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COMPUTER ROOM



LIBRARIANS CHECKING MATERIAL FOR PERCAT 1982



VIEWING PERCAT ON MICROFICHE 1983

# ANNUAL REPORT of the University Librarian 1983



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## UNIVERSITY OF QUEENSLAND LIBRARY

### Annual Report of the University Librarian for 1983

The purpose of the University Librarian in writing Annual Reports of some length is to inform the Library Committee, and through it the Academic Board and the University community generally, about the activities of the University Library during the year. At the same time the opportunity is taken to draw attention to proposals for development, to difficulties which the Library faces and to the impact of changes which are occurring in the wider environment in which the University Library operates.

Like the rest of the University, the Library suffered a further reduction in its salary vote in 1983 bringing the total reduction in recent years to close to 10%. On the other hand the purchasing power of the Library, which had deteriorated alarmingly in 1980, is gradually recovering, as much through the vagaries of the international currency market and the slowing down of inflation in major publishing countries as through any increased support from the University budget, which itself remained under great stress. The overall financial picture brightened in 1983 with the reintroduction by the new federal government of supplementation for the recurrent budget. At the very least this will greatly reduce the uncertainties which caused constant reassessment of the University's financial position in the light of changes in salary awards and prices generally.

The predominant influence during 1983 has not been the economic stringency but the pace of change caused by new information technology. Some of this has resulted from an astonishing acceleration in our in-house development of computer-based procedures. Outside influences have also been important in making available procedures based on new technology which revolutionise such basic activities as locating material held in other libraries.

While all this is occurring, use of the University Library continues to rise, more books were lent, more inter-library loans obtained, a greater number of substantial reference enquiries answered. The conflict between declining staff resources and rising user demand is being moderated by the use of more sophisticated technology and active staff development programmes which stimulate staff and enable them to make the best use of their abilities.

#### GENERAL MATTERS

The University has reacted to financial stringency not simply by demanding greater accountability but by decentralising decisionmaking. In the Library's case the most obvious manifestation of this has been more flexibility in managing the salary vote provided that the overall budget limits are observed. This delegation has been welcome and the library has managed to live within the available funds by varying the levels of appointments when vacancies occur and by use of more part-time and casual staff. Further delegation will occur in 1984. The Library has been allocated a total amount for recurrent expenditure within which the proportions for salaries, purchases and running costs can be varied with the approval of the

Deputy Vice-Chancellor (Academic). With respect to Equipment Funds, the previous division between computer and other equipment has been removed so that the Library can decide, and live with, its own priorities.

### Planning and development

For some years the Library has been following a path of in-house development of software for internal activities. By the end of 1982 the second phase on-line lending system, ACHILLES (A Computerised Holding of Library LEndings) was operating in Central, Undergraduate and Biological Sciences libraries and also servicing Griffith University. In 1983 it was extended to Thatcher Library with some special features to meet the particular needs of external students.

Very rapidly developed during 1983 was PERCAT (PERiodicals CATalogue), a complete data-base of the Library's periodicals holdings with more than 32,000 entries. By the end of the year complete author and title and subject catalogues had been produced on microfiche, replacing the former Union List of Serials in all libraries. Furthermore the data-base was available on-line, accessible by author, title, subject and call-number, with terminals for library staff use being installed in Central Library departments and all branch libraries. Copies of the data-base and of the microfiche have been sold to other libraries.

Close on the heels of PERCAT, which is rather a mutant in our classical Greek nomenclature, comes ULYSSES, (University Library System for the Satisfaction of Enquiries) which will eventually absorb PERCAT into a total on-line catalogue of the Library's holdings. By the end of 1983 work was sufficiently advanced to expect that early in 1984 cataloguing for all material added to the Library would be entered direct to the data file. (This expectation was achieved). The aim was to provide public on-line access with the first experimental terminals to be available in Central Library by the end of 1984. In the meantime the existing cumbersome printing and manual sorting of some 500,000 catalogue cards per year will be replaced by computer printing of packs of cards ready for filing.

These developments have not been painless. They require all members of library staff to acquire sophisticated skills at a level which was not needed by the former manual procedures. It is clear, from hindsight, that in some cases new procedures have been introduced too quickly without sufficient training of those who must operate them. Documentation and especially user manuals have not received sufficient attention. Development has pushed the hardware available to the limit and while the falling cost of processors and disks has permitted new equipment to be ordered within the funds available, there have been constant running-in problems often caused by poor documentation from hardware suppliers.

There is also a danger, in our decentralised library system, that for a period there will be have and have-not libraries since it is impossible to put up the data to bring every library onto ACHILLES quickly; consequently it is not worth training all library staff immediately and this can cause difficulties when emergency relief staff are required or staff are transferred from one library to another.

The Library is now heavily dependent on its computer hardware for many of its essential operations. It is at the mercy of breakdowns and has not yet achieved the degree of redundancy in hardware necessary to ensure that all likely emergencies can be met. There is an expanding network of computer cables and terminal controllers, all subject to possible malfunction.

There has been active discussion within the library about the desirability of adding the Library's pre-1984 holdings to the data-base and the programme by which this might be done. Another matter on which debate has hardly begun is the extent to which the increasing availability of access to central files from all branch libraries might permit some activities presently carried out centrally to be decentralised.

Change is not confined to use of the new technology. As described later the whole organisation of the Library's Technical Services sections was restructured and a less traumatic but important reorganisation occurred in Central Reference. Also after some years of preparation and revision a proposal for a completely new salary structure for the Library was formally submitted to the Vice-Chancellor.

The Library has been hampered since the University was established in 1910 by inadequate buildings. The least satisfactory facilities in recent years have been in the health science libraries. During 1983 construction began of a building at Royal Brisbane Hospital one floor of which will accommodate the present separate and overcrowded Central Medical and Clinical Sciences libraries. When this new Herston Medical Library is occupied late in 1984 Brisbane will for the first time have a medical library comparable with those available in other mainland states.

Late in 1983 final agreement was reached with Lions International for joint funding of an extra floor for a library on the new Lions building at Princess Alexandra Hospital. In the short-term this will provide satisfactory housing for the University's most overcrowded library.

Central Library Stage 2, originally recommended for funding in the aborted Sixth Report of the Universities Commission for 1976/78, is the University's top priority in the building programme for 1985/87. It would provide much needed accommodation for the growing numbers of post-graduate students as well as permitting storage on campus of the material which inadequate accommodation is compelling the Library to withdraw from all libraries on a continuing basis. It was disappointing that when the Universities Council visited the University in 1983 greater interest appeared to be shown in the continuing existence of a number of small branch libraries than in the very real difficulties and expense being caused by the lack of adequate space for library materials. The University Librarian has argued the case for a combined Physical Sciences and Engineering Library for nearly twenty years but there can be no doubt that in the present situation the greatest relief to the University Library as a whole and the most substantial relief to recurrent expenditure would be achieved by construction of Central Library Stage 2.

Nor can there be any doubt that the University's second priority in library terms must be Law. The most cursory examination of comparative

statistics shows that among Australian University Law libraries Queensland ranks lowest in size of bookstock and number of current periodicals. This situation is due less to unwillingness to spend library funds on the Law collection than to the inability of the present premises to house a larger stock.

### Library materials

It is pleasing to note that the recovery in monograph accessions continued in 1983. The statistics in Table 3 of Appendix 1 suggest that new titles purchased are now running at about 15,000 per year (there was a carry-over in cataloguing from 1982 to 1983), almost 50% above the worst recent year in 1980 but still well below the 20,900 of 1974. The initial allocation from Senate in 1983 of \$1,600,000 was increased at the mid-year review to \$1,680,000. At the end of the year expenditure on books and a/v materials was \$61,212 over estimates and on periodical subscriptions \$15,701 under estimate. When credits in other recurrent funds were taken into account, \$15,343 was carried forward as a charge against 1984. Periodicals subscriptions made up 64.2% of total expenditure as against 63.1% in 1982 and 68.4% in 1981.

Table a. Comparative additions to stock (monographs), 1979-83)

	New monograph titles purchased	Total monograph volumes added
1979	14,554	37,647
1980	10,397	22,683
1981	13,342	27,873
1982	15,076	24,924
1983	15,828	32,962

Table b. Serials statistics 1983

### Unique titles

#### By subscription

New	325
Discontinued	<u>230</u>
Increase	95

Total unique subscriptions  
in December 1983 10,054

### Duplicate subscriptions

New	69
Discontinued	<u>112</u>
Difference	-43

Total duplicate subscriptions  
in December 1983 2,401

Unique gift and exchange titles

New	247
Discontinued	<u>307</u>
Difference	-60
Total unique gift and exchange titles	7025

Deposit titles

New	32
Discontinued	<u>18</u>
Difference	14
Total deposit titles in December 1983	207

Duplicate gift and exchange titles

New	31
Discontinued	<u>16</u>
Difference	15
Total duplicate gift and exchange titles in December 1983	1517

Duplicate subscriptions are principally among the three hospital libraries at Herston, Princess Alexandra and Mater. Each hospital must have the same basic subscriptions and half of the continuing cost is met from hospital funds. Gift and Exchange titles are decreasing as we and other institutions re-examine the cost-effectiveness of our exchange programmes.

The withdrawal programme continued as it must until the building limitations affecting all our libraries can be remedied. As in previous years shortages of staff made it impossible to reach the target withdrawal figure of 32,000 volumes. In addition there is great difficulty in identifying material whose removal will not inconvenience users. There are also problems in convincing users that it is no longer possible to store all library material close to hand.

