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UNIVERSITY OF QUEENSLAND LIBRARY



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UNIVERSITY OF QUEENSLAND LIBRARY

27 AUG 1983

# ANNUAL REPORT OF THE UNIVERSITY

## LIBRARIAN FOR 1982



James Forsyth Librarian

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

Deputy University Librarian

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Principal Librarian (Administration)

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Senior Principal Librarian i/c Cataloguing

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Principal Librarian i/c Biological Sciences Library

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

Principal Librarian i/c Health Sciences Libraries

Frances Flynn, M.S. Simmons Mass.

Principal Librarian i/c Collection Development

S.J. Routh, B.A., M.S. Col., A.L.A.A.  
(from November 1966)

Principal Librarian i/c Undergraduate Library

Wendy M. Cooper, B.A., A.L.A.A.  
(from February 1980)

Principal Librarian i/c Central Reference

B.K. Paton, B.Sc., Dip.Lib. (RMIT).  
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Front Cover: The ACHILLES lending system is now operating in the four largest libraries and at Griffith University.

## UNIVERSITY OF QUEENSLAND LIBRARY

### ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1982

The consequence for users of a reduction of 5% in library salary expenditure in 1982 created far more turbulence than the gradual erosion over several years of the Library's purchasing power. While this may be explained in part by the visible nature of the consequences in terms of service and by the fact that the majority of students are more inconvenienced by reduced hours than by the absence of research material, it also emphasises a change in the nature of libraries which many university teachers and administrators have overlooked. In their preoccupation with building the local research collection, they have not noticed how the services provided by library staff have increased in importance in terms of organising an increasingly voluminous and complex information supply, and guiding users through the information jungle. At the same time individual libraries can afford only a decreasing proportion of world publication but since the volume of research and its reliance on information has grown, library staff provide an essential service in acting as intermediaries in obtaining information from wherever in the world it happens to be located.

Disapproval has been expressed frequently by various commentators in recent years about the growing proportion of library budgets taken by staff salaries. The consequences of attempting to redress the balance, albeit in the name of balancing the university's budget, rapidly became apparent in 1982.

#### GENERAL MATTERS

##### Staff and services

The Library was fortunate that, in coping with the 5% salary reduction imposed throughout the university, it was permitted to manage the funds available; the alternative of a blanket freeze on all vacancies until the "saving" had been achieved would have been disastrous for library users.

The strategy adopted was to freeze certain positions, to carry gaps between resignations and appointments, to grant leave without pay requests whenever possible, to defer replacement of those on leave without pay or maternity leave as long as possible or replace them with more junior appointments and to make appointments at lower levels than that of a person who had resigned or retired.

These measures achieved the desired financial objective and are again being used in 1983 to cope with a further 3% reduction in the Library Salaries vote. The morale of library staff in these circumstances was not helped by having to explain the shortened hours to outraged users, even though the Students' Union Officers were at all times sympathetic and supportive.

In an attempt to relieve pressure on the remaining staff the hours of opening of the four libraries with the longest span, Central, Undergraduate, Biological Sciences and Law, were initially reduced by seven and a half hours per week. To avoid having the burden fall most heavily on part-time students, opening of Central, Undergraduate and Law was moved from 8.30 a.m. to 10 a.m.; this proved very unpopular with full-time and some part-time students and the Finance Committee eventually released sufficient additional money for the restoration of the former opening time in Undergraduate and Law at the cost of those libraries closing on Saturday morning for all but three weeks of the teaching semester.

In fact these measures have not decreased the workload other than the need to staff particular service points at certain times. There has been no effect on the number of books to be shelved, catalogue cards filed, books and other materials to be processed or loans to be transacted. Relief staff had to be supplied frequently at the expense of the Library's ordering, accessioning and cataloguing departments leading to delays and bottle-necks in the processing of new materials.

Once again the search for activities which could be discontinued proved fruitless. There is no doubt that the existence of six libraries serving physical sciences and engineering causes a wasteful use of staff time but even if they could be brought together, for which no accommodation exists, there would be a growth in demand which would absorb just as much labour even albeit more productively. The Library is continuing to invest in technology, but here too the improvements tend to be in quality rather than in financial economy. The fact is that there is an almost insatiable demand for library services and resources and it would be no credit to the university as an institution of learning if this was not the case. However, as the Deputy Librarian writes in his report to me "It is easier to eulogise, at committee and board meetings, on the central and important place the library should occupy in the university than to translate this into effective action or decisions that are reflected in the realities of the budget allocation."

It has to be recognised that because of the difficulties of reducing expenditure on academic salaries through attrition, the general staffing of the university is bearing the brunt of the financial "savings." In the short term this is bound to be counter-productive; in the long-term the balance between teaching and research on the one hand and essential support services on the other must be restored. Failure to do this will lead to uneconomic use of teaching staff time.

Not all of the Library's energy goes to serve its own university community, narrowly defined. A large number of professions in Queensland rely heavily on our resources which are in many cases the only substantial specialist library resources in the state. Efforts are being made to identify such library use with a view to cost-recovery. The library subscription arrangement being made available to all who join the "Alumni in contact," commencing in 1983, is an attempt to meet a long expressed wish by graduates to borrow from the Library while at the same time trying to recover the cost of supplying such a service.

Another group of outside users are libraries, especially those in the Brisbane metropolitan area, the latter borrowing more than half of the 28,200 items lent to other libraries in 1982. Following the adoption in November 1982 throughout Australia of a basic \$3 charge for the first 30 exposures of a photocopy it was decided that this Library would extend such charges to Brisbane metropolitan libraries, previously exempted from the former \$1 charge. It was also decided that photocopy would be the preferred method of meeting inter-library loan requests for periodical articles. The income from these charges will be used to employ special staff to carry out work related to meeting inter-library loan requests thus relieving library staff as far as possible of this work.

Employment of staff from this and other cost-recovery services, such as on-line information retrieval, is obscured by the way in which official statistics are kept. In these the total of library staff appears to hold steady or even increase whereas in fact fewer staff are being paid from the university's recurrent funds.

At the end of the year, in addition to a general feeling of exhaustion, there was tangible evidence of the effects of staff reductions in the form of a backlog of material awaiting cataloguing. Approval was obtained to apply funds from another area of library expenditure to employ temporary staff to reduce these arrears.

#### Library materials

The vagaries of international currency exchange rates continued to make budgeting very imprecise. The strengthening of the \$A had left the Library with a large surplus at the end of 1981 and a sympathetic Senate Finance Committee permitted the Library to use that credit in 1982. In consequence there was no panic to cancel periodicals subscriptions, as occurred in some less fortunate university libraries, and the apparent fall of nearly 3,000 in monograph volumes added will probably be redressed in 1983 because of the time-lag between ordering and delivery. In this regard it is ironical that while changes in data communication are permitting faster communication with suppliers and computer-based processes within the Library are gradually shortening processing time, nothing can be done about the principal delay in acquiring new material, the delivery period for surface mail.

Movements in prices of books and periodicals in the countries of origin, from which most of our purchases come, can be misleading when translated into payment in \$A. The AVCC cost movement index for current monographs and periodicals, to which this library contributes data, shows that monograph prices rose by 23.4%, compared to only 3.3% in the previous year, while periodicals subscriptions rose by 25.3% compared to 7.4% in the previous year. The decline in the inflation rate in the United Kingdom and the United States was more than outweighed by the fall in \$A value. In our own case invoices for periodicals worth hundreds of thousands of \$ unfortunately fell due precisely when the \$A was at its lowest.

Table 4 of the statistics shows that expenditure on books and backruns of periodicals increased by 47% to \$530,650 whereas expenditure on periodicals subscriptions rose only by 20% to \$973,306. This change temporarily reduced the proportion of overall expenditure on periodicals, from 68.4% in 1981 to 63.1% in 1982, a welcome reversal of recent trends. However, this change was largely due to the carryforward of funds from the previous year. The estimated proportion for 1983 is 68%.

Table 1. Additions to stock (monographs) 1978-82

	New monograph titles purchased	Monograph volumes added
1978	17,195	41,423
1979	14,554	37,647
1980	10,397	22,683
1981	13,342	27,873
1982	15,076	24,924

It is obvious from Table 1 that the number of multiple copies being bought for large classes continues to fall. A number of reasons may be advanced for this. One is that courses are remaining more stable, partly because few new staff are appointed, and consequently older titles are superseded more slowly. However, there is some evidence that the reductions in library staff, particularly in the Undergraduate Library, are restricting the time which library staff can devote to assessing needs and placing orders.

