

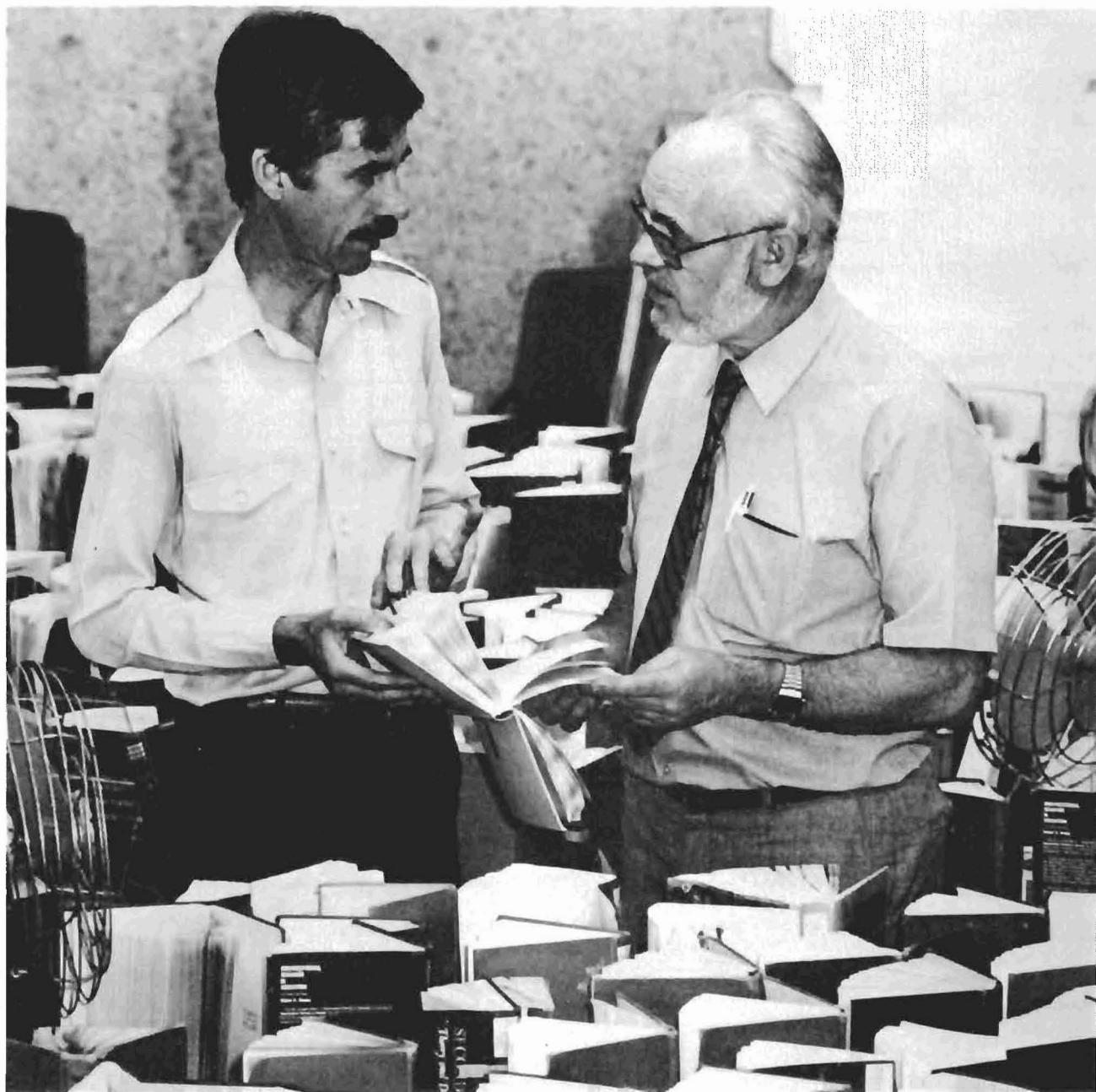
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UNIVERSITY OF QUEENSLAND LIBRARY



ANNUAL REPORT OF THE UNIVERSITY

LIBRARIAN FOR 1985



James Forsyth Librarian

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FRONT COVER - Drying out books after the Thatcher flood.

## UNIVERSITY OF QUEENSLAND LIBRARY

### Annual Report of the University Librarian for 1985

The University Library consumes a substantial portion of the University's funds, more than \$8 million in 1986. The Annual Report is intended to inform the Library Committee, the Academic Board, Senate and the University community generally about how this money is spent, and about developments and difficulties in the provision of library service. The Report is an expression of the Library's accountability.

