

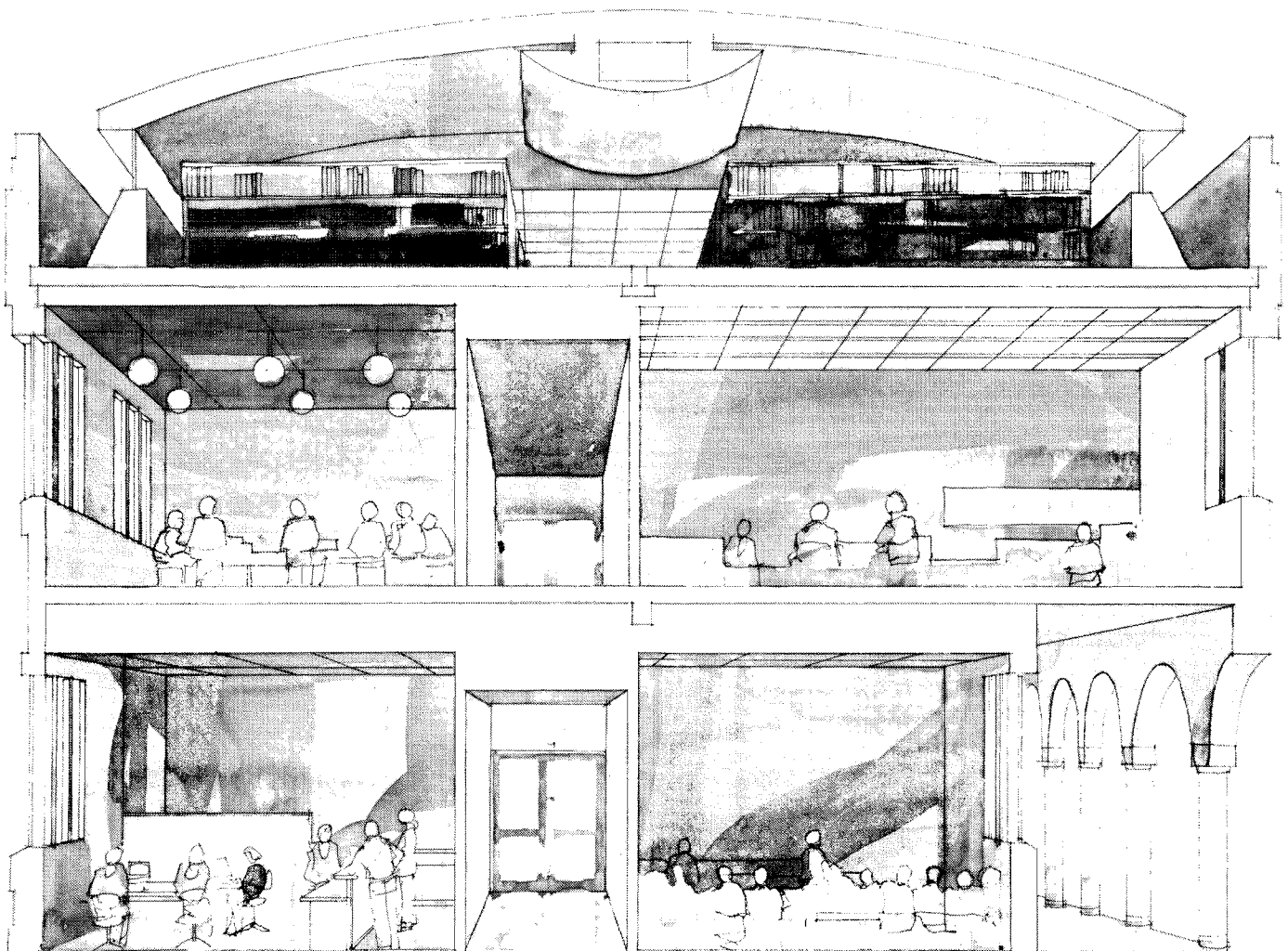
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ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1989



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FRONT COVER

Architect's cross-section of extended Law Library with additional floor.

University of Queensland Library

Annual Report of the University Librarian for 1989

Library Mission Statement

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

The Annual Report is intended to inform the University community, and more specifically, the Library Committee and the Academic Board, of the Library's activities, developments which have occurred, and forward planning which has been undertaken.

The Library is a large and sophisticated operation whose services are being dramatically affected by technological change. Its funding falls short of what would be required to meet the aspirations of the University, especially in research. In these circumstances the Library is compelled to make decisions about priorities in the allocation of resources which may not meet the approval of all users, and which, because of changing economic circumstances and an altered scholarly information environment, may differ from traditional beliefs about the nature of academic libraries.

Of particular concern to the Library is the contrast between the increasing emphasis which the University is placing on research and the declining University resource base from which the Library is funded. This theme is taken up again below under State of the Collections. Recognising that its overall policies have reduced the funds available for research infrastructure, the Government has made available special infrastructure funds. The pittance which the Library has received from this source for 1990 (\$30,000) will do little to meet the increasing information needs of research.

It is obvious that all University departments are feeling over-run with growing enrolments and declining staff student ratios. The Library is also feeling these pressures. It has to service the larger student numbers and meet the expectations of a more active post-graduate and research community. Increasingly it finds itself taking over that proportion of book selection formerly undertaken by academic staff who no longer have the time.

The Library has not succumbed to these pressures. It continues to improve service by adopting the latest proven information technology. It is attempting to manage its economic and human resources better through strategic planning and staff development. In 1991 the new Physical Sciences and Engineering Library and the substantially extended Law Library will improve library facilities for those areas of the University.

In spite of these measures, a basic conflict remains between the University's expectation that high quality research will be carried out in all academic departments and the inadequate resources which it can afford to spend on its Library.

Library finances

The overwhelming proportion of the Library's income comes from the University's General Fund. It also receives a portion of full fee paying student income and makes arrangements for a library component when continuing education students need to use library resources. There is also a commercial agreement with Bond University Library to supplement that Library's resources. No agreement has yet been reached for the Library to receive a portion of research funding from outside sources even though it is expected to service such research.

Expenditure on library materials increased by 10% in 1989. A reasonably buoyant \$A and forward contracts for foreign currency held down increases in subscription prices permitting expenditure on monographs to rise. This was reflected in a 37.6% rise in new monograph titles acquired to 14,806, and a 23% rise in monograph volumes added to 28,613. These are the highest additions since 1985, a very desirable improvement given the sorry state of the collection in terms of recent monographs outlined in the next section of this Report. These gains could be quickly lost in future years if the \$A should fall substantially as this would increase the proportion of available funds needed to pay periodicals subscriptions.

The Library's expenditure on information technology, most obvious to the user in the Online Public Access catalogue and the provision of CD ROM databases, has certainly improved service to staff and students. The downside is that the technology is not only expensive in terms of equipment and software, but in maintenance expenditure and the staff required to service it. Increasing amounts of time are spent in in-service training, in assisting staff and students to use the new systems effectively, in learning about new hardware and software and in analysing and repairing software and equipment problems.

Inevitably the proportion of available funds devoted to staff and equipment purchases remains high and there is tension between the service and collecting priorities in the library budget.

State of the Collections

One of the additional tasks now falling on library staff is more precise assessment of the Collection's strengths and weaknesses. Australian libraries generally are acquiring less of the world's publications because of tight funding and the weakening of the \$A since currency deregulation. The Australian library community has agreed, with some reservations, to accept an American methodology known as Conspectus, which purports to enable libraries to assess their holdings in particular disciplines on a comparative basis.

Misgivings about Conspectus relate to the comparability and subjectivity of the assessments made by individual libraries. The methodology, though time consuming, can be revealing within individual libraries.

Conspectus exercises within this library confirm the "tapering" of the collections, in other words the small proportion of holdings which is recent. As examples, of 519 monographs which the Library holds on Social Classes only 10% were published since 1984; of 844 titles on Russian language only 4% were published since 1980.

Until recently most current purchases have been bought from the General Fund, where they have to compete with subscriptions to periodicals. Now that the Equipment Fund has been absorbed into the General Fund, the restrictions which formerly limited library purchasing from Equipment funds to particular categories of material no longer apply.

In 1989 the Equipment funds available for Library purposes were used to

purchase a number of CD ROM databases;

strengthen reference resources in the proposed Physical Sciences and Engineering Library;

update monograph collections in particular areas such as media studies and the social context of literature; vision, touch and hearing; aquaculture; Egyptology; use of personal computers; Japanese reference books.

acquire major reference works and backsets of journals across many disciplines, especially where staff appointments had brought in new areas of specialisation;

acquire literary manuscripts and other expensive Australian material for Fryer Library.

From 1990 these funds will continue to be used for

foundation collections and upgrading of collections related to new academic appointees;

targeted collection development;

retrospective purchases;

expensive sets;

CD ROM databases and similar data or primary sources;

major Fryer purchases.

Responsibility for selection has been delegated to Central Reference and branch librarians who will consult, at their discretion, with academic staff. A Collection Development Committee has been formed within the Library in an attempt to ensure that purchasing funds are used as effectively as possible to support teaching and research.