Some periodicals subscriptions were cancelled due to a change in policy in Thatcher Library but the majority of the subscriptions discontinued in 1982 were due to cessation of publication. Of the 273 discontinued gift and exchange periodicals, some will have ceased publication but other cancellations have been caused by the need for all institutions to review the value and cost of the material being exchanged.

Table 2 summarises changes in serials for 1982.

Table 2. Serials statistics 1982

Unique titles

By subscription	
New	381
Discontinued	198
Total Unique subscriptions in December 1982	9959

Duplicate subscriptions

New	74
Discontinued	120
Total duplicate subscriptions in December 1982	2444

Unique gift and exchange titles

New	196
Discontinued	300
Total gift and exchange titles in December 1982	7278

Duplicate gift and exchange titles

New	18
Discontinued	49
Total duplicate gift and exchange titles in December 1982	1802

The comparatively large number of duplicate subscriptions is largely accounted for by the existence of three hospital libraries and the Central Medical Library. Since they serve both university and hospital medical staff the hospital libraries must each have its own core of basic medical periodicals. Half of the cost is met by the relevant Hospital Board.

The withdrawal programme continued, as it must if the libraries are to be able to shelve new material. Until funds become available to extend libraries, there is no alternative. There is no doubt that many scholars are hindered by not being able to consult stored material freely, particularly the monographs, but this is the price of the government's unwillingness to finance building construction.

Table 3 Summary of withdrawals, 1982

Monograph volumes discarded	8807
Periodicals volumes discarded	<u>4856</u>
Total volumes discarded	13663
Monograph volumes sent to Store	9787
Periodicals volumes sent to Store	<u>2958</u>
Total volumes sent to Store	12745

Planning and development

The on-line Lending system, now known as ACHILLES, had become operative in Central Library in 1981. In 1982 it replaced the former on-line system in Undergraduate Library and was introduced in Biological Sciences Library. Griffith University also became a user. Major functions became operative successively as software was developed and by the end of the year only a few refinements remained to be completed. There were plans, since implemented, for Thatcher to join ACHILLES in 1983 and successive extension to other branch libraries, including those off campus, is proposed.

ACHILLES has aroused considerable interest elsewhere in Australia and credit is due to the team who developed it and especially the Library's Systems Section.

During 1981 a way had been sought to replacing the unsatisfactory microfiche Union List of Serials by a full serials catalogue on computer output microfiche. At that time it had been thought that software and computer facilities at another Brisbane tertiary institution might be used but various difficulties emerged. During 1982 a consultant was employed to assist the Systems Section and plans were later developed for inhouse production of software to run on the Library's own minicomputers.

By the end of 1982 functions had been built on the ACHILLES software which enabled input of serials data to commence. This data is of a quality which meets national standards, technically AUSMARC 3, and also conforms to the AACR2 cataloguing code. Programmes for file-sorting, on-line access and microfiche output are now being developed. The data already input is available on line, as yet by call number only, from ACHILLES terminals and those in some other staff areas. The schedule provides for an initial experimental serials catalogue on microfiche in June 1983 and a full catalogue early in 1984. It is thought that the serials data bank may have a commercial value because there are few data banks of serials anywhere using the latest international cataloguing rules.

The software already developed can also be used to input cataloguing data for monographs but it is not thought that microfiche production of a monograph catalogue would be economic given the technical feasibility of on-line public access catalogues. However before such cataloguing can be established a great deal of research is needed on efficient data base management, the volume of probable demand on a public access on-line

catalogue, the technical sophistication and cost of the necessary hardware and the transitional procedures between the present card catalogue and on-line public access. These studies are in progress.

One of the Library's most crippling constraints is the inadequacy of most of its physical facilities. The much-needed new library at Herston to be provided as a floor of a proposed joint university and hospital building was delayed and at one time seemed likely to be abandoned but was once more a real prospect by the end of the year.

Towards the end of 1982 also an unexpected development brought hope of rehousing our most overcrowded library, the Princess Alexandra Hospital Library. It now appears possible that this will be accommodated in a building to be constructed from a donation to the Hospital.

The University's Submission to the Universities Council for 1985-87 listed the extension of Central Library as its first priority. The extension is long overdue; it was recommended for financing in the ill-fated AUC Sixth Report for 1976-78. The second priority, a new Law Building, would if built move the university closer to having a respectable Law Library for the first time.

There were also signs that Mater Hospital Board might share the cost of a badly needed extension to the joint Mater Hospital Library if the University could find the remainder of the capital cost.

In the meantime such minor works money as was available was used to shore up existing facilities. In the Long Vacation useful alterations were carried out in the Audio-Visual and office areas of the Undergraduate Library and in Law. Plans for a large-scale reorganisation of Central Library were abandoned as too costly, being replaced by a reorganisation on Level 2 which makes conditions tolerable provided Stage 2 is not long delayed.

The installation of further compactus in Fryer Library and in the Duhig storage area also provided short-term breathing space.

The change of Deputy Librarians delayed work on a proposal to reorganise library salary classifications and review the administrative structure of the Library. If they are to remain relevant and efficient organisations must respond to change and the Library's intellectual and technological environment is altering rapidly. Progress with administrative restructuring is expected in 1983.

A new system of advisory committees within the Library was introduced in 1982. Their functioning was reviewed at a meeting of all participants at the end of the year and some alterations have been made for 1983. This Library has comparatively few senior positions and a system of advisory committees is a way to maintain communication and avoid allocating an unreasonable administrative span to individuals.

The shortening of hours following the reduction in salary funds made discussions at the Academic Board's Library Committee more animated than usual. The Committee is widely representative of the university community and has, I think, been fortunate in the level of interest and responsibility shown

by the representatives of students.

### Relationships beyond the university

Earlier in this Report I mentioned the function of library staff in providing access to and obtaining material from other libraries. The University Library plays a key role in Brisbane. Griffith University, QIT, BCAE and Gatton College send regular couriers to locate, borrow and photocopy material in the University Library for their own users. During the year approval was given for arrangements under which the University Library offers reciprocal borrowing privileges to staff and post-graduate students from any Brisbane tertiary institution including TAFE colleges.

Hospitals and medical practitioners throughout Queensland lean heavily on the library resources of the libraries operated by the university, three of which are jointly financed by Hospital Boards. A decision by the Queensland Branch of the Australian Medical Association to cut back heavily its own library, never very extensive, threw into prominence the free service which the medical profession generally appeared to be expecting our libraries to provide. During the year the University made a formal submission to a State Department of Health Committee which was examining library services in the Health area. Steps were taken to identify users of the medical libraries, to formalise entitlements, to discourage unreasonable demand and to charge where this seemed appropriate. The unwillingness of the State Department of Health to ensure that all public hospitals meet suitable standards of library provision or indeed have any libraries at all, is a matter requiring urgent remedy.

The University Library is one of a small group of Australian libraries which meets the bulk of the nation's inter-library loan requests. In 1981 only the National Library, Adelaide and Monash universities and possibly CSIRO met more requests. Long discussions at a national level about charging for such loans culminated in a recommendation, at the National Council of AACOBS in August, that the accepted basic charge of \$1 for a photocopy supplied in response to an inter-library loan should be raised to \$3.

While this recommendation side-steps the question of charging for loans, which may require substantial expenditure of labour by the supplying library, the University Library has adopted it.

The State Committee of AACOBS is the principal formal channel for co-operation between Queensland libraries. One of the tangible products of its deliberations has been a regular listing on microfiche of local journal cancellations. The State Committee is the only forum which brings local libraries together on a regular basis thereby encouraging and assisting co-operation.

## CENTRAL LIBRARY AND CENTRAL SERVICES

An extension to Central Library is desperately needed. The withdrawal programme has now worked through the least needed material and is beginning to eat into research material, to the consternation of scholars. Adjustments on Level 2 have temporarily accommodated the growth of microforms, where useage has reached several hundred items each day during semester. The catalogue cabinets have been packed more tightly but the capacity of the space available will soon be exhausted.