Often overlooked is the fact that the University Library is part of a national and international network of libraries, having probably more daily contacts with outside institutions than any other section of the University. These contacts are essential if the University community is to have access to library materials and information sources not held within the Library. In turn other institutions and the community generally expect the Library to respond to their requests for library materials or information.

Internal and external demand on the Library has continued to grow in spite of the stabilisation in student numbers and the static or slightly declining condition of the University budget. In the last decade the Library has attempted to maintain service by reviewing and altering policies and while there has been inevitable reduction in some areas, such as library hours of opening, new procedures have moderated those changes and, in some cases, improved the quality of service or permitted new services to be introduced.

The wild card in 1985 was the dramatic decline in the value of the Australian dollar. No other section of the University spends as high a proportion of its recurrent budget on non-salary items as the Library. Australian produced publications form only a tiny proportion of the information materials which the Library must buy. Consequently more than 90% of library purchases are sourced overseas and affected by currency changes whether or not they are bought from Australian suppliers. The decline of the \$A and inflation in prices of books and periodicals reduced the value of the Library's purchasing budget by approximately 35% in 1985.

#### GENERAL MATTERS.

The University's Seventy-fifth Anniversary was celebrated with a wide range of activities. The Library mounted a display which attracted much attention and planned a series of publications describing records held in the Fryer Library. In spite of the present economic environment the most cursory study of the Library's history would show that it is in a much better position to meet the University's needs in 1985 than it was at the Fiftieth Anniversary in 1960.

Industrial turmoil caused long power blackouts early in the year. Apart from the loss of lighting and airconditioning, without which many of the Library's buildings are uninhabitable, the Library's technical processing and many of its reader service activities are now so heavily dependent on computer hardware as to be virtually paralysed during

blackouts. Fortunately continuous supply was restored before the teaching year got under way; had this not happened much teaching and research would have had to be abandoned.

The Library's vulnerability was also demonstrated in another way when a mains water valve blew one Sunday in the Undergraduate Library. Damage in that Library was limited to floor coverings but the Thatcher Library below was badly affected with water pouring onto bookstack and work areas. The combined efforts of Buildings and Grounds staff and Library staff, all of whom responded magnificently to this interruption to normal Sunday activities, limited the damage. Several thousands of books had to be dried out (see Front Cover), some after being temporarily frozen with the ready assistance of teaching departments. The final cost was the replacement of floor coverings, the rebinding of some books, the shortening of the probable life of many others, and the loss of a considerable amount of staff time.

It was a reminder that disaster can strike in libraries. The effects could have been much greater if the valve had blown while the Library was closed.

It was disappointing that forecast new legislation to permit educational institutions to make copies from broadcasts and to duplicate other audio-visual materials, subject to equitable remuneration of the copyright owners, failed to appear in 1985. With the increasing importance of such materials teaching and research are hampered by the obsolete state of the law.

#### Planning and development

Since the late sixties libraries serving university staff and students and hospital medical and scientific staff at the three major teaching hospitals have been operated as branches of the University Library. Recurrent funding has been shared between the two parties.

The Herston Medical Library was opened late in 1984, absorbing the former joint library at Herston and the purely University Central Medical Library, formerly housed in the Medical School. As only some of the materials and services provided by this library are of equal interest to both University and Hospital, new financial arrangements were made under which there is a shared element, jointly financed by the two bodies, and a purely University element. There is a small joint Finance Committee and a broadly based Herston Medical Library Advisory Committee.

At the very first meeting of the Advisory Committee questions were raised about the conditions under which outside users, such as unattached medical practitioners or staff from other hospitals, might be permitted to use Herston Medical Library. At its October meeting a suggested fee was discussed and the matter was then referred to the University for the necessary legal arrangements to be made.

It is part of the spirit of the times that University departments seek to augment their financial resources by offering services outside the University for a fee. There is apparently a demand for library service which the University might be able to meet. Care must be taken to ensure that the offering of such service does not reduce and preferably improves the service to those for whom they are principally intended.

The Commonwealth Tertiary Education Commission offered the University a substantial capital grant for an Engineering building associated with an increase in the quota of Engineering undergraduates. The new building will include much improved

facilities for a library which will combine the present Engineering (including Computer Science) and Electrical Engineering libraries. At the end of the year discussions were about to commence concerning the possibility of including the four physical sciences libraries in the new library.

The Library has for some years offered on-line access to an extensive range of information data-bases in Australia and overseas. Nearly all of these have been databases holding bibliographical references or brief descriptive information. Although a few full-text databases can be accessed they have not until now been sufficiently important to teaching or research for use to be frequent.