Table c. Summary of withdrawals, 1983Discarded

Monograph volumes	7144
Periodicals volumes	<u>7249</u>
Total volumes discarded	14393

Withdrawn to Store

Monograph volumes	4532
Periodicals volumes	<u>4434</u>
Total volumes sent to Store	8966

### The state of the Collection

Twenty years ago it might have been said that the Library had a moderately good collection at undergraduate level, a fair coverage of periodicals in science and technology and special strength only in Geology.

Since that time accessions to the Library have greatly increased in number but the vast majority of acquisitions have represented moderate coverage of current publications over a steadily widening range of new disciplines ranging from Japanese, Chinese and Russian to Computer Science and Management - and the strengthening through continuing subscriptions of the periodicals holdings.

The Library's recurrent funds have been almost totally absorbed in this way. The collections will support post-graduate and research work in most disciplines but although every effort is made to assist newly arrived scholars with research interests new to the Library it takes several years before even the beginnings of a research collection exist. History of Sport and Biotechnology may be cited as current examples.

Areas of special library strength, sufficient to attract scholars to take appointments at the University of Queensland or to visit in order to use the collection for research projects, cannot be created from recurrent funds. Some major purchases are occasionally made from windfall opportunities, a sudden change in international currency rates for instance, but of necessity these concentrate on material which can be invoiced before the end of the financial year and do not represent a long-term programme.

An alternative source of funds to concentrate on building to strength in particular areas might be the Special Equipment funds for library purchases. The Universities Commission first permitted allocation of part of the Equipment Vote for the purchase of "formed collections and backsets" of library material in the 1973-75 triennium.

This University's allocation for Library purchases from the Equipment Grant has been modest by comparison with most other large universities.

Table d. Expenditure from Equipment Grant on Library  
Acquisitions 1980-82

	1980	1981	1982
Sydney	121,181	129,104	199,085
New South Wales	110,839	169,569	204,112
Melbourne	197,449	166,322	289,328
Monash	55,737	53,962	10,643
Queensland	66,447	61,650	72,481
Adelaide	135,079	150,166	167,261

With little scope in the budget from recurrent funds to fill the gaps in the periodicals collection revealed by our rising inter-library loan requests to other libraries, most purchases from these Equipment funds have been used for purchasing backsets of periodicals, buying the beginnings of

research collections in new fields or financing urgently needed but expensive specific research items in established fields. It is also true, of course, that availability of larger purchasing funds would make the Library's storage problems even more acute except where wanted material is available on microform.

It is not surprising that there are only two areas of considerable strength in the collections which can now be added to our long-standing distinction in Geology; these are Australian Studies, particularly literature, and English literature particularly for the Victorian period. The former has been established through acquisition of the Hayes Collection, use of some comparatively modest Fryer Library bequest funds, allocation of Research Funds from the Departments of English and History, and generous support from the Alumni Association. The latter is due to purposeful application of available funds by the Department of English.

This is not to suggest that the Collection is weak in other areas. While the demand for materials in the bio-medical disciplines is almost insatiable, the Library's holdings are substantial and will further improve in clinical medical sciences with the rationalisation of resources in the new Herston Medical Library. There is no obvious sign of deficiency in physical sciences and engineering, except perhaps in Computer Science. Where scholarship is most hampered is in those disciplines which lean most heavily on extensive collections of monographs and documents, the Humanities and Social Sciences, including Law. With the exceptions already mentioned of Australian Studies and English literature researchers in these disciplines will continue to be heavily dependent on inter-library loans from and visits to other libraries unless the Library's financial and storage situation changes dramatically.

#### Relationships beyond the University

The most obvious outside relationship of the University Library is the inter-library loan network. Readers of these Annual Reports will know that the University Library has been, for many years, the major supplier of inter-library loans to other Queensland libraries, especially those in the Brisbane metropolitan area, and one of the six highest national suppliers of inter-library loans.

In 1983 inter-library loans to other libraries declined by 1997 or 7%. This is the first major decline in many years. It is thought due to two principal factors. This Library is not a member of the Australian Bibliographical Network (ABN) and consequently our holdings do not, as yet, appear in its on-line data-base. It was also decided to extend to Brisbane metropolitan libraries the \$3 minimum charge for photocopies which is a national standard charge. Allied with the latter was a decision to lend periodicals on inter-library loan only in exceptional circumstances and normally to offer photocopies. This probably diverted some demand to other Brisbane libraries which were prepared to lend. Libraries nationally have been unwilling to charge for lending the original as distinct from supplying a photocopy although such a stance appears quite illogical. The claim is that this would endanger the hard-won principle of free library service from public libraries but this argument ignores the fact that no library is compelled to pass charges on to its users.

Requests from metropolitan libraries fell by 16.6% and the proportion supplied by photocopy rose from 46.6% to 74.4%.

The University Library again obtained more loans from other libraries than ever before, a total of 13,582, an increase of 12% over 1982 and 33% over 1981. It is thought that this increase is primarily due to three factors

The declining proportion of new publications which the University Library can afford to purchase

a greater range of relevant references revealed to users by computer searching

increasing numbers of research staff and post-graduate students.

Obtaining inter-library loans is a labour-intensive activity and a 33% increase at a time of reduced library staff places considerable pressure on staff resources.

Another outside relationship is with external students. These students, and various reports on external studies, have commented on the unwillingness of university and college libraries to lend to external students enrolled elsewhere. This reluctance has been due to fear of competition with the institution's own students for material in demand and some resentment by metropolitan universities that out of state institutions "poach" students from their enrolment catchment, obtain funds for them from the CTEC, often offer poor library services and expect other institutions to supply library service.

The usual solution proposed is some kind of reciprocal lending arrangement between institutions. Following discussion of this matter in the Library Committee the Vice-Chancellor approved a proposal that the University Library should unilaterally extend borrowing privileges to external students from other CTEC-financed universities and colleges outside the Brisbane metropolitan area for a trial period of eighteen months. The condition was that the enrolling institution confirmed that the person was enrolled and promised to indemnify the University against loss of library material.

Publicity for this arrangement brought similar offers from a large number of universities and colleges, and this information has been supplied to our own external students. By May 1984 forty-four external students from other institutions were enrolled as borrowers at the University Library.

For many years the Alumni Association has sought borrowing privileges for its members. In 1983 arrangements were made for those joining the Alumni-in-contact scheme to pay a special library subscription of \$25 and by May 1984 the Library had 73 Alumni borrowers. From 1984 the Alumni library subscription will not be confined to Alumni who have joined the Alumni-in-contact scheme.

Much further afield, in 1983 the Library formed close links with the library at Shandong Medical College in China. This followed a visit by the University Librarian as a member of the Inception Team for the ADAB project for which the University of Queensland is agent for the Australian

government. The Health Sciences Librarian, Ms. Flynn, later spent six weeks at the College assisting the local library staff and assessing the College's need for library materials and equipment. The College library was also advised about new developments appropriate for the current state of technology in China. Ms. Flynn will be continuing to advise the Project Director and the Project Advisory Committee on materials to be purchased from Project funds. It is anticipated that at a later date a librarian from Shandong College will spend some months at the University of Queensland Library.

Pressure on the University Library to service the medical profession continued to cause concern. The Queensland Branch of the Australian Medical Association has closed its library for financial reasons, only one state public hospital independently supports a reasonable medical library and the Department of Health Library does not specialise in clinical information. For many years hospitals, medical enterprises and individual practitioners have turned to the libraries operated by the University for service. It can be expected that the opening of the Herston Medical Library will attract even more requests for service from beyond its primary clientele. The University has proposed to the three Herston hospitals a continuation of the former joint library activities and the response has been very positive. However this covers only those three hospitals. Similar joint arrangements have existed at Princess Alexandra and Mater Hospitals for many years. An approach to the State Department of Health suggesting that it should finance service to other state public hospitals and possibly to the medical profession generally was no more successful than previous approaches.

While the problem is most obvious in relation to the medical profession, those practising other professions turn to the University for library service from time to time. The long-term solution appears to be a formal library subscription but this will need to be higher than the rather trivial level that most such users appear to expect.

The Royal Society of Queensland Library has been housed at the University for a very long time. For almost twenty years it has been stored by, but not integrated into, the University Library. With space at a premium the University Library felt unable to continue this arrangement. Analysis showed that a high proportion of the Royal Society collection was also held by the University Library and that the rest was of a fairly esoteric nature. With goodwill on all sides the Royal Society made arrangements for its collection to move to the Queensland Institute of Technology library where it will represent a very considerable strengthening of that library's resources.

After long negotiations the University also declined to accept the offer on permanent loan of the library of the late Alan Queale containing much Australian material. Nearly all of the Queale material was already held in Fryer Library. Its location at Griffith University is a much more logical arrangement.

## CENTRAL LIBRARY AND CENTRAL SERVICES.

The Central Library building has now been in use for nine years. There have been many changes in the Library's activities during that time and decisions have to be made about internal reorganisation. These are not made any easier by continuing uncertainty about the probability that Central Library Stage 2 will be funded. In any enlargement of the building many present activities would be modified or relocated.

With Central Library Stage 2 at the top of the University's buildings priorities for 1985-87 plans for extensive and expensive internal reorganisation of the present building were abandoned and modest changes were made to Level 2. A more extensive reorganisation was planned, and carried out, in the Technical Services area on Level 1 during the 1983/84 Long Vacation following the introduction of computerised catalogue input procedures and the changes to the staffing structure.