Of continuing concern is the deterioration of fragile materials through overuse. In 1989 the nineteenth century New South Wales, Queensland and Victorian parliamentary papers were transferred to Fryer Library and, wherever possible, users are encouraged to consult the equivalent microforms.

The present state of the collections is well summarised by the following comment from the Collection Development Librarian, Spencer Routh.

It is easy to be deeply pessimistic about collection building at this University. The caprices of the Australian dollar, the stop-go policies of Government and University, contention for attention winning initiatives rather than coherence and strength, the multiplication of media, the disjunction between rhetoric and provision for unpopular specialisations, all make collection building seem a bizarre rather than rational occupation. I am continually pre-occupied with our weaknesses. Yet the online catalogue and CD ROMS mean that large bodies of students have access far better than before to collections that are still quite good, and in some fields our primary source materials and holdings of basic scholarly periodicals are of a quite different order to those of, say, two decades ago. So the situation is not hopeless.

Nevertheless it is certainly true that library resources are not growing at the same rate as the University's research aspirations. The Library has acquired information technology tools which enable researchers to become aware of relevant publications which, in the past, they might have overlooked. The Library's human and information resources are decreasingly able to meet the expectations of users which these tools generate.

Relationships beyond the University

Discussion continued among Australian libraries about the meaning and implications of the concept of the Distributed National Collection. Collectively Australian libraries can afford to purchase only part of world publishing output. The Distributed National Collection concept expresses the view that the collective holdings of Australian libraries should be generally available and that co-ordinated collecting will ensure the optimum coverage of world publication. The tools for achieving co-ordination are seen as the Australian Bibliographic Network (ABN) in its role as an on-line national bibliographic database, the inter-library lending system and Conspectus, which has already been mentioned above.

The University of Queensland Library's holdings are not yet listed in ABN although tapes of the holdings have been on offer to ABN for several years. Input of our serial holdings will commence in 1990 but there is no date for the addition of our monograph holdings.

There are differing views about the extent to which co-ordination of collecting is feasible on a national basis. On the one hand it is argued that the objective should be maximisation of the number of unique titles held in Australian libraries and a consequent restriction of duplication. On the other it is claimed that duplication of titles is more efficient when it meets substantial local need than purchase of a little used title for a possible national need. The University Librarian favours the second

view believing that the first would maximise expenditure on interlibrary loan transactions and that use is related to ease of access. This suggests that the most fruitful scope for co-ordination is at a local rather than at national level for most library purchases. There is, in fact, growing interaction between the major libraries in Brisbane and Mechanism C of the Infrastructure Funding system offers an excellent opportunity for co-operative strengthening of local resources.

The dramatic decline in the balance between the Library's lending and borrowing on interlibrary loan continued in 1989. In 1985 this Library lent 27,493 items and was the largest lender among academic libraries in Australia. In 1989 the total was only 17,883, including loans made by courier to BCAE, QUT and Griffith University. Borrowings from other libraries fell slightly to 15,474, almost certainly leaving QU as the largest borrower among academic libraries.

The fall in loans is probably due to the Library's holdings not being listed on ABN. An important consequence is that the income from Interlibrary loan lending no longer pays for borrowing. For 1990 it has been necessary to set aside \$50,000 to cover the gap. It seems probable that loans to other Queensland libraries will increase, as the former colleges of advanced education develop research programmes.

For a brief period it looked as if much closer relations would be developed with some other libraries through possible amalgamations with all or part of BCAE, the Gold Coast CAE and the Conservatorium. For the Library such amalgamations would have meant considerable upheaval and very substantial expenditure to meld the various libraries together. In the event only Gatton Agricultural College amalgamated with this University and funds are being sought to merge its library into the University of Queensland system.

A commercial agreement was made with Bond University under which it employs a part-time person to supply loans and photocopies from this Library's collection. Fees were also set for borrowing by Bond academic staff and post-graduate students.

There is a demand from persons who are neither staff nor students of this University for borrowing privileges. At present reciprocal arrangements are in place for staff and post-graduate students from other tertiary institutions, for Alumni and for people doing research which cannot be carried out elsewhere in Brisbane.

Plans to establish a fee for use of the medical libraries by persons not associated with the University or one of the three Hospitals with which there is a joint library agreement finally came to fruition. An annual fee of \$300 has been approved for privileges equivalent to those of Hospital staff in use of the three medical libraries. Proposals to charge for access to the University libraries generally are being considered.

Schoolteachers sometimes wish to demonstrate to a school class the facilities of a large research library. This is a valuable educational objective. Class visits can be very disruptive for other library users unless they occur at times and in a manner which avoids disruption. The Library's policies with regard to class visits were reviewed during the year and set out in a pamphlet for issue to teachers enquiring about such visits.

A substantial number of users of Central Library at weekends are not QU staff or students. It is some years since a survey was carried out to identify the proportion of such users and their reason for using the library. A survey is planned for 1990.

Planning and Development.

Reference has already been made to activities designed to match collection development more closely to the University's teaching and research profile.

The Library was also affected by the University's planned withdrawal from external studies. Arrangements were made to dispose of the Ringrose libraries located in country centres to institutions which would use the collections and make them available to QU external students during the winding down period. Thatcher Library staff will be reduced in line with declining enrolments and the stock distributed to other parts of the University library or withdrawn. Thatcher Library has had a significant reputation as a successful solution to the difficult problems of providing service to external students. Its closure will terminate a service which drew many expressions of thanks and commendation from external students.

Work continued on the development of the Library's strategic plan. For each of the Library's Goals, objectives for the next five years were formulated and a time-table for reviewing the various aspects of the strategic plan was agreed. Heads of library sections will report annually on progress in achieving objectives relevant to their areas, outline their strategies for the following year and suggest revisions of the objectives.

Surveys were carried out of the use of seating in the Architecture/Music and Biological Sciences libraries. The purpose was to discover whether seating could be reduced to increase shelving. In Architecture/Music the results suggested that the present seating should be retained. While there is some scope for change in Biological Sciences library, student numbers are growing and a further survey will be carried out in 1990 before decisions are made.

A variety of reasons prevented the Working Party on the University's requirements for maps, remote sensing data, aerial photographs and other graphic information from concluding its work. The report is expected in 1990.

Other planning and development activities are reported below under Physical Facilities and technology.

Physical facilities

As foreshadowed in last year's Annual report a comprehensive report on the Library's accommodation needs was presented to the Library Committee at its July meeting. While significant improvements were being made in library accommodation serving some disciplines, such as Law and Physical Sciences and Engineering, the Report pointed out that for some other disciplines library accommodation is quite inadequate. This inadequacy is due to growth in student numbers, changes in enrolment patterns, growth of research collections, introduction of new services and inadequate past provision.

The Library Committee recommended the following priorities to the Academic Board

restoration of Central Library Stage 2 to the highest priority on the Building Programme;

a high priority in the Improvement budget for the University's share of the Mater hospital Library extension;

private funding to create suitable air-conditioned accommodation for the Geology Library;

expansion of the Architecture/Music Library;

new accommodation for the Dentistry Library;

extension of the Biological Sciences Library;

provision for library storage beyond 1992.

Construction of the Physical Sciences and Engineering Library proceeded according to schedule. It was possible to purchase most of the required furniture and shelving but not immediately all of the equipment to offer audio-visual and computer assisted learning services. The new library opened in January 1990 superseding the former Chemistry, Electrical Engineering, Engineering, Mathematics and Physics Libraries. While there are some features which would have been designed differently were it not for the Health and Safety regulations, the result is an attractive library with an air of spaciousness. Only time will prove its functionality and flexibility but every effort has been made to ensure these.

The very large extension to the Law Library also progressed rapidly. In this case, however, funds were not available to replace much of the old furniture and it finally opened in February 1990 with a mixed supply of the old and the new. To anyone familiar with the former library the transformation is little short of miraculous. For the first time the University has first class Law Library accommodation which should meet its needs for many years to come.

The size of the Law Library extension has temporarily relieved what would otherwise have been a crisis in University Library storage, the Bishop St. store having reached capacity at the end of 1989. An area sufficient to hold 55,000 volumes has been set aside as temporary storage in the Law Library. Within a few years that space will be needed for the growing Law collection.

The Library was involved in discussions about a possible display building in front of and below the Forgan Smith building, which might house the Australian Studies Centre and various collections of public interest such as art works, museums and the Fryer Library. It would be funded by a public appeal.

A Fryer Library which displayed appropriate sections of its collection and provided satisfactory study space for scholars, adequate processing space for library staff, conservation facilities and storage for a growing collection, would need to be considerably larger than the present accommodation. It remains to be seen whether it is realistic to attempt to include such a facility within the proposed building. Nevertheless the proposal offers the only slight hope of some relief to the space problems of the Central Library.