Existing policies are not suitable for access to CLIRS, which is a full-text database of Australian legal material. It offers much more powerful access tools than are available from traditional printed indexes and is much more easily updated with new cases and legislative changes. It is probable that all Law students will need to be trained to use such databases. Law staff, post-graduate students and senior undergraduates may need to use them for long periods. Such use is quite different from present activities where a librarian searches databases on behalf of users. An additional difficulty is that CLIRS is aimed at commercial users so that the ongoing cost is very high for academic budgets.

Discussions are to take place between the Law Department and the Library to explore policy development in relation to CLIRS and similar databases. As with other computer assisted activities, the Library does not see its role as one of supplying facilities for formal teaching. It does accept a role in providing facilities for independent research and learning activities as indicated by the CAL (Computer Assisted Learning) pilot project which is described later in this Report.

Thought was also given to uses which the Library might make of the VIATEL service. VIATEL might be a channel through which the Library could offer information about its activities, including access to its catalogue data-base. It also provides electronic mail and user response facilities. If there are VIATEL terminals in homes, individual students may be able to look up the catalogue, check whether particular items are on loan and reserve them. Those entitled to postal loans might make requests through VIATEL.

So far the Library's approach to VIATEL has been cautious. Arrangements are being made to mount some information about the Library in the University's VIATEL information screens. Access to catalogue records and other services would require installation of equipment in the Library which is not yet warranted by the number of domestic users. At present there is not sufficient relevant information on VIATEL to justify its use by the Library for access to information.

A great deal of time and energy is absorbed by the Library's in-house computer development. Early in 1984 the Library began to enter full cataloguing data for new material to its HOMER database and to provide on-line access to this data for library staff. In 1985 a start was made on the mammoth task of transferring the contents of the Library's existing card catalogues to the database. This will be a long and expensive undertaking but it must be done if the full benefits of computerisation are to be realised.

During 1985 new orders for books and other library materials were entered to the data-base and considerable progress was made with entering all live orders.

The principal computer development project continues to be OPAC, the On-line Public Access Catalogue. When operating this would allow library users to consult the HOMER database on-line.

Progress has been delayed because the small Systems Section in the Library also has to function as the operating staff for what is now a major computer installation with very large files. Moreover these files have to be backed up on a daily basis by overnight processing, failure of which diverts much energy on the following day. Although a decision was made late in 1985, in consultation with the Prentice Computer Centre, to purchase a third minicomputer, a DEC 11/84, it has become obvious that the system has now become too large and sophisticated to function efficiently without a complex networking interface. A move to a more powerful line of computer processors is unavoidable. This can only be done through a very large commitment from Equipment funds.

The Library and the Computer Centre will be drafting a submission for funds for this purpose in 1986.

A less fundamental but important technical innovation was the introduction of Resource cards for photocopy payments. These magnetic strip cards now replace coins for operation of self-service copiers and they have potential for other user-pay services such as access to external databases, use of word-processing equipment or printing out information from the Library's database. Although there were some teething problems the new arrangements are a great improvement on the former coin-in-slot methods and they have removed a chore from the Library's small Accounts staff which was threatening to overwhelm them.

#### Library materials

Under present financial arrangements the Library carries forward credits and debits in its recurrent funds. A credit of \$35,000 from 1984 was added to the 1985 budget for library materials.

The decline in the \$A undermined the Library's budgeting for periodicals subscriptions at \$1,386,365, which had allowed for an inflationary increase over 1984 of 10%. Actual payments were \$1,759,347, an over-run of 27%. Book expenditure at \$644,542 exceeded budget by 18%. Overall library materials expenditure exceeded budget by \$399,000, but the total library deficit was limited to \$320,000 through savings on salaries.

The full effect of these developments will be felt in 1986. Statistics for books catalogued lag behind the acquisition rate and the apparent fall of 4,000 in monograph additions, compared to 1984, is likely to be much greater in 1986.

The effect is more dramatically shown by periodicals subscriptions. In 1986 the Library has \$300,000 more to spend on library materials. Yet if all subscriptions were continued in 1986 and inflation of prices at 10% was anticipated, subscriptions would absorb 81% (\$1,828,250) of the recurrent funds available compared with just under 70% in the original 1985 budget.

For many years library budgeting has been based on the assumption that it was necessary to protect the periodicals intake even if this meant squeezing the funds available for books. Duplicate subscriptions were reduced and a few little-used

periodicals cancelled, but it was felt that in a large isolated university with large enrolments in science, applied science and professional faculties a high investment in periodicals was essential if post-graduate and research work were to be sustained and promoted.