Carpet replacement reached Level 2 at the beginning of Long Vacation. It was impossible to keep that Level open to users for the nine days involved. This brought some expressions of concern from academic staff and post-graduate students and every effort was made to minimise inconvenience to users.

Central Library's air-conditioning has never been satisfactory either for human beings or for the conservation of the bookstock, each of which require different ambient conditions. It is generally agreed that these weaknesses can only be remedied by substantial expenditure on new plant and decisions whether to do this have been complicated not only by the economic stringency but by uncertainty about the funding of Central Library Stage 2. Well-intentioned efforts by Buildings and Grounds to save energy costs and failures of communication between that section and the Library took up considerable time and human energy during the year.

### Staffing

The proposal to alter the Library's salary structure has already been mentioned. The fact is that the Library's operations have altered substantially since present salary structures were created in the late sixties, levels of professional education have changed and the present structure makes it more difficult to ensure that salaries match responsibilities and performance.

It is also regrettable that the state government has refused to permit any but the most senior staff to enter the new Universities superannuation scheme (SSAU). The lack of portability of the State Government Superannuation Scheme inhibits movement of staff between states thus increasing Queensland's isolation. Furthermore since membership of a superannuation scheme is not compulsory for general staff the University will continue to be embarrassed when long-serving general staff members reach retirement with quite inadequate financial resources.

The dramatic changes to the content of library tasks caused by technology have provided inspiration for some staff, brought fear and concern to others. For some staff the environment to which they had been attracted

and on which they had patterned their career plans is disappearing. Miss Wilson, the Administration Librarian, has commented

"There is nothing new about the process of change or the consequences of progress. The personnel implications of adapting to new machine based technology are well documented. What is perhaps unique about our situation is that the developments are occurring at a time of static staff movement and reducing staff numbers. For some people there seems to be no way to escape the change. Those people who have not felt comfortable in the role of interaction with the public have found refuge in the routine tasks. New technology will release staff from many routine tasks. It releases them to give more attention to service to the library public. Some of our staff will not be able to redirect their professionalism in this new direction and we must be prepared to release them from what they see as a stressful role. There is no doubt that interaction with the public is stressful especially when some of the public is less than amiable. Our inability to introduce new professional staff into our staffing structure heightens the difficulty."

To some extent the stress caused by change can be reduced by good communication. In spite of the best intentions there is no doubt that Library management's attempts to ensure that all staff are familiar with plans and developments have not always been successful, not surprisingly given the economic and time restraints under which all staff must work. Nevertheless a great deal of effort is being put into staff development, arranging seminars and workshops, assisting staff to attend conferences and seminars organised by professional organisations, and arranging temporary exchanges of position. Staff transfers are carefully thought through to assist with career development.

A selection of activities arranged by the Library includes

- Seminar on on-line information services
- Workshop on self-instructional programmes
- Lunch-time talks
- Seminar on staff evaluation
- Workshop on study skills
- Seminar on on-line access to PERCAT

The assistance of TEDI with several activities is gratefully acknowledged.

Staff have been assisted to attend

- Library Management courses
- Advanced Management training courses
- Automation workshops
- Time management workshops
- Seminar on the use of microcomputers for information retrieval
- Conference on on-line public access catalogues
- Medical Libraries Conference

and several other professional development activities.

Two senior members of staff retired during the year.

Joy Guyatt served the Library in many capacities, most notably as Thatcher Librarian and foundation Undergraduate Librarian. She combined with these activities a high profile outside the Library including Presidency of the Academic Staff Association - the only woman to attain this office so far, and membership of the University Senate.

Val Prescott was appointed Acquisitions Librarian in 1965 and held that position until his retirement. He came to the Library at a time of considerable disorder following the exodus of many senior library staff during the Library's most troubled period. In co-operation with the then Deputy Librarian, Sid Page, and the Accounts Officer, John Brignell, he established new procedures which have served the Library efficiently and smoothly.

Library staff were saddened during the year by the death of Ernie Ephraums, a Library Attendant, after a long illness. Ernie joined the library staff in 1975.

The position at Senior Principal Librarian level formerly held by Joy Guyatt was filled at a lower level. The position of Principal Librarian/Acquisitions was changed to Deputy Technical Services Librarian and filled from within the Library. A new position of Senior Librarian (Orders) failed to attract a satisfactory candidate and was temporarily filled by transferring Mrs. Christine Crocker from Thatcher Library. Mrs. Crocker was awarded the James Cook Bicentenary Scholarship which is available to young librarians from Australia and New Zealand and will spend some months in the United Kingdom in 1985 studying library services to distance students.

It is a matter of some concern that there have been few professional appointments from outside the Library in recent years. With the notable exception of four Deputy Librarians and two Health Science Librarians nearly every senior position has been filled by an internal appointment. This is not to suggest that the Library would have done better by going outside, the high reputation of the University of Queensland Library nationally demonstrates the contrary. Nevertheless there is a surprising lack of good interstate candidates for senior positions.

The Library has also been prevented from taking in new beginning professionals by the "pipeline effect" of the former automatic promotion of internal staff who obtained professional and academic qualifications on a part-time basis. In 1984 for the first time the Library will fall below establishment when vacancies occur on the first professional level and be able to select from the many young professional librarians who are unable to find library employment.

Finally acknowledgement must be made of the value of the Work Experience Training programme. This has enabled several people without work experience or job-related qualifications to find temporary employment in the Library. Several have subsequently been appointed to fill non-professional vacancies.

### Technical Services

For almost twenty years there has been a Cataloguing department and an Acquisitions department, within which there was a Serials sub-department. While this arrangement worked well there was concern that some work, such as bibliographical checking, was repeated at both ordering and cataloguing stages. Replacement of manual procedures by computer-based procedures also brings new requirements.

Over a frustratingly long period a series of retirements and transfers created a situation in which the staff structure could be recast. The new organisation consists of a Technical Services Librarian, Mary-Rose McCarthy, formerly Head Cataloguer, a Deputy Technical Services Librarian, Simon McMillan, formerly Systems Projects Librarian, and three Senior Librarians - Cataloguing, Orders and Serials. At the end of 1983 the Cataloguing and Orders positions were filled only on a temporary basis.

Within the new Department several teams have been created. Each is responsible for the ordering and cataloguing of material requested by particular teaching departments or libraries. It is hoped that this will not only assist subject specialisation but also build closer relations between the technical services teams and their client academic departments/libraries as well as removing any repetitive checking.

The three senior librarians have challenging responsibilities, being responsible for operations rather than the management of staff. This requires a change in administrative attitudes.

Since Systems staff will be engaged, for the foreseeable future, on the development of software related to technical services, they are linked into the technical services structure.

### Systems

The extension of computer-based procedures during 1983 has already been described.

A number of factors have steered the Library towards developing its own software instead of embracing one of the several commercial systems now on the market. The Library developed one of the earliest on-line lending systems in Australia and this is operating successfully in the four largest libraries and serving Griffith University also. The Library's next priority was a Computer Output Microfiche serials catalogue - PERCAT - and after considerable investigation it was found most economic, and surprisingly easy, to build this onto the ACHILLES software. This was clearly a step towards a total library computer-based system and it has proved possible to adapt the PERCAT programmes to accommodate the entry of all other library materials and to create programmes for the output of catalogue cards. Terminals located in staff areas in all branch libraries and Central Library can now access on-line the serial records and the growing number of records for other materials, and this is the first step towards an on-line public access catalogue. The microfiche version of PERCAT is also widely available.

With modern hardware and programming it has not proved too difficult to create a full cataloguing apparatus including on-line authority files, making the Library self-sufficient without joining, and paying the costs of, the Australian Bibliographic Network. The Library's holdings will, of course, be made available to the National Library in machine-readable form for inclusion in the national on-line union catalogue.

While this policy has avoided the very large capital expenditure which would have been needed to purchase a commercially produced library computer system, it has not been without problems. Even with sympathetic assistance from the Prentice Computer Centre, there have been hardware problems, new equipment failing to function for some time because of inadequate documentation from the suppliers, unanticipated overloading of the power supply, random appearance of bugs in the software which handles so many millions of transactions, occasional high temperatures in the Library's computer room when air-conditioning problems have occurred.

Of a different order are the adjustments in attitude which must be made by Systems staff when maintenance of systems on which vital activities of the Library depend must be given priority over development of new software. There is a need to employ a new kind of systems person, the operational manager who ensures that all routines are carried out on time and all problems in the operating system are quickly attended to.

It must also be said that the Library would have been unable to adopt its present approach to automation if the capital cost of hardware had not fallen at an astonishing rate in recent years.

Discussions have been held with UNIQUEST about the possibility of marketing the library software commercially. There were also extended discussions with the University of Adelaide about the possibility that the ACHILLES software might be rewritten for their VAX machine but Adelaide eventually decided to take a different course.

ACHILLES files contained some 716,000 monograph items at the end of 1983, principally the monograph holdings of Undergraduate Library, Thatcher Library, Biological Sciences Library and most of Central Library. Of these 230,000, or 32%, were borrowed at least once during 1983. Over a few years loan records will assist the Library with its withdrawal programme.

There were also 31,702 potential library users in 1983. Of these 19,427 (61%) had used the four major libraries sufficiently to have at least one overdue or reserve notification during the year. Since ACHILLES does not as yet cover the medical, law, architecture/music, dentistry or physical sciences and engineering libraries, the proportion of potential users who actually borrow from the libraries must be close to 100%.

