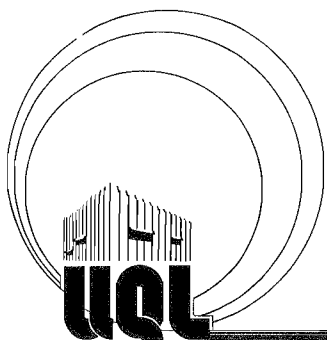


EWOP
2
871
0606

LENDING ENQUIRIES



ANNUAL REPORT
of the
University Librarian
1984



James Forsyth Librarian

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

Deputy University Librarian.

G.E. Gow, B.A. Malaya, A.L.A.A.

Senior Principal Librarian, Technical Services

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

Principal Librarian (Administration)

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

Principal Librarian i/c Biological Sciences Library

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

Principal Librarian i/c Health Sciences Libraries

Frances Flynn, M.S. Simmons Mass.

Principal Librarian i/c Collection Development

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

Principal Librarian i/c Undergraduate Library

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

Principal Librarian i/c Central Reference

B.K. Paton, B.Sc., Dip.Lib. (RMIT)

Principal Librarian, Technical Services

S.C. McMillan, B.Sc., A.L.A.A.

Systems Analyst

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

FRONT COVER - AT LAST A NEW MEDICAL LIBRARY AT HERSTON.

UNIVERSITY OF QUEENSLAND LIBRARY

Annual Report of the University Librarian for 1984

The Annual Report is intended to inform the Library Committee, the Academic Board and the Senate, and through them the University community, about the Library's activities during the year. The Library is a major undertaking, costing more than \$8 million in 1984 and accounting for more than 6% of the University's non-capital expenditure. It is appropriate that a fairly detailed record of services given and changes introduced and proposed should be provided.

Through redeployment of resources the Library has adapted to the lower overall level of University funding which now prevails. Adoption of new procedures and technology has permitted the Library to continue to meet demand from users which has continued to increase in spite of other changes within the University.

Intake of books and periodicals has been restored to a level which, if lower than that when the University was better funded, keeps the collection reasonably current and permits modest strengthening of research collections. By the end of 1984, however, the Library's purchasing power was threatened by the declining international value of the \$A. The Library pays for 79% of its books and 77% of its periodicals subscriptions in foreign currency and many of its \$A payments are for material imported by the supplier. Devaluation of the \$A consequently threatens the Library's purchasing power.

The pace of technological change appears to be increasing. Every effort is being made to take advantage of opportunities to offer better service and improve efficiency within the limits of the human and monetary resources available.

GENERAL MATTERS

Further moves to increase the flexibility with which funds can be used have continued. The abandonment of rigid barriers between funds available for library materials, maintenance and salaries has presented opportunities for increased efficiency. At the end of 1984 for the first time the Library was permitted to pay for over-expenditure on books and periodicals with savings from maintenance and salaries and to carry forward an overall saving on recurrent funds of \$35,000 to 1985. The original 1984 estimate of \$1,848,000 to be spent on library purchasing had been reduced by \$65,000 during the year to meet an anticipated shortfall in salaries. In fact final expenditure on purchases from recurrent funds was precisely \$1,848,000 and, as already indicated, \$35,000 was brought forward to 1985 and will be used to shore up 1985 purchasing funds.

Analysis of the expenditure figures in Appendix 1 Table 4F shows that in 1984 expenditure on staff represented 61.5% of total expenditure and on library materials 28%. This is quite a substantial change from 1981 when 63.5% of total expenditure was for staff and only 23.2% for library materials.

The composition of the Library Committee came under consideration when the Academic Board reviewed all of its committees following the reorganisation of academic departments into five groups, each with a Pro-Vice-Chancellor. The Library Committee was in favour of retaining its existing broad composition pointing out that this made it better able to play an advisory role to both the University Librarian and the Board. The

Board rejected its Standing Committee's recommendation for a much smaller Library Committee with a membership based on the Groups, the pattern of other revised Board committees, and retained the present Library Committee composition for one year pending further consideration. During the year the Board decided not to change the present Library Committee membership.

A joint Conference of the Library Association of Australia and the New Zealand Library Association was held in Brisbane in August 1984, with an attendance in excess of 1,400. Several members of the library staff gave a great deal of time to preparations for the Conference, more than fifty attended and many visitors came to the University where special displays of the Library's systems developments were given.

Planning and Development

A major development was the opening, late in 1984, of the new Herston Medical Library. This consolidation of library facilities at Herston had been planned for many years but had to wait until suitable accommodation became available. More detailed comment on Herston Medical Library as well as on the new accommodation being constructed at Princess Alexandra Hospital will be found later in this Report. The frustrating willow-the-wisp of Central Library Stage 2 is also recounted below. The possibility of a new Law Library appears to have vanished completely.

Much less frustrating was planning for developments which the Library is capable of implementing from its own resources. In 1984, following substantial staff reorganisation in the previous year, planning was almost entirely concerned with computerisation of library procedures.

Nearly all cataloguing activities were computerised by the end of 1984 and planning effort was principally devoted to specifications for a user-friendly OPAC (On-line Public Access Catalogue). The present on-line access to the catalogue data-base, which is available only to library staff, requires a fairly sophisticated knowledge of library cataloguing and the computerised system. OPAC is intended to permit any user of the library to walk up to a terminal knowing nothing about the system and to receive sufficient help in simple fashion to permit easy use.

The specification for OPAC was developed through wide discussion among library staff. A Working Party was appointed to develop Help Screens, and had formatted 68 screens by the end of the year. Another Working Party studied the content of catalogue records and brought forward recommendations which were accepted.

Hopes that an OPAC trial could be staged in Central Library during Long Vacation 1984-85 proved over-ambitious partly through delays in arrival of a further minicomputer and partly through diversion of effort to cope with a whole series of crises in hardware and new operating software. Nevertheless progress was made with system specification and programming and an OPAC trial should be possible before the end of 1985.

There was also widespread discussion within the library about the way in which the huge quantity of data held in the card catalogues might be input to the data-base. The basic conflict was between what appeared to be the most economic approach, keyboarding the Cataloguing Section's alphabetical authority file, and the alternative of entering the contents of particular libraries. The former was thought much more comprehensible to readers but the latter would have allowed some libraries to be completely converted much sooner and also permitted some of those not already using

the ACHILLES on-line lending system to do so. In the end the more cost-effective procedure was adopted with the intention of analysing the actual unit cost once sufficient experience had been gained.

Planning has also encompassed the setting of priorities for systems development after OPAC. It has been agreed that the entering of monograph orders to the data-base and printing of orders from it should be the next step followed by a statistical package and an acquisition and accounts module.

Like the rest of the University the Library went through the salutary exercise of attempting to forecast its computer hardware needs up to 1990. Requirements for 1985/87 were not too difficult to anticipate as systems planning for those years is fairly firm. Beyond that it is necessary to speculate on the impact of optical disks, much better telefacsimile equipment and widespread use of videotex.

Another unknown is the quantity of traffic which the library's hardware must carry once OPAC becomes available through all branch libraries and from departmental terminals. There has been much discussion of the ultimate capacity of the present DEC Series 11 minicomputers and possible limitations on the input and output from multiple storage disks.

The unsatisfactory nature of the computer industry makes forward decision-making particularly difficult. From bitter experience the Deputy Librarian has commented as follows

"The long suffering library staff eager to provide an excellent library service, and the very dedicated and able Systems team who have worked hard to achieve those objectives, have to rely on a computer industry which fails to inspire confidence. The several problems encountered during the year were subjected to a great deal of analysis and the conclusion that one is compelled to walk away with is that of an industry that is inefficient and which is unconcerned with and disinterested in fulfilling the undertakings and assurances it readily provides but rarely satisfactorily delivers."

This statement of dissatisfaction is not directed at the Prentice Computer Centre which has been extremely helpful with service and advice, and equally frustrated by new equipment which fails to match up to specification.

Consideration was also given to installation of telefacsimile facilities between off-campus branch libraries and between them and St. Lucia. Although the equipment has come down in price and improved in quality analysis showed that it would be cheaper to hire a taxi when an urgent delivery was needed than to install the current machines.

Library Materials

As Appendix 2 shows, the Library spent \$874,172 on books compared to \$678,562 in 1983. However as Table 1 shows actual additions to the Library fell slightly both in titles and volumes. Figures since 1979, the last "good" year are as follows

Table 1. Monograph Acquisitions 1979-1984

	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
1984	15,486	31,680.

Expenditure on periodicals subscriptions rose from \$1,276,978 to \$1,389,637.

Table 2. Detailed periodicals statistics 1984 (1983)Unique titles

By subscription

New	304	(325)		
Discontinued	183	(230)		
Total by subscription			10,175	(10,054)

By gift and exchange

New	241	(247)		
Discontinued	226	(307)		
Total Gift and Exchange			7,040	(7,025)

By deposit

New	44	(31)		
Discontinued	16	(16)		
Total by deposit			235	(207)

<u>Total unique titles</u>			17,450	(17,286)
----------------------------	--	--	--------	----------

Duplicate titles

By subscription

New	52	(69)		
Discontinued	60	(112)		
Total duplicates by subscription			2,393	(2,401)

By gift and exchange

New	51	(31)		
Discontinued	22	(16)		
Total duplicates by gift and exchange			1,546	(1,517)

Duplicates by deposit 2

Total duplicate periodicals 3,941 (3,918)

Note: Most duplicates are between off-campus libraries in teaching hospitals or between those libraries, Dentistry and St. Lucia.