Although the University has allocated an additional \$300,000 to the Library to assist with library materials expenditure in 1986 it is clear that major surgery will have to be carried out on the Library's periodicals commitments in 1986 and 1987 to bring the proportion of such expenditure down to something close to the 70% which was previously the norm. In current values this means cutting up to \$250,000 from the periodicals allocation, about 13.7% of the anticipated cost of periodicals in 1986.

There are at present 12,691 subscriptions (including duplicates). It is proposed to cancel the least used titles. Since expensive titles are less likely to be cancelled, because greater care will have gone into selecting them and unused expensive titles will have been more likely to catch attention for cancellation in the past, the actual proportion of titles cancelled could be as high as 20% or 2,500. This would be a severe blow to research.

By the end of 1985 plans had been made to survey the use of journals so that lists of candidates for cancellation could be prepared. There will be as much co-ordination with other major libraries in Brisbane as possible.

Restoring the proportion of the budget spent on monographs will not mean restoring the actual purchasing power for books to previous levels. Book prices have risen with the devaluation and the reduction in numbers of books which can be bought might still be as high as 25% compared to 1984.

Detailed periodicals statistics are given in Table 3 at the end of this Report.

#### The state of the collection

Positive views about the state of the collection might seem improbable at a time when the purchase of current monographs has been sharply reduced and a large-scale cancellation of periodicals subscriptions is about to commence. However some positive comments can be made.

Since the early seventies University Equipment Funds have been able to be spent on "retrospective materials and formed collections". Broadly interpreted this means strengthening the research collection. Although the Library at this University has not received such large allocations from this source as those at Sydney, New South Wales, Melbourne or Adelaide, \$125,000 was spent in 1985. The allocation for 1986 is \$200,000, although the net gain will be much less because of the decline in the \$A.

For more than a decade this expenditure, combined with teaching department expenditure on library materials from their Research funds, has gradually augmented the research collection. Unfortunately other pressures are squeezing the research funds available for this purpose and current trends in policy for the allocation of research funds may reduce them even further.

The benefits from this expenditure are spread across the various academic disciplines. They are perhaps most easily identified in the manuscript collections added to Fryer Library, which also benefit from donation and deposit of other primary research documents.

In 1986 special emphasis is being placed on the use of the Special Equipment Grant to ensure that appointment of new senior academic staff is matched, whenever necessary, by a strengthening of the research collection.

#### Relationships beyond the University

In 1985 the University of Queensland Library continued to be both the largest lender among academic libraries of material on inter-library loan, including the provision of photocopies, and the largest borrower. Many of the 27,493 interlibrary loans were to Queensland libraries and this is to be expected given this Library's comparative size in Queensland. The 14,127 items borrowed from other libraries reflect the absence of other large academic libraries in the Brisbane metropolitan area and the impossibility of holding in this library more than a portion of what this University's scholars need. Unfortunately with current economic trends that portion is likely to decline continuously.

Improvements to the national interlending network are the subject of interminable discussion. There is a limit to the extent to which the use of electronic mail for messaging and of the Australian Bibliographic Network for on-line location of wanted items can speed the service when all libraries are short of staff to meet the needs of even their primary clientele.

For some years Griffith University Library has participated in the funding of the Library's ACHILLES on-line lending system. ACHILLES is only one module of the Library's HOMER system and Griffith University will not necessarily wish to share in the total system. It is proposed to alter the present participatory arrangement to one in which Griffith will be a customer for as long as it wishes to buy service from the ACHILLES system.

Some time of the University Librarian and the Administration Librarian was taken up in advising on library development at the new Northern Territory University College. A submission was also made to the Committee reviewing the State Library of Queensland.

The University Librarian continued to serve as Standing Committee Chairman for the Australian Advisory Council on Bibliographical Services, a national body representing libraries, archives and information services throughout Australia. His appointment as a member of the Commonwealth's Copyright Law Review Committee was renewed for a further two years.

## CENTRAL SERVICES

Many activities are carried out centrally but affect service in Central and Branch libraries. These are discussed in the following sections.

### Staffing

Contrary to what might appear from the statistics the Library did not increase its salary expenditure from University funds. The additional staff appointed during the year either filled positions created by filling vacancies at lower levels, sometimes on a part-time basis, or by employing temporary staff from discretionary funds, often for particular projects such as the retrospective conversion of catalogue data to machine-readable form.