Technology

The major effort in this area was naturally the continuing implementation of the PALS library system. In January the Online Public Access Catalogue (OPAC) went live in all libraries at St. Lucia except those to be merged in the Physical Sciences and Engineering Library. It had been operating in Central Library since the previous August. By the end of the year plans were in place to bring OPAC up in the remaining libraries in January 1990. Since retrospective cataloguing was also completed in 1989 for print and a/v material, all library users now have access to records for the total library collection except records and manuscripts.

In July the Circulation module was implemented in those libraries which had formerly used the Library's own ACHILLES system. This was six months behind the original schedule and, even with this delay, it was evident that there had been insufficient time for testing and staff training, and more provision should have been made for backup and help support. Inevitably CIRC is not as elegant and customised to the Library's special needs as its own ACHILLES system had been, in spite of a number of local enhancements to the basic software. Much work had to be done to feed ACHILLES loan records into the new system and to integrate it with University records relating to staff and students.

A great deal of effort was needed to barcode the various collections, and this work was ongoing in the remaining libraries at the end of the year. It was planned to bring CIRC up in the remaining libraries early in 1990.

Implementation of a system as complex as PALS cannot be expected to be trouble free. The contract anticipated that cataloguing and authority control modules would be written in Brisbane but the original target dates have proved over ambitious. Consequently the Library has been compelled to keep its own software and hardware for these functions operating well past the expected phase out date. It was known that software for Serials Accessioning and Acquisitions was being written in America. When this software arrived analysis showed that it did not meet the functional requirements set out in the contract; substantial enhancement would be needed.

The contract provided for Unisys to support software enhancement within certain limits. The inadequacies of the software gave rise to considerable discussion about the actual time which would be necessary to remedy the deficiencies and where responsibility lay for completion to specification. This problem was further exacerbated by delays in the

setting up by Unisys of the Library Systems Support Group which meant that the Unisys staff working on enhancements were frequently called upon to carry out this function also. At the end of the year these matters had not been resolved although there was every indication that the suppliers were anxious to meet the software specification.

The very heavy load created by OPAC and CIRC activity, up to 90,000 transactions per day, caused a deterioration in response time which raised concern about the capacity of the hardware to meet the contracted peak loads. A performance analysis was carried out but, although this suggested some adjustments, the results did not allay disquiet. A further performance analysis will be carried out in 1990. Consideration was given also to improving resiliency in the communications system and reduction of the sensitivity of the system to Queensland's many electrical storms.

A great deal of time was devoted to disaster/recovery planning. A number of steps were taken to make the hardware more secure. All aspects of the Library's activities are now so dependent on the system that plans need to be made to cover both short-term and major disasters. Possible standby replacements for the OPAC include the creation of a microfiche catalogue or placing the catalogue data on CD ROM. For the present at least the latter is ruled out because of the costly standby equipment which would need to be bought for an emergency which might never happen. This situation may change as the Library uses more CD ROM equipment and establishes CD ROM networks. In the interim a microfiche catalogue is proposed. It proved astonishingly difficult to find an organisation capable of formatting the data for a microfiche. In the event it was discovered that the PALS system could format the data but there were sufficient difficulties to prevent completion of this project by the end of the year.

A great deal of staff time is taken up in monitoring the system, advising on enhancements, drawing up specifications and reviewing proposed software. Training and retraining is also a time absorbing activity. Since the Library houses the hardware, staff have to be employed to operate the system. With a comparatively small staff, problems arise in providing support during semester when most libraries are open four evenings and at weekends.

The Library database will grow beyond the size covered by the initial contract. PALS allows other databases to be mounted as well as the OPAC. Student numbers are growing and this will increase the load on the system. Software updates require additional hardware. For all of these reasons the Library and Unisys will undertake a strategic forward planning exercise in 1990.

The other growth area in technology is the extension of CD ROM database activity to branch libraries. The range of databases available on CD ROM is growing rapidly. Although they are expensive, and usually need an annual financial commitment, they reduce expenditure on searching of remote databases and can be used by undergraduate students who could not normally be expected to pay for searches. Additional databases were purchased for Central Library. CD ROM facilities were provided in the Undergraduate and Biological Sciences Libraries. Plans were made for their use in the Law, Physical Sciences and Engineering, Herston Medical, Princess Alexandra and Dentistry libraries. In the latter two instances financial support is being received from non-library sources.

At present only single person workstations are being used. The Library is aware of the existence of networked CD ROM systems and will be investigating the potential of networking. Major matters to be considered are the cost and technical sophistication of networking equipment and the increased licence fees which database vendors charge for network use.

Central Services

Staff matters

The year saw the termination of the Library's efforts, over more than ten years, to alter its salary structure to one more relevant to its present activities. Termination was not due to resolution but to developments beyond the University which will see the introduction of national salary levels and conditions for general staff. The history of the Library's unsuccessful attempt at micro-economic reform, to use the current jargon, would provide the basis for a thesis on Kafkaism in industrial relations.

A great deal of work went into improving the Library's own staff policies. The inservice training programme was thoroughly reviewed and extensive changes are proposed. Guidelines for recruitment procedures were drawn up; these represent important protocols in a library where 172 temporary appointments and 50 permanent appointments were made during the year.

Staff development has become a major topic of interest both within the University and in national award discussions. During the year the Library assisted staff on more than 200 occasions to participate in staff development activities other than inservice training. Several seminars were organised within the Library on topics such as Overseas students and the Library, Positive work practices, Service philosophy, Interviewee skills and Staff Selection.

Funds available for staffing were reduced during the year by the failure of the Commonwealth to fund fully the \$10 wage increase. Better news came towards the end of the year when the Commonwealth agreed to fund the University's share of the increased superannuation for those in the State Superannuation Scheme.

Technical Services

The Cataloguing Librarian, Joan Milbourne, retired at the end of 1988 after many years of excellent service to the University. Chris Taylor was appointed to succeed her. The Acquisitions Librarian, Glenda Smith, went on Maternity Leave and the Law Librarian, Pam Bray, acted in that position until the end of the year.

For the first time Technical Services were operating in an environment in which all bibliographic records were computer-based. Although cataloguing was still being done on the in-house system there was concern that, unlike it, the OPAC was not updated nightly. This problem was resolved after the period covered by this report.

Following a decision to write the PALS Cataloguing and Authority Control modules from scratch, library staff spent a lot of time developing specifications, consulting with programmers and testing sections as they were programmed.

Other staff were involved with reviewing the PALS Acquisitions and Serials software, as far as this was possible with inadequate documentation and unreliable access to an off-campus computer. The review demonstrated that there were many unsatisfactory features. However it appears that some of these can be remedied by careful design of the cataloguing software to integrate the different software modules.

The computerisation of technical services, which is expected to occur within the next year, will completely change work practices. Nearly all staff will be using terminals. Not only will this require new work flows and a physical reorganisation but appropriate furniture will need to be obtained. The source of funds for this is unclear, given the traditional chronic underfunding of the Library's furniture requirements.

University practice now enables cost centres to carry forward reasonable debits and credits from year to year. This has enabled the Library to return to a calendar commitment year instead of one commencing four months earlier. Nineteen eighty-nine was a transitional commitment year of 16 months, and this caused some temporary problems.

Acquisitions

Staff in acquisitions were heavily involved in reviewing the PALS Acquisitions and Serials Accessioning software and flow charting the Section's activities. The Acting Acquisitions Librarian, Pam Bray, comments

I am impressed by the quality control which has slowly built up and been improved over the years; it would be unfortunate if an automated system gave us less control than we now have.

In other respects the trends mentioned in my last report continue. Increasing numbers of suppliers are sending books by surface-air; this not only means that they arrive more quickly but that the flow is more even and easier to process. Greater use of fax has also improved the efficiency of communication with overseas suppliers. The number of monograph orders again increased, by 419 to 14,688, the highest figure in five years.

For purposes of comparison prices for a select group of journal subscriptions were sought from several suppliers. The responses did not support any change in our present arrangements.

Cataloguing

In spite of involvement in work associated with the new cataloguing and authority control software, and in cleaning up problems revealed by the barcoding of books, Cataloguing Section processed an increased quantity of material without accumulating backlogs. In numerical terms throughput increased by almost 35%.

There is still a surprisingly high proportion of material (more than 40%) for which satisfactory cataloguing data is not available and which consequently requires original cataloguing. In an attempt to reduce this proportion the Library purchased the Foreign language Bibliofile CD ROM; English language Bibliofile has been in use for some years and covers approximately 40% of all monograph cataloguing. Although the number of "hits" on Foreign Language Bibliofile has been below expectations its use is still cost-effective. Further work is being done in 1990 to identify the categories of material for which catalogue data is not available from the sources presently used and to explore other sources.

The Library believes that its cataloguing and authority work is of a high standard. It is, however, relevant to consider whether practice which was appropriate for a card catalogue is necessarily appropriate for an on-line catalogue which offers many quick alternative ways of accessing the required information. It is possible to monitor the access procedures which users employ to consult the OPAC and, as time permits, this will be done in order to discover whether changes should be made to the the content or layout of the data which would facilitate consultation by library users.