### Administration

To bridge the gap before the arrival of the new Deputy Librarian Mrs. Joy Guyatt assisted Miss Wilson. When Mr. Gow arrived, Mrs. Guyatt became the first member of library staff to benefit from the university's scheme for partial retirement. With some slight reallocation of responsibilities the small senior administrative group quickly settled down again.

The internal structure of advisory and liaison committees has already been mentioned. Excellent work has also been done by four Standing Advisory Committees to the Central Advisory Committee, on On-line information retrieval systems, Library Services to the Handicapped, Staff Development and In-service Training and Reader Education. These Committees provide a vehicle for the enthusiasm of interested library staff.

### Staffing

Three Senior Librarians retired during the year. Hope Turnbull worked in the library over an eighteen year span and for thirteen years was in charge of Central Library's Serials Section. Merle Ellens joined the library from the then Brisbane General Hospital in 1968 when the joint Clinical Sciences Library was set up; she had charge of it for fourteen years. Nancy Bonnin never worked full-time but had charge of the Fryer Library from 1965 to 1976. The university and their colleagues owe much to the dedication of these long-serving staff members.

In all there were 36 resignations or retirements of permanent staff. The need to save money by filling 22 of these vacancies at a lower level diluted the core of experienced library staff and must lower the standard of service which the library can offer. One qualified librarian successfully applied for promotion to the first professional level and three gained similar promotion under the discontinued automatic promotion on qualification conditions.

With the reduction in staff numbers and the small number of vacancies available to encourage keen professional staff additional emphasis needs to be placed on staff development and in-service training. Following recommendations from the relevant Standing Advisory Committee inservice training procedures were reviewed and altered. Two workshops were held for

library staff generally, with the welcome assistance of TEDI, and several in-house seminars of professional interest took place. A number of staff were assisted to attend workshops or conferences in Brisbane or inter-state.

The growing sophistication of librarianship as a profession, the complexity of the emerging information technology, and the increasing degree to which libraries must depend on each other, require frequent attendance at professional meetings most of which are not held in Brisbane. The quite small proportion of library funds, less than 0.1% of total expenditure, spent on assisting staff to attend such meetings yields handsome dividends in terms of motivation and service to users and will need to be increased.

A combination of factors has made the Library's formal establishment of professional positions obsolete. The tight financial situation means that positions held by personal promotion must be counted as part of the establishment. Since this usually means that vacancies must revert to a lower level there is sometimes no person on the establishment who can be transferred to a position which requires specialised experience or particular personal characteristics. As a consequence staff with professional qualifications may have to wait for a vacancy on the establishment while carrying full professional responsibilities in a specialised position. The present review of the library's salary structure may go some way to remedying this situation but it remains questionable whether promotion as traditionally offered in the university is compatible with a situation in which those promoted are counted against the established quota of professional positions at the level concerned. Personal promotion does not necessarily equip an individual to fill all positions graded at that level.

### Systems Section

The successful introduction of the on-line lending system - ACHILLES - to two branch libraries and Griffith University was the main pre-occupation of 1982. A distinctive feature of ACHILLES is the ability of each library to set its own parameters. Griffith University Library, for instance, can have its own lending arrangements in respect of borrower entitlements, length of loan, penalties and other variables.

In retrospect some problems could have been avoided by taking longer to orient staff to the new system and a User Manual was created rather later than would have been useful. There were also occasional problems when new functions were introduced or when additional hardware was added. Nevertheless there were remarkably few major problems. It has already become clear that the system offers many facilities not previously available which will be fully exploited only if the operating staff receive sophisticated in-service training.

With work proceeding on the development of cataloguing software the Systems Section now has both operating and development functions.

The Systems Analyst, Jim Douglas, and the Systems Projects Librarian, Simon McMillan, were invited by the Library Association of Australia to repeat a successful seminar on Automation in Libraries in Brisbane, Rockhampton,

Townsville and Lismore.

Acquisitions

More than 20,000 individual orders for books or periodical subscriptions were processed in 1982. In addition 54 lists were issued of books sought on the second-hand market. A remarkably high number of items on these lists, 303 of 511 titles, were for coursework in the Undergraduate or Thatcher Libraries. It is not known how many of these titles could have been replaced by alternative in-print titles but the quantity suggests that some members of teaching staff should be encouraged to seek more recent books to recommend to students. Searching the second hand market was least successful for books in science and medicine.

Some details will indicate how the actual cost of books or subscriptions is influenced by the international value of the \$A at time of payment. For instance payments in \$US for periodicals subscriptions totalled \$293,848A. During the year the \$US varied from \$0.89A in January to \$1.065A in October and \$1.042A in December. The £ stg. varied between \$1.69A and \$1.82A.

A check of delivery times from overseas covering 1,050 orders showed the following periods between order and accessioning

From United Kingdom	144 days
From United States	161 days
From Australian suppliers	72 days.

The Library is sometimes criticised for purchasing from overseas. Many books, however, are simply not available from Australian suppliers. In most other cases there is a dramatic mark-up in price. One publisher lists the following prices for a particular book

USA	\$79.95 (\$83A)
UK	64.50 (\$103A)
Australia	\$144A

Availability of catalogue records on computer will eliminate some duplicate checking of new orders at branch libraries and in the Acquisitions Department, permitting some work to be decentralised. Anticipated computerisation of records of orders and of accounting procedures should, in the next few years, reduce the labour involved and provide a more efficient service. A small but growing amount of material is ordered from suppliers using on-line communication.

Serials

Pam Bray was appointed Serials Librarian in 1982. She inherited a well-organised but very busy section whose activities range far beyond its title.

Serials Section receives and records the individual issues which make up the 21,000 titles reaching the Library and follows up those not received; the latter involved nearly 10,000 individual communications during the year. Replacements for issues out of print are sought; this is proving very expensive because publishers hold very small stocks on account of the high interest rates on capital.

Serials Section also handles physically all withdrawals, some 25,000 items in 1982 since it is responsible for the transfer, administration and recovery of Store material and for disposing of duplicate material. The Section is the link between the Library and the Bindery with a flow exceeding 20,000 volumes each year. The Serials Librarian also supervises Central Library's very busy mail room and the central duplicating and photocopying facilities.

### Cataloguing

The welcome increase in new titles added to the Library came at a time when Cataloguing staff was carrying its share of staff reductions as well as providing emergency relief to hard-pressed reader service areas. Work associated with the card catalogues was as follows

New monograph titles catalogued	17,577
Duplicate monograph title records altered	3,263
New periodical titles catalogued	717
Duplicate periodical title records altered	313
Titles recatalogued to Store	9,373
Titles altered through discard	1,059
Microform items catalogued	181
A/V items catalogued	606

The Cataloguing Section is also responsible for adding data to the holdings file for ACHILLES. The file now contains 528,000 items with 53,000 added in 1982 including some 60% of current acquisitions; data for libraries not yet using ACHILLES is not added.

It is not surprising that there were increasing arrears towards the end of the year. Temporary staff were employed to ease this situation and to enable regular staff to participate in the input of serials data.

If the acquisition rate rises further the Cataloguing Section will be required to cope not only with increased purchases but to process larger numbers of items withdrawn to make room for the new material. Staff shortages in reader service areas have blunted the impact of withdrawals by preventing annual targets from being achieved.

Computerisation is altering the pattern of Cataloguing Section's work but temporarily creating additional work because it is impossible to abandon existing card catalogues until a substantial amount of data has been converted to machine-readable form; in other words in the interim the introduction of new procedures means a substantial extra load. The Section's work has also

become more technically sophisticated since staff must not only apply the changes of international cataloguing rules, themselves partly driven by the use of computers, but also understand the standard formats for recording catalogue data in machine form.

### Store

With nearly 54,000 volumes the Herston Store is now the fifth largest of the 18 locations comprising the University Library. Two thirds of the stored volumes are monographs.

Items retrieved for users rose by 25% to 1,050. Only one fifth of these were for inter-library loan.

The environment at the Herston Store has been made as kind to books as the nature of the building permits and it is certainly no worse than in some of our un-airconditioned branch libraries such as Geology. It is essential, however, to have some air-conditioned space and the storage room in the Duhig Building has now been equipped with sufficient compactus to hold about 50,000 volumes.