When library staff take Long Service or Maternity Leave it is frequently necessary to appoint temporary staff to cover at least some of the absences in reader service areas. It is not possible to close service points or shorten hours because staff members are on leave. As far as possible such replacements are employed only to cover peak periods. In 1986 the salary budget will be even tighter because of the need to shore up the library materials vote.

Like the rest of the University the Library has cases of Repetitive Strain Injury, further depleting the staff available. In line with University policy work-stations have been reviewed with the assistance of the Departments of Physiotherapy and Human Movement Studies, to whom thanks is due. Work stations have been altered and staff whose work requires much keyboard work or other repetitive actions have been counselled, given opportunities for regular work breaks, encouraged to do special exercises and, as far as possible, had their duties varied. These measures have consumed a lot of time and energy.

Some years ago the Library proposed a new classification structure for library staff. Progress has been so slow that there is a danger that a further restructure will be necessary before consultation on the present proposal has been completed. The recommendations concerning staff working under the Industrial Award finally gained University approval in 1985 and are now being examined by the relevant unions.

The proposals concerning senior staff, who are not within the Award, became embroiled with University-wide proposals to restructure all University non-academic, non-Award salaries. This process covered a range of staff, some on salaries equated with academic salaries, some on scales which were indexed in line with academic salary movements, and some which moved with, but were not covered by, the Industrial Award.

A new classification for such staff was introduced in January 1985 but proved to have a number of inconsistencies. By the end of the year substantial alterations had been made which happened to match in broad terms some of the Library's own proposals. The previous situation in which many other Australian University libraries, some at much smaller universities, had many more senior positions has been ameliorated.

There is no virtue solely in matching other universities in this regard but it is inequitable if senior staff at this university receive inferior rewards for the same or more demanding work. The new scales also remove an anomaly which had resulted from historic differences in salary indexation between Industrial Award staff and academically related staff through which there was a substantial overlap in salary between two supposedly different levels. A new level has been created which will allow better

differentiation between staff with different degrees of responsibility, presently all classified as Senior Librarians.

For some years the Library has had a staff assessment system to cover recently appointed staff and those who have moved to different positions. In 1985 the system was extended to cover the remainder of the staff.

The assessments are intended to inform the person concerned about how their performance is seen by their supervisors and also to explore measures which might be taken to assist with the staff member's in-service training or professional development. While the assessment procedures for senior staff are not yet entirely satisfactory, several have welcomed the opportunity to learn formally how they are seen by their peers.

The Library has a Staff Development Committee which oversees the in-service training programme as well as organising workshops and seminars. The former Deputy Librarian, who left to take up an appointment as University Librarian at La Trobe University during the year, was the initiator of what has become the Brisbane Library Staff Exchange scheme. The first exchanges occurred in 1985 with a member of this Library's staff spending some months at the State Library Reference Department and a cataloguer from Griffith University working at St. Lucia.

For many years it has been evident that the Library badly needs a full-time Staff Appointments and Training Officer at a senior level. There is a high turnover, particularly of temporary and casual staff, which takes up a major part of the Deputy University Librarian's time. It has been impossible to find additional funds for such an appointment and difficult to identify other library activities from which salary funds might be diverted.

Mr. Gow's appointment to La Trobe University has already been mentioned. In just over three years he made a substantial contribution to the Library, developing and implementing many new policies and tackling problems which had previously defied solution. The Library and the Vice-Chancellor's cricket team will sadly miss him.

Several other senior staff changes are mentioned below under the sections concerned.

### Technical Services

There was a large turn-over of staff at all levels in Technical Services in 1985. Glenda Smith, previously in Central Reference, commenced duty as Orders Librarian in January following Christine Crocker's appointment as Reader Services Librarian at Deakin University. In June Sue McKnight, formerly Chief Librarian at the Queensland Electricity Generating Board, began work as Deputy Technical Services Librarian, a position carrying principal responsibility for the introduction of new systems which are revolutionising the work of this department. She succeeded Simon McMillan who is now Deputy University Librarian at the University of New England. In July Bruce Bradley, formerly employed at Sydney University, became Accessions Librarian, replacing the Serials Librarian, Pam Bray, who is now Law Librarian. There were also many appointments or temporary replacements elsewhere in the Department.

The complexity of technical services operations and the rapid change in procedures affects all reader service sections of the Library. The relationship between staff engaged in these different aspects of library work was greatly improved by holding

two "expos" when other library staff were guided through the activities of the Technical Services Department. It is planned to hold further "expos" in 1986.

Accessions. The reorganization of Technical Services has included the integration of monograph and serial accessioning, leaving the subject groups to carry out ordering and cataloguing.