Withdrawals and Store

The programme to withdraw books systematically from overcrowded libraries has now been running for more than a decade. Quotas for withdrawal from individual libraries are changed as their physical accomodation alters. Nevertheless even in the new Physical Sciences and Engineering Library it is proposed to withdraw annually the equivalent of 45% of the annual additions in order to make the available shelf space last for ten years.

During 1989 14,559 monograph volumes and 5,855 periodicals volumes were withdrawn to Store, a total of 20,414 volumes. This compares with 14,895 volumes withdrawn to Store in 1988. In addition 38,323 volumes were discarded or written off, including 24,928 volumes in Ringrose libraries transferred to other institutions.

Use of stored material is rising as shown by the following statistics:

Stored volumes recalled for use, 1988 and 1989

	<u>1988.</u>	<u>1989.</u>
Monographs		
Recalled for use by QU readers	577.	1,541.
Recalled for loan to other libraries	126.	85.
Periodicals		
Recalled for use by QU readers	1,073.	1,825.
Recalled for loan to other libraries	385.	354.
<u>Total</u>	<u>2,161.</u>	<u>3,805.</u>

The increase of more than 100% in items recalled for use by QU readers probably has two principal causes. The first is that the online catalogue brings stored items to the attention of all users, whereas previously records appeared only in the Central Library catalogue. The second, and of greater concern, is that the library is being compelled to store an increasing number of books which have active research potential. One can only speculate how many more of these books would have been used if they had remained available in the open access collection.

To meet the rising demand retrieval from Store has been increased to three times per week.

The quantity of books and periodicals published continues to grow in spite of the development of electronic publishing. Although the Library's purchasing capacity does not match the University's research aspirations, and in spite of the systematic discarding of many volumes, the total collection continues to grow. A section of the Library in which growth cannot be relieved by discarding is the Fryer Library where books, records and manuscripts have intrinsic academic value as artifacts as well as for their content.

As a consequence of its inexorable growth the Library is compelled to seek additional storage space. There is little scope for allocating more storage space in existing libraries at a time when they are having to service both increasing student numbers and the internal students who are filling former external places.

Either existing libraries must be extended or a large storage building must be funded before the new Law Library store runs out in 1994.

Reader Services

It is not unusual for university administrators, and others, to point critically at the high proportion of library budgets which is spent on staff. This approach is understandable at a time when all university departments are under pressure and maximum efficiency is sought. There is also scope for differing views on the appropriate division of library budgets between purchases and running costs.

At this Library a very high proportion of salary expenditure (approximately 67%) is spent on servicing users. This is seen as obtaining the best return to the University in terms of usage for its investment in the Library. The expenditure covers long opening hours, assistance to users, reader education, lending, reshelving and a substantial amount of book selection.

Far from reducing the pressure on reader service staff, the introduction of information technology has increased it. More time is spent now, for instance, in assisting users to exploit the online catalogue or in training them to use CD ROM databases.

There is little doubt that users are making much more effective use of library resources than before as a result of the new technology. However there is a price to be paid in library staff time.

Online information retrieval

After a slight decline in searching of remote databases in 1988, thought to be due to the availability of some CD ROM databases in the Library, there was an increase in 1989. Access was offered to 15 systems of which 12 were actually used. The most notable change was a switch from psychology online searches to use of the Psychlit CD ROM.

The most heavily used service by far was MEDLINE, for which service is offered at the three medical libraries and at the Biological Sciences Library. Of 1574 MEDLINE searches, 1,242 were for Hospital staff. The high use reflects the fact that MEDLINE is a government subsidised database and that the Hospitals pay for patient-related searching.

By comparison, searching for other disciplines is small though significant. In 1989 the principal user departments were Management (82 searches), Social Work (72), Agriculture (64) and Chemistry (64). Use in the Physical Sciences and Engineering area was influenced by the fact that the small libraries had difficulty in offering a service and, in the Engineering Library other pressures were such that, in the words of the Physical Sciences and Engineering Librarian

users had to be persistent to find the librarian to get a search done.

In general reference staff time was in such short supply that external users were often encouraged to take their business to QUT or the State Library.

The most used database after MEDLINE was Chemical Abstracts with 112 searches.

The 1987 survey of online services across Australian universities showed that, in that year, the University of Queensland used more connect hours (568) than any other University, the second being Melbourne with 474. Only the Defence Forces Academy and the University of Sydney offered access to more databases. This is in spite of the fact that several other university libraries, unlike UQL, subsidise online searching from the library budget. However several other libraries had introduced more CD ROM databases than this Library.

In addition to meeting requests from users online facilities are also used by the Library for its own purposes such as electronic mail, verifying bibliographic details for orders or interlibrary loans, quick reference searching and booking audio-visual materials at the National Library. For instance in Central Library there is a terminal at the Reference desk for ready reference queries. It is necessary for all reference staff to be familiar with online and CD ROM techniques in libraries where these services are offered. Change and retraining are continuous. Eighteen staff members attended refresher or advanced courses in online searching in 1989.

By the end of the year there were CD ROM workstations in four libraries and equipment on order for three more. These services are very popular but they have serious implications for library staffing. As Dr. Arden, Chair of the Library's Online Committee has said

users often need a great deal of help in planning their search strategy, using subject thesauri, and understanding the principles of Boolean logic.

Time is also needed to maintain a CD ROM installation in terms of installing the frequent software upgrades and dealing with technical problems.

At present all workstations are single use. The Library would like to move on to networking CD ROM both inhouse and over the University network. However such a move has considerable financial implications by way of, to use Dr. Arden's comments again

money for more hardware

money for network software

more money for database leases

technical support staff

more reference staff to assist the greater number of users.

Dr. Arden concludes her report as follows

It would seem that in fact mediated searches are in a fairly steady state, and that all the heavy use of CD ROM databases is extra. It may be that CD ROM is used by those who could not previously afford an online search (certainly true in part); it may be that those with money to spend still spend the same amount, but spend it now on the more specialised, or the Australian, databases, after a basic search on the CD ROM; it may be that CD ROM has generated a greater awareness of online searching leading to an increase in demand which more or less balances the decrease due to availability on CD ROM.

What is certain is that the load on reference staff has increased enormously. We have CD ROMs which use four different retrieval systems, all of which are upgraded regularly, so that staff must know and keep up with each of these, in addition to the various online systems which they use - ten or more systems for some people! The actual time required to help users with CD ROM searches will be directly proportional to the number of workstations provided, so decisions to increase the number of workstations, with or without networking, should not be taken lightly.

Audio-visual services

This is another area of rapidly increasing use. In many departments audio-visual materials are integrated into departmental teaching and research programmes in the same way as printed materials. Videos/films are often listed in course handouts as required reading. Students may be required to use Computer Assisted Learning programmes as part of their course. The Journalism department used recordings of new and current affairs broadcasts for a research project about media coverage of the State election.

The departments making extensive use of audio-visual materials spread across the University's range of disciplines and include Psychology, Anthropology, Management, English, Government, Social and Preventative Medicine, Physiology, Chemistry, Geography, Journalism and Agriculture. There has been spectacular growth in usage, as shown by the following Table;

Selected usage figures for a/v materials, 1988 and 1989

	1988.	1989.
Counter loans of equipment and software	12,474.	16,473.
Screenings for groups	8,311.	11,589.
Loans for class use	1,783.	2,341.
CAL Network users	9,687.	10,081.

There were times when all viewing facilities were fully booked.

It is also noteworthy that of all videos transmitted to lecture theatres from the Central Video Replay Centre, 75% came from the Library's own collection.

Videos are the biggest growth area of the collection. These include recordings of broadcasts which were technically illegal until the passage of amendments to the Copyright Act late in 1989. The agreement between the AVCC and the Audio-Visual Copyright Society Ltd. provides for an indemnity to cover recordings made before the Act was amended upon payment of agreed fees. In future, however, the Library will be paying for recordings of radio and TV broadcasts as a charge on the Library budget. There is little scope to expand the funds available for a/v purchases and the Library will, in many cases, seek assistance with such payments from interested teaching departments.

Although a/v services have been decentralised to branch libraries where this is feasible, the growth of the central collection and the substantial increase in demand has highlighted the inadequacy of the present accommodation for Library Audio Visual Services (LAVS) in the Duhig Building. The imminent closure of Thatcher Library will release space in that building and plans are being formulated to rehouse LAVS more adequately.

Reader Education

Reader education activities are co-ordinated by a central Standing Committee but tours and classes are the responsibility of Central Reference and branch libraries.

A major central production during the year was a substantial manual How to use the online catalogue. This proved very popular and a second print run had to be made. Central Library staff conducted 27 group instruction seminars on this topic in First Semester and a further 21 in Second Semester. The Library's overhead projection panel greatly facilitates classes on both the Online catalogue and CD ROM databases. A survey is planned for 1990 of how users gain expertise in using the catalogue. It will also attempt to assess the level of expertise achieved. The Library is also using computer graphics to set up the wide range of pamphlets which it issues on topics such as locating periodicals, the circulation system, audio-visual materials, individual branch libraries, etc..