It will be seen that there was an increase of 117 periodical subscriptions. It is difficult to avoid some annual increase in total subscriptions given the continuing appearance of new specialisations within disciplines. Major new fields of study also emerge; in 1984 for the first time a small allocation was specifically set aside for Biotechnology for which periodical titles were the major need.

The Library stock does not grow as fast as the intake would suggest because accommodation problems can be met only by a continuing policy of withdrawing less used material.

Table 3. Summary of withdrawals, 1984. (1983)

Discarded

Monograph volumes	11,062	(7,134)
Periodical volumes	2,756	(7,249)
Total volumes discarded	13,818	(14,383)

Withdrawn to Store

Monograph volumes	2,151	(4,532)
Periodical volumes	6,393	(4,434)
	8,544	(8,966)

In fact target figures for withdrawals, which are allocated to enable all libraries to continue to find shelf-space for new material, are not being met. In 1984 the shortfall was 36%. While this may be welcome to users who have less chance of having to wait for books to come from Store it hastens the day when books will be piled on floors at certain periods of the year and shelves will be so crowded that returned material cannot be placed in its correct position.

The principal reasons for the shortfall are the lack of library staff time and their preference for activities which are of more obvious benefit to users.

The state of the collection

In my 1983 Annual Report I attempted to describe the overall strengths and weaknesses of the collection. My overall impression continues to be that the library has reasonably adequate collections in most disciplines apart from Computer Science, Management and some aspects of Engineering, but real research depth only in Australian Studies, Victorian English literature and Geology. It is possible that the amalgamation of the two libraries at Herston and the strong financial support from the North Brisbane Hospitals Board there will permit a strong medical collection to develop.

Overall, however, recurrent funds are barely adequate to keep pace with contemporary publications in the wide spread of disciplines covered by university departments. Some improvement in retrospective purchasing was anticipated in 1985 because the ARPC increased the Equipment funds available for this purpose from \$80,000 to \$120,000. Changes in the international value of the \$A have reduced the immediate benefits flowing from this decision. Although \$120,000 is still very considerably below similar expenditure at other major universities there is little point in pressing for equality with New South Wales (\$246,000 in 1985) or Sydney (\$345,000 in 1985) when the consequences would be a need to find staff time to withdraw more material and a more rapid growth in stored material.

Improvement in the Library's capacity to support research is not merely a matter of dollars for purchasing but of space to display the Library's collections for access by users.

Relationships Beyond the University

The Library is unlike any other part of the University in its dual role as a service to the University and as a segment of a national network of libraries and information resources. While the University finances the Library to serve staff and students of this University it is dependent on membership of the national and international community of libraries for material wanted by scholars but not part of the University Library collection. It is also sometimes claimed that as academic libraries are funded, albeit indirectly, from public funds, their resources should be available to the whole community. This claim is not accepted by the present writer.

The principal way in which the library plays a national role is through inter-library loan. In 1984 the University Library lent 4,801 items to other libraries and supplied 22,396 photocopied items. This total of 27,197 inter-library loan transactions compares with 26,203 in 1983 when the total fell following the extension of charges to Brisbane libraries and the introduction of a policy of meeting requests for journal articles by photocopy only. Of the university libraries only Adelaide supplies more inter-library loans and there are only two or three libraries of any kind which exceed this total.

On the other hand this Library is also the greatest borrower of inter-library loans of all the universities none of which approached anywhere near the 4,206 items borrowed or the 9,790 obtained in photocopy or microform from other libraries in Australia or overseas.

Several factors account for this high volume. The University of Queensland is the only one of the five largest universities situated in a city in which there are no alternative major research collections to which its scholars may turn after they have exhausted the resources of their own library. On the other hand this library acts as the research collection for most post-graduate students and teaching staff at Griffith

University and to a lesser extent at other Brisbane tertiary institutions; it also meets the specialist needs of many government departments and private organisations in Queensland.

There can also be no doubt that the growing use of on-line information retrieval services, described later in this Report, alerts scholars to the existence of many useful references of which they would not previously have been aware. This prompts our own users to request inter-library loans of material not held in this library and similarly widens the scope of demands from people outside the University.

Location of material held in other libraries has been considerably improved by the development at the National Library of on-line data-bases of library holdings in major Australian libraries. Communication with many libraries has been facilitated by use of the ACIMAIL electronic mail system. Nevertheless there is still widespread dissatisfaction among librarians about the time taken to meet inter-library loan requests and the financial burden which is placed on major net lenders such as the University of Queensland Library. In November 1984 the Library Association of Australia sponsored a conference on Document Delivery which explored these problems and made recommendations for further studies. Analogies are often drawn with the situation in the United Kingdom where the British Lending Library is able to meet a high proportion of inter-library loans from a huge collection especially maintained for this purpose and indeed also meets many thousands of international requests, some from our own library. The National Library of Australia has attempted to fill this role within its capabilities but it has many other responsibilities not borne by the British Lending Library and is simply not funded in a way which would permit it to emulate the British Lending Library. In consequence the Australian library community has to attempt to meet national needs from collections distributed over many independent co-operating libraries none of which is financed for this purpose.

1984 was the first full year in which external undergraduate students from Commonwealth-funded universities and CAEs from outside Brisbane were granted borrowing privileges. This arrangement, which requires evidence that the person is a bona-fide student and that the enrolling institution will reimburse the Library for any material which the student does not return or pay for, was initiated in 1983 after discussions at the Library Committee. It has since been adopted by many university and CAE libraries throughout Australia.

Fears that extension of borrowing privileges to such external students would inconvenience our own students have proved unfounded and the Vice-Chancellor has accepted a recommendation that the arrangement should be continued until the end of 1987 before further review.

In 1984 82 external students were granted borrowing privileges under this scheme of whom 67 were University of New England students. The most common subject of study was education (11 students). Detailed statistics are given in Appendix 4.

The Library continued its role in the University's Shandong Medical College Project sending material withdrawn from the shelves of our medical libraries, recommending and ordering new material for the College Library and making the professional expertise of Ms. Flynn, the Health Sciences Librarian, available to the Project Committee and the College.

CENTRAL LIBRARY AND CENTRAL LIBRARY SERVICES

The most insoluble problem which the Library faces is inadequate accommodation for the collection. All the St. Lucia libraries need additional space but the development which would go furthest to relieving the pressure would be the construction of Central Library Stage 2 originally recommended by the then Universities Council for the 1975-77 triennium.

Hope that capital funds would at last become available were rekindled when Stage 2 was listed as one of the high priority buildings for financial support by the Universities Council in its initial advice to the Commonwealth Tertiary Education Commission. By the end of the year it was known that the Commission had not been allocated funds to remedy either recurrent or capital deficiencies and library planning must assume that it will be at least five years before an extension to Central Library might be even a remote possibility.

The implications for the future are serious. Obviously the policy of withdrawal to Store must continue with increasing inconvenience to scholars and continuing cost to library running expenses. Additional storage space must be found at least some of which must be air-conditioned to preserve primary material which can no longer be housed in the Fryer Library, as well as fragile material from elsewhere which still has academic value.

Activities within the library are changing fast under the impact of changing technology and internal reorganisation is difficult and expensive in already overcrowded areas. Some space will be released as card catalogues and files are replaced by computer terminals but much of this space will be needed for terminal access and for the ever-growing complement of microform readers needed to access the wide range of research material now held on microform. Space released for storage of additional printed materials will be minimal.

Staffing

Change and redeployment has become a feature of library staffing. In response to the restructuring of technical services in 1983 and the impact of technological change throughout the library many staff have moved to other activities. By the end of the year 81 positions in the library had different occupants from those at the beginning.

Adaptation to change was less efficient than might otherwise have been the case because of continuing delays in implementing the new salary structure proposed by the Library in 1983. During 1984 the proposals relating to senior staff not under the Industrial Award got caught up in university wide considerations of a new salary structure for non-Award senior general staff, a matter still not resolved half way through 1985. By the end of the year the proposals concerning library staff covered by the Industrial Award were still awaiting discussion with the unions concerned.

A welcome development was delegation of discretion to the University Librarian to vary the number of staff employed up to Librarian level within the funds available. This allows the library to use vacancies to create the mix of staff which is most appropriate at a particular time, always of course within the overall limit of available funds.

This flexibility explains some of the apparent increase in staff numbers compared with 1983. The Library has also taken over from the Division of External Studies formal responsibility for the part-time Ringrose librarians at external studies centres. Some staff are paid from library income, for instance those employed in connection with the photocopying service. Half of the salaries of six staff in teaching hospital libraries is met by Hospital Boards.

The apparent increase in staff shown in Appendix 1 Table 1A from 226 $\frac{3}{4}$ to 233 $\frac{3}{4}$ in fact represents an increase in established or permanent positions from 219 $\frac{1}{4}$ to 223 $\frac{3}{4}$, the remainder being temporary or casual staff employed from library income.

The increase in established positions was made possible by the redeployment of funds to appoint at lower levels as vacancies occurred.