### Orders

The statistics which the Library supplies to the AVCC Library Cost Index show that this Library paid an average of \$32.54 for each recently published book in 1983 by comparison with \$18.15 in 1979, an increase of nearly 75%. During the same period the average cost of periodicals

subscriptions, leaving aside a few very expensive items, rose by 84% to \$142.

Within these blanket figures there are great variations within disciplines. Figures are available only for monographs and it must be borne in mind that the samples are fairly small and individual disciplines are much affected by currency exchange rates if most books are supplied from one overseas country, e.g. Germany.

The following are average costs per item purchased during particular years for selected academic departments or libraries (in \$A).

	1975	1983
Commerce	11.23	25.66
Anatomy	23.76	65.98
Chemistry	20.80	42.09
Dentistry	21.52	39.98
Education	6.24	20.63
French	9.02	16.83
German	8.11	21.00
History	8.02	34.27
Law	7.86	28.00
Mechanical		
Engineering	13.75	44.25
Music	7.61	27.2
Philosophy	15.01	25.33
Pathology	20.08	74.83
Veterinary		
Medicine	18.93	61.96
Undergraduate		
Library	5.84	14.59
Thatcher Library	5.05	15.25

### Serials

Computerisation of all serials catalogue records has brought changes to this section. Alterations to records are carried out much more promptly but as the Serials Librarian comments

"Record changing can be very quick but the nature of the work means now more than ever that meticulous record keepers are needed."

Although some manual records have been superseded, a great deal of "busy work" still needs to be done. Every incoming serials issue must be recorded manually in large folders, and in 1983 3,005 letters were sent to suppliers and nearly six thousand claims for items not received or for re-orders. Australia still suffers from the long postal delivery period so that by the point that time has been allowed for an issue to arrive the supplier is often unwilling to replace a missing issue without charge and the Library must pay a second time.

For many years there has been concern about the time for which material is held out of service in the Bindery. In 1983 the position worsened and negotiations were again instituted with the Bursar about ways of

overcoming this problem. This problem and failure of the bindery to meet production targets are of long standing. While temporary improvements have sometimes been achieved the problems seem so deep rooted that consideration must be given to sending some material to commercial binders.

### Cataloguing

Along with Thatcher Library, which joined the ACHILLES system, the part of the Library most affected by changed working procedures in 1983 was Cataloguing. As the Acting Cataloguing Librarian writes

"Most senior staff were included in coding the periodical entries" for PERCAT "and all staff were involved in the daily checking of computer print-out sheets. A small team of temporary staff worked on coding, input and checking.

In less than a year the work of coding and entering over 28,000 periodical records was completed. The same staff then turned their attention to creating the necessary authorities for PERCAT. It was decided that there would be no effort wasted in attempting to categorise the authorities pertaining to periodicals and those pertaining to monographs. By the end of 1983 every see reference, history card, and series authority which existed in the authority catalogue had been coded and was in process of being entered into the computer and checked."

This laborious task is the prerequisite for conversion to on-line cataloguing and the creation of on-line access catalogues. It was accomplished in spite of structural reorganisation, and with an uninterrupted flow of new material leaving no cataloguing backlog at the end of the year.

### Store

Store remains the fifth largest collection of library material in the University Library and is growing faster than any library except Central Library. In an average week 25 items have to be brought back for use, three quarters of them for university users, the balance for loans to other libraries.

Most of the material is stored in the Herston warehouse. Space for air-conditioned storage has also been created in the Duhig building. Here are stored books and periodicals printed on coated or calendered paper, published before 1920, or with fragile paper.

It is impossible to admit users to the warehouse store. The lighting is quite inadequate, the shelving is tall and the books are arranged by size in comparatively random order. This arrangement is necessary in order to obtain the densest possible storage. This certainly inconveniences some potential users but the Library has no reasonable alternative pending the construction of Central Library Stage 2. The Library cannot afford to staff the Store on a regular basis and must make maximum use of the space available.

## READER SERVICES

Approximately 68% of the library staff have as their principal task assisting users of the Library. In spite of the further reduction in funds available for salaries, hours of opening in all libraries remained unchanged in 1983.

Library users have benefited from the adoption of new technology in several ways and will benefit further. Loans from the four largest libraries are under more stringent control; the checking, location and requesting of inter-library loans is much faster; there is more accurate and timely information about an increasing proportion of the Library's holdings. An increasing range of data-bases elsewhere in Australia and throughout the world is available on-line for research purposes.

In the long term reader service staff will be relieved of several time-consuming house-keeping jobs releasing them to give more time to assisting users and improving the Library's resources.

### Reader Education

An internal committee chaired by the Undergraduate Librarian, Wendy Cooper, co-ordinates reader education activities across the University Library. It would take too long to list the many activities. Some impression can be gained from the following information.

Central Library Reference staff conducted 42 group tours during the year, with 1,800 participants. They gave specialised talks to 8 undergraduate classes, four Honours classes and four post-graduate courses. Undergraduate Library staff addressed 82 classes or tutorials about library use, a total of 4,017 students; in many cases specially prepared printed Guides were distributed. Talks at various levels were also given by staff in the following libraries, Architecture-Music, Biological Sciences, Central Medical, Dentistry, Engineering and Law.

The Chemical Engineering elective E1251 Library again included lectures by several members of the library staff. A lecture by library staff now also forms part of ID306 in the medical curriculum, and they also take part in compulsory tutorials on medical library research techniques in SM400.

Several new publications were a product of the Self-Instructional Programmes Workshop. They were

Guide to the use of the Union Catalogue of Serials on microfiche (PERCAT)

Guide to history resources for undergraduate students

Resources for engineering

How to find a statute in the Law Library.

Following the success of specially prepared Guides to Psychology and Education Guides were printed to library resources in Economics, Commerce and Management, Fine Arts and Human Movement Studies. Also produced was an introduction to Reference Works in the Social Sciences and Humanities. A list of overseas newspapers by title and place of publication was also prepared. A pamphlet on On-line information services in Chemistry and related areas was produced in association with a lecture and demonstration in CH220.

The Library's pamphlets to assist users were revised and a new Academic Staff Library Guide was produced. Work also approached completion on a Guide to APAIS (Australian Public Affairs Information Service) and a Guide to Psychological Abstracts.

Many of these activities would not be carried out were it not for the high professional commitment of the staff concerned.

#### On-line information services

In spite of the requirement that the user meet some of the cost the number of data-base searches continues to grow. New data bases accessed during the year included ESA, NIH-EPA Chemical Information System and CAS ONLINE (Chemical Abstracts). Terminals were available in five libraries, Central, Biological Sciences, Clinical Sciences and Engineering.

Table e. On-Line Connect Time 1981-83

	1983	1982	1981
Total number of searches	2096	1469	1323
Total connect time	389 hours	247 hours	249 hours
For user searches	216 hours	178 hours	195 hours
For library purposes	108 hours	32 hours	17 hours

On-line searching of ABN is now a normal practice in tracing the location in other Australian libraries of material wanted on inter-library loan.

The range of data-base systems consulted may be seen in Table f. Close to one hundred different data-bases were used through these system suppliers.

Table f. On-Line Information Retrieval Searches for Users

System	No. of Searches		Time/Users (Minutes)	Time/Total (including use for library purposes) (Minutes)
	1983	1982		
ABN	1		12	2883
Australian Life Sciences Network	944	683	9154	13321
AUSINET	187	149	562	953
DIALOG	912	841	2993	5256
BRS	22	4	76	217
I.P. SHARP				430
ORBIT	26	35	129	223
QUESTEL	4	2	21	47

Data-base searching has become an integral part of reference service in those libraries with terminals. The price to the Library is constant retraining of staff in existing systems and introduction to new systems and constant review of the necessary technology. There is a strong case for replacing at least some of the present terminals with microprocessors. This will make access simpler and also permit the down-loading of information to disk where this is legal and cost-effective. Some sophisticated users are already asking about this service.

Table g. Searches for Users According to Library Doing Search

	No. of searches	Time (Minutes)
Central	857	2644
Biological Sciences	359	2575
Engineering	152	490
Clinical Sciences	555	5857
Princess Alexandra Hospital	173	1381

In Central Library the most used overseas data-bases were ERIC and PSYCINFO. APAIS and Australian Education Index were popular Australian sources: Australian Financial Review Index and Australian Business Index were also well used. Departments using the service were Education (162 searches), Management (131), Psychology (94), Government (58), Anthropology and Sociology (43) and Economics (32). In branch libraries the most used data-bases were MEDLINE, COMPENDEX, CHEMICAL ABSTRACTS, CAB ABSTRACTS and AGRICOLA.

More reader education classes - mostly of at least later year undergraduate level - were introduced to on-line searching as part of a general introduction to library and information work. A description of on-line possibilities has become accepted as important in these sorts of talks and tours. Demonstrations are usually not arranged because of cost. However, an increasing number of departments are providing funds for students in later undergraduate years, or doing postgraduate course work, to have a search done as part of their normal course work.

Charges for database usage rose during the year. Increases vary from database to database and system to system. Some of the larger rises were in databases seldom used by the Library. Some of the most highly used databases - e.g. ERIC - have not increased in price since the Library began using them. However, in subjects such as chemistry, engineering, business, there have been considerable increases. However percentage increases, were often quite reasonable. Rises in print costs have been much more dramatic. These charges are passed on directly to Library users. Many users are cutting down the number of prints requested in order to keep the cost of a search at a tolerable level.