The Royal Society of Queensland Library has been stored by the University Library for nearly twenty years. It is uncatalogued and receives little use. In the interim the University Library's own collection has grown and now substantially duplicates the Royal Society Library, which now occupies air-conditioned space in the Duhig store. Negotiations are in train with the Society seeking to integrate the non-duplicate material into the University Library and dispose of the remainder; alternatively some other institution might accept the whole collection.

### READER SERVICES

The search for ways to reduce the Library's workload to compensate for staff reductions revealed the variety of useage patterns. The initial strategy of opening at 10 a.m. instead of 8.30 a.m. in Central, Undergraduate and Law Libraries was expected to affect part-time students least. In fact it brought protests from part-time students with domestic responsibilities whose opportunity to visit the library coincides with times in which their children are at school or kindergarten. There were also strong protests from full-time students accustomed to arriving in time to work in the library before class. Others had fairly rigid transport or other personal routines.

The final pattern was as follows

Central Library	Monday - Thursday	10a.m. to 10p.m. (Reading rooms open from 8.30a.m.)
	Friday - Sunday	9a.m. to 5p.m.

Undergraduate Lib.	Monday - Thursday	8.30a.m. to 11p.m.
	Friday and Sunday	9a.m. to 5p.m.
	Saturday	1p.m. to 5p.m. (Open from 9a.m. on three Saturdays before examinations)
Law Library	As Undergraduate, but closes 10p.m. Monday to Thursday	
Biological Sciences Library	Monday to Thursday	9a.m. to 9p.m.
	Friday to Sunday	9a.m. to 5p.m.

All of these libraries now close on most public holidays except those close to examinations.

If the staffing situation should deteriorate further much more drastic measures will be necessary, such as closure during part of the weekend. Since the comparatively mild reduction in hours in 1982 produced sit-ins and mass meetings it can be expected that further cuts would generate a major confrontation.

#### Reader Education

As the Library can no longer afford a Principal Librarian in charge of Reader Education, the Undergraduate Librarian chairs a Standing Advisory Committee which ensures that such activities are not neglected. Most of the activity is undertaken by individual sections and branch libraries.

More than 400 students attended tours in Central Library during Orientation week. Later in the year specialised sessions were held for students from particular teaching departments.

The Undergraduate Library continued to offer talks, seminars and tours. Tours increased from 11 in 1981 to 66 in 1982 and seminar/tutorial lecture programmes from 160 to 184. A workshop pattern is adopted for Medical Sociology students.

One interesting innovation was the offering of a credit course for Chemical Engineering. Contributors to this included librarians from Central, Undergraduate, Engineering and Chemistry libraries. Thirty-two students took this elective course and it is to be repeated in 1983.

Reader education is also part of some formal programmes in the Faculty of Medicine.

A Library Working Party has been surveying users' views of our reader education activities. The third survey, of student attitudes, completed the project in 1982. The results are subject or discipline specific and have led to fine tuning in particular areas rather than any overall changes of

approach.

### On-Line Services

What began a few years ago with one terminal searching databanks of mainly periodical references - computer-based versions of the major abstracting and indexing services - has begun to influence nearly every area of the Library's work. There are now terminals in five libraries - Central, Biological Sciences, Engineering, Clinical Sciences and Princess Alexandra Hospital. Law will be added within the near future.

In addition to consulting data banks on behalf of users the library staff increasingly use on-line communication for their own work such as the verification of references, ordering the material itself on-line as distinct from references to it, seeking data in answer to reference enquiries and communicating with other libraries by electronic mail.

Total connect time does not reflect the variation in usage or the associated work. Greater sophistication in use has shortened the time required for individual searches.

#### On-line connect time, 1981 and 1982

	<u>1981</u>	<u>1982</u>
Total number of searches	1323	1469
Total connect time	249 hours	247 hours
For user searches	198 hours	177 hours
For library purposes	17 hours	31 hours

(In addition there was 74 hours connect time for Royal Brisbane Hospital users in 1982. This was previously part of university use and is so included in the 1981 figures).

Further sources were added to those consulted previously including QUESTEL and SPIDEL in France, INKA in Germany, BRS in New York, SIA in United Kingdom and I.P. Sharp in Canada. Experimental work was done on ISI databases in Philadelphia. Several of these sources supply hard data in the form, for instance, of statistical tables or directory information. Some include message sending facilities which permit the ordering of reports or reprints from suppliers. The Library ordered 152 items in this way in 1982 with a median time before arrival of 19 days.

ACI offered ACIMAIL in Australia on an experimental basis. Several libraries joined this electronic mail system and it proved cheaper than TELEX for inter-library loans messages. A preliminary survey was carried out of the use of on-line services for bibliographical checking. This could offer a much more efficient means of verifying inter-library loans requests and details of material being ordered for purchase.

Keeping up with and exploiting this new information technology requires constant sophisticated retraining. This is obtained through attendance at courses and at professional seminars. All professional and most sub-professional staff in the library will need, in time, to be conversant with the use of these systems. This underlines the need to spend increasing amounts of time and money on staff development.

Not only library staff but also potential users must be acquainted with the possibilities of these techniques. Information is included in the relevant reader education activities and pamphlets and demonstrations are arranged when there is access to cheap time or free time.

Information Technology is advancing rapidly. Within the very near future the full text of publications will be available on-line. Faster communication at cheaper rates is anticipated and the quality of readout at terminals improves all the time.

The Library cannot meet its obligations to the university community unless it recognises and makes use of the new information technology. A high level of morale, especially among professional staff, is essential if this goal is to be achieved.

#### On-line information retrieval searches

	<u>1981</u>	<u>1982</u>
DIALOG (U.S.A.)	698	841
AUSINET (Melbourne)	109	149
ORBIT (U.S.A.)	28	35
INFOBANK (U.S.A.)	3	4
BRS (U.S.A.)	-	4
QUESTEL (France)	-	2
ISI (U.S.A.)	-	5
MEDLINE (Canberra)	485	368+
BIOSIS (Canberra)	-	61
	<u>13231</u>	<u>1469</u>

+ Also 315 searches for Hospital staff at Royal Brisbane.

#### Audio-Visual Services

The central Audio-Visual Services Section is located in Undergraduate Library but both a/v software and equipment are housed in several branch libraries. The following covers only the central service.

The Library acts as the agent for borrowing films for the whole university. The major source is the National Library but to date booking procedures have been labour-intensive and uncertain. During 1982 the University Library took part in a trial by the National Library of an on-line booking service. The trial appeared very successful and permanent availability of the system would be a great improvement.

Both across the counter service and attendance at screenings continue to rise. The use of video is increasing; 130 new videos were added to stock and progress was made in converting others from an obsolete format.

A computer-assisted learning micro-computer is housed in the audio-visual area. It is anticipated that terminals will soon be located in the library so that a C.A.L. system being set up jointly by several Arts departments can be used in conjunction with Library materials.

It is not intended that the Library should be used as a parking space for terminals simply because libraries are open and supervised for seven days each week. Equipment installed in a library must be justified by the availability of software as part of the Library's stock or the use of library material in association with the equipment.

There is a connection between the a/v service and the special needs of handicapped readers. The A/V Librarian, Marjorie Roe, is a member of the Vice-Chancellor's Committee on Services to the handicapped and chairs the Library's own Working Party. Though much remains to be done substantial advances have been made. A tape-reading service has been launched which includes co-operative arrangements with interested libraries throughout Australia. A special machine for users with visual handicaps has been installed in the central a/v area.

#### LIBRARIES SERVING HUMANITIES AND SOCIAL SCIENCES

The principal clients of Central, Fryer, Undergraduate and Thatcher libraries are staff and students in the humanities and social sciences. Central Library also caters for the general needs of an educated community and houses material which covers all or most fields of knowledge.

In 1981 and 1982 much thought was given to how the services offered by these libraries could be better co-ordinated. Consideration was given to the possibility of appointing a Humanities and Social Sciences Librarian but the idea has been abandoned, in part because it is impossible to create a position at the appropriate level of seniority in the present budgetary situation.

The University Library's coverage of disciplines is so broad and its services so scattered geographically that the creation of a position of Reader Services Librarian, on the pattern of some other academic libraries, would be unlikely to work well.

#### Central Library Reference Section

Following the transfer of Spencer Routh to a position in which his special knowledge could be used to best advantage, Barbara Paton was appointed Acting Principal Librarian, pending a final decision about the future

administrative structure.