Economic stringency and technological change can best be met by making the best possible use of staff resources. The Library has a well established system of internal committees for consultation and communication. A considerable amount of effort is put into staff development in the form of induction programmes for new staff, in-house professional seminars at departmental and library-wide levels, and encouragement and some assistance to attend professional seminars and conferences. Internal transfers and exchanges within the library are encouraged and at the end of the year planning was well advanced for an ongoing exchange of professional staff with other major libraries in Brisbane.

The Library is also possibly the first section of the University to develop procedures for regular assessment of individual members of staff. Following expert advice from TEDI staff evaluation forms were revised with the emphasis placed on potential and assistance with improved performance rather than any suggestion that the purpose of assessment was essentially punitive. A regular cycle of evaluation has been established but individuals can ask for assessment outside the cycle and some have done so in order to assess more realistically their prospects for promotion or appointment to a more senior position.

Two industrial disputes occurred in 1984. One was over the interpretation of a clause in the Industrial Agreement providing for a furniture handling allowance. This was finally resolved by compulsory conferences before the Industrial Commission after a period of bans. The Library also was affected by the university-wide controversy over the effects of the use of screen-based equipment and library activities were severely impeded by selective bans. These were eventually lifted but the matter has not been finally resolved.

Several changes occurred or were foreshadowed at senior levels. Simon McMillan who had contributed so much to the library's inhouse systems development resigned as Deputy Technical Services Librarian to become Deputy University Librarian at the University of New England.

Dr. Elizabeth Arden was appointed to a new position to develop on-line retrieval and reference services in science and engineering. Joelyn Airo-Farulla was appointed Deputy Health Services Librarian leaving the position of Law Librarian to be filled in 1985. The position of Orders Librarian, held in an Acting capacity by Thatcher Librarian Christine Crocker during 1984, was filled by the appointment of Glenda Smith to take up duty in 1985 when Mrs. Crocker went overseas as the Biennial James Cook Library Scholar. Joan Milbourne was appointed Cataloguing Librarian.

Altogether 29 permanent positions became vacant during the year. In addition there was the usual rapid turnover of temporary and casual staff.

Technical Services

From January 1984 the former separate Cataloguing, Acquisitions and Serials Sections were merged into a single Technical Services Department. There is now a Technical Services Librarian and a Deputy Technical Services Librarian with a major responsibility for systems development and implementation. The staff of the department are organised into bibliographical groups; each group carries out all bibliographical functions for purchases requested by particular teaching disciplines or branch libraries. Those functions consist of checking and placing orders, cataloguing incoming materials and maintaining bibliographical records. There are also an accessions group and an accounts section. Three Senior Librarians, for Cataloguing, Orders and Accessions ensure that necessary standards are maintained; they are also responsible for the quality of the work in their areas of specialisation and for problem solving, communication with suppliers and other specialised aspects of their areas of responsibility.

In spite of many changes in staff at all levels the new arrangements appear to be settling down into a smooth and efficient operation.

Entry of all current acquisitions into the catalogue data-base (ULYSSES) commenced in March where they joined the existing full catalogue of the Library's periodical holdings. Also added were entries for titles recatalogued of which there were more than 30,000. These included all material sent to Store so that details of items sent to Store since March 1984 are now available on-line to staff in all branch libraries. By the end of the year the ULYSSES data-base contained 75,000 titles including 32,000 periodicals titles.

By the middle of the year machine readable cataloguing data was being ordered from the AMRS service at the National Library for new acquisitions and fed into the ULYSSES data-base for editing and proof-reading. At present AMRS records are ordered when the book arrives and there is a delay of some three weeks before the relevant AMRS tape is received; this period should be reduced when the proposal to enter orders to ULYSSES becomes operative as it may then be possible to order AMRS records at that time. Future developments envisage replacement of the mailing of tapes from the National Library by down-loading of data on-line.

For many years all additions to the University of Queensland Library have been entered into the National Union Catalogue at the National Library (NUCOM) by sending a catalogue card for each. Many libraries have computerised their cataloguing and card catalogues are very labour-intensive to maintain. As a consequence the National Library has ceased adding to the card NUCOM. For libraries like the University of Queensland which are not members of the Australian Bibliographic Network the National Library has established a machine-readable data-base, MARC-NUCOM. By mid-year this library had begun to send machine-readable information to MARC-NUCOM.

Two revised editions of the Library's microfiche periodicals catalogue - PERCAT - were issued during the year. They represent the data-base information at the beginning and half-way through the year; more recent data is available, when required, through the on-line terminals accessible to library staff in all libraries.

Orders

The Acting Senior Librarian, Orders, embarked on an energetic review of activities, as well as training bibliographic group members in ordering procedures. The performance of various library suppliers in Australia and overseas was reviewed and a manual compiled. On-approval book supply arrangements were reconsidered. Pre-1983 orders were inspected and either followed-up or cancelled. Many internal procedures and records were changed and a Procedures Manual was completed for the guidance of Technical Services staff.

Early in the year Allan Gray retired after serving as Library Accounts Officer for fifteen years. These were years of rapid growth for the Library and it was a tribute to Mr. Gray's industry and good sense that the Library's accounting remained completely reliable and always current under his control. His successor stayed only a few weeks and the Library is fortunate that the new Accounts Officer, Don Smith, has had considerable experience in the University's Business Services department.

Ours is one of three university libraries which provide price statistics to the AVCC's Library Cost Movement Indexes. For current books, those published within the past two years, our average price was \$32.54 in 1983 and \$30.19 in 1984 suggesting that inflation and currency values were cancelling out during that time. This was, of course, before the 1985 decline in the \$A and the average price in 1985 is likely to be rather higher. For the same periods the average price of our periodical subscriptions rose from \$83.84 to \$96.45, an increase of 11.5%.

Cataloguing

Cataloguing was considerably affected by computer developments. Card catalogues are continuing in use in all libraries until OPAC has been developed and tested but from March cards have been produced by printing from the data-base. They are sequenced by library and sorted into filing order by the computer thus relieving library staff of a major sorting operation. Cards can now be filed in the catalogues simultaneously with the arrival of books on the shelves. For the present the time saved is balanced by the extra time taken to code material for the computer; this work should lessen as more machine-readable cataloguing is bought in and when new programmes being developed permit on-line editing by cataloguers instead of the present proof-reading of draft entries and correction through keyboarding staff.

Systems

The operation of existing systems, implementation of new systems and planning for future development which are major features of this Report have not been untroubled. With lending activities in the four largest libraries and all cataloguing dependent on seven-day reliability the frustration caused by hardware and software failures was high. For part of the year such failures were exacerbated by the union bans on screen-based equipment to the extent that the faith of library staff and users in the ACHILLES lending system began to be undermined.

Consideration was given to whether too much demand was being placed on the hardware and an additional 11/73 processor was added late in the year along with additional disk storage. Advice was received that the operating system was being pushed to the limit and plans were made to replace it with RSX11M+ early in 1985. A new air-conditioning unit was installed in the computer room but it soon had to be rewired because of fluctuations in power supply to the hardware. Towards the end of the year a

small working party representing the Library, the Computer Centre and Buildings and Grounds was set up to study environmental problems in the computer room which might be causing malfunctions.

It will be necessary to build redundancy into the hardware configuration to enable major elements to be taken down for servicing without interruption to the Library's activities. At present maintenance and problem analysis have to be done under pressure from the need to get the system up again with maximum speed. This is not an effective way to maintain essential hardware.

Store

Reference has already been made to the low probability that the Library's accommodation problems will be relieved before the 1988-1990 triennium if ever. The withdrawal programme must continue and there is an increasing need to meet the annual targets in spite of the drain on staff time and the rising inconvenience to users.

As Appendix 3 shows there are now 70,989 volumes in Store. Loans from Store increased from 1,180 to 1,473 of which just over 26% were inter-library loans.

READER SERVICES

The Library's substantial investment in books, periodicals and other information materials and its substantial expenditure on technical services staff and systems must be justified in the final analysis by the use which is made of its reader services. In this regard all indications are that use is high; for instance there are more loans outside the library than at any other Australian university and they are increasing in spite of the constraints on library resources and services. Constant review and innovation is necessary to ensure that an unchanging staff complement can continue to meet the demands being made on them.

Reader Education

The Library attempts to introduce new students to its resources and services when they enter university; as they progress to higher levels of study further attempts are made to inform students about more sophisticated approaches to sources of information.

These activities are decentralised so that the contact is made according to discipline and by the librarians whom the particular students would be expected to approach for individual assistance. Specific comments occur later in this Report.

Some idea of the scope of the programme can be gained from the activities of Undergraduate Library staff who gave tutorials and talks to 9,400 students and conducted voluntary tours for 800. At a more advanced level the Central Reference staff gave 46 classes during the year.

The Library's Reader Education Standing Committee acts as the focus for librarians involved in this activity. With the assistance of TEDI two seminars were organised to assist library staff in designing reader education programmes and with teaching techniques. The Committee also oversees the development of the many pamphlets and other printed aids which the Library makes available to users.

On-Line Information Services

These services are also necessarily decentralised; specialised skill and knowledge is obviously more appropriately developed and kept current among staff working constantly with users and information resources in a particular discipline. This pattern fits less easily in the smaller science libraries but this problem should be overcome by the appointment late in 1984 of a 3/4 time Senior Librarian to specialise in information retrieval for science and engineering.