#### Audio-visual services

In some other universities library use of audio-visual materials is very limited and the Library holds only a small quantity of material, if any. Since this University Library entered the a/v field in the early seventies both the collection and the use have grown remarkably. This has been in spite of the very uncertain copyright situation relating to the capture of radio and TV programmes off air and the very considerable restrictions on making copies of copyright material. Fortunately the gap between what is on the one hand possible and desirable and on the other hand legal is likely to be bridged by new federal legislation in 1984.

The increase in use of audio-visual facilities in the central service alone can be read from the statistics. There is additional use of smaller collections in many branch libraries.

Table h. Use of A/V Materials in Library A/V Services  
(housed in Undergraduate Library)

	1983	1982
Uses of slides/strips and audio-recordings	6608	5925
Use of films and video-recordings on campus	2296	2052
Numbers attending library screenings screened in library	4500	3408
Loans to other libraries	19698	12146

Loans to other libraries continue to rise in spite of the imposition of a \$10 charge on loans to other than registered borrowers. This may reflect the fact that there is no adequate State Film Library. Films borrowed from other libraries fell by 7% to 1,148 hopefully reflecting effective selection of items for purchase making the Library more self-sufficient.

There is a need to define the Library's role in Computer Assisted Learning. There are developments in this field in several parts of the University. The Library has no wish to suggest that it has a special mandate for CAL or that it should interfere with departmental activities. On the other hand the Library can support independent learning by making software and hardware available for seven days per week during the academic year. In this way it can both supplement departmental provision and relieve some of the pressure. By the end of the year arrangements were being made for close communication with University's new Computer Assisted Learning Steering Committee. Consideration was also being given to purchase of a microprocessor

for Central Medical Library to make available some of the many relevant medical software programmes. The Anatomy Department software continues to be well used on the microprocessors located in the Undergraduate Library.

The Audio-Visual Services Librarian, Marjorie Roe, chairs the Library's Standing Committee on Library Services for disabled users. There is a register of more than 100 volunteers to read material on to tape for visually handicapped readers. Forty-six whole works, 80 journal articles and 59 extracts were read to tape, 3 works were borrowed from overseas and 17 from interstate. This Library's activities are co-ordinated with those of libraries across Australia.

Again it is appropriate to comment that this service has grown through the enthusiasm and commitment of several members of library staff.

#### LIBRARIES SERVING SOCIAL SCIENCES AND HUMANITIES

##### Central Library

Central Reference. This section was reorganised following the appointment of the former Acting Principal Librarian, Barbara Paton, to the permanent position. The decision to do this followed careful consideration and rejection of the possibility of appointing a Reader Services Librarian at a more senior level with responsibility for supervising and co-ordinating reader services in Central and Branch libraries. The University Library is large and is already decentralised into a few libraries with quite senior staff and a handful of small libraries. In these circumstances it was felt that co-ordination and supervision should remain with the Deputy Librarian and the Administration Librarian.

It has long been of concern that inter-library loan activities have been taking increasing amounts of time from other reference work. In 1983 a separate inter-library loan unit was formed within the Section staffed by two half-time, job-sharing librarians and 3.5 Library Assistants. It is clear that another half Library Assistant will be needed in 1984.

The remainder of the staff, in addition to normal reference work, have responsibilities for collection development, reader education and on-line information retrieval; there is a Section co-ordinator for each of these activities. The teaching departments which rely entirely on Central Library for research material have also been grouped with a particular librarian responsible for each group.

After rising steadily for some years, the total number of enquiries fell by 4%. Reference enquiries actually increased by 2.5%, but directional enquiries declined by 10.5%. Microform enquiries make up a high proportion of directional enquiries and are quite time consuming; these increased by 11% (15% in 1982).

In October a survey of enquiries was carried out. October is the second busiest month with 5,959 enquiries; March is the busiest with 6,830.

Enquiries taking 5 to 10 minutes represented 11.5% of the total; of these 42% were for information on a subject, half from our own undergraduates and 21% from people who had no formal connection with the University. On weekdays directional enquiries represent 16% of the total; of the remainder microform (15%), catalogue (14%) and subject (12%) make up the majority. On Sundays (Saturday was not surveyed) directional enquiries jump to 26% reflecting the large number of non-University people using the Library at weekends, when they make 33% of all reference enquiries.

It has already been mentioned that the University Library requested 12% more loans (13,582) from other libraries than in 1982. The reliance of Humanities and Social Sciences on the resources of other libraries is reflected in an increase of 56% in loans and photocopies received by Central Library from other Brisbane libraries (branch libraries borrow direct from Brisbane libraries). Most requests to libraries outside Brisbane go to the 14 other libraries using ACIMAIL for which 178 connect hours were logged in 1983.

The microform collection has grown so large that it and the microform reading machines had long overflowed into neighbouring areas. There was a complete rearrangement in 1983 but for this and other areas long-term relief depends on the construction of Central Library Stage 2.

#### Fryer Library

It has already been mentioned that Australian Studies is one of the three major disciplines in which the Library can claim outstanding resources. Much of this strength is in the Fryer Library.

Unfortunately the number of current and retrospective book purchases which can be made is falling because the Library funds available are unable to keep pace with the escalation in book prices. Second-hand Australian books are particularly expensive having become of interest to private investors.

By contrast the manuscript collection continues to grow rapidly. It is difficult to define a unit of measurement but the linear measurement of shelf space grew by almost 25%, to 77m in 1983. A substantial proportion of this growth comes from gifts, for instance 150 boxes of records from the Queensland Trades and Labor Council and a further large collection of archives from the Federated Engine Driver's and Fireman's Association.

Another notable addition was the various manuscripts leading to the McPhee Gribble and Penguin publication An aboriginal mother tells of the old and new by Elsie Roughsey. Significant additions were made to existing collections associated with P.R. Stephensen, Kath Walker, Gwen Harwood, Bruce Dawe, Frank Moorehouse, and Sir Raphael Cilento.

As usual the Fryer Library compiled the Annual bibliography of studies in Australian literature which appeared in Australian Literary Studies. Fryer Library Occasional Publication No. 2 - Publications of political organisations in Queensland was published and three more occasional publications were approaching completion. Typescript listings were prepared from the Fryer Index on Geoffrey Dutton and Martin Haley.

Use of Fryer Library fell slightly overall but there was a significant increase in manuscript use, perhaps reflecting the improving bibliographical control of the collection. Twenty-nine manuscript collections were listed, including the large TLC archive. Each manuscript user is interviewed when first being granted access. While it would be expected that academic staff, post-graduate students and some undergraduates would use the collection, it is interesting that use was also associated with National Trust, Heritage Commission and Geological Survey work as well as the Australian Dictionary of Biography and research for a film.

Collection and organisation of this primary research material is expensive in its requirement for professional library staff. The effort must be maintained and funds must be found to restore the former level of current and retrospective purchasing if the quality of the Library's support for Australian studies is to be preserved.

#### Conservation Unit

The deacidification programme continued in 1983, nearly 44,000 sheets being treated. However some concern about the effectiveness of non-aqueous methods led to greater use of aqueous processes, a much more expensive approach because books must be unbound and rebound. More than 700 sheets were repaired and 46 books specially bound.

Central Lending. More items were borrowed from Central Library than ever before, 239,197 an increase of 3.2%. Central Library now carries out follow-up activities for material not returned on behalf of the four libraries using ACHILLES. This load was bearable only because the Section had three work experience trainees; one of the three positions removed to meet salary "savings" in 1982 will need to be restored in 1984. The Lending area was altered during the year to accommodate the changed procedures but radical reorganisation cannot take place until the building has been extended.

The former manual procedures were not effective with the small number of teaching staff who failed to respond to recall and overdue notices. The effectiveness of the ACHILLES procedures may be concluded from the following information.

First overdue notices to teaching staff declined by 56% to 3,973.

Second notices declined by 41% to 1,011

Replacement letters fell by 16% to 256.

By contrast notices to students increased as follows

First overdue notices by 31% to 16,207

Second notices by 71% to 3,779

Replacement letters by 4% to 479.

Users reported that they could not find 1,528 items. Just over half, 892, were in fact on the shelves, 162 were on loan or awaiting collection after reservation, 128 were in unbound periodicals, and 97 were held elsewhere in the University Library. Fifty-three items were genuinely missing.

### Undergraduate Library

Use of this library is at record levels in spite of the reduction in hours since 1982. Loans were up by 11.7% to 292,878 and the recorded number of persons entering the library rose by 6% to 740,756.

Since here also staff have been reduced it was fortunate that the ACHILLES system ran smoothly. Nevertheless ACHILLES requires more training of new staff and the range of information now accessible through the terminals has proved attractive to students and expensive in staff time. Moreover almost complete dependence increases the trauma when the system crashes, and the high level of transactions occasionally reveals unanticipated problems or creates a need for more "bells and whistles".

ACHILLES also helps to identify heavily used items and to identify potential withdrawals. During the year 2,400 monographs and 27,700 photocopies were withdrawn.

The problems of long delivery times for new books, out-of-print books and lack of time for staff contacts to identify wanted material remain unsolved and cause frustration for students. New software facilitated the use of books from other libraries, especially Thatcher, and in extreme cases complete photocopies of monographs are made. More staff and thus more time for liaison with teaching staff would ease one problem, but the difficulties with out-of-print material and long overseas delivery may only be solved when electronic publishing enables one-off copies to be made irrespective of distance.