In spite of the reduction of service by seven hours per week the number of reference enquiries rose by nearly 4%. There are particular difficulties at weekends when the Library can only afford one person to staff the reference desk with some assistance from a member of Serials staff whose principal function is to staff the current periodicals desk. Nearly 100 enquiries are received on an average Saturday or Sunday and lunch-time has been a particular problem when one person had to meet enquiries at both desks.

The hope of separating microform service from reference in order to employ non-professional staff for the former has proved unachievable because of space limitations. The microform collection has grown to a situation when all readers are often in use and the number of microforms to be reshelfed each day is in the hundreds.

Inter-library loan requests from other libraries dropped slightly (3%) but the satisfaction rate improved by 6%. Requests for inter-library loan from our own users continue to grow, by 19% in Central Library in 1982. This may reflect better information about useful material revealed to some researchers by the on-line retrieval systems. It may also arise from the declining portion of world literature which the Library can afford to purchase.

Central Reference Section staff are deeply involved with the new information technology. In addition to participation in formal courses and seminars a programme has been introduced to ensure that every professional librarian in the section is familiar with the services now becoming available.

The Section is responsible for the final decisions about the withdrawal of books to store or for disposal from Central Library. This is one of Spencer Routh's responsibilities as Collections Development Librarian but he is assisted by his colleagues in the Section. It is indicative of the pressures under which staff are working that the programme had to be temporarily suspended in October due to lack of staff time.

#### Fryer Library

A large part of the work in Fryer Library is generated by the acquisition, recording and servicing of that part of the collection which consists not of printed books and periodicals but of manuscripts, the archives of organisations such as a trade union or a local business, or ephemera such as leaflets or pamphlets connected with the arts or produced to further a cause, usually political or social. Fryer Library staff negotiate with potential donors or suppliers, sort the incoming material, make records quite different from the Library's cataloguing records for published material, and see to the physical conservation of what are often fragile or vulnerable articles.

All this takes time which is a scarce commodity throughout the Library. Pressures have increased in recent years with the establishment of the Australian Studies Centre and the consequent high profile of scholarship in this area. The number of undergraduate courses requiring access to these

primary materials also continues to increase.

In these circumstances it is not surprising that there are growing arrears of uncatalogued material. Of 131 separate manuscript collections only 69 are fully catalogued. There is more than a year's backlog of playscripts waiting to be added to the Hanger Collection.

Assistance was received from several teaching departments to employ a research assistant to assist Mrs. Guyatt with the listing of material held in the Library relating to political organisations in Queensland. This is expected to lead, in 1983 or 1984, to the publication of a bibliography, Publications of Political Organisations in Queensland in the Fryer Library's Occasional Publications Series.

Material is available for some other publications in the Occasional Publications series. Cost-effective alternatives are sought to the page preparation previously supplied by the university's varityping services.

Fryer Library has the eighth largest loan volume among the seventeen service points in the University Library. This University's teaching staff and post-graduate students account for 51% of these loans; 16.5% are to scholars from other institutions or the general public and the balance to our own undergraduates. The Fryer Library's collection attracts scholars from interstate and overseas to the university. There can be no doubt that the present staffing situation is reducing the effectiveness of this as of other sections of the Library.

A highlight of the year was the presentation of thirty albums of photographs, programmes and cuttings associated with the Twelfth Night Amateur Theatre. New manuscript collections include papers of Bruce Dawe and of Ron Tullipan. There were significant additions to the existing material relating to Thomas Shapcott, Kath Walker, Edith Anders and the archives of the Brisbane Repertory Theatre. Papers of the Workers Educational Association dating from the 1920's were presented by the Queensland Trades and Labour Council.

Two very successful functions were held by the Friends of the Fryer Library.

#### Conservation Unit

It is typical of the diseconomies created by financial stringency that much of the time of the full-time binder has been devoted during the year to the deacidification programme, work which could be done by an unskilled employee. There is no alternative when the most urgent priority in preserving the collection is the prevention of further deterioration through acidity. More than 50,000 sheets were deacidified. In addition detailed repairs were made to 531 sheets and 38 books were specially rebound. Some 242 maps which had become unusable through long storage in roll form were relaxed so that they can now safely be used.

### Central Library Lending Service

The basic functions of the ACHILLES lending system had been introduced in 1981. In 1982 staff had to absorb the changes arising from the introduction of more sophisticated modules. This created difficulties because the time of Systems staff available for advice and training had to be shared with the other three libraries into which the system was introduced during the year. At the same time Lending Services itself lost three staff because of the Library's budgetary situation, or nearly one fifth. While the reduction in hours of service by seven to 72 per week saved one shift on the roster it did not save a compensating amount of work. Loans actually rose by 11% over the previous year to 231,818.

The coming of ACHILLES has offered a wider range of services to users and much better control of loans to the library but it also means that the work of the non-professionals who staff the department is considerably more complex and demanding than before. Central Lending Service assumes a central role for some functions on behalf of all ACHILLES users and this has added further to the workload.

Ever since Central Library opened in 1973 the proportion of total loans borrowed by undergraduates has fallen even though the overall total has tended to rise. In 1973 loans to undergraduates made up 69.4% of total loans; in 1982 the proportion was 49.9%. This perhaps reflects greater reliance on the Undergraduate Library. Loans to post-graduate and Final Year Honours students have risen steadily, now comprising 32.6% of the total.

A further comparison is interesting. In 1982 student enrolments stood at 18,121, almost 1,000 more than in 1972. In 1972 the old Main Library lent just under 216,000 items. In 1982 the Central Library alone lent almost 232,000 items and the Undergraduate Library a further 247,000. In other words enrolments rose in ten years by 5.5% in the decade but loans from the Main Library and its successors rose by 122%.

### Undergraduate Library

Undergraduate Library is probably the most heavily used facility in the university. The reductions in hours were consequently very unwelcome to students and even after the adjustment in Second Semester represents a loss of five hours per week on 1981. While it is possibly not remarkable that the loans remained very high, at 262,247 only a fraction of a percentage below 1981, it is astonishing that the number of people passing through the turnstile, 698,865 was only 1,300 below 1981. This supports the staff's impression that they were even busier than before.

Undergraduate Library staffing was reduced again in 1982 in anticipation that ACHILLES would save labour. In the First Semester this was not correct since not all functions offered by the superseded system were immediately available. This caused much frustration. By the end of the year this situation had been remedied and additional time-saving features had been added. One indication that ACHILLES improved efficiency and met a user need

was the rise in reservations from 2,778 in 1981 to 6,718 in 1982 in Undergraduate Library.

One of Undergraduate Library's essential services, the provision of needed titles in sufficient quantity, depends on early advice from teaching staff about books to be recommended to students and the availability of books from suppliers. The reduction in staff has reduced the time available for consultation and ordering. Some redress will be provided by photocopying books which are not in print, a service made possible by recent changes to the Copyright Act, but this is expensive. Selection by teaching staff of in-print books would be preferable. There is also a tendency for departments proposing new courses to underestimate the number of multiple copies which will be needed or to ignore the cost to the Library of purchasing such copies. Proposals were made by the University Librarian to the Board's Standing Committee during the year which would ensure adequate consultation occurred with the Library without in any way attempting to restrict the academic freedom of departments. It must also be admitted that even with consultation it is often difficult to make more than very general estimates of library costs until the nature of the course and the style of teaching have been revealed in practice.

#### Thatcher Library and Ringrose Libraries

Controversy arose in late 1981 following the acceptance by the Library Committee of recommendations from the University Librarian that Thatcher Library should return to its original role of providing a postal service to non-metropolitan external students and that metropolitan external students should again be restricted to using those libraries serving internal students. These recommendations arose from the pressure on Thatcher staff caused by direct borrowing, which had been introduced on a "trial basis" a few years before and had become more than 30% of all Thatcher loans. It was impossible to meet this growing load at a time when Thatcher, like the rest of the Library, was required to reduce staff.

During 1982 a compromise was agreed, for introduction in First Semester 1983. This was based on the introduction of ACHILLES to Thatcher and encompassed the following

All external students may borrow from Thatcher either directly or by post;

Thatcher will be open for only half of each weekday;

Internal students may borrow from Thatcher on an overnight basis;

Thatcher's collection will be confined to books recommended for courses taught through the External Studies Division.