As with other decentralised activities a Standing Committee within the library provides a focus for on-line searching and makes recommendations about new data-bases, charges, training and the purchase of equipment.

Terminals for information retrieval searches are located in Central, Biological Sciences, Herston Medical (formerly in Clinical Sciences), Princess Alexandra Hospital, Engineering and Law libraries. Searches for users increased by 14% to 2,391 and on-line time by 8%.

It is perhaps surprising that there are only seven SDI users, that is users who receive regular updates of references on a particular subject. This may reflect the cost of approximately \$100 although this is not really a high price for being kept informed of the most recent literature often well before it reaches Australia in printed form.

Advanced reader education classes normally include information about on-line services and, where the department is able to pay the cost, a demonstration may be given. In 1984 a major demonstration was given to the Chemical Society and about 60 people attended public displays for small groups during Information Technology Month.

MEDLINE continued to be the most used data-base in 1984 although use declined by 15% compared with 1983 partly because the terminal room in the Clinical Sciences building was abruptly closed by unheralded building work. Temporary arrangements had to be made until Herston Medical Library opened in December.

Table 4. Most Used Data-Bases - 1984

Data-base	Number of Searches
MEDLINE	946
Psycinfo	182
ERIC (Education)	178
BIOSIS (Biology)	102
APAIS (Australian Public Affairs)	83
Chemical Abstracts	82
Science Citation Index	80
Dissertation Abstracts	79
National Technical Information Service	79

Table 5. Most Used Australian Data-Bases

APAIS	83
Australian Education Index	58
Australian National Bibliography	42
Australian Financial Review	24
Australian Business Index	18

Apart from MEDLINE users, where it has not been possible to differentiate between University and Hospital staff users, the most frequent users came from the social sciences -

Table 6. Non-Medical Teaching Departments Requesting 50 Searches in 1984

Department	Searches
Management	157
Education	145
Psychology	145
Agriculture	79
Anthropology and Sociology	71
Economics	64
Government	56
Chemistry	50

There was no common pattern of users in the three most active St. Lucia locations.

Table 7. On-Line Searching According to User

	Central Library	Biological Sciences Library	Engineering Library	% of Total
Undergraduates	12%	8%	29%	12%
Postgraduates	49%	37%	43%	45%
Staff	33%	40%	28%	35%
External Users	6%	15%	0	8%

During the year an IBM Personal Computer was acquired for Central Reference. This permits much preliminary work to be done off-line as well as on-line downloading of information where commercial contracts allow. Spreadsheet programmes can be used to keep statistics and records of charges and the word-processing programmes are available for electronic mail and other uses.

Data-base consultation charges rose slightly but the cost of off-line prints increased substantially. The variation in costs between data-bases may eventually make it impossible to maintain the present comparatively simple range of charges to users.

Use of on-line data-bases for library purposes continues to increase especially for identifying libraries which hold material wanted by our users. Requests and any subsequent communications with the lending library are often by electronic mail. Consultation of the National Film Library catalogue and the placing of on-line reservations for films is done on-line through MEDIANET.

Audio-Visual Services

It was a major disappointment that 1984 passed without an amendment to the Copyright Act relating to educational use of audio-visual materials. The present legislation is quite out of date. It creates uncertainty about or prohibits activities such as off-air recording often for no obvious reason since neither the user nor the copyright owner benefits from the existing law. Ephemeral broadcast material of educational interest but of no commercial value cannot be captured without risking prosecution.

A/V material is held centrally in the Duhig Building and in several branch libraries. All statistical indicators pointed to increasing use of the central collection even though little is done to market the service because the staff are fully occupied in meeting the demand. Some of these indicators are as follows

Table 8. Use Indicators for Library A/V Services (Duhig Building)

	1984	Increase Over 1983
Number of films and videos screened	5,820	38%
Number of fast tape copies of non-copyright material	2,528	14%
Persons using CAL programmes	804	28%

The last total is small because as yet only CAL programmes for one discipline are held. This situation is expected to change substantially in 1985.

Of the 904 A/V items borrowed from other libraries 553 (of 887 titles sought) were booked through MEDIANET. The average time for booking or testing availability on MEDIANET was 1.2 minutes.

The growing market for domestic videos appears to be improving the range of quality videos available at moderate cost. The range includes outstanding productions of operas; novels and plays studied in literature courses; feature films for study in media and language courses and some outstanding BBC and ABC productions directed at the domestic market. Programmes of more limited interest average about \$14 per minute and represent major purchases, for instance the BBC Shakespeare productions.

The Library has a growing collection of ethnographic film especially studies of Australian Aboriginal communities and communities in Papua-New Guinea.

The lifespan of A/V material remains conjectural. Some older black and white videos on open reel are now very difficult to play and may have to be discarded. It is thought that modern cartridge and cassette formats will have a longer life. Audio-tape appears not to have deteriorated noticeably.

Present storage conditions in the Duhig Building are far from ideal. The air-conditioning installation was not designed for the constant temperature and humidity needed for long-term conservation. In the present bleak climate for new buildings it is difficult to see how this might be remedied.

It is now 12 years since the Library commenced offering A/V services. Towards the end of 1984 the A/V Librarian, Marjorie Roe, was temporarily relieved of other duties to review the present services and make policy recommendations for the

future. If this strategy proves successful it will be used for policy review in some other areas of library activity.

Library Services to the Disabled

Like the University the Library is conscious of its obligations to the small but growing number of students who need special assistance to gain access to information. Mrs. Roe chairs a Standing Committee within the Library which keeps the needs of such students under constant review and sensitises library staff generally about the services that can be offered.

The Library co-operates actively with Counselling Services in organising tape readings by volunteers. In 1984 74 complete works were read on to tape, as well as 70 extracts and 28 journal articles. Duplication with work done elsewhere is avoided by first checking the National Library's union catalogue of material for the handicapped (NUCH) and its records of work in progress. Our readings are listed on the word-processor and circulated to other institutions.

A half-day seminar for library staff was held in December to discuss the needs of students with different kinds of disability, sight, hearing and mobility. This followed a lunch-time seminar in October on Library Services for the Visually Disabled.

Magnilink equipment funded by the Vice-Chancellor's Committee for the Handicapped was added to the library which also has a Visualtek print enlarger.

LIBRARIES SERVING SOCIAL SCIENCES AND HUMANITIES

Central Library

Central Reference

1984 was the first full year following the reorganisation of this department into separate but linked reference and inter-library loan units. The new arrangements work smoothly but it is not certain that reorganization and new technology can absorb the continually rising demand without additional staff.

Formal statistics tell part of the story but they cannot convey the full picture of time necessarily devoted to learning about new information resources and techniques, consultation with teaching staff and students and training of new staff who replace others transferred or appointed to positions elsewhere.

Table 9. Selected Central Reference Statistics 1980-1984

	Actual 1984	% Increase 1980-1984
Inter-library loan requests		
from Central Library users	6,203	14%
Reference enquiries	28,899	16%
Microform enquiries	7,727	76%
Total enquiries	53,454	8%
On-line searches for users	1,086	66%
Time spent on-line for library purposes	88.7 hours	2,174%

The total number of staff has remained constant during this period although hours have been reduced slightly. The reference desk is staffed during Semester by two librarians 10.00 a.m. to 6.00 p.m. from Tuesday to Thursday and 9.00 a.m. to 5.00 p.m. on Friday and by one librarian from 6.00 p.m. to 10.00 p.m. Monday to Thursday and 9.00 a.m. to 5.00 p.m. Saturday and Sunday. In first Semester 1984 an enquiry was being answered every 3.2 minutes and in Second Semester one every 3.7 minutes; the corresponding 1980 figures were 3.8 and 4.4. It is thought that many enquiries go unanswered because waiting users lose patience, especially in the evenings and at weekends. Unfortunately it is not possible to reorganise further to increase the staff available to answer enquiries from users.

One noticeable change occurred in the pattern of inter-library loans. Requests from other libraries throughout Australia and in Brisbane for loans from Central Library had been declining since 1980. In 1984 they suddenly rose by 15% from Brisbane libraries and 18% from libraries outside Brisbane. This is surprising because our holdings are not listed in the Australian Bibliographical Network database unlike those of most other major libraries and the MARC NUCOM data-base in which they will be listed is not yet available for public access.

Fryer Library

The stringent economic circumstances which the Library shares with the University create particular problems in the Fryer Library.

While the acquisition of printed works of Australian literature has been in progress for sixty years the acquisition of manuscripts and other non-print material on a large scale has been a feature of the last decade. It has coincided with increasing emphasis on and interest in research relating to Australian culture and society, an emphasis which is formally embodied in the Australian Studies Centre. Without the Fryer Library many of the Centre's activities would be either impossible or severely limited.

Every effort has been made to meet the growing needs of this research related service from the Library's resources; staff in the Fryer Library has grown from 5¹/₂ in 1974 to 7¹/₂ in 1985 but this has not kept pace with either the intake of material or the demand from scholars. Within that period the Conservation Unit was also established with one staff member. The time has come to consider whether some assistance with recurrent funding can be found from the University's research funds. Alternatively support for the Fryer Library might become a major purpose of a campaign to raise funds from the general public. Such a campaign would need strong support from the academic departments which belong to the Australian Studies Centre and from the University administration.