### Thatcher Library

The new arrangements for Thatcher which had been discussed with a representative committee of staff and students, commenced operation in 1983. In brief these were

postal loans for all external students including those resident in Brisbane metropolitan area

continued access for external students to all libraries for direct loans

overnight loans from Thatcher to internal students

afternoon opening only

28 day loans for external students and Division of External Studies staff.

Thatcher Library was physically remodelled to protect library staff, other than those on the lending and enquiry desks, from interruption when the Library is open. Principal unknowns about the new arrangements were the probable level of postal, and labour-intensive, loans to metropolitan external students and the level of overnight borrowing by internal students.

Although postal loans increased by 5,261 to 25,019 only 2,682 postal loans were made to 180 metropolitan students. This suggests that those who can come to the Library and borrow direct prefer to do so since there were 13,336 direct loans to external students from Thatcher alone.

The feared wave of internal student borrowing proved to be little more than a ripple, a total of 3,209 overnight loans. Nevertheless availability of Thatcher material to internal students was not advertised and use may grow as the news spreads.

The ease with which the new arrangement operated was substantially due to the introduction of the ACHILLES system. Time was diverted, of course, to training and liaison with Systems staff and other ACHILLES libraries. On balance the introduction was a success, one staff member commenting that loan operations "had become more like fun than work."

The morning closing did not appear to create many difficulties for users. Nevertheless there appears to be a lessening of contact with Division staff now that Thatcher concentrates more heavily on service to students. Liaison will also become more difficult as more staff teaching external students are located in internal departments; more time of professional librarians may need to be allocated to this activity.

To some extent it is unfortunate that staff from three different libraries, Central, Undergraduate and Thatcher must liaise with academic staff in the same group of departments but this seems inevitable given the size of the University and the geographical structure of library services.

The Library has accepted without additional staff the need to service external postgraduate enrolments. During the year procedures were altered to ensure that, as far as possible, external postgraduate students were not disadvantaged in regard to inter-library loans. They are also given access, by loan or photocopy, to material held anywhere in the University Library but it must be recognised that this is a labour-intensive service. An increasing number of undergraduate external students appears to be embarking on independent projects; while this may be educationally commendable it throws further load on library staff who are already struggling to cope.

Thatcher is one of the largest libraries within the University Library with a stock of nearly 120,000 volumes. Part of the recent changes was a decision to confine Thatcher to material listed for courses. It is not possible to support a broad general collection in the humanities and social sciences in Thatcher in addition to those in Central and Undergraduate libraries. Like the rest of the University Library, Thatcher has storage problems and a continuing withdrawal policy is essential. This can only work

if there can be some assurance that discontinued courses will not be reintroduced.

At the end of the year the Thatcher Librarian, Christine Crocker, temporarily moved to the position of Orders Librarian. During her absence a former Thatcher Librarian, Judith Campbell, has taken her place.

### Ringrose Libraries

The second new Ringrose Library in recent years was opened in Nambour, joining those in Cairns, Mackay, Bundaberg, Maryborough and Toowoomba. Some books are also housed in the Mt. Isa Public Library, James Cook University has always welcomed our external students and there is a reciprocal arrangement with Capricornia Institute of Advanced Education. It is fortunate that part-time professional librarians have been found to look after most of these libraries.

Several of these libraries also service external students from other institutions, James Cook University, BCAE and Darling Downs IAE. In some cases these other institutions contribute financially to the salary of the librarian and provide library resources and equipment which are available to all users.

Once again attention should be drawn to the role of Ringrose librarians as a major point of contact between the University and potential external students. In Cairns the librarian listed 775 career or course planning enquiries and an additional 327 phone enquiries of the same kind. At Mackay such queries numbered 220. Such enquiries range over questions on specific subjects, courses, career planning, quotas, tertiary enrolments. These take up a great deal of time. Since the librarian is often the only person on duty in the external studies centre concerned, it appears that each of them should receive some formal training which will equip them to answer with confidence.

Toowoomba is the least used of the Ringrose libraries, presumably because of its proximity to much stronger library facilities at Darling Downs IAE.

### Architecture-Music Library

In spite of tight staffing levels this library also experienced growing demand in 1983. Loans increased by 6.5% to 27,230 and there was an increase in people entering the library of 17.8% to 63,596.

The faculties covered by this library, especially Music, need a substantial injection of funds to develop areas of strength. In particular the collection of music scores could be improved from moderately strong to excellent. The library has long housed a record collection financed entirely from non-library departmental funds and available only to staff and students of the Faculty of Music. This again seems anomalous when the Library, admittedly in co-operation with departments for very expensive items, finances the purchase of other audio-visual material. A change to library financing of the music record collection could take place only if the collection was open to all bona-fide library users. This has implications for library purchasing

funds, library salary expenditure and the physical facilities in the Architecture-Music Library.

As elsewhere in the Library there is little point in seeking substantial additional funding when it is difficult to clear sufficient shelf-space for the present modest intake of new material. The stage has been reached when most of the older material in the Library relates to Architecture, yet to concentrate withdrawals in this area would seriously unbalance the collection.

An author and title list of CSIRO Division of Building Research reports is ready for publication. This supplements subject lists produced by the Division and may well prove useful to other Australian libraries.

### Law Library

In spite of continued Saturday morning closing for most of the year, every indicator signalled increased use of the Law Library in 1983. Loans increased by 20%, reservations by 30% and turnstile figures by 9%.

There were few major problems but the level of activity precluded new initiatives. Towards the end of the year a terminal was installed for access to PERCAT on-line with a switching device to enable the same terminal to be used by library staff for searching overseas data-bases. Unfortunately the only data-base available, EUROLEX, is available only during European office hours. Staff have not yet been trained to use it and such training will not be cost-effective unless a considerable level of use develops since constant practice is necessary for effective searching.

Comparative figures from other Australian universities continue to show that this university has the smallest Law Library. While space is not available for a substantial expansion of the library's holdings, work needs to be done to identify and fill the major gaps. Unfortunately some major titles already identified as desiderata are unobtainable.

### HEALTH SCIENCE LIBRARIES

The four medical libraries present challenging and difficult library problems. The explosion in information resources and of the demand for them which is shared with the biological sciences is made more difficult for the library staff by the urgency with which clinical practitioners expect material to be available and the level of personal service to which many believe they are entitled.

The ratio of practitioners to students is very high because three of the four libraries are jointly financed by the relevant hospitals in return for service to their medical and scientific staff. The situation is graphically put by the librarian in charge of one of the three -

"the general impression, frequently explicitly stated, that if we do not get that inter-library loan by tomorrow, retrieve that overdue periodical by today, find Dr. So-and-so who said he'd be in the library now, that patients will suffer, or die, puts a very great pressure on already overworked staff."

Since the medical libraries have been the worst housed parts of the University Library and the available resources have been split at Herston between the Medical School and the Hospital, it is not surprising that the same librarian goes on to say "It is no wonder that, sooner or later, we all feel it is time we looked for a job elsewhere."

Some of these problems should be remedied in 1985. The new library area at Herston will permit amalgamation of the presently separate libraries at the Medical School and the Hospital in what should prove adequate quarters. Proposals have been made to the three Herston hospitals which would substantially strengthen the staffing and resources of the new Herston Medical Library.

A great deal of work has been devoted to planning the amalgamation. Close to a hundred duplicate subscriptions have been cancelled releasing funds to strengthen the collection. Backlogs have been cleared and records checked. Procedures are being brought into line to facilitate amalgamation.

A great deal of work has been done, again at Clinical Sciences Library, to identify the user group and to streamline what were previously rather inadequate follow-up procedures for material not returned from loan. There is no doubt that this was essential if the Library is to function efficiently but it has not been received well by many clinicians who find greater precision and accountability irksome.

In the busy but less frenetic atmosphere of the Central Medical Library surveys were conducted to assist with forward planning. These included a survey of journal circulation to discover where material was going and for how long, of the time taken in fulfilling inter-library loan requests, to discover which libraries borrowed most heavily on inter-library loan, to discover titles most heavily requested from other libraries as a guide to purchasing, and to analyse the time taken for various library tasks as a guide to staffing needs.

The library at Princess Alexandra Hospital should also move into much improved and badly needed quarters in 1985. Here too the heavy and rising demand for service creates a staffing problem. For a very large general hospital and a substantial section of the University's medical staff and students only one librarian and 0.75 library assistants attempt to offer full library service. A request to raise the part-time library assistant to full-time has had to wait, not from any unwillingness on the hospital side but from the need to obtain financing for the hospital's half-share from the State Department of Health.

In contrast to the situation at Herston there has been some friction over moves to reduce the amount of automatic circulation of periodicals. The time involved places heavy pressure on the very small staff.

In the first full year of MEDLINE operation 173 searches were done, almost one third of the number at the Herston site.

Every attempt is made to rationalise purchasing among the medical

Every attempt is made to rationalise purchasing among the medical libraries although some duplication is inevitable because there are basic journal titles which all must own. Mater Library is particularly dependent on material housed elsewhere. In 1983 of 6,239 loans to staff and students, Mater Library borrowed 1,093 (17.6%) from other parts of the University Library and a further 184 from outside. The traffic was by no means one way. Mater Library lent 459 items to other parts of the University Library and 387 outside the University.

Inter-library loan activity is particularly high in the medical area.