The escalation in prices emphasised once again the need for computerisation of accessioning and cost recording activities so that better management information can be produced quickly about price increases and outstanding commitments. Unfortunately other projects, such as OPAC, have higher priority.

Follow-up measures were taken to the survey of Gifts and Exchanges carried out in 1984. Ninety-three exchanges were discontinued.

At the end of the year all available staff resources had to be diverted to adding information about supplier and price to the serials record on the database as a preliminary to the Periodicals Use Survey. This was a huge task.

Binding continues to be a problem. It is many years since the Bindery achieved the notional annual target of 25,000 volumes, although the position appears to have improved slightly with the installation of computer-controlled blocking equipment. The turnaround time in urgent binding is unsatisfactory and non-urgent binding takes an average of two months.

Cataloguing. Since 1984 all current cataloguing has been entered on the HOMER database. This includes all material recatalogued to the growing warehouse Store, for which information is immediately available through the terminal in each branch library.

In the second half of 1985 temporary staff were employed for the retrospective entry project. By the end of the year more than 44,000 retrospective titles had been added but at this rate it will take several years to replace the card catalogues entirely.

Availability of machine-readable records (MARC records) was affected by the fire at the National Library and there were some problems with the service from the principal commercial supplier. By the end of the year an order had been placed for Bibliofile, a system in which the complete English language catalogue records of the Library of Congress are supplied on two compact disks and constantly updated. This system is expected to be operating on a micro-computer in 1986 and will become a major source of machine-readable data for both current and retrospective cataloguing.

Cataloguing and ordering are now entirely dependent on continuous operation of the Library's computer systems. Slow response time, failures of overnight processing and hardware down-time seriously affect the flow of work and occasionally mean that work must be repeated.

Orders Section. For a new Orders librarian the currency collapse was a baptism of fire. Much emphasis is given in the media to comparisons with the \$US but in fact the comparison with the L sterling was much more spectacular. Sterling rose 54% during the year and was still rising at the end; the \$US peaked at 27.9% in May before gradually falling back to 12.3% in December. The Library buys more material in sterling than in \$US and its major periodicals bills fell due when sterling had risen by 44%.

Various possibilities for hedging against currency changes have been explored with the Bursar. The Library does not have control of the funds allocated to it; these remain in University accounts until bills are paid. With interest rates high on the Australian short-term money market there is naturally a preference at university level to use that source to benefit the whole university rather than making early payments on the Library's behalf which benefit only the Library. The equitable consequence to this policy is that the University should be willing to assist the Library when its ongoing commitments are adversely affected by currency changes. The University has done this with regard to the 1985 budget by meeting the recurrent fund deficit without penalty to the Library's 1986 recurrent funds.

In 1985 all new orders began to be entered into the database and orders to suppliers were printed from it. This required the creation of a new Recommendation form and its introduction was assisted by holding introductory seminars for departmental secretaries.

Information about new orders is available to branch libraries through their computer terminals. All outstanding orders up to 1984 were also entered after being individually reviewed, a process which led to many cancellations after consultation with the departments concerned. While the new arrangement has advantages, these will not be fully realised until retrospective cataloguing has been completed since the card file must still be checked for older material to ensure that potential orders are not already held.

Electronic mail systems, ACIMAIL within Australia and MINERVA for overseas suppliers, were used for urgent orders from those suppliers accessible by these systems. DIALOG'S DIALORDER system was also used. Response was good with books often arriving between two weeks and a month after ordering. The Library is very interested in ACI's proposed BOOKNET system which will combine on-line access to Books-in-print databases with information about stock held in Australia, and electronic order and report systems.

To assist book selection some branch libraries, and Central Library for some disciplines, have set up profiles on Blackwell's New Book Announcement Service. This gives early warning of publications which may be relevant to the disciplines they cover.

The Library continued to provide information to the AVCC Cost Movement Index for monographs and periodicals. This summarises the price actually paid for a large sample of purchases at several universities. Compared to 1984 the Index shows that average prices paid for recent monographs in 1985 rose by 32% at this University, and 23.4% nationally; the comparable figures for periodical subscriptions were 35.5% at this University and 30% nationally. The differences are due to the variation in disciplines covered at different universities, varying practices concerning the purchase of forward cover

against currency increases and the variation in timing of payments in a highly volatile currency situation.

Withdrawals and Store. With all the other pressures on staff time several libraries are failing to meet their targets for withdrawal of material for Store or discard. Failure to do so causes shelves to be overcrowded in most libraries and, in the few which still have some free storage space, hastens the day when that space will be full.

The following statistics demonstrate how the position is deteriorating.

