running costs</u>			
From Library Vote	534,966.	391,995.	364,829.
From Hospital Boards	9,631.	9,819.	8,982.
From Bequests and donations	2,058.	Nil.	Nil.
<u>Total running costs</u>	<u>546,555.</u>	<u>401,814.</u>	<u>373,811.</u>
 <u>Total operating costs</u>	<u>840,542</u>	<u>705,372.</u>	<u>651,565.</u>

E. Equipment

From Library Vote	1,383,778.	153,226.	185,395.
From Hospital Boards	1,590.	955.	24,252.
From other funds	Nil.	166,318.	Nil.
<u>Total Equipment</u>	<u>1,385,368.*</u>	<u>320,499.</u>	<u>209,647.</u>

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

Salaries and salary costs

From Library vote	5,591,246.	5,568,703.	5,381,236.
From Hospital Boards	285,732.	165,173.	169,471.
From other funds	204,985.	110,093.	188,780.
<u>Total salaries and salary costs</u>	<u>6,081,963.</u>	<u>5,843,969.</u>	<u>5,739,487.</u>

G. Summary of Library expenditure

Library Materials	3,419,454.	3,104,761.	3,131,106.
Operating costs	840,542.	705,372.	651,565.
Equipment	1,385,368.	320,499.	209,647.
Salaries and salary costs	6,081,963.	5,843,969.	5,739,487.
<u>Total Library expenditure</u>	<u>11,727,327.</u>	<u>9,974,601.</u>	<u>9,731,805.</u>

H. Source of funds

Commonwealth Government			
Recurrent	9,099,432.	8,727,322.	8,585,156.
Research	72,508	118,123.	112,819.
Equipment	1,808,786.	359,140.	397,840.
Teaching Hospitals Recurrent	40,245.	53,400.	60,700.
Departmental Maintenance	6,971.		
Other departmental funds	23,789.	64,341.	11,277.
Hospital Boards	410,553.	320,211.	339,809.
Other Library funds (including Bequests and Donations)	265,043.	332,064.	252,564.
<u>Total</u>	<u>11,727,327.</u>	<u>9,974,601.</u>	<u>9,731,805.</u>

Library expenditure of Recurrent andEquipment funds as % of University

<u>Recurrent and Equipment funds.</u>	7.9%.	7.15%.	7.4%.
<u>Total Library expenditure as % of total</u>			
<u>University expenditure (except Building</u>			
<u>funds)</u>	5.6%.	6.21%.	6.00%.

Mission Statement for UQL

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

In fulfilling this role, the Library has several broad goals and ongoing programmes of activity.

Support for teaching and learning

UQL aims to provide resource materials, services and facilities that enable students to do their coursework in a convenient and timely way; the resource materials encompass the full range of media used in teaching and learning at UQ.

Education in use of library resources

UQL aims to assist University of Queensland academic staff and students keep abreast of developments in library use skills. In particular, UQL aims to ensure that UQ students gain a good level of library use skills through an appropriate service philosophy in day to day reference work and through formal sessions integrated with university teaching and learning processes.

Support for scholarship and research

UQL aims to house collections at the research level of the Guidelines for collection development of the ALA Collection Development Committee for all disciplines in which the University supports research. This level aims at the inclusion of the major published research materials required for dissertations and independent research, including materials containing research reporting new findings, scientific experimental results and other information useful to researchers. It also aims for the inclusion of all important reference works and a wide selection of specialised monographs, as well as an extensive collection of journals and major indexing and abstracting services relevant to disciplines in which the University supports research. Materials collected may include non-print materials. Where appropriate non-published material may be acquired. UQL aims to supplement its research collections with services that provide access to recorded information held external to UQ. UQL aims to provide services and facilities that maximize potential utilization of its collections.

Participation in networks

UQL in recognising it cannot be comprehensive in provision of materials and services, aims to participate in national and international information networks which provide mutual benefits to participants

Support for medical staff in teaching hospitals with jointly funded libraries

In Hospital Libraries which are jointly funded with Hospital Boards, the University Library aims to offer equally to eligible University and Hospital staff the highest quality of service which that funding permits.

Support for University of Queensland role in the community

Insofar as its resources permit, UQL in support of the University's goals in community relationships, aims to make its facilities available to the wider public. Where this would divert library resources, fees may be charged.

Efficiency and effectiveness

UQL aims to balance workloads and priorities so that services offered are performed in an orderly and expeditious way with minimum inconvenience to users' access to materials

Responsiveness to environment

UQL recognizes that needs of users vary and aims to tailor services accordingly. It aims to be innovative and sensitive to user requirements in developing services

Importance of staffing

UQL is a service organisation and recognizes that a trained and motivated staff is central to fulfilment of its goals. It aims to attract and retain staff of high calibre in relation to the range of activities undertaken, and it aims to promote an environment which encourages staff to achieve their potential to give the highest level of service.

Appendix 3Some major acquisitions in 1988

Asahi shinbun (microfilm) - Completion of a retrospective run back to 1945.

BERGMEYER, H. Methods of enzymatic analysis. 3rd ed.

CRC handbook of data on organic compounds. 2nd ed.

Drug and alcohol dependence. 2-14, 1977-84.

HERBERT, Xavier. Literary manuscripts supplementing collection already in the Fryer Library.

Journal of neuroimmunology, 1-12, 1981-86.

1981, 1986 population census (Australia) - CD-ROM.

OSBORNE, D.G. Coal preparation technology.

The symphony, 1720 - 1840. - Reprint of 550 full scores.

U.S. Foreign Broadcast Information Service. Daily reports (microfiche), 1952-69.