A seminar was conducted on Overseas students and the library which was attended by library staff from UQL and other Brisbane academic libraries.

Central Reference and branch libraries conducted the usual extensive range of orientation tours, general introductory classes and specialised advanced classes on the use of library resources. These activities are time-consuming but are regarded as essential if students are to learn skills in information access and make fruitful use of the large investment which the University has made in library resources.

Users with disabilities

A Standing Committee of library staff continues to monitor matters related to disabled users. The Library works closely with the Disabilities Councillor particularly concerning the tape reading service which she organises. A seminar was held for library staff on The Library and the disabled.

Biological Sciences Library

The Online Public Catalogue became available in this library at the beginning of 1989. Previously information about holdings in other libraries had not been available inhouse and such information is particularly important because of the close relationship between the disciplines served by this library and those covered in the off campus medical libraries. One consequence was an increase of 72% in photocopies or borrowing from those libraries.

The PALS Circulation system replaced the ACHILLES system in mid-year. Advantage was taken of this to introduce a short loan category to improve the sharing of books in demand.

The library introduced its first CD ROM database, AGRICOLA 1970-1989. It has been used by researchers from many departments and purchase of further databases is proposed. On-line searching of remote databases continues; in 1989 searches were carried out on 34 different databases for users from 28 different University departments. From 1990 some of these departments will access this service through the Physical Sciences and Engineering Library.

Part of the cloakroom was used to rehouse the seminar room permitting badly needed expansion of the reference area. However the need to extend the library, opened fifteen years ago, is becoming urgent. Moderately used material is having to be transferred to Store to make way for new additions. As a result more than 100 books have to be recalled from Store for users in some months. This inconveniences users and adds to the work of an already overburdened staff. Biological Sciences is a growth area in terms of both teaching and research and both will be hampered if library accommodation remains inadequate. During the year the Biological Sciences Library Advisory Committee resolved to bring the need for a library extension to the attention of the Vice-Chancellor.

There are other signs that facilities are running down. Frustration is caused by technical problems with a/v equipment. A growing volume of books requires repair. Additional staff are not available to meet the growing demand or to service the aging resources. Library staff are embarrassed by being unable to provide the quality of service which users have come to expect.

Health Sciences Libraries

The new Health Sciences Librarian, Robert Boot, commenced duty in August. With long experience with MEDLINE services and interlibrary loans at the National Library, and more recent experience in hospital librarianship in the Northern Territory, Mr. Boot is well qualified for this important position which co-ordinates activities at the Herston Medical, Princess Alexandra, Mater Hospital and Dentistry libraries.

A major step forward in 1989 was connection of all four libraries to the Online catalogue. This meant that for the first time users, as distinct from library staff, could easily discover whether items were held anywhere in the University Library. Where the holding library was using the PALS lending system, the user could see whether a wanted item was on the shelf or on loan. This development made these off-campus libraries much more closely integrated nodes of the library system than had previously been possible.

Dentistry Library

Use of this library has grown dramatically in the last three years while enrolments have remained stable. Loans, for instance, have risen by 59% to 9,289, but other use indicators, such as items requested from other libraries, have risen even more sharply. This is in spite of completely inadequate accommodation, which has not altered since 1942, and the need to withdraw annually from crowded shelves a volume for every new volume added.

The Library works closely with the Faculty. Reader education is formally incorporated in the academic programme and in 1989, for the first time, included instruction in use of the Online catalogue to which the Dentistry Library was connected in April. Sessions on OPAC were also held for postgraduate students and academic staff.

Another indication of co-operation was the raising of funds through the Faculty and the Alumni Support Group for the purchase of a workstation and software for MEDLINE on CD ROM. The University Library has funded this service at Herston and St. Lucia but is not in a position to provide it in all branch libraries which could use it. Self help was the alternative and the funds had been raised by the end of the year.

Space limitations prevent extension of library service to cover audio-visual materials or Computer Assisted Learning.

Herston Medical Library

Basic library activities continued at the usual level in this library. As in several other libraries the collection has grown to a point where, in spite of regular withdrawals, shelving is inadequate. A survey of seating use will be carried out in 1990 to see whether some seats might be replaced with shelving.

Consideration will also be given to relocating the Library's Computer Resource Centre. This was established some years ago, with strong and continuing support from the Faculty, to assist in making medical students computer literate. Initially its use was mainly for wordprocessing and other service functions, a role which the University Library has not assumed in other branch libraries. However Herston Medical Library is now acquiring more Computer Assisted Learning software, a role with which the University Library is more comfortable.

There is a high use of online access to MEDLINE, including many paid searches by outside users. The arrival of the disks for MEDLINE on CD ROM in December will, no doubt, affect this use but it is thought that online searching of the Canberra database through library staff will continue where searches cover several years of the database as this is done much more efficiently online.

The library also has Excerpta Medica on CD ROM, an annually updated index to this large abstracting service. In 1990 consideration will be given to the purchase of CD ROM databases in areas related to medicine such as Psychlit. Purchase of Current Contents - Life Sciences on diskette will also be considered.

Princess Alexandra Hospital Library

In addition to meeting a continuing high level of demand, several projects were completed in 1989. More than 1500 monograph volumes, half of the Library's collection, were sent to Store, all having been published before 1980 and not being classic texts. The backlog of binding was finally cleared; both the Hospital and the University had made special funds available over several years for this purpose.

Computerisation had a significant influence. With connection to the OPAC, users had access to the University Library's database for the first time. The Hospital provided a CD player for connection to the CAL PC; the MEDLINE database is being ordered. It is not known what effect the availability of MEDLINE on CD ROM will have on online searching. Five hundred and seventeen online searches were made during 1989.

Support continues to be received from the Lions Foundation, which funded the building of which the Library is part. The Lions contributed \$3,300 towards book purchases during the year.

For two years the library has opened on four evenings per week and on Saturdays, in response to requests from medical registrars for evening and weekend access. Statistics kept during that time have shown that little use is made of the library after 6.30 pm or on Saturdays. For 1990 the Management Committee has agreed to close the Library earlier on weekdays and not to open it on Saturdays.

Mater Library

A welcome development during the year was a move to positive planning for extension to the Mater Hospital Library building. This was first mooted in 1973 and the need has grown with every elapsing year. Use of the library has grown remarkably in that time and the need to limit backruns of journals to very recent years inhibits research by Hospital and University staff.

Connection to the Online catalogue helped to alleviate the limitations of the local collection. The Librarian reports that while many medical staff and University users were not disconcerted by the disappearance of the card catalogue, library staff had to spend considerable time with clerical and secretarial staff who borrow on behalf of departmental members. However a great many users are not familiar with the various kinds of printed resources available, books, journals, conference papers, reports, and formal instruction is proposed to assist them.

Some users were disappointed that the OPAC does not give access to the contents of periodicals. In 1990 Mater Library will be alone among the four Health Sciences libraries in not having a CD ROM Medline facility although one is available elsewhere in the Hospital. The Mater Hospital Library Management Committee agreed to review the situation at its December 1990 meeting.

Humanities and Social Sciences.

Architecture-Music Library

This is another library where accommodation constructed fifteen years ago no longer copes satisfactorily with increasing student numbers and changing patterns of use. Minor amelioration through expansion into a neighbouring teaching room was mooted but finally did not happen. The environment was not assisted by frequent air-conditioning problems and very poor cleaning services.

Introduction of the Online catalogue was a major advance in service to users, although it soon became evident that more terminals were needed. Access to music is in some ways different from access to other materials and a special manual is being written to assist users seeking music materials.

Pals Circ superseded Achilles in mid year and ARMUS staff shared in the problem solving which this entailed for all user libraries.

Most of the a/v materials, other than records, were intershelved with books. The Library acquired both a free standing video player and access to the central TV replay centre.

There was a moderate increase in funds for purchases which was supplemented by funds made available by the Department of Music. Replacement of heavily used material has become a significant cost; about 5% of expenditure on scores is for replacements.

Central Library

This heading covers Central Reference and Lending, Fryer, Thatcher and Undergraduate Libraries, distributed in the Central Library and Duhig buildings, and serving the Faculties of Arts, Commerce and Economics, Education and Social Work.

In an ideal world they would be housed in one building; the present physical arrangements impose substantial additional costs. Several reviews have not discovered a more effective use of the space available. The situation is again being reviewed as a consequence of the proposed phasing out of Thatcher Library.

Central Library is unable to accommodate a research collection of the quality required by the University's statements about its research aspirations. There appears to be no hope that Government will fund the building extension which is well overdue and its cost would challenge the skills of the most persuasive public fundraising specialists.

In these circumstances the Library has no option but to outhouse an increasing proportion of the research collections, now in three locations, absorbing the staff costs involved. During the year it appeared possible that the Fryer Library might become part of a proposed new building, to be funded by public appeal. While this would not be an ideal solution, it is the only glimmer of relief in a depressing situation.

Central Reference.