It is thought that ACHILLES, the shorter hours of access and an internal reorganisation will enable Thatcher staff to meet the probable demand. All external students will be entitled for the first time to both postal and direct loans. For the first time internal students are formally

recognised as having borrowing privileges from Thatcher, restricted to overnight loan in order to ensure that the needs of external students can be met. This is the new provision which caused most uncertainty among Thatcher staff but it recognises that there is material in Thatcher which at any particular time may not be in use for external courses but in demand among internal students.

The work reorganisation introduced in 1981 continues to work well. The 1800 active postal borrowers are almost equally divided between the three subject teams although those in the History, Government and Mining Segment are the most active users. Faster delivery methods now in use appear to be well received.

A difficulty was caused when a Vacation School for one external post-graduate degree was held during vacation when libraries other than Thatcher were on short hours. A new policy of holding such schools during teaching semester will avoid this problem. The Library cannot afford to employ staff to keep other libraries open longer during vacation.

External postgraduate students inevitably have needs which cannot be met from Thatcher's collection. Such needs are the responsibility of Thatcher staff who draw on the other libraries for material. Procedures have been evolved which make such service manageable as long as the number of such students remains small. Any major development of external postgraduate courses must be accompanied by additional funds for library staff to service them. The popularity of "self-chosen" topics among external students is causing some difficulties in library provision.

The attention which the present Thatcher Librarian has given to Ringrose libraries has revealed a much clearer picture of their activities. Mrs. Crocker advises that "the Centres can operate as very useful complements to the service provided by Thatcher; they can never replace that service, but support it by easing demand on key references and allowing students some independence in choosing their own materials."

Those in charge of Ringrose libraries are often the most public contact point for potential external students. They find themselves called on to give advice on the courses available and assist with course planning and it may well be worthwhile for the Division to give them some training in this regard. At Maryborough "a large number of people came in "off the street" to inquire about study for 1983". At Cairns "a large part of the information given to students or potential students is either course information/career assistance or library help over the phone." In Mackay "the Wednesday morning opening session for mothers and small children has increased in popularity, with a full reading room on occasions ...".

A new Ringrose Library will open in Nambour in 1983.

The statistical tables at the end of this report for the first time include standardised statistics for Ringrose libraries.

### Architecture-Music Library

From time to time mould starts to grow on books in our air-conditioned libraries. This year it was apparently Architecture-Music's turn and gas fumigation had to be used to kill the mould.

There is a gradually increasing flow of inter-library loans. Particularly complex are those of performance materials where a specific edition is usually wanted; many large collections of such material are not yet recorded in the National Union Catalogue of Music.

Alternative pressures on research funds have decreased considerably the extent to which they are used to supplement the library's purchasing funds. In 1982 some additional assistance was available from the Library's general funds but in future years the creation of a reasonably comprehensive collection of music scores may proceed more slowly. Fortunately there is still a substantial inflow of donated material including this year the working collection of opera singer Ethel Osborn.

Commercial representatives call regularly with material for the Architecture Resource File. This has proved most useful, particularly for students.

### Law Library

The substantial reorganisation in recent years is at last bearing fruit. The Law Librarian reports "For the first time in my three year period as Law Librarian I have confidence in the shelf-list as an accurate record of our holdings...". Five hundred volumes were written off when not found during the reclassification to Library of Congress and a further 125 volumes as a consequence of a systematic shelf-check. An additional 75 missing items were replaced. Mrs. Airo-Farulla also comments "1982 was the first year in which there were no student complaints about shelving jams"; this followed the introduction of new arrangements for sorting books after use.

The initial reductions in hours caused a much publicised "sit-in" and the reduction was subsequently redistributed to affect Saturday mornings only. The shorter hours probably caused the drop of 39,000 (6 %) in persons entering the library but surprisingly the number of books borrowed decreased by 11% to 27,860.

A slide programme was completed for the Introduction to Law tutorials; this supplements the library's Guide. The latter will be joined by a second introductory booklet in 1983. A/v programmes are used to assist students to understand the arrangement and use of several Law reference tools.

A new Law building is second on the university's building priorities. It would contain, for the first time, a reasonably adequate space for the Law Library. However there will inevitably also need to be an increase in the number of library staff and this cannot be squeezed out of the staff already struggling to maintain service in the rest of the University

Library.

### Health Science Libraries

Following the appointment of a new Health Sciences Librarian in 1981 changes occurred through retirement or transfer in the persons in charge of four of the five Health Science Libraries. The new librarians in charge are Dr. E. Arden (Clinical Sciences), Mrs. H. Darch (Central Medical), Miss J. Austin (Princess Alexandra) and Mr. P. Savage (Dentistry). All have several years of experience in the University Library.

The new committee system has proved especially valuable in Health Sciences. There was previously no forum in which staff from these five geographically scattered libraries could discuss common problems or where they could jointly advise the Health Sciences Librarian or the University Librarian.

More reader education is gradually being included in the formal teaching of medical undergraduates. Planning for 1983 includes tutorials on "Finding information in health science libraries" in the Department of Social and Preventive Medicine's programme for fourth year students.

MEDLINE analyst Lyn McPherson reviewed the first year's operation of the MEDLINE service at Herston. This appears to have been the first Australian survey analysing use statistics and based on information about the purposes for which information was sought and the usefulness of the results. Her report was subsequently published by the National Library. Of 101 individuals who returned completed questionnaires 71% found the search results helpful or very helpful. In the few cases where the search was unhelpful, the reasons given were

- No references found (4)
- Search not specific enough (3)
- Particular reference not located (1)
- Subject area poorly covered in data base (3).

On average 43% of the references retrieved were found useful. The librarians in Central Medical and Princess Alexandra Hospital libraries also carry out MEDLINE searches.

Miss Austin surveyed readers' views on library services at Herston as part of her dissertation for her professional Diploma. On the basis of this study adjustments will be made to some present services but other changes will not be possible until the new Block 6 library has been built.

A surprising development at the end of the year was the decision of the Clinical Sciences Library Management Committee to cease automatic circulation of journals and substitute the circulation of a copy of the contents page. This will save a large amount of staff time which is sorely needed for other tasks.

The Management Committees at all three joint Hospital libraries approved recommendations which defined the borrowing privileges of the many

different kinds of users of these libraries, including those not associated with the university or the hospital concerned. The demands of outside users have been steadily increasing because there is no substantial alternative medical library resource in the state. As already mentioned, a submission about these demands and the lack of library facilities at most state hospitals has been made to the State Health Department.

Along with physical planning for the Block 6 library at Herston work has commenced on the rationalisation of holdings between Central Medical and Clinical Sciences libraries which will be merged in the new library. Some of the back-sets and duplicate subscriptions may be transferred to Princess Alexandra Hospital Library. The possibility of new quarters for that library is most welcome. The new Librarian, Miss Austin, comments "A major problem I found here was the difficulty of access for library users to Index Medicus. At present they can be used by only one person at a time and that person has to sit on the floor to use the most recent issues."

Apart from the physical limitations of the hospital libraries there is not sufficient money to finance adequate collections. Some understanding of the dependence of Mater Hospital Library on the rest of the University Library can be gained from the fact that while that Library lent just over 5,000 items in 1982 it borrowed more than 1,000 from the University Library and a further 145 from outside libraries.

A pointer to the dependence of the rest of Queensland on the medical libraries operated by the university is illustrated by the following information. The only hospitals in Brisbane operating libraries outside the university system are Prince Charles and Greenslopes. In 1982 Greenslopes Library was receiving 50 periodical titles on automatic circulation. Each Hospital received some 1,500 inter-library loans, of which only a minority were for university staff located at the hospital concerned.

The Dentistry Library has also been substantially reorganised. A large amount of material has been withdrawn and the seating has been expanded.

#### Biological Sciences Library

The change of hours adopted for this very busy library appeared to cause little unrest. However, the introduction of the ACHILLES system did not provide the expected staff saving because any effort released was quickly absorbed into other areas. Requests from other libraries for inter-library loans, for instance, have now passed 10,000 per year.

Biological Sciences Library pioneered on-line information retrieval in the University Library. There was little opportunity to develop this service further in 1982 because of a loss of trained personnel.

#### Engineering and Physical Science libraries

No changes were made to hours of opening in these libraries because

access is already considerably shorter than for other libraries. No staff reductions occurred but arrangements were made to work collectively to cover short-term emergency relief to avoid calling on other libraries.