Table i. Loans between libraries, 1983

	Borrowed		Lent	
	From another QU Library	From outside QU	To another QU Library	To an outside Library
Central Medical	301	154	2,432	2,083
Clinical Sciences	2,132	677	1,549	1,824
P.A.H.	2,378	395	582	601
Mater	1,093	184	459	439
Dentistry	<u>66</u>	<u>165</u>	<u>140</u>	<u>252</u>
<u>All Health Science Libraries</u>	<u>5,970</u>	<u>1,575</u>	<u>5,162</u>	<u>5,199</u>
Biological Sciences Library	1,369*	3,198	2,742*	5,602
Physical Sciences Engineering	928*	171	217*	3,441
Law	Nil	7	26*	143
Central Library	557*	6,851	342*	6,296

\* Normally between a St. Lucia and a Health Sciences Library

Mater Library is less fortunate than the other medical libraries in having no solution to its accommodation problems in sight. For some years there have been discussions about a shared minor work to extend the present building, but no formal proposal has come forward. Even if this materialised the project would have to find a place in an already long list of university priorities for minor works.

Dentistry Library was completely reorganised during the year with cumbersome wooden shelving being replaced by contemporary steel fittings. There was an increase of nearly 25% in shelf space. The nearby store-room was abandoned and most of its contents withdrawn for discard or store. Painting

When the former Department of Dentistry divided into three a Library Committee was created at Faculty level. During the year a Dentistry Library Liaison Committee was created to provide liaison between library staff and users.

A check against the catalogue of one of the United States' major academic Dentistry Libraries, the Dahlgren Library at Georgetown University, led the Dentistry Library Committee to conclude that "Dentistry Library holdings appear to stack up well against the Dahlgren Collection".

### Biological Sciences Library

Outside the Humanities and Social Sciences group, Biological Sciences is the largest library. It is one of the four to benefit most so far from the changing technology, using ACHILLES for loans. It also has an active on-line searching programme reflecting the large number of research grants to the user departments. It shared the general increase in loans in 1983.

Most branch libraries maintain a reserve collection of books in heavy demand for courses. Books are placed on reserve on the advice of teaching staff. Experience elsewhere has shown that there tends to be an over-expectation of use in selecting material for reserve and a survey in the Biological Sciences Library in 1983 followed this pattern. It showed that 28% of books on reserve were not used at all, and 74% were used less than five times. It is proposed to experiment with short loans as is the practice in the Undergraduate Library.

Some new areas of research interest have reached the stage where library resources need strengthening. Attention is being given to Biotechnology and also to Neuro-Science.

It was disappointing that the data-base BIOSIS was removed from the Australian Life-sciences Network operated by the Commonwealth Department of Health. It is now necessary to consult BIOSIS overseas which is much more expensive.

### Physical Sciences and Engineering Libraries

It is difficult to make effective use of the new technology in the smaller libraries which make up this group. Each has been equipped with a terminal giving library staff access on-line to the periodicals holdings and the growing on-line catalogue of monographs. Individually only Engineering could justify the installation of the ACHILLES lending system for cost-effective purposes but all will eventually be added to the system as their holdings are entered to the catalogue file. Only Engineering has a terminal communicating with off-campus data-bases; in the other libraries there would be neither the frequency of use nor the professional interaction which is necessary to maintain the necessary special skills.

Contrary to what might have been anticipated, academic staff in science and engineering are just as troubled by the need to withdraw less-used and older library materials as their colleagues in other faculties. The

Chemistry Librarian comments "The academic staff, especially the Chemistry Library Advisory Committee, are perturbed at the removal of older and less used periodicals, but they realise the inevitability of the withdrawal programme". The Advisory Committee has been most helpful in drawing up a list of priorities for withdrawal to Store covering the next three or four years.

At the end of the year it seemed probably that the Engineering Library might at last be air-conditioned following the completion of Priestly Stage 2 and a donation for this purpose from a former member of academic staff. It also seemed probable that there would be a slight gain in space much needed by the Engineering Library and possibly permitting the inclusion of Electrical Engineering with the rest of the faculty's library facilities.

The Engineering Librarian has commented "A more comprehensive air-conditioned combined library with longer opening hours, facilities such as a modern lending system and security, on-line catalogues like PERCAT, and suitable staffing, might improve the service to the large very scattered community at present spending much valuable time travelling from one library to the other. Space in the University is scarce, but the time of very busy and dedicated academic staff is surely also of value to the University if it is to maintain its high standards".

She also comments on the variations in library use in different disciplines. "While a scientist relies on a few learned refereed publications, the engineer uses a wide variety of publications, with an emphasis on less formal material, such as standards, trade journals, laws and regulations, patents and conference proceedings, and with a very strong emphasis on report literature. Most of this is not readily accessible by conventional library cataloguing and must be located by different methods. Published indexes such as Government Reports announcements have been made available for some time and are now on-line and increasingly computer searching is being used to locate information, and by on-line ordering to obtain it quickly."

Geology Library was completely refurbished during the year. The possibility of air-conditioning this outstanding section of the University Library's collection remains under discussion. Geology is quite a small department and its allocation from library funds cannot be large. Donations from commercial firms have not been plentiful in recent years and that some quality is maintained through current purchasing is largely due to one faithful continuing donor.

Mathematics Library suffered from work on the Priestley extension. Not only were there problems of dust and noise but an almost complete loss of security because the fire escape had to be used for access. The Librarian writes "It was disturbing to discover the loss of a two volume encyclopaedia from the Reference Collection, while even more alarming was the discovery of the mutilation of a run of a computer science journal, contents lists having been cut out of all those on the shelf and two bound volumes have been stolen". In spite of these difficulties, all statistical indicators signalled a very busy year.

Physics Library also suffered from nearby building activities. Nevertheless a reorganisation appeared to encourage greater use. Library

Nevertheless a reorganisation appeared to encourage greater use. Library staffing has been reduced to a minimum since the work to be done barely fills the time of the one member of staff who must be on duty while the library is open. However libraries with only one staff member on duty are very vulnerable to theft. A list of 500 missing items was circulated in the department; by December one quarter had reappeared on the shelves.

### Conclusion

This report has contained much discussion of technological change. This is evident in all the major libraries and figures prominently in the programme of the joint Library Association of Australia and New Zealand Library Association Conference to be held in Brisbane in 1984. Several members of the University Library's staff have worked hard to organise that conference, and in many other professional "spare-time" activities, too numerous to mention here.

Library work is becoming increasingly sophisticated and demanding not only for professional staff but for the two thirds of the library staff who are not professionals. Old approaches, old attitudes, old skills are being superseded.

Technology offers improved access to information and stimulates greater demand and expectation among users. The University cannot expect to rely on other libraries for more than a small proportion of the needs of its users, or if it does it must expect to pay real money in compensation. Preoccupation with the technology must not obscure the need for the Library to hold a substantial proportion of the information relating to the disciplines in which the University teaches and does research. Whether this information is printed or encoded in electronic form, the Library's users need fast access to it. This is expensive but without this expenditure the University's work will be impeded. Space to house the collection properly is essential to efficient service; the Library's accommodation problems must be solved.

As always colleagues on both the administrative and academic staff of the University have been supportive of the Library during 1983. Library staff have striven energetically to cope with an environment which is changing around them. I owe special thanks to my senior library colleagues for mutual support in making the many difficult decisions about the direction which the Library must take in the best interests of the university.

F.D.O. Fielding,  
University Librarian.  
May 1984

UNIVERSITY LIBRARY STATISTICS 1981-1983

	1983	1982	1981
1. <u>Library Staff</u>			
Graduate Professional Staff	59 $\frac{3}{4}$	55 $\frac{1}{2}$	61
Non Graduates with professional qualifications	10	15	13
Graduates without professional qualifications	15	16	13
Library Assistants	89 $\frac{1}{4}$	85 $\frac{1}{4}$	89 $\frac{3}{4}$
Technical Assistants	2	2	2
Administrative/Clerical	17 $\frac{3}{4}$	18 $\frac{1}{2}$	18 $\frac{3}{4}$
Library Attendants	28	28	32
Others/Casual equivalent	<u>5</u>	<u>5</u>	<u>5</u>
TOTAL	226 $\frac{3}{4}$	225 $\frac{1}{4}$	234 $\frac{1}{2}$
 <u>Distribution of Staff</u>			
Administration and Systems	11	11	11
Technical Services	62 $\frac{3}{4}$	61 $\frac{1}{4}$	61 $\frac{3}{4}$
Reader Services (Central Library)	53	52	57
Reader Services (Branches)	100	101	104 $\frac{3}{4}$
2. <u>Services</u>			
Items Lent			
Central Library	263,493	250,341	226,727
Branch Librarie $\emptyset$	605,882	565,227	565,098
Items Lent to libraries outside			
University	26,203*	28,200	25,539
Items Borrowed from libraries			
outside QU	13,582	12,088	10,231
On-line Information Searches Made	2,096	1,469	1,365
Reader Education Classes Held	185	269	277
Normal hours of opening per			
week (Central) during academic year	72	72	79 $\frac{1}{2}$

$\emptyset$  Includes all Reserve Collection lending whether extra-mural or not.

(Total of 105,991 Reserve Collection loans in 1981, 91,079 in 1982 and 99,818 in 1983.

\* Includes 4,690 loans made by Library Couriers.