Central Reference is a victim of its own success in providing a high quality of service and implementing recent technology.

Statistics show that directional and reference enquiries have continued to rise in spite of attempts to encourage self help through displaying frequently used reference works more prominently, providing better signs and placing reader education material where it is most easily available. There are times when as many as five desk staff are required to service the number of clients.

Users need more assistance with OPEC use than was necessary with the card catalogue because it offers so many and such sophisticated means of access to the collection. Each CD ROM user needs a training session. The Principal Librarian, Mrs. Dryburgh, has commented

Very new technologies - such as the Online catalogue and CD ROM, when first used by staff and students, demand some basic assistance, particularly when used by those not generally accustomed to automation.

We would see that this may decline as more people become familiar. However we suspect that there will always be a new and naive group coming through. Past experience with microform machines, where we feel we must have assisted every citizen of Brisbane in the use of every machine, but where many users still need help, is not a good omen.

The level of help we give in most cases is to take users to the point that they are confident with the most basic commands, anything from a couple of minutes to ten or more for the computer phobics.

The result of diminishing online catalogue help may well develop a level of frustration among our users which is bad public relations.

We could conceivably provide less assistance with CD ROM database usage. However frustration is likely to be considerable because of the short periods available for booking because of the popularity of the databases. Without assistance many new users will achieve little in one half hour.

One decision we have made is that until there is further discussion on service levels we just cannot cope with any more popular CD ROM titles.

The volume of users who are not QU staff or students also causes embarrassment. To quote Mrs. Dryburgh again

Central Library is a first port of call for many users who are not staff or students of this University. Our assistance here is often done as part of a public relations function of the Library. There are several complicating factors;

- (a) they will need time consuming assistance with the Online catalogue and with CD ROM use, and are often unfamiliar with these tools. They are much less likely to have had relevant reader education;*
- (b) they will need a complete introduction to many aspects of library usage, - knowledge which our staff and students have picked up through orientation literature, reader education, knowledge of the workings of the University. So they tend not to need specific help but a complete introduction to everything to do with information and the use of libraries;*
- (c) they often wish for a level of service beyond the normal provision of "guidance and being left to themselves". Many expect us to find information - in fact to do their work for them - tell them what to read, where it will be, how to use it. We don't aim to do this, but often spend considerable time gently directing people in working independently. In fact we often find ourselves manoeuvred into doing a lot of the work.*

Online searching increased slightly during the year. A number of searches were also done on CD ROM by library staff, usually on the complex CDATE (Census) database. A charge is made for such searches. Regular access is also made to the library databases at the State Library, QUT and BCAE.

On Parents Day some 3,000 parents attended four sessions in Central Library. The numbers are now so large that the Library either had to withdraw from this activity, or handle it some other way. For 1990 it was planned to open more libraries and bring some library staff on duty. While this means extra costs, the Library feels an obligation, in the University's interest, to continue to assist with this important public relations exercise.

Three hundred and thirty-three students participated in 56 Orientation tours. Forty eight Online catalogue classes were held for 417 students and staff. Forty-seven other classes were given, mainly for post-graduate or senior undergraduate students, to 676 students from 33 courses.

New pamphlets were issued entitled *Overseas Newspapers held in the University of Queensland libraries*, *Current newspapers*, *Pacific history*; a *select list of primary sources*, *How to find items on your reading list*, and *Library jargon*. Guides were produced for each CD ROM database. Many other library guides were updated or reprinted.

Among staff development activities a number of staff were trained in using Conspectus for assessing the quality of sections of the collection. This is in preparation for participation in an Australia wide exercise. Assessment of some parts of the collection revealed weaknesses which need urgent remedial action.

Central Lending

Central Lending services had a major role in the replacement of the Library's own Achilles lending software with PALS CIRC software in mid-year. The Central Lending Librarian, Kingsley Gurney, was given responsibility for checking the PALS CIRC software, for recommending changes, and for chairing the CIRC Implementation Committee which reviewed lending practices across the University Library, and tested the software. It also organised basic training for more than sixty library staff in the six libraries formerly using ACHILLES and advanced training for half of them. Training for relevant staff in the remaining libraries was carried out in the Long Vacation.

It is a great credit to Mr. Gurney and the Committee that the transition went relatively smoothly, considering that software was still being tested and altered right up to the point of implementation. A number of desirable enhancements were still outstanding at the end of the year.

Mr Gurney reports

The more straightforward circulation transactions, charge, renew and discharge, are quicker and should speed up service to patrons. Patrons have taken enthusiastically to placing their own holds at online catalogue terminals. Patrons can look up their own records on online catalogue terminals and so manage their loans and reservations better.

In other areas, however, it must be said that the PALS system is a step backward from the ACHILLES system as far as patrons are concerned. The system is less flexible - anything other than the simplest transaction takes much longer to complete.

A CIRC Users Group has been set up as an advisory and consultative committee on the use of the automated circulation system and to act as a forum for discussion of circulation policy issues of library-wide significance. The terms of reference and membership of the Group provide the appropriate environment for ensuring that in circulation matters the Library remains responsive to the environment and that present and future needs of users are considered in developing the circulation system and services.

A very large number of library staff worked hard and intelligently to ensure that the change of system was relatively painless to users and great credit is due to them. It is hoped that some of the remaining unsatisfactory features of CIRC will be eliminated either through local enhancements or through the implementation of software updates.

The normal work of Central Lending services continued much as in previous years. Arrears of reshelving continued to occur at peak periods and efforts will be made to eliminate these if funding permits. Of the 1,929 items for which users submitted search cards, 75% were found on first search, usually on the shelves. A further 11% were found on subsequent searches.

Fryer Library

The possible inclusion of Fryer Library in a new building housing other outstanding university collections has already been mentioned. Fryer Library's collections, working areas and conservation facilities are presently distributed over several buildings. The Library would welcome an opportunity to bring these facilities together in an appropriately designed, environmentally controlled space with reasonable provision for collection growth.

Collection growth continues. There were 202 accessions of print or manuscript materials during the year. Among the manuscript collections were the following;

From Mr. Tom Shapcott, papers relating to White Stag of Exile and personal and literary papers;

From Mr. Alan Wearne, drafts of two poem sequences as well as personal and literary correspondence;

From Mr. David McCristal eleven volumes of his father's scrapbooks covering music in Queensland from 1916 to 1981;

From Mr. Bruce Giles, diaries of his father who managed Elsey Station, the site of Mrs. Aeneas Gunn's We of the Never Never, for some thirty years;

From Mr.C.M.Manning, records of Provincial Newspapers (Qld);

Through Dr.J.Siracusa, papers relating to the FitzGerald Commission, including an annotated photocopy of Sir Terence Lewis' diary.

Fremantle Arts Centre Press generously continues to donate copies of its publications.

It will be seen that Fryer Library continues to attract outstanding research materials, so much so that the Library faces a dilemma. As in the case of Geology mentioned below, the Library is unable to allocate to Fryer the staff resources required to accession, record, conserve and administer what is, in fact, a library centre of excellence.

Library administration has to balance the need to fund services required by a growing and increasingly sophisticated staff and student population across many disciplines against the claims of a very labour intensive centre of excellence servicing a comparatively small user population. Inevitably the consequence for Fryer is backlogs in both reader services and processing of incoming materials, and the prospect of reducing the scope of its collecting.

If Fryer's collections and services are to be maintained at the level which its national profile would justify, it may be necessary to seek outside support to supplement the funds which the University can provide.

Friends of Fryer held two meetings during the year. The first was addressed by Professor Geoffrey Bolton; at the second Margaret O'Hagan and Robert Sheehy spoke about conservation of library materials.

Dr. Tom Stephens retired as President of Friends of Fryer. It was a privilege to have the support of such a courteous and scholarly Friend. He was succeeded by Dr. Stan Mellick.

Thatcher and Ringrose Libraries

Having failed to qualify as a Distance Education Centre the University finally decided to withdraw from external studies. While there were indications that new modes of study might develop in some departments, under which students would not always be on campus during Semester, this would not justify the continuation of the Thatcher and Ringrose libraries.

As already noted, arrangements were made for all Ringrose libraries to be taken over by other local institutions. Planning commenced to phase out Thatcher Library in step with the decline in external enrolments. While it may be continue to be necessary to provide some form of off-campus library service, this is not seen as requiring the dedicated library collection which made the quality of its library service a recognised feature of external study at this University.

As was to be expected loans from Thatcher Library to external students declined by 17% in 1989 to 14,943. The decline in postal loans, 30%, was particularly significant. By contrast loans from Thatcher to internal students continued to increase, by almost 40% to 15,167.

Undergraduate Library

With a mission to supply the coursework requirements of courses in Arts, Commerce and Economics, Education and Social Work the Undergraduate Library continued to be very heavily used. This is not to say that all students found what they wanted when they needed it, especially when many students wanted the same items simultaneously. However the principal reason when items are not available is usually that the teaching staff member concerned has not told the library of the course requirements. The Library puts a lot of effort into contacting staff for this purpose. As the Undergraduate Librarian, Wendy Cooper, comments

As usual cooperation was received from some academic staff, while others did not cooperate with the library at all.