There is a more immediate threat to the Fryer collection, lack of environmentally controlled space. Fryer would have benefited considerably from construction of Central Library Stage 2. Already a substantial part of Fryer's collection is being stored on the top floor of the Duhig Building; although this is inconvenient at least the store is air-conditioned. The Duhig Store may accommodate two or three more years' growth after which there is nowhere in present library air-conditioned space where the growing Fryer collection can be stored.

Once again the only practical approach, given the unlikelihood of Commonwealth capital funding, is a public appeal for funds for a building similar to the one originally put forward as a Bi-centennial project. This would have housed the

Australian Studies Centre, the Fryer Library and the Anthropology Museum. While there would be disadvantages in separating Fryer from the rest of Central Library which holds much relevant material no other solution seems possible as long as the Central Library Building cannot be extended.

Fryer Library non-print material requires special processing and much more labour intensive treatment than printed material which makes up most of the contents of other libraries. Fryer Library staff are consequently responsible for both reader service to scholars and for the acquisition and recording of non-print accessions.

Accessions during the year included 46 manuscript collections of which 31 were additions to existing collections. There were also smaller items, mixed collections of manuscripts, books and ephemera, and other materials such as playscripts for the Hanger Collection. In literature manuscripts of two David Malouf novels mark the beginning of an arrangement made through the Alumni Association for the receipt of all of this internationally significant author's manuscripts. Additions were also made to existing collections of such writers as Bruce Dawe, Gwen Harwood and Tom Shapcott and letters of poet Judith Rodriguez were also acquired. The papers of the late Dr. Denis Murphy came to the library and also papers from another Queensland historian, Dr. Ross Fitzgerald. Art was represented by papers from Mervyn Moriarty of the Flying Art School with additions being made to existing collections of art dealer John Cooper and artist Irene Amos. To mark the centenary of a long established Brisbane architectural firm, A.B. and R.M. Wilson, a large collection of papers was presented to the Library including plans of many historic Queensland buildings.

The recent 1983/84 Annual Report of the National Library comments "What is researched is a function of what can be researched" is the truism that guides all research libraries" and in the case of manuscripts this means both broad cataloguing and individual listing of the contents of collections. Over the past few years Fryer Library has attempted to create suitable records for the current intake and to bring material collected in earlier times under similar control. Of the 162 major collections held 76 have been fully catalogued although for 25 there are later additions waiting to be added representing 255 boxes of material. Of the 1,726 boxes which remain uncatalogued preliminary listing has been carried out for 1,406. (A listing allows researchers to access a collection at item, folder or volume level, whichever is appropriate). Work was disrupted for one month while the working space was reorganised to try to accommodate ongoing activities and at the same time house as much material as possible.

Sixty-four major collections were consulted by scholars, usually on several occasions over a period of research. Fifty-two Hanger playscripts and 211 other non-print items were also required by users. There were 10,250 uses of printed books held in Fryer Library or the closed collections housed with it.

Fryer Library also assists with publications relevant to its areas of collecting. Published during the year were Fryer Occasional Publication No.4, A Directory of Queensland Architects to 1940 by Don Watson and Judith McKay and Fryer Occasional Publication No.5 Australian drama productions 1950-1969 compiled by the Australian Drama Bibliography Project in the University's English Department with Ms. Alrene Sykes as Editor-in-chief.

Two functions were held for the support group, Friends of the Fryer Library, during the year. At the first meeting Alumni President Blair Wilson spoke about the architectural records which have already been mentioned. Well-known poet and Fryer Library benefactor Bruce Dawe addressed the second meeting.

Central Lending Services

This department not only maintains the records and follow-up procedures for loans from Central Library but also carries out many tasks on behalf of branch libraries. These include tasks associated with the ACHILLES lending system such as registration in the files of new appointments, resignations and leave periods for teaching staff, follow through of material not returned by library users, fines and checking computer-produced notices about overdue material.

Loans from Central Library, at 244,990, were the highest since Central Library opened in 1973, and 38% above the figure for that year. Surprisingly borrowing by full-time staff at Lecturer and above (27,158 loans) is at its lowest since Central Library was established, presumably reflecting reduced staff numbers and greater pressure on available time. By contrast loans to tutorial staff and post-graduate students has more than doubled since 1975 to 84,555 loans. Just under 5% of Central Library's loans are to people who are not staff or students at the University of Queensland, including 102 who have paid the Alumni library subscription.

Of 1,805 items reported by users as unable to be found, 1,404 were accounted for (796 were on the shelves in the correct place) and 401 were still being processed at the end of the year.

Undergraduate Library

Activities recorded in the statistics suggest that loan activities have stabilised in Undergraduate Library close to the peak level reached in 1983. However progress with computer-based procedures is affecting the service. A much more flexible response to user needs has become possible and more information is available to meet requests from users. Housekeeping procedures have also been modified with fewer card files being maintained; the cost to be paid is availability of less information when the computer system is down.

The Undergraduate Library, which is really a coursework library because it also meets the coursework needs of Masters' courses, can only function efficiently if unused material is removed. With the assistance of computer-produced information about stock which has not been borrowed, Undergraduate Library staff have been able to meet withdrawal targets; in 1984 there were fewer books and photocopies than in 1982.

Table 10. Undergraduate Library Holdings

	<u>Books</u>	<u>Photocopies</u>
1984	94,579	77,445
1983	98,452	77,946
1982	94,628	93,576

The reduction occurred in spite of an addition of 4,289 books and 5,566 photocopies to the library in 1984.

There have been claims in the library professional press that undergraduate libraries, which first appeared in the 1960s, are no longer an appropriate means of meeting student requirements. It seems probable that the term Undergraduate Library has meant different things in different institutions. There is no evidence that our Undergraduate Library is losing popularity with the students in the humanities and social sciences for whom it is intended. It has not totally solved the problem of communication

about required materials between teachers, librarians and students but no-one has suggested a better answer.

There is some evidence that the professional staff in Undergraduate Library experience a high degree of pressure. The Undergraduate Librarian has commented on a high incidence of "burn-out" among the handful of Readers Advisers. These positions are keenly sought because of the range of professional experience which they offer yet the normal period in the position seldom extends beyond two or three years. Three vacancies had to be filled during the year.

Thatcher Library

Judith Campbell returned as Acting Thatcher Librarian in 1984 after an absence of several years, standing in for Christine Crocker who was Acting Orders Librarian.

The reorganization which was introduced for 1983 seems to have settled down and more books are being borrowed even though external enrolments continue to fall. There was a substantial rise in postal loans by 12.5% to 28,178. Direct loans from Thatcher Library to external students rose by 46.5% to 19,538. Use of Thatcher by internal students is also increasing, overnight loans to such students rising by 51% to 4,836 but they still represent less than 9% of all Thatcher loans.

There are now more than 200 post-graduate students enrolled externally. These students require a wider range of material than undergraduates although some of the latter are enrolled in "free choice" subjects for which Thatcher Library does not contain appropriate material. Thatcher staff must spend time obtaining material from other libraries to meet requests from post-graduate students. If such enrolments continue to increase the standard of service from Thatcher could fall as it is by no means certain that additional library staff can be deployed to Thatcher from other libraries.

The Library could also be affected by proposals to relocate teaching staff from the Division of External Studies into the relevant teaching department. Communication between Thatcher and some of the internal departments which also teach externally has traditionally been less effective than with teaching staff in the Division. If the integration of Division staff leads to physical relocation in internal departments mechanisms will have to be devised to ensure that the very good liaison which has existed so long with most Division staff is not lost. Good liaison is essential throughout the University Library but is particularly necessary for Thatcher which has a high profile with external students and plays a very significant role in supporting external teaching.

Ringrose Libraries

In 1984 the second new Ringrose Library in two years was opened at the Gold Coast where it is housed in the TAFE College. This brings to seven the libraries in external studies centres and a Ringrose collection is also housed in the public library at Mt. Isa. Location in the TAFE College provides longer hours of opening than would be possible in an independent location. Students have access to the TAFE collection as well as to the Ringrose collection and to the professional librarian employed by the College in addition to the University's part-time Ringrose Librarian.

Location of Ringrose Libraries in public libraries can be hazardous when the library concerned is part of a regional co-operative. The Mt. Isa regional co-operative is breaking up into its component parts and residents from outside the Mt. Isa shire will

cease to be entitled to borrow. Fortunately few external students will be affected and their needs will be met from Thatcher.

Every year sees increasing participation in the Ringrose libraries from other Queensland tertiary institutions which teach externally. They house increasing quantities of materials and equipment, such as micro-processors, in these libraries and bear some share of the overheads. They also add to the requests for information about external studies courses which are constantly addressed to Ringrose Librarians. The Thatcher Librarian has estimated that up to 50% of Ringrose Librarians' time over the year is spent on such enquiries.

As Appendix 5 shows a substantial number of enrolled borrowers at some Ringrose libraries are not University of Queensland students - 64% of 116 at Maryborough and 77% of 230 at Mackay. However our students account for 69% of loans. The development of effective co-operative arrangements with the other institutions is progressing gradually.

At the end of 1984 the role of external studies in University use of the proposed state Qnet satellite channel was still being considered. Communication between libraries at St. Lucia and Ringrose libraries are not likely to figure largely in the traffic over such a network until telefacsimile equipment becomes more sophisticated and the copyright implications of telefacsimile transmission have been assessed. For the present library use is likely to be confined to electronic mail communication with Ringrose libraries and provision of access from those libraries to the ULYSSES catalogue data-base.