	1983	1982	1981
<b>3. <u>Acquisitions</u></b>			
<u>Books: ø</u>			
New titles by purchase	15,828	15,076	13,342
New titles by gift	3,702	2,713	3,177
Total volumes added	32,962	24,924	27,873
Total volumes deleted	7,192	8,807	21,176

ø includes music scores and UQ theses

Periodicals:

Total number of titles received	21,205	21,183	21,181
Number of non-duplicate titles received	17,286	17,237	17,158
Number of new titles received	604	577	523
Number of titles discontinued	683	667	608
Total bound volumes added	15,698	16,728	15,675
Total bound volumes deleted	7,894	4,856	5,208
Total bound volumes in library	1,240,107	1,206,533	1,178,544
Manuscript entries prepared	594	581	502
Manuscripts added	99 boxes 343 items	231 boxes 233 items	123 boxes 229 items

Microforms

New monograph titles added	154	183	252
New periodical titles added	39	18	51
Total titles held	6,110*	5,917*	5,716

\* Represented by 43,767 reels, 278,703 fiche/cards

	1983	1982	1981
<u>Audio-Visual Materials</u>			
New titles added	408	606	626
Holdings - Audio recordings	21,878	21,106	21,176
Films	631	614	577
Film strips	602	596	566
Slide sets	917	814	745
Video tapes	1,756	1,382	1,261
Production - Audiotapes recorded	1,094	1,204	884
Film strips produced	35	57	29
Slide Sets produced	11	13	2
Videotapes recorded	1,034	900	746

4. Expenditure on Library Materials

<u>Books and backruns of periodicals:</u>	1983	1982	1981
Library Vote	470,485	530,650	359,888
Joint Hospital Library Funds	23,352 <sup>a</sup>	30,551 <sup>b</sup>	18,577 <sup>c</sup>
Special Equipment Grant	51,995	64,842	53,427
Teaching Department. Research Funds	105,326	66,411	62,326
Teaching Department. Maintenance	3,528	834	2,129
Bequests and donations	17,908	14,455	14,381
Other funds	<u>5,968</u>	<u>1,483</u>	<u>3,582</u>
Total expenditure on books and backruns of periodicals	678,562	709,226	514,310

Periodicals subscriptions

Library Vote	1,158,116	973,306	811,280
Joint Hospital Library Funds	104,667 <sup>a</sup>	97,591 <sup>b</sup>	74,492 <sup>c</sup>
Special Equipment Grant	19,978	6,872	5,373
Teaching Department. Research Funds	11,123	11,325	8,090
Teaching Department. Maintenance	414	111	147
Bequests and Donations	1,693	1,284	1,798
Other funds	<u>965</u>	<u>-</u>	<u>815</u>
Total expenditure on periodicals subscriptions	1,296,956	1,090,489	901,995

1983                      1982                      1981

Audio-Visual Materials

Library Vote	16,348	37,933	14,830
Special Equipment	229	767	2,850
Teaching Department. Research Funds	4,412	5,105	4,414
Teaching Department. Maintenance	<u>2,179</u>	<u>1,188</u>	<u>206</u>
	<u>23,168</u>	<u>44,993</u>	<u>22,300</u>
Total expenditure on library materials	<u>1,998,686</u>	<u>1,844,708</u>	<u>1,438,605</u>

- a) To the Joint Hospital Library expenditure of \$120,819, the University Vote contributed \$58,500.
- b) To the Joint Hospital Library expenditure of \$128,142, the University Vote contributed \$48,811.
- c) To the Joint Hospital Library expenditure of \$ 93,049, the University Vote contributed \$45,840.

5. Expenditure on operating costs

	1983	1982	1981
Binding from Library Vote	279,866	244,242	238,437
Binding from Hospital Board Funds	6,792	4,981	3,275
Maintenance from Library Vote	295,343	233,342	230,306
Maintenance from Hospital Board funds	1,668	1,182	1,997
Maintenance from other funds	232,689	190,410	212,064
Equipment from Library Vote	109,698	142,450	80,519
Equipment from other funds	<u>2,859</u>	<u>3,749</u>	<u>62,258</u>
Total running costs other than salaries	928,915	820,356	828,856

6. Expenditure on Salaries

	1983	1982	1981
Salaries and salary costs from Library Vote	4,432,153	4,251,958	3,836,590
Salaries and salary costs from Hospital Boards	72,795	75,010	59,212
Salaries and salary costs from other funds	<u>138,099</u>	<u>51,200</u>	<u>45,036</u>
	4,643,047	4,378,168	3,940,838

7. Summary of library expenditure

Library materials	1,998,686	1,844,708	1,438,605
Operating costs	928,915	820,356	828,856
Salaries and salary costs	<u>4,643,047</u>	<u>4,378,168</u>	<u>3,940,838</u>
	7,570,648	7,043,232	6,208,299
Library expenditure as a proportion of			
Total University expenditure	5.98%	6.2%	6.4%

TABLE 8. EXPENDITURE ON LIBRARY MATERIALS 1983

Fund	Non-Library Material Total Expenditure	Periodicals	Library Material Books	A/V	Total	Grand Total
Library Books	0	49,817	470,485	16,348	536,650	536,650
Library Periodicals	0	1,108,299	0	0	1,108,299	1,108,299
Hospitals	0	104,667	23,352	0	128,019	128,019
UC Equip Spec Lib	0	19,978	51,995	229	72,202	72,202
Research	23,661	11,123	105,326	4,412	120,861	144,522
Dept. Mtce.	4,953	414	3,528	2,179	6,121	11,074
Bequests	1,257	1,693	17,908	0	19,601	20,858
Library Sales	0	965	867	0	1,832	1,832
Lib. Books Replacement	<u>0</u>	<u>0</u>	<u>5,101</u>	<u>0</u>	<u>5,101</u>	<u>5,101</u>
	29,871	1,296,956	678,562	23,168	1,998,686	2,028,557

TABLE 9.

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STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General Loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1983	(1982)	1983	(1982)	1983	(1982)	1983	(1982)	1983	(1982)
Central Library (incl. Fryer Library and Audio- visual Services)	573,568	555,228	9,732	9,800	263,493	250,341	nil	nil	7,007	7,327
<u>BRANCH LIBRARIES</u>										
Undergraduate	100,430	96,554	281	263	272,107	246,831	20,775	14,416	nil	nil
Arms	34,262	33,694	627	623	18,644	17,251	8,586	8,327	332	421
Biological Sciences	101,246	99,103	2,984	2,945	55,825	55,319	21,921	25,815	5,602	7,029
Central Medical	27,298	26,990	852	842	8,694	10,903	1,931	2,053	2,083	3,495
Chemistry	20,208	19,728	368	372	6,383	6,470	1,497	865	528	953
Clinical Sciences	12,258	13,071	538	542	14,329	23,726	2,587	2,341	1,824	2,257
Dentistry	6,327	8,075	169	220	5,610	7,400	700	951	252	180
Engineering (incl. Elect Engineering)	52,006	50,339	2,125	2,071	28,898	26,935	9,420	9,181	1,599	2,070
Geology	27,539	26,808	1,085	1,098	5,497	3,639	3,818	2,968	686	984
Law	44,724	43,719	560	539	10,940	9,564	21,303	17,039	143	204
Mater	6,853	6,359	186	179	5,277	4,809	1,644	1,292	439	438
Mathematics	19,649	19,458	408	394	10,092	9,202	4,331	4,214	248	301
Physics	18,616	18,077	516	514	3,915	4,030	462	280	163	147
P.A.H.	7,664	7,381	304	291	16,125	15,110	843	1,337	601	467
Thatcher <sup>1</sup>	115,522	113,055	53	38	43,728	32,959	0	0	6	5
Store	62,459	53,493	0	0	863	833	0	0	317	217

<sup>1</sup> Includes 19,695 volumes and 42 periodicals currently received in Ringrose Collections.

THATCHER LIBRARY - Statistical Summary, 1983.

a)	<u>The Collection</u>	
	Monographs in volumes	: 95,726 (an additional 19,695 volumes are held in 7 regional study centre collections)
	Photocopied items	: 13,157
	Audio-cassettes	: 577 (254 titles)
	Slides	: 8 sets with 566 pieces
	Film strips	: 14
b)	<u>Loans</u>	
	Total	: 43,728
	Total postal loans	: 25,019 (24,229 : students, 720 : staff)
	Total direct loans	: 18,709
	Staff Cat 7	: 1,831
	Staff Cat A	: 332
	External student	: 13,336
	Internal student	: 3,209
	Photocopy vouchers	: 2,971
	No. of postal borrowers	: 1,384
c)	<u>Study Centre loans</u>	
	Total borrowers	: 663 (excludes Mt. Isa)
	Total loans	: 7,966 (excludes Mt. Isa)
	Loans to QU students	: 5,589
	Loans to others	: 2,377

TABLE 11.

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## STATISTICAL SUMMARY OF UNIVERSITY CENTRE LIBRARIES

1983	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 QU STUDENTS	OTHER LOANS	TOTAL	
BUNDABERG	67	38	105	1,275 83.12%	259 16.88%	-	-	1,534	151
CAIRNS	71	26	97	974 76.45%	300 23.55%	-	-	1,274	350
MACKAY	66	156	222	1,045 39.63%	377 14.3%	281 10.66%	934 35.42%	2,637	214
MARYBOROUGH	50	52	102	646 68.94%	172 18.36%	15 1.6%	104 11.1%	937	243
NAMBOUR	56	26	82	741 81.43%	135 14.84%	21 2.31%	13 1.43%	910	855
TOOWOOMBA	43	13	56	591 87.69%	83 12.31%	-	-	674	116
TOTALS:	353	310	664	5,272 (66.18%)	1,326 (16.65%)	317 (3.98%)	1,051 (13.19%)	7,966*	2,051

\*An additional 935 loans were made from the collection held in the Mt. Isa Public Library.