In 1988 a/v materials relating to Undergraduate library activities were repackaged and intershelved with books. Loans of a/v materials were not separately identified but use appeared to increase considerably.

The Undergraduate Library is heavily used by students in Education and Psychology. It was considered worth investing in copies of the ERIC and Psychlit CD ROMS to supplement the copies held in Central Library.

The computer system facilitates loans of books between libraries. Undergraduate Library borrows from both Central and Thatcher libraries to supplement its own holdings when demand is high.

Although, to quote Miss Cooper again

academic staff are less able to allocate time to library skills as their schedules have become more hectic and student numbers have increased

160 class talks or tutorials were given to an attendance of 8,275 students. Eighty-five Orientation tours were given to 1,013 students.

As elsewhere in the Library Undergraduate Library staff faced new challenges associated with the introduction of the Online catalogue and the CIRC system. PALS allows temporary materials such as photocopies to be listed and searched and this is a very useful facility.

Staffing arrangements have been reviewed to provide maximum staffing at peak periods. This has required the employment of more half-time Library Assistants and changes to rosters. As Miss Cooper says

Undergraduate Library has increasingly become a supermarket as student numbers have increased and teaching has become less personalised. Advanced technology has increased this tendency in the library.

It is worth pointing out that the decline in teaching staff ratios is compelling students to rely more heavily on library services, especially in the Humanities and Social Sciences. Since the Library is under the same financial pressures as teaching departments there is a limit to its capacity to absorb this increasing load.

Law Library

During 1989 the Law Library occupied two floors of the Undergraduate Library while its own accommodation was comprehensively refurbished and extended. Although the seating available was reasonably adequate, the staff area left much to be desired and the overall arrangements restricted some customary activities such as reader education classes.

Planning for the refurbished library includes the provision, for the first time in the Law Library of facilities for audio-visual materials, Computer Assisted Learning and CD ROM. It is predicted that the latter will have a major impact on access to legal information.

Introduction of the Online catalogue has been especially significant in encouraging use of Law Library material which is, of course, of interest beyond staff and students in the Law Faculty. In addition to providing reader education for Law students the library has, for some years, given a reader education class to second year Social Work students. In 1989 a session for Social Work postgraduate students was also given.

With the completion of expenditure from funds provided to remedy some of the deficiencies in the collection which were highlighted by the Review of Law Schools, the rate of acquisition of new materials declined. Nevertheless a considerable number of significant reference works was acquired. The number of standard texts which were traditionally published every few years in revised editions but now appear as loose-leaf services continues to grow. At a time when there is pressure to restrain the increase in ongoing financial commitments, these changes are difficult to accommodate within the budget.

Physical Sciences and Engineering Libraries

In the five libraries which were to become the new Physical Sciences and Engineering Library (PSE) in 1990 the year was one of preparation and some uncertainty. In Mathematics Library, for instance, serials records had to be transferred to K sheets for interfiling in the PSE Library records. All monographs had to be barcoded, and this showed up some past irregular practices in one library. An effort was made to weed the Engineering Library to avoid taking obsolescent material to PSE. All periodicals in Chemistry and Physics had to be labelled **Not for loan** and the miscellany of coloured tapes used to designate locations had to be brought into a uniform scheme.

It was not possible to make decisions about staff transfers until late in the year, and this did not help morale. Virtually none of the staff in the component libraries had experience with OPAC or computerised lending, both of which were to be operating in PSE from Day One. In these

circumstances a great deal of time went into staff training and development. Professional staff continuing in the new library met regularly to discuss various PSE matters and this helped towards creating a team spirit. Pamphlets were prepared to publicise the services and policies of the new library.

In the meantime the normal work went on, affected by increases in student numbers.

It is a tribute to the good relationship which exists between the Library and teaching departments that Chemistry, which was most aggrieved at the merger with PSE, invited the University Librarian to a wake to mark the removal of the Chemistry Library to its new quarters.

Geology Library

It had been decided in 1988 that Geology Library would not move to PSE. This was probably just as well because the growth in student numbers in other PSE departments, unanticipated when the new library was planned, will put an unexpected additional demand on its facilities.

Nevertheless the Geology Library presents problems which must be addressed. The most obvious of these is that, although it is one of the few library collections in the University of national distinction, it is also the only large research collection in the University Library which is not in air-conditioned accommodation. This priceless collection is exposed to dirt, humidity and extremes of temperature which will ensure that it continues to deteriorate physically, either becoming unusable or requiring expensive conservation. The Pacific Rim Earth Sciences project which was to provide new accommodation appears to have evaporated. Moreover the collection and its users are very poorly housed, security is extremely poor and the library staff facilities are appalling.

Unless the University is willing to have this outstanding collection deteriorate rapidly, a substantial amount of money must be found to extend the library and create an air-conditioned environment.

Staffing the Geology library is a further problem. At a time when it is under pressure from the increasingly sophisticated demands of a growing University population, the Library has great difficulty in allocating sufficient staff to maintain a highly specialised Geology collection which has a comparatively small clientele. That clientele includes staff and students from departments other than Geology, and the number of such users grew in 1989, apparently as a consequence of the more widespread knowledge of the Library's contents following the introduction of the online catalogue.

In terms of its intake of serials and maps, the Geology Library has a larger work load than would be normal for the number of users which it serves. It is also the Library's, and the University's, richest map repository and servicing a map collection is labour intensive.

The University has to decide whether it is willing to provide housing and support for the Geology Library which will enable it to survive as an outstanding research collection. A new professor and head of department is to be appointed in Geology. The University Librarian will be seeking the new Professor's views on the future mission and goals of the Geology Library as the basis for a joint approach to the University for funds for proper accommodation. Clarification of the future role of the Geology Library will also enable the University Library to establish the priority for allocation to it of additional staff resources.

Conclusion

There were a number of positive developments in 1989 and the certainty of others in 1990. These include

- * the extension of OPAC to most branch libraries and the enthusiastic response to it of many users;
- * the transfer, albeit with much stress on the staff concerned, from the ACHILLES Lending system to the PALS CIRC system in most St. Lucia libraries;
- * the introduction of CD ROM databases to several branch libraries;
- * the highest intake of monographs for four years;
- * progress with strategic planning.

In 1990 two major areas, Physical Sciences and Engineering and Law, will have greatly improved accommodation and be in a position to offer improved levels of service.

The major problem for the Library remains, as frequently stated in this report, the gap between the University's aspirations to support research in all its disciplines and the inadequacy of the funds available to achieve this goal. Nor is there any discernable prospect that funding will increase; on the contrary the average percapita funding per students seems destined to continue to decline. In these circumstances the Library will not be able to provide the information resources for many disciplines to sustain a high quality research programme. For the present this is less true of science, engineering and medicine than for the smaller Humanities and Social Sciences departments. However a downturn in the exchange rate for the Australian dollar, which is constantly predicted by economic "experts", would bring another round of subscription cancellations which would inevitably cut back, perhaps heavily, the intake of journals which underpins much scientific research, weakening library resources in those areas also.

A further problem is the stress which a growing body of increasingly sophisticated library users is placing on the Library's staff resources. The need to shore up the purchasing funds for library materials conflicts with the need to appoint additional staff to service user demand. Even if not cut intentionally the quality of library service is in danger of gradual decline.

Finally, and most intractably, the Library has chronic accommodation problems in Central, Dentistry, Geology and Mater Libraries, and a need for extensions to Biological Sciences and Architecture-Music libraries. This is not to disparage the dramatic improvements represented by the Law and PSE libraries. However these service only a portion of the University's disciplines.

Operation of the Library is a team effort. The University, and the University Librarian, are fortunate to have a library staff which responds positively to challenges, values the freedom to take initiatives, and demonstrates a high level of professional expertise and commitment. This Report intentionally concentrates on organisational issues and achievements. The quality of the latter is due to the excellent work of many individuals.

F.D.O. Fielding
University Librarian

UNIVERSITY LIBRARY STATISTICS 1987-1989

	1989	1988	1987
1 <u>Library Staff</u>			
Graduate Professional staff	66.97	67	68
Non Graduates with professional qualifications	3.50	4.5	6
Graduates without professional qualifications	4.50	7.75	10.25
Library Assistants	99.67	98.75	94
Technical Assistants	2.00	2	3
Administrative/Clerical	17.96	19.75	19.25
Library Attendants	29.30	29	28.5
Others/Casual equivalent	7.87	5.25	5
TOTAL	231.77	234.00	234.00

Distribution of Staff

Administration and Systems	12.33	11.75	10.5
Technical Services	52.71	55.5	58
Reader Services (Central Library)	57.4	55.75	55.75
Reader Services (Branches)	105.33	106	103.75
Other	4	5	6

2 Services

Items Lent			
Central Library	267,514	260,700	265,701
Branch Libraries #	693,601	696,594	683,672
Items Lent to Libraries Outside Univ	12,648*	13,601	17,429
Items Borrowed from Libraries Outside QU	15,474	16,198	14,484
On-line Information Searches Made	2,559	2,488	2,646
Reader Education Classes Held	324	285	227
Normal hours of opening per week (Central) during academic year	72	72	72

Includes all Reserve Collection lending whether extra-mural or not. (Total of 116,856 Reserve Collection loans in 1987, 126,076 in 1988 and 122,885 in 1989.