Architecture/Music Library

Statistics for this library indicate a marginal increase on the busy levels established in previous years. The level of activity has brought some discipline problems to what might be expected to be a fairly peaceful specialised library. One aspect of these problems, theft of coursework cassettes by music students, appears to have been considerably reduced by the electronic theft detection system.

Architecture, Planning and Music are all disciplines in which most of the growth in materials has occurred since the late sixties. There are few obvious candidates for the withdrawal programme and it has been difficult to clear shelf space for new material. Temporary relief is being found from a small reduction in reader places but this is only a palliative for a problem common to all our libraries.

The Librarian in charge, Mary O'Mara is very active in the Australian Branch of the International Association of Music Libraries. Its Queensland Division has been funded by the Music Board of the Arts Council to collect Queensland data for a national union catalogue of orchestral performance materials. Funding will be sought later to extend the coverage to other states. Mrs. O'Mara was joint editor of the Union catalogue of historical sets, collected editions and monuments of music in Australian libraries published in 1983. It is to be updated every two years. She is also joint editor of the journal Continuo.

Law Library

Although loans and reserve loans fell marginally by comparison with 1983 there was a dramatic increase in reference enquiries - from 398 to 880 and directional enquiries - from 200 to 483. There is no obvious explanation for this change other than the availability of experienced library staff. This staff stability was disturbed at the end of the year when the Law Librarian was appointed to a position in Herston Medical Library.

Availability of the on-line EUROLEX data-base proved not to be particularly useful partly because for most of the year access was limited to Northern hemisphere convenience and partly because library staff had little time to develop expertise. Use of on-line data-bases is expected to change when the CLIRS (Computerised Law Information Retrieval Service) offers service in 1985 although initially Queensland law will not be included.

The constant arrears in shelving which plagued this library in the past are no longer a major problem. This appears to be a result of the classification of all of the library's contents, a decision which was warmly debated at the time, and of changes in reshelving routines.

Reader education activities of Law Library staff extended in 1984 not only to Law students but to students in Commerce and Social Work, many of whom need to consult legal material.

Biological Sciences Library

When the Undergraduate Library was established the traditional "frozen" or reserve collection of high use material was abandoned but such collections survived in most branch libraries. In 1984 Biological Sciences Library took advantage of the flexibility and greater control of loans offered by the ACHILLES on-line system to replace the reserve collection with an open-shelf short loan policy. The Biological Sciences Librarian, Mary O'Sullivan, reports that surveys by lecturers have shown that students prefer the new policy.

All photocopied articles in the reserve collection not used since 1979 were also discarded, amounting to 75% of the photocopy collection.

A check of the shelf list for books not in the computer files allowed the ACHILLES data-base to be brought up-to-date. Where the books were missing they were written off or replacements ordered.

From 1985 Miss O'Sullivan and Dr. Elizabeth Arden will conduct MEDLINE courses for Brisbane libraries on behalf of the National Library. The University Library will be recompensed for the time spent on the courses.

Physical Sciences and Engineering Libraries

Several more chapters were added to the saga of the Engineering Library. It occupies space which was virtually smuggled into the then new Hawken Building in the middle sixties so that it was several years before it was properly furnished, fitted out and lit. What started as a moderately adequate space has been outgrown by the increasing quantity of relevant literature and the development of new disciplines such as Computer Science. Early in the year it appeared that occupation of the new Computer Science

Building might release neighbouring space for the overcrowded library but this eventually failed to materialise. Representations from the Faculty and the present writer over many years for the air-conditioning of the Engineering Library, in a building in which most floors already have air-conditioning, appeared to be on the point of success. The prospect suddenly disappeared following a suggestion in the second volume of the CTEC Report that the Universities Council might recommend capital funding for a large new Engineering building later in the triennium if additional capital funds became available to it and if the University increase its Engineering enrolments.

Disappointment is a mild description of the way in which this news was received. The University Librarian's alternative suggestion that the money "saved" might be used to air-condition the priceless Geology collection was not taken up.

Activity in Engineering Library increased reflecting the increase in Faculty enrolments. Loans to other libraries also increased.

After negotiation with the Head of the Computer Science Department it was decided to transfer responsibility for undergraduate coursework provision for Computer Science to the Undergraduate Library in 1985. This Library is better able to meet the needs of large undergraduate classes and both a better service to them and some relief for the Engineering Library should result.

The Geology Librarian reports a busy year and notes larger third and fourth year classes because of the downturn in the mining industry. This partly accounts for an increase of 1,208 (32%) in reserve collection loans; which may not appear large but is substantial in a library with only 1 3/4 eft staff.

Non-librarian decision-makers are sometimes sceptical about the need to house "old books" in prime library space. Certainly comparative use varies between different disciplines. Geology is one in which age is not an important criterion for research material. An analysis of the loan file in January, when teaching staff and post-graduate students would be the active library users, showed that 51% (302) of serial volumes on loan were published before 1972 and 39% (117) of monographs on loan were published before 1970.

All geology theses were recorded on the word-processor in 1984. Useful lists can now be produced arranged by thesis number, author, title, date, degree or map number.

A change of Librarian in the Chemistry Library was followed by extensive reorganisation. Much of this was to make room for new purchases, an extensive withdrawal programme being carried out with helpful advice from the Chemistry Library Committee. Measures were also taken to weed the reserve collection and keep it up to date.

The Librarian in the Mathematics Library has long been concerned by the number of books missing from the shelves and the difficulty of ensuring strict adherence to loan periods.

The first problem has been reduced from a loss rate of more than 100 volumes per year in 1979 and 1980 to just over 30 in 1983 and 1984 through the creation of a restricted access collection.

Mathematics is one of the few remaining libraries where key access is available after hours to staff and post-graduate students. As long as this situation continues little can be done to improve security or enforce loan periods more strictly. Key access would become redundant if the small libraries could be combined in a large library offering evening and weekend service. The possibility that capital funds might become available to create such a library seems as remote as ever.

Physics Library ceased circulating new issues of some journals to neighbouring libraries during the year. Discussions were held about abandoning loans of journals entirely but no conclusion was reached. Changing interests in the department and the ever-increasing cost of journal subscriptions has stimulated a review of journal titles. Possible candidates for cancellation will be discussed in 1985.

The scatter of libraries in physical sciences and engineering has limited the pace at which services such as on-line information retrieval can be introduced. Since there is little hope of altering the physical arrangements improvements in service must be made through organisational change. The appointment of Dr. Elizabeth Arden to co-ordinate and develop computer-based information retrieval service in science and engineering is a step in this direction.

HEALTH SCIENCE LIBRARIES

The opening of the Herston Medical Library in December marked the culmination of plans for the centralisation of library facilities at Herston which date back to the sixties. The now superseded Central Medical Library is almost as old as the Medical School itself but it never served the needs of clinical medical departments. The tiny collections in these departments were gathered together in 1967 to form the Clinical Sciences Library which in 1968 became the first library to be jointly financed by the University and Hospital authorities. It served the University clinical departments and hospital and scientific staff at the then General and Women's Hospitals. While this was a great advance on the previous situation and became a pacemaker in University and Hospital co-operation, the division into two comparatively small libraries was frustrating and time-consuming for users.

Herston Medical Library brings together these two collections and also serves the University's Child Health department and the Royal Children's Hospital. It is really the first substantial medical library in Queensland. In the now longstanding spirit of co-operation the North Brisbane Hospitals Board has substantially increased its financial contribution to the library in recognition of the addition by the University of the resources formerly devoted to the Central Medical Library. This has enabled Herston Medical Library to be adequately staffed and to have funds to purchase a respectable proportion of the relevant information.

A Herston Medical Library Committee representative of all users will advise the University Librarian and, when necessary, the Hospital/University Finance Committee on the needs of library users.

The new accommodation makes possible the provision of sophisticated audio-visual and computer-based services. These are now being developed. Some CAL medical teaching programmes are already available on the Library's Apple microcomputer. Video equipment can be used in the group study rooms.

The smooth integration of the two libraries was the result of a great deal of work by library staff over a two-year period. This was achieved in addition to the operation of normal reader service activities and in spite of several changes in personnel.

The worst-housed library in the University Library system, at Princess Alexandra Hospital, will move to new quarters in 1985. It will occupy one floor of a building being financed for the Hospital by Lions International; the cost of fitting out of the library floor will be met from University funds.

The recurrent cost of the PAH library has been divided equally between the University and the Hospital since 1969. Since the new library offers an opportunity for improved resources and services, discussions took place about the appropriate level of future funding and whether the traditional equal allocation of financial responsibility was still appropriate. This matter was still under review at the end of the year.

Mater Hospital Library is also limited by inadequate accommodation. In 1984 the Hospital suggested that vacated space in the old Mater General Hospital might provide a better alternative. The cost of conversion was being investigated at the end of the year.

Agreement was also reached to employ a professional librarian at this library. To date it has not been possible to offer a MEDLINE service and this and other developments are anticipated as a consequence of the proposed appointment.

Following substantial reorganisation in 1983 it was a year of less dramatic change in the Dentistry Library. Nevertheless several minor changes were introduced and the hours of opening were rearranged. The Dentistry Library Users Committee met each Semester and supplied useful advice to the library staff.