Approval of construction of the Priestley Building Stage 2 may lead to the release of some much-needed additional space for the Engineering library in the Hawken building. One would hope that a staged integration of at least some of the libraries in this area would prove possible even though there are structural problems in making the Hawken building load-bearing for library stacks.

Engineering Library staff made 128 computer searches in 1982 using terminals located in other libraries. Engineering Library obtained its own terminal at the end of the year and it is hoped that this service can be expanded. Engineering also became the first branch library to have a video facility, through the assistance of the Electrical Engineering department.

Chemistry Library has until now been less crowded than most libraries. The Chemistry Librarian reports that "although some room for new material is available, the reading room is now filled with shelving and furniture and equipment, and maximum use has been made of every square meter of floor area." Chemistry Library is also looking hard at the possibility of replacing backruns with microform instead of sending older material to Store. Microform in the library would provide much more convenient reference than the recall of Store material.

Geology Library demonstrates graphically the problems associated with small decentralised un-airconditioned libraries. The Geology Librarian writes "Conditions for staff and readers remain substandard. We have nowhere except our desks to have morning and afternoon tea and attract comments because we do not allow others to eat or drink in the library.... Cockroaches and other pests (moths, silverfish, ants, fleas) have been kept at bay a bit more .... but we still have to keep the date-due slips in a plastic bag." This is in a library thought to house the best geology collection in the country!

Funds for building the collection are inadequate and the mining companies have become less supportive with the economic downturn. "Publishing in the geosciences is very active and vital research material is constantly escaping us because orders have to be held over from one year to the next: by the time the orders are placed the items are out of print." The students' Geosciences Society raised \$250 for the library. "The Library is also one of the main reasons why the Department has so many overseas researchers .... there were three from China, one from France, one from Germany and one from England, all for periods from three months to two years."

Mrs. Eva also points out the difficulty in providing an on-line information service from a small library without a terminal. It is "very time-consuming and extremely inconvenient .... I have to co-ordinate the availability of a terminal, the presence of the person for whom the search is being done, and relief from Central Library, as well as all the preparation and follow-up."

Space problems are also apparent in Mathematics Library. "With careful rearrangement of shelving we have managed to add another four double

bays of shelves in the stack area. Two double bays have also been placed in the work area .... These additions have helped us postpone the inevitable - the day we must hang up our "Sorry no vacancy" sign." The annual loss of books has been reduced gradually from more than 100 in 1979 to the thirties. Computer Science material is particularly vulnerable.

The principal users of the Physics Library are "first year students of disciplines for which a Physics unit is a prerequisite" according to the Librarian. Only small numbers of students are studying Physics at a higher level. A considerable physical reorganisation has taken place and the Department has readily assisted with this. Unfortunately, there is no time for oral reader education but the Librarian has written a short guide which answers basic questions.

### Conclusion

This account of the University Library's activities during 1982 indicates that staff with a very professional approach to their responsibilities are attempting not just to maintain the standard of service but to improve it. They are introducing new technology where appropriate and taking advantage of service based on that technology but obtained from outside commercial suppliers.

Library service is not made up of a series of separate strands each of which can be reviewed as to its priority. The work of reader service departments depends heavily on efficient ordering and accessioning procedures and the maintenance of cataloguing standards. Once the Library opens its doors staff cannot ignore readers waiting at reference desks, queueing to have books issued for loan or to ask for a reservation, or desperately attempting to find a book among piles of shelving arrears. To deprive the Library of sufficient staff to carry out these essential activities is gradually to undermine the Library's services and the confidence of its users that using the library is worth the time.

It is possible for any section of the university to argue that its services are essential and that this special distinction should protect it from cuts in salary expenditure. Nevertheless if the present salary squeeze continues the University may need to review its priorities and decide whether it is in the best interests of teaching and research to give every part of the university equal priority by imposing staff "savings" in an across the board even-handed manner.

Library services have been constantly reviewed by the library's senior administrators in order to cope with the 8% reduction in salaries in 1982 and 1983. Permanent staff have been replaced by temporary short-term staff; replacements have been made at lower levels; positions have been frozen. Apart from the modest reduction in hours of opening no service has been taken away although all procedures have been reviewed to remove redundancies or inefficiencies. More could be done if satisfactory buildings were available.

Although university numbers have stabilised, the expectations of library users continue to grow. University policies aimed at raising research standards and increasing the proportion of post-graduate students in the university population inevitably mean more demand on the library and greater pressures on the remaining library staff. I believe that there is evidence in this report that library staff are responding to the challenge imaginatively. One can only wonder how long this enthusiasm, and that of the university's teaching staff, will survive if further financial cuts compel professional staff and academics to spend more time on routine clerical activities through lack of support staff to perform those functions.

Present budgetary policies have altered the previous balance between academic and general staff by reducing the latter in greater proportion. At some point that balance must reach a new equilibrium, presumably within a smaller overall total. At that point attention must be given to the possibility that the general staff may need to be increased if the remaining academic staff are to be adequately serviced.

The Library needs the goodwill of many different groups within the university if it is to meet its responsibilities. In 1982 as in the past that goodwill has been expressed in a multitude of ways. Nothing said above is in any way intended to suggest that any but the most sympathetic consideration has been given to the Library's many requests for assistance. In the present difficulties, however, I am particularly conscious of the initiative and support shown by my colleagues in the Library without whose efforts the Library would become unmanageable. I owe them my special thanks.

F.D.O. Fielding.  
May 1983.

UNIVERSITY LIBRARY STATISTICS 1979-1981

	1982	1981	1980
1. <u>Library Staff</u>			
Graduate Professional Staff	55 1/2	61	60 1/2
Non Graduates with professional qualifications	15	13	16
Graduates without professional qualifications	16	13	14
Library Assistants	85 1/4	89 3/4	85 3/4
Technical Assistants	2	2	2
Administrative/Clerical	18 1/2	18 3/4	19 1/2
Library Attendants	28	32	31
Others/Casual equivalent	<u>5</u>	<u>5</u>	<u>5</u>
TOTAL	225 1/4	234 1/2	233 3/4

Distribution of Staff

Administration and Systems	11	11	12
Technical Services	61 1/4	61 3/4	64 1/4
Reader Services (Central Library)	52	57	53 1/2
Reader Services (Branches)	101	104 3/4	104

2. Services

Items Lent			
Central Library @	250,341	226,727	232,670
Branch Libraries ø	565,227	565,098	575,628
Items Lent to libraries outside University	28,200 *	25,539	25,284
Items Borrowed from libraries outside QU	12,088	10,231	9,780
On-line Information Searches Made	1,469	1,365	1,064
Reader Education Classes Held	269	277	271
Normal hours of opening per week (Central) during academic year	72	79 1/2	79 1/2

@ Central, Reference, Fryer, LAVS. Incl. Reserve loans, excl. Intra-university loans.

ø Includes all Reserve Collection lending whether extra-mural or not.

(Total of 112,438 Reserve Collection loans in 1980, 105,991 in 1981, and 91,079 in 1982.)

\* Includes 3,925 loans made by other Library Couriers.