* Excludes 5235 loans made by other Library Couriers.

	1989	1988	1987
3. <u>Acquisitions</u>			
<u>Books #</u>			
New titles by purchase	14,806	10,760	9,995
New titles by gift	4,257	2,885	3,104
Total volumes added	28,613	23,281	21,080
Total volumes deleted	*35,753	10,519	10,015

Includes music scores and UQ theses

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

	1989	1988	1987
<u>Periodicals</u>			
Total Number of Titles Received	19,370	19,332	20,023
Number of non-duplicate titles received	15,767	15,731	16,301
Number of new titles received	629	646	421
Number of titles discontinued	674	1,388	1,217
Total bound volumes added	15,675	17,724	17,562
Total bound volumes deleted	2,570	1,669	217
Total bound volumes in library	1,392,861	1,387,009	1,358,192
Manuscript entries prepared	2,134	1,842	68
Manuscripts added	130 boxes 89 items	260 boxes 56 items	2,834 box 45 items

Microforms

New monograph titles added	6,300	7,294	1,098
New periodical titles added	11	38	7
Total titles held	*22,057	15,746	8,414

* Represented by 73,172 reels, 471,993 fiche/cards

	1989	1988	1987
<u>Audio-Visual Materials</u>			
New Titles added	868	779	651
Holdings - Audio recordings	25,788	25,200	24,826
Films	619	638	642
Film Strips	630	629	632
Maps (Pieces)	21,059	19,459	18,584
Microcomputer software (Floppy disks)	184	127	101
Slide Sets	1,172	1,158	1,088
Video tapes	3,455	2,907	2,742
Production - Audiotapes recorded	1,662	1,408	982
Film Strips produced	0	1	7
Slide Sets produced	7	10	12
Videotapes recorded	2,457	2,061	1,472

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	
	1989	1988	1989	1988	1989	1988	1989	1988	1989	1988
Central Library (incl. Fryer Library and Audiovisual Services)	620,777	616,054	8,162	8,202	267,514	260,700	0	0	3,678	3,508
<u>BRANCH LIBRARIES</u>										
Undergraduate	96,170	95,822	300	294	267,853	275,844	21,785	23,216	0	0
Arms	40,130	39,079	565	580	23,078	20,344	13,320	14,110	268	273
Biological Sciences	109,714	107,844	2,962	2,919	65,818	67,171	22,154	24,008	3,321	3,803
Chemistry	21,147	21,140	305	318	6,936	7,012	6,568	6,103	326	281
Dentistry	6,293	6,321	162	162	8,537	7,548	1,006	1,522	251	211
Engineering (incl. Elect Engineering)	57,399	58,428	2,164	2,165	29,806	31,871	11,741	15,498	679	789
Geology	31,291	30,576	1,034	1,032	5,067	4,686	5,556	4,302	381	436
Herston Medical Library	47,992	47,672	1,527	1,523	33,874	32,050	6,779	6,955	2,415	2,688
Law	53,523	51,659	692	619	14,736	13,191	25,574	20,540	164	158
Mater	7,842	7,667	263	259	8,325	8,868	1,301	1,372	241	358
Mathematics	19,837	19,725	368	367	9,697	10,390	4,378	5,266	147	155
Physics	19,089	18,699	481	480	3,828	3,928	683	632	94	43
P.A.H.	11,048	11,322	347	346	17,488	17,638	2,040	2,552	683	898
Thatcher*	102,544	127,040	38	65	71,017	67,976	0	0	0	0
Store A	127,569	117,580	0	0	3,911	1,798	0	0	307	428
Store B	20,496	10,381	0	0	745	203	0	0	75	83

5. Financial statistics

	<u>1989.</u>	<u>.1988.</u>	<u>1987.</u>
<u>A. Books and backruns of periodicals</u>			
Library Vote (Recurrent Grant)	906,213.	.632,051.	564,534.
Library Special Equipment Grant	274,335.	.361,202.	107,155.
Bequests and donations	32,081.	41,134.	12,188.
Other library funds	17,472.	7,895.	16,873.
Fee paying courses	10,346.	NA.	NA.
Dept Research funds	23,801.	46,159.	160,689.
Dept Maintenance funds	6,357.	5,903.	6,384.
Other Dept funds	8,313.	15,669.	24,512.
Teaching Hospitals Recurrent Grant	Nil.	5,745.	39,600.
Hospital Boards	28,922.	21,767.	9,919.
<u>Total Books</u>	<u>1,307,840.</u>	<u>1,137,525.</u>	<u>941,854.</u>
<u>B. Continuing subscriptions</u>			
Library Vote	2,135,751.	2,019,525.	1,883,867.
Library Equipment Grant	94,480.	63,806.	84,200.
Bequests and donations	3,466.	7,450.	4,405.
Other library funds	2,010.	1,450.	2,778.
Fee paying courses	805.	NA.	NA.
Dept Research funds	28,922.	26,168.	21,028.
Dept Maintenance funds	2,757.	1,068.	2,100.
Other Dept funds	2,975.	1,733.	3,334.
Teaching Hospitals Recurrent Grant	25,000.	34,500.	13,800.
Hospital Boards	108,907.	75,278.	121,255.
<u>Total continuing subscriptions</u>	<u>2,405,073.</u>	<u>2,230,978.</u>	<u>2,136,767.</u>
<u>C. Audio-visual materials</u>			
Library Vote	43,227.	44,312.	19,271.
Bequests and donations	84.	71.	562.
Dept Research funds	242.	181.	747.
Other Dept funds	9,407.	6,387.	5,560.
<u>Total Audio-visual materials</u>	<u>52,960.</u>	<u>50,951.</u>	<u>26,140.</u>
<u>Total Library materials</u>	<u>3,765,873.</u>	<u>3,419,454.</u>	<u>3,104,761.</u>
<u>D. Expenditure on operating costs.</u>			
<u>Binding</u>			
From Library vote	298,491.	277,332.	290,468.
From Hospital Boards	20,699.	16,555.	13,090.
<u>Total</u>	<u>319,190.</u>	<u>293,887.</u>	<u>303,558.</u>
<u>Running costs</u>			
From Library Vote	616,740.	534,966.	391,995.
From Hospital Boards	10,194.	9,631.	9,819.
From Bequests and donations	Nil.	2,058.	Nil.
<u>Total running costs</u>	<u>628,992.</u>	<u>546,555.</u>	<u>401,814.</u>
<u>Total operating costs</u>	<u>948,182.</u>	<u>840,542.</u>	<u>705,372.</u>

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

E. Equipment

From Library Vote	766,034.	1,383,778.	153,226.
From Hospital Boards	4,548.	1,590.	955.
From other funds	5,432.	Nil.	166,318.
<u>Total Equipment</u>	<u>776,014.</u>	<u>1,385,368.*</u>	<u>320,499.</u>

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

Salaries and salary costs

From Library vote	6,382,916.	5,591,246.	5,568,703.
From Hospital Boards	197,701.	285,732.	165,173.
Fee paying courses	14,690.	Nil.	Nil.
From other funds	91,205.	204,985.	110,093.
<u>Total salaries and salary costs</u>	<u>6,686,512.</u>	<u>6,081,963.</u>	<u>5,843,969.</u>

G. Summary of Library expenditure

Library Materials	3,765,873.	3,419,454.	3,104,761.
Operating costs	948,182.	840,542.	705,372.
Equipment	776,014.	1,385,368.	320,499.
Salaries and salary costs	6,686,512.	6,081,963.	5,843,969.
<u>Total Library expenditure</u>	<u>12,176,581.</u>	<u>11,727,327.</u>	<u>9,974,601.</u>

H. Source of funds

Commonwealth Government			
Library vote	10,383,338.	9,099,432.	8,727,322.
Research	52,965.	72,508.	118,123.
Equipment	1,134,849.	1,808,786.	359,140.
Teaching Hospitals Recurrent	25,000.	40,245.	53,400.
Departmental Maintenance	9,114.	6,971.	
Other departmental funds	20,695.	23,789.	64,341.
Hospital Boards	370,971.	410,553.	320,211.
Fee paying courses	25,841.		
Other Library funds (including Bequests and Donations)	153,808.	265,043.	332,064.
<u>Total</u>	<u>12,176,581.</u>	<u>11,727,327.</u>	<u>9,974,601</u>

Library expenditure of Recurrent and
Equipment funds as % of University
Recurrent and Equipment funds.

7.58% 7.9% 7.15%.

Total Library expenditure as % of total
University expenditure (except Building
funds)

5.8% 5.6% 6.21%.