Although each of the Health Science libraries must have its own basic stock, there is a high degree of interaction to share more specialised material. This is illustrated by the number of borrowings from other libraries within the University.

Table 11. Borrowings from other Libraries, Health Sciences Libraries, 1984

	Borrowed from other University of Queensland libraries	Borrowed from other libraries	Loans to Users	Borrowings from other libraries as % of total loans
Herston Libraries	2,644	925	20,625	17.3%
Dentistry Library	584	119	6,671	5.4%
Mater Library	1,248	233	5,696	26.0%
Princess Alexandra Hospital Library	2,870	470	13,496	24.7%

The final column of Table 11 clearly demonstrates the dependence of these libraries on each other and on St. Lucia libraries. Of the 7,346 items borrowed by the Health Sciences Libraries within the University Library system, 3,880 came from St. Lucia (52.8%) the majority (3,280) from Biological Sciences Library. By contrast at Biological Sciences Library only 7.1% of all loans were of material borrowed from other libraries.

Co-ordination of the Health Science Libraries extends well beyond the interchange of books. The librarians come together regularly in the Health Sciences Group Committee. There are joint seminars to update their knowledge of reference materials and on-line searching. The group is also self-supporting for emergency relief purposes ensuring that the libraries concerned are always operated, as far as possible, by staff familiar with Health Science library activities and reference materials.

Conclusion

When the economic recession forced governments to reduce public expenditure it was claimed that the result would be leaner public institutions carrying out their functions more efficiently. Now, several years later, it is certain that the Library is leaner, in terms of purchases and staff, and its accommodation has not kept pace with its requirements.

Throughout this Report evidence is quoted that demand either increased in 1984 or has steadied at a high level. A lower proportion of library expenditure is being devoted to salaries and a higher proportion to new materials even though the latter will not purchase as much as the Library was once able to afford.

There have been radical changes in organisation and service but a former student or teaching staff member returning to use the library would be unlikely to be conscious of a lower standard of service. Hours of opening have been trimmed slightly but service has been maintained and in many cases improved.

These achievements have not been without cost. There are signs that workloads have become heavier and that this has caused some individual staff members to find the pressures too great. Certainly standards could not have been maintained without the relief offered by computer technology. The possibilities for improvement which the technology offers are a challenge which makes other frustrations more bearable.

The University Library in 1985 is a very different place from what it was in 1975 or will be in 1995.

If the University Library continues to play a major role in teaching and research its effectiveness is primarily due to the dedication of its staff. Without that the goodwill of staff and students, of the Library Committee and of senior University administrators evident in so many ways throughout the year would not exist and the resources invested in the Library would be wasted. And the University Librarian's task would be impossible.

F.D.O. Fielding,
University Librarian.
May 1985.

Appendix 1.UNIVERSITY LIBRARY STATISTICS 1982-1984

	1984	1983	1982
1.A. <u>Library Staff</u>			
Graduate Professional Staff	62 ³ / ₄	59 ³ / ₄	55 ¹ / ₄
Non Graduates with professional qualifications	7	10	15
Graduates without professional qualifications	14 ³ / ₄	15	16
Library Assistants	92 ¹ / ₄	89 ¹ / ₄	85 ¹ / ₄
Technical Assistants	2	2	2
Administrative/Clerical	19 ¹ / ₄	17 ³ / ₄	18 ¹ / ₄
Library Attendants	28	28	28
Others/Casual equivalent	7 ¹ / ₄	5	5
TOTAL	233 ³ / ₄	226 ³ / ₄	225 ¹ / ₄
B. <u>Distribution of Staff</u>			
Administration and Systems	10	11	11
Technical Services	66	62 ³ / ₄	61 ¹ / ₄
Reader Services (Central Library)	55 ³ / ₄	53	52
Reader Services (Branches)	102	100	101
2. <u>Services</u>			
Items Lent			
Central Library	272,579	263,493	250,341
Branch Libraries ϕ	613,105	605,882	565,227
Items Lent to libraries outside			
University	27,197*	26,203	28,200
Items Borrowed from libraries outside QU	13,996	13,582	12,088
On-line Information Searches Made	2,391	2,096	1,469
Reader Education Classes Held	284	185	269
Normal hours of opening per week (Central) during academic year	72	72	72 ¹ / ₄

ϕ Includes all Reserve Collection lending whether extra-mural or not.
(Total of 91,079 Reserve Collection loans in 1982, 99,818 in 1983 and 95,077 in 1984)

* Includes 5,162 loans made by other Library Couriers.

	1984	1983	1982
3. <u>Acquisitions</u>			
A. <u>Books: ø</u>			
New titles by purchase	15,486	15,828	15,076
New titles by gift	3,519	3,702	2,713
Total volumes added	31,680	32,962	24,924
Total volumes deleted	11,062	7,192	8,807
ø includes music scores and UQ theses			
B. <u>Periodicals:</u>			
Total number of titles received	21,391	21,205	21,183
Number of non-duplicate titles received	17,450	17,286	17,237
Number of new titles received	589	604	577
Number of titles discontinued	507	683	667
Total bound volumes added	14,602	15,698	16,728
Total bound volumes deleted	2,756	7,894	4,856
Total bound volumes in library	1,272,570	1,240,107	1,206,533
Manuscript entries prepared	386	594	581
Manuscripts added	14 boxes 212 items	99 boxes 343 items	231 boxes 233 items
C. <u>Microforms</u>			
New monograph titles added	229	154	183
New periodical titles added	12	39	18
Total titles held	6,351*	6,110	5,917
* Represented by 45,206 reels, 311,352 fiche/cards			

	1984	1983	1982
D. <u>Audio-Visual Materials</u>			
New titles added	601	408	606
Holdings - Audio recordings	22,386	21,878	21,106
Films	641	631	614
Film Strips	616	602	596
Slide sets	950	917	814
Video tapes	1,985	1,756	1,382
Production - Audiotapes recorded	1,100	1,094	1,204
Film strips produced	28	35	57
Slide Sets produced	23	11	13
Videotapes recorded	1,038	1,034	900
4. <u>Expenditure on Library Materials</u>			
A. <u>Books and backruns of periodicals</u>	1984	1983	1982
Library Vote	581,596	470,485	530,650
Joint Hospital Library Funds	23,714(c)	23,352(a)	30,551(b)
Special Equipment Grant	83,713	71,973	71,714
Teaching Department. Research Funds	134,482	105,326	66,411
Teaching Department. Maintenance	26,142	3,528	834
Bequests and Donations	18,192	17,908	14,455
Other funds	<u>17,495</u>	<u>5,968</u>	<u>1,483</u>
Total expenditure on books and backruns of periodicals	<u>885,334</u>	<u>698,540</u>	<u>716,098</u>
B. <u>Periodicals Subscriptions</u>	1984	1983	1982
Library Vote	1,240,548	1,158,116	973,306
Joint Hospital Library Funds	125,492(c)	104,667(a)	97,591(b)
Teaching Department. Research Funds	19,716	11,123	11,325
Teaching Department. Maintenance	569	414	111
Bequests and Donations	3,312	1,693	1,284
Other funds	<u>-</u>	<u>965</u>	<u>-</u>
Total expenditure on periodicals subscriptions	<u>1,389,637</u>	<u>1,276,978</u>	<u>1,083,617</u>

C. <u>Audio-Visual Materials</u>	1984	1983	1982
Library Vote	25,482	16,348	37,933
Special Equipment	-	229	767
Teaching Department. Research Funds	2,291	4,412	5,105
Teaching Department. Maintenance	<u>1,379</u>	<u>2,179</u>	<u>1,188</u>
	<u>29,512</u>	<u>23,168</u>	<u>44,993</u>
Total expenditure on library materials	<u>2,304,483</u>	<u>1,998,686</u>	<u>1,844,708</u>

- (a) To the Joint Hospital Library expenditure of \$120,819, the University Library contributed \$58,500.
- (b) To the Joint Hospital Library expenditure of \$128,142, the University Library contributed \$48,811.
- (c) To the Joint Hospital Library expenditure of \$149,206, the University Library contributed \$67,568.

D. <u>Expenditure on Operating Costs</u>	1984	1983	1982
Binding from Library Vote	261,755	279,866	244,242
Binding from Hospital Board Funds	7,875	6,792	4,981
Maintenance from Library Vote	279,909	295,343	233,342
Maintenance from Hospital Board funds	2,305	1,668	1,182
Maintenance from other funds	199,335	232,689	190,410
Equipment from Library Vote	112,296	109,698	142,450
Equipment from other funds	<u>2,288</u>	<u>2,859</u>	<u>3,749</u>
Total running costs other than salaries	<u>865,763</u>	<u>928,915</u>	<u>820,356</u>

E. <u>Expenditure on Salaries</u>	1984	1983	1982
Salaries and salary costs from Library Vote	4,911,000	4,432,153	4,251,958
Salaries and salary costs from Hospital Boards	75,672	72,795	75,010
Salaries and salary costs from other funds	<u>79,663</u>	<u>138,099</u>	<u>51,200</u>
	<u>5,066,335</u>	<u>4,643,047</u>	<u>4,378,168</u>

F.	<u>Summary of library expenditure</u>	1984	1983	1982
	Library materials	2,304,483	1,998,686	1,844,708
	Operating costs	865,763	928,915	820,356
	Salaries and salary costs	<u>5,066,335</u>	<u>4,643,047</u>	<u>4,378,168</u>
		<u>8,236,581</u>	<u>7,570,648</u>	<u>7,043,232</u>
G.	<u>Source of Expended Funds</u>	1984	1983	1982
	University Recurrent Funds	7,557,527	6,842,023	6,408,298
	University Equipment Funds	196,009	181,941	214,164
	Other funds (Donations, income etc.)	483,045	546,684	420,770
H.	Library expenditure as a proportion of Total University expenditure	6.04%	5.98%	6.2%

Appendix 2.