	1982	1981	1980
3. <u>Acquisitions</u>			
<u>Books: ø</u>			
New titles by purchase	15,076	13,342	10,397
New titles by gift	2,713	3,177	2,800
Total volumes added	24,924	27,873	22,683
Total volumes deleted	8,807*	21,176	10,356

ø includes music scores and UQ theses

\* includes 515 volumes written off

Periodicals:

Total number of titles received	21,183	21,181	21,200
Number of non-duplicate titles received	17,237	17,158	17,184
Number of new titles received	577	523	579
Number of titles discontinued	667	608	554
Total bound volumes added	16,728	15,675	16,427
Total bound volumes deleted	4,856	5,208	9,409
Total bound volumes in library	1,206,533	1,178,544	1,161,380
Manuscript entries prepared	581	502	1,483
Manuscripts added	231 boxes	123 boxes	21 boxes
	233 items	229 items	249 items

Microforms

New monograph titles added	183	252	202
New periodical titles added	18	51	50
Total titles held	5,917*	5,716	5,413

\* Represented by 42,335 reels, 248,535 fiche/cards

	1982	1981	1980
<u>Audio-Visual Materials</u>			
New titles added	606	626	688
Holdings - Audio recordings	21,106	21,176	23,834
Films	614	577	545
Film Strips	596	566	535
Slide sets	814	745	700
Video tapes	1,382	1,261	1,080

4. Expenditure on materials

	1982	1981	1980
<u>Books or backruns of periodicals</u>			
Library Vote	530,650	359,888	289,493
Joint Hospital Funds	30,551 <sup>a</sup>	18,577 <sup>b</sup>	16,187 <sup>c</sup>
Equipment Grant	64,842	53,427	59,410
Research Grants	66,411	62,326	83,530
Departmental Maintenance Votes	834	2,129	2,207
Bequest Funds	14,455	14,381	16,720
Other Funds	<u>1,483</u>	<u>3,582</u>	<u>2,878</u>
Total expenditure on books and backruns of periodicals	709,226	514,310	470,425

Periodical subscriptions

Library Vote	973,306	811,280	763,555
Joint Hospital Funds	97,591 <sup>a</sup>	74,492 <sup>b</sup>	71,750 <sup>c</sup>
Equipment Grant	6,872	5,373	5,427
Research Grants	11,325	8,090	9,625
Departmental Maintenance Vote	111	147	1,003
Bequest Funds	1,284	1,798	1,168
Other	<u>-</u>	<u>815</u>	<u>-</u>
 Total expenditure on periodical subscriptions	 1,090,489	 901,995	 852,528

Audio-visual materials

Library Vote	37,933	14,830	22,662
Equipment Grant	767	2,850	1,610
Research Grants	5,105	4,414	11,762
Departmental Maintenance Votes	<u>1,188</u>	<u>206</u>	<u>375</u>
 Total expenditure on A/V material	 44,993	 22,300	 36,409

Total expenditure on library materials	1,844,708	1,438,605	1,359,362
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- (a) To the Joint Hospital expenditure of \$128,142, the Library Vote contributed \$48,811  
 (b) To the Joint Hospital expenditure of \$ 93,049, the Library Vote contributed \$45,840  
 (c) To the Joint Hospital expenditure of \$ 87,973, the Library Vote contributed \$39,868

5. Expenditure on operating costs

	1982	1981	1980
Binding from Library Vote	244,245	235,162	192,317
Binding from Hospital Board funds	4,981	3,275	2,832
Maintenance from Library Vote	238,860	235,889	202,322
Maintenance from Hospital Board funds	1,182	1,997	799
Expenditure from Equipment Funds	<u>142,450</u>	<u>80,519</u>	<u>75,013</u>
Total running costs except salaries	631,718	556,842	473,283

6. Expenditure on salaries

Salaries and salary costs from			
Library Vote	4,176,948	(a)	(a)
Salaries and salary costs from		(a)	(a)
Hospital Boards	<u>75,010</u>	_____	_____
Total expenditure on salaries	4,251,958	3,836,590	3,327,303

(a) Comparable dissection not available.

7. Summary of library expenditure

Expenditure on library materials	1,844,708	1,438,605	1,359,362
Expenditure on operating costs	631,718	556,842	473,283
Expenditure on salaries	<u>4,251,958</u>	<u>3,836,590</u>	<u>3,327,303</u>
Total library expenditure	6,728,384	5,832,037	5,159,948

Table 8. EXPENDITURE 1982

FUND	NON-LIBRARY				TOTAL	GRAND TOTAL
	MATERIAL	LIBRARY MATERIAL	PERIODICALS	A.V.		
	TOTAL EXPENDITURE	BOOKS				
Library Books	0	530,650	69,058	37,933	637,641	637,641
Library Periodicals	0	0	904,248	0	904,248	904,248
Hospitals	0	30,551	97,591	0	128,142	128,142
UC Equip Spec Lib	0	64,842	6,872	767	72,481	72,481
Research	48,998	66,411	11,325	5,105	82,841	131,839
Dept. Mtce	13,225	834	111	1,188	2,133	15,358
Bequests	798	14,455	1,284	0	15,739	16,537
Library Sales	501	398	0	0	398	899
Lib Books Replacement	<u>345</u>	<u>1,085</u>	<u>0</u>	<u>0</u>	<u>1,085</u>	<u>1,430</u>
	63,867	709,226	1,090,489	44,993	1,844,708	1,908,575

Table 9. STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General Loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1982	(1981)	1982	(1981)	1982	(1981)	1982	(1981)	1982	(1981)
Central Library (incl. Fryer Library and Audio- visual Services)	555,228	554,765	9,800	9,868	250,341	226,727	nil	nil	7,327	6,926
<u>BRANCH LIBRARIES</u>										
Undergraduate	96,554	92,519	263	258	246,831	247,197	14,416	15,496	nil	nil
Arms	33,694	31,682	623	637	17,251	17,313	8,327	12,041	421	390
Biological Sciences	99,103	97,863	2,945	2,947	55,319	56,738	25,815	26,226	7,029	6,691
Central Medical	26,990	26,593	842	836	10,903	10,297	2,053	2,878	3,495	2,336
Chemistry	19,728	19,123	372	365	6,470	6,081	865	1,188	953	753
Clinical Sciences	13,071	12,759	542	528	23,726	27,770	2,341	2,483	2,257	2,543
Dentistry	8,075	8,252	220	219	7,400	7,918	951	1,680	180	245
Engineering (incl. Elect Engineering)	50,339	49,360	2,071	2,006	26,935	26,789	9,181	6,659	2,070	2,046
Geology	26,808	25,680	1,098	1,103	3,639	4,910	2,968	2,394	984	920
Law	43,719	43,198	539	527	9,564	9,197	17,039	19,783	204	269
Mater	6,359	6,104	179	176	4,809	6,343	1,292	2,353	438	409
Mathematics	19,458	18,871	394	383	9,202	9,690	4,214	4,060	301	251
Physics	18,077	17,848	514	514	4,030	3,895	280	7,278	147	373
P.A.H.	7,381	7,145	291	276	15,110	12,830	1,337	1,472	467	255
Thatcher	113,055 <sup>1</sup>	111,529	38	123	32,959	42,229	0	nil	5	6
Store	53,493	40,748	nil	nil	833	653	0	nil	217	211

<sup>1</sup> Includes 17,644 volumes and 29 periodicals currently received in Ringrose Collections.

Table 10.

THATCHER LIBRARY - Statistical Summary, 1982The collection

Monographs - Volumes	:	95,312	
			(an additional 17,661 volumes are held in the 7 regional study centre collections).
Photocopied items	:	13,048	
Audio cassettes	:	524	
Slides	:	390	
Film strips	:	14	

Loans

Total	:	32,959	
Postal loans	:	19,758	
Staff loans	:	1,269	
Direct student loans	:	11,932	
Photocopy vouchers	:	2,586	

Study Centre Loans

Total borrowers	:	609	(389 U of Q; 220 others)
Total loans	:	7,919	
Loans to QU students	:	5,396	
Loans to other students	:	2,523	

Table 11. STATISTICAL SUMMARY OF UNIVERSITY CENTRE LIBRARIES

1982	REGISTERED BORROWERS FOR THE YEAR						LOANS			NEW BOOKS ADDED TO COLLECTION
	QU	OTHER	TOTAL	FROM QU COLLECTION TO QU STUDENTS	FROM QU COLLECTION TO OTHER STUDENTS	OTHER LOANS TO STUDENTS	OTHER LOANS	TOTAL		
Bundaberg	65	27	92	1,075	117	-	-	1,192	681	
Cairns	78	44	122	816	441	-	-	1,257	227	
Mackay	141	76	217	1,246	518	262	1,023	3,049	226	
Maryborough	52	56	108	1,057	50	8	281	1,396	212	
Toowoomba	53	17	70	932	93	-	-	1,025	333	
TOTALS	389	220	609	5,126	1,219	270	1,304	7,919	1,679	

Table 12. READER EDUCATION ACTIVITIES, UNDERGRADUATE LIBRARY

	<u>1981</u>	<u>1982</u>
Group Library Tours	11	66
Number of persons on tours	158	591
Reader Education Lecture/Seminars/Tutorials	160	184
Number of university courses involved	52	55
Number of persons in classes	5,996	7,481
Library guides or reader education leaflets prepared	4	28
Displays/Exhibitions mounted	8	11