Monograph volumes discarded	4,714
Monograph volumes sent to Store	8,099
<u>Total withdrawn from libraries</u>	<u>12,813</u>
Monograph volumes added	27,529
<u>Additional monograph volumes on library shelves</u>	<u>12,767</u>
Periodical volumes discarded	3,874
Periodical volumes sent to Store	3,121
<u>Total periodical volumes withdrawn from libraries</u>	<u>6,995</u>
Periodical volumes added	17,255
<u>Additional periodical volumes on library shelves</u>	<u>10,260</u>
Total additional volumes housed in libraries	<u>23,027</u>

Doubt is occasionally expressed whether material in Store is useful or whether it might be thrown away. Use of Store material in 1985 was as follows.

	Monographs	Periodicals
Inter-library loans	77	348
Loans to University users.	348	984
<u>Total loans from Store</u>	<u>1767</u>	

This was an increase of 30% over 1985 and represents two loans for every hundred volumes held in Store. The comparative figure for the total loans from the total library collection is 70 loans for every hundred volumes held.

#### Systems Section.

The new 11/84 did not become available to the operating system until 1986. Throughout 1985 the operating system had 50 terminals linked to the 11/44. This was stretching the processor beyond its limits for peak periods, about 20% of the day, when response time fell as low as ten to fifteen seconds with occasional delays of thirty seconds. The 11/73 was taken up entirely with development work.

The Summary Index File, which is the key to fast access in the On-line Public Catalogue (OPAC), took nearly twelve months to run, mostly at night and at weekends. Considerable progress was made with the OPAC development but the original estimate that it would be introduced in 1985 proved too ambitious.

Significant improvements were made to the ACHILLES Lending System, particularly to the borrower file and penalty points system. By July 1985 there were 32,767 potential borrowers of whom 27,038 had a history of library borrowing.

Files have become very large and are having to be split over more than one disk. This complicates the geometry of the system. During the year measures were taken to improve the security of the machine-readable records from which files would have to be reconstituted if there was a major fire or other building disaster.

Communication with library staff about system developments has been considerably improved by the appointment of a librarian with full-time liaison responsibilities. Her duties include the training and retraining of staff in the operation of the system.

## READER SERVICES

### On-line information services.

On-line information retrieval searches are offered through Central Library and six of the fourteen branch libraries including the three at teaching hospitals. Activity is co-ordinated by a committee representative of the libraries involved. Of 496 hours spent on-line, 277 were for user searches and the remainder for various library purposes such as training, checking locations for inter-library loans and the use of MEDIANET for obtaining films from the National Library.

Staff or students from 39 departments used the Central Library information retrieval service and those from 49 departments used other libraries at St. Lucia. The principal user departments are given below.

<u>Department</u>	<u>Number of searches</u>
Education	137
Psychology	119
Government	116
Management	98
Economics	60
Commerce	59
Chemical Engineering	59
Agriculture	55
Speech and Hearing	44
Chemistry	43

The user communities in the St. Lucia libraries were as follows;

<u>Category</u>	<u>Central</u>	<u>Biol</u>	<u>Engin</u>	<u>Total</u>
Undergraduates	9%	9%	41%+	10%
Postgraduates	55%	36%	28%	48%
Staff	32%	43%	31%	35%
Non-university *	4%	12%	0%	7%

+Fourth year undergraduates

\*Pay higher charges

Health Science Libraries' use is here treated separately because statistics include Hospital staff. More-over Hospitals pay the charges for use by their staff and in some hospitals for clinically related searches by University staff.

Most Health Science Library searches are on MEDLINE which is cheaper to use than most other data-bases because it is government subsidised. Telecommunications charges to Canberra are also cheaper than for the many overseas databases consulted on behalf of other users.

#### Medline searches in 1985

Herston Medical Library *	
Royal Brisbane	406
Royal Children's	44
Royal Women's	19
Dental School	28
Medicine	18
Pathology	15
Surgery	13
Social and Preventive	11
* Includes five Dialog searches	
Princess Alexandra Hospital Library	419
Mater Hospital Library+	48

+Searching commenced during year.

Several new information providing systems were joined during the year. Mention has already been made of the CLIRS legal data-base. The Queensland Newspapers data-base attracted several users. Towards the end of the year WILSONLINE was joined; this is an on-line version of several printed indexes which have been heavily used for many years. Finally PERGAMON/INFOLINE contains many science and technology data-bases not available from other sources.

Seventeen members of library staff are regularly involved in searching. In an area where the technology, the data-bases and the searching systems themselves are changing rapidly, this means a lot of training, both external and in-house. Because of the decentralised nature of the University Library regular communication between users of the same databases is also necessary. These activities take up much staff time.

An attempt was made to develop searching in science outside Biological Sciences Library by appointing a part-time Senior Librarian to develop it. This proved very difficult in the small libraries where demand would have to grow substantially to justify the presence of the necessary equipment or the constant retraining of staff.

A microprocessor was purchased to assist with searching in Central Library. This facilitates the setting up of searches and permits down-line loading of data where funds and copyright permission exist. It is apparent that at Herston Medical Library, where clinical searches are often urgent, a microprocessor and fast modem would be a great advantage because references could be down-loaded quickly instead of coming by mail. This equipment will be installed in 1986.

There is likely to be increasing use of microprocessors instead of "dumb" terminals in future. In addition to other benefits they facilitate the keeping of statistics and calculation and accounting for charges.

It seems probable that the nature of searching will change. A few academic staff may learn to do their own searching but, while systems remain as specialised as they are at present, only the most dedicated or frequent users are likely to prefer not to use a librarian as intermediary.

More far-reaching change can be expected from the publication of data-bases on video-disk or compact disk. Although the information which they contain may not always be as current as from the on-line providers, such disks will be purchased for the library and run on micro-computers. There will be no more need to charge for such searches than at present for use of printed material and increasing numbers of users can be expected to use them in person.

#### Library Audio-Visual Services

The big development in this area has been the dramatic expansion in CAL facilities. Until 1985 these had been confined to a couple of microprocessors for which off-line software was held at the desk. In 1985 there were two major developments.

Six terminals to the Humanities computer were placed in the A/V section connected to random access tape recorders. They supplement terminals available in departments and provide access to programmes created by staff in French, German and Philosophy for grammatical drill and practice, listening comprehension and vocabulary, and logic. So popular are they that additional terminals are to be added.

The other development was the CAL Pilot project consisting of a network of ten microprocessors linked to a hard disk containing CAL programmes. A student using one of these programmes has it instantly downloaded so as not to impede use by others. The programmes include software developed in departments such as Biochemistry and Physiology as well as Infortext, a writing and comprehension skills tutorial developed in the University's CAL Unit.

The microprocessors can also be used as stand-alone machines for the Library's off-line CAL software.

The Pilot is being conducted with the CAL Unit and monitored by the Tertiary Education Institute. The purpose is to encourage departments to develop familiarity with CAL programming and to monitor use by students. The latter have not been slow to use the network and there is little doubt that such facilities will become a normal part of library provision.

It has been necessary to define the Library's role in CAL. There is always a temptation, especially when space is scarce in the University, to regard the library as a general piece of real estate conveniently open for long hours where equipment can be housed with relative security. However the Library's role is to supply opportunities for independent learning and not for use as a substitute classroom. Group use of the network on a continuing basis will not be permitted; this is the function of suitably equipped lecture and seminar rooms or laboratories.

While the CAL developments take the limelight the use of what may now be termed traditional a/v materials continues to grow and change. There is increasing use of visual material for research and analysis, for instance assignments on cross-cultural analysis using ethnic videos or the study of rhetorical techniques in political advertisements.

A major innovation in 1986 will be the lending of some a/v materials from the central a/v section and from branch libraries. These have formerly been confined to in-house use. Lending will be restricted to material which is relatively easily replaced.

Service to students with disabilities. This comment is located here because so much of this activity leans heavily on a/v services. A great deal has been done in this area through the enthusiasm of the A/V Librarian, Marjorie Roe.

There is an extensive reading-onto-tape programme organised by library staff but carried out by volunteers. Assistance is being sought from the Vice-Chancellor's Advisory Committee for part-time staff to oversee this activity.

A Workshop was held to prepare Guidelines for helping library users with disabilities and this led to a thirteen page publication. A seminar was held for people contributing to the tape-reading service and for students who use it. This also led to a publication, A Guide to the interpretation of diagrams, graphs and illustrations for taped readings. The tape reading services are co-ordinated with Braille House.

The part-time staff member for whom funding is being sought would

regularly contact Counselling staff, academic staff and disabled students concerning resources for assignments and references;

monitor reading lists;

contact other agencies providing services and materials in special formats

recruit and train voluntary readers and maintain communication with students with disabilities.

### Reader Education activities.

Central and branch libraries run extensive reader education programmes. General oversight is exercised by a Reader Education Standing Committee.

Library staff engaged in reader education were assisted by workshops on Using media in Reader Education and Modifying A/V for Reader education. There is strong interest in the use of