Information Materials Purchased for Libraries and Departments
1984

Fund	Purchases for Departments	Library Periodicals	Library Books	Library A/V	Library Total	Library and
						departments Total
Library Books	0	41,706	581,596	25,842	649,144	649,144
Library Periodicals	0	1,198,842	0	0	1,198,842	1,198,842
Hospitals	0	125,492	23,714	0	149,206	149,206
UC.Equip.Spec.Lib.	0	11,162	72,551	0	83,713	83,713
Research	24,713	19,716	134,482	2,291	156,489	191,202
Dept. Mtee.	3,657	569	26,142	1,379	28,090	31,747
Bequests	46	3,312	18,192	0	21,504	21,550
Library Sales	0	0	10,831	0	10,831	10,831
Lib. Book Replacement	0	0	6,664	0	6,664	6,664
	<u>28,416</u>	<u>1,400,799</u>	<u>874,172</u>	<u>29,512</u>	<u>2,304,483</u>	<u>2,332,899</u>

STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes	Periodicals		General Loans within University	Reserve Collection		Loans to Libraries	
		currently received	1984 (1983)		Loans	Outside University		
Central Library (incl. Fryer Library and Audio- visual Services)	1984 (1983) 589,168 573,568	1984 (1983) 9,725 9,732	1984 (1983) 272,579 263,493	1984 (1983) nil nil	1984 (1983) 7,092 7,007			
<u>BRANCH LIBRARIES</u>								
Undergraduate	96,573 100,430	271 281	273,586 272,107	16,440 20,775	nil nil	nil nil	nil nil	
Arms	35,073 34,262	586 627	19,096 18,644	8,997 8,586	265 332			
Biological Sciences	102,489 101,246	2,996 2,984	57,639 55,825	19,321 21,921	5,960 5,602			
Central Medical	28,853 27,298	852 852	7,524 8,634	1,622 1,931	1,891 2,083			
Chemistry	20,122 20,208	371 368	7,132 6,383	1,017 1,497	612 528			
Clinical Sciences	12,625 12,258	544 538	13,101 14,329	3,409 2,587	1,670 1,824			
Dentistry	6,255 6,327	173 169	6,671 5,610	695 700	339 252			
Engineering (incl. Elect Engineering)	53,020 52,006	2,189 2,125	30,857 28,858	10,843 9,420	1,803 1,599			
Geology	28,272 27,539	1,088 1,085	5,307 5,497	5,026 3,818	667 686			
Law	45,590 44,724	580 560	9,715 10,940	20,290 21,303	182 143			
Medic	7,360 6,853	193 186	5,696 5,277	1,919 1,644	569 439			
Mathematics	19,652 19,649	413 408	8,982 10,092	4,256 4,331	192 248			
Physics	18,382 18,616	523 516	3,758 3,915	491 751	195 163			
P.A.H.	7,895 7,664	328 304	13,496 16,125	751 843	598 601			
Thatcher ¹	119,641 115,522	74 53	55,468 43,728	0 0	0 0			
Store	70,989 62,459	0 0	1,087 863	0 0	386 317			

¹ Includes 21,671 volumes and 43 periodicals currently received in Ringrose Collections.

Appendix 4.

Statistics of External Students from other Institutions Enrolled as Borrowers

Usage figures for this group were - 1,631 loans

Total number of Students in 1984 = 82

University of New England	=	67
Deakin	=	3
Armidale CAE	=	2
Murdoch	=	2
Capricornia IAE	=	1
Gippsland IAE	=	1
Macquarie	=	1
Massey	=	1
Melbourne College of Divinity	=	1
Riverina	=	1
West. Aust. CAE	=	1
Wollongong IAE	=	1

Breakdown by Subject Taken

11	-	Education
9	-	History
7	-	Economics
7	-	English
5	-	Sociology
5	-	Politics
4	-	Geography
4	-	Economic History

- 1 - Animal Biology
- 1 - Business Management
- 1 - Economic System Management
- 1 - Economics Statistics
- 1 - French
- 1 - Genetics
- 1 - Human Biological Science
- 1 - Italian
- 1 - Legal Studies
- 1 - Musicology
- 1 - Philosophy
- 1 - Pre-History Archaeology
- 1 - Prince. Maths.
- 1 - Ancient History.

Borrowers Registered in Ringrose Libraries By Centres and Institution

	TOTAL	QU % of TOTAL	BCAE	CIAE	DIAE	JCU	NONE	OTHER CAE	OTHER UNI	OTHER
HUNDABERG	<u>106</u>	<u>61(57.5%)</u>	<u>15(14.1%)</u>	<u>10(9.4%)</u>	<u>9(8.4%)</u>	<u>1(0.9%)</u>	<u>3(2.8%)</u>	<u>2(1.8%)</u>	-	<u>5(4.7%)</u>
CAIRNS	<u>109</u>	<u>69(63.3%)</u>	<u>5(4.5%)</u>	<u>3(2.7%)</u>	<u>3(2.7%)</u>	<u>3(2.7%)</u>	<u>3(2.7%)</u>	<u>8(7.3%)</u>	<u>8(7.3%)</u>	<u>7(6.4%)</u>
COLD COAST	<u>85</u>	<u>67(78.8%)</u>	-	<u>4(4.7%)</u>	<u>9(10.5%)</u>	-	<u>2(2.3%)</u>	-	-	<u>3(3.5%)</u>
MACKAY	<u>230</u>	<u>54(23.4%)</u>	<u>28(12.1%)</u>	<u>44(19.1%)</u>	<u>28(12.1%)</u>	<u>47(20.4%)</u>	<u>3(1.3%)</u>	<u>9(3.9%)</u>	<u>6(2.6%)</u>	<u>11(4.7%)</u>
MARIBROOCH	<u>116</u>	<u>42(36.2%)</u>	<u>14(12.0%)</u>	<u>6(5.1%)</u>	<u>30(25.8%)</u>	-	<u>3(2.5%)</u>	<u>3(2.5%)</u>	<u>2(1.7%)</u>	<u>16(13.8%)</u>
MT. ISA		Not counted.	Will be counted in 1985.							
NAMBOUR	<u>169</u>	<u>101(59.7%)</u>	<u>15(8.8%)</u>	<u>1(0.5%)</u>	<u>20(11.8%)</u>	<u>3(1.7%)</u>	<u>5(2.9%)</u>	<u>3(1.7%)</u>	<u>4(2.3%)</u>	<u>17(10.0%)</u>
TOOWOOMBA	<u>66</u>	<u>49(74.2%)</u>	<u>1(1.5%)</u>	-	<u>5(7.5%)</u>	-	<u>3(4.5%)</u>	<u>2(3.0%)</u>	-	<u>6(9.0%)</u>

Loans from Ringrose Libraries By Centre and Borrower's Home Institution

	TOTAL	QU % of TOTAL	BCAE	CIAE	IDIAE	JCU	NONE	OTHER CAE	OTHER UNI	OTHER
BUNDABERG	<u>1595</u>	<u>1243(77.93%)</u>	<u>90(5.64%)</u>	<u>80(5.01%)</u>	<u>31(1.94%)</u>	-	-	-	-	<u>151(9.46%)</u>
CAIRNS	<u>1413</u>	<u>1074(76%)</u>	<u>61(4.31%)</u>	<u>24(1.69%)</u>	<u>56(3.96%)</u>	<u>38(2.69%)</u>	-	-	-	<u>160(11.32%)</u>
COLD COAST	<u>713</u>	<u>699(98.03%)</u>	<u>1(0.14%)</u>	-	<u>10(1.4%)</u>	<u>3(0.42%)</u>	-	-	-	-
MACKAY	<u>2500</u>	<u>986(39.44%)</u>	<u>413(16.52%)</u>	<u>184(7.36%)</u>	<u>191(7.64%)</u>	<u>429(17.16%)</u>	-	-	-	<u>297(11.88%)</u>
MARBOURGH	<u>1053</u>	<u>797(75.68%)</u>	<u>43(4.08%)</u>	<u>9(0.85%)</u>	<u>151(14.33%)</u>	-	-	-	-	<u>53(5.03%)</u>
MT. ISA	<u>1026</u>	No count	-	-	-	-	-	-	-	-
NAMBOUR	<u>1196</u>	<u>890(74.41%)</u>	<u>60(5.01%)</u>	<u>35(2.92%)</u>	<u>58(4.84%)</u>	<u>39(3.26%)</u>	-	-	-	<u>114(9.53%)</u>
TOWMONGRA	<u>737</u>	<u>688(93.35%)</u>	-	-	<u>35(4.74%)</u>	-	-	-	-	<u>14(1.89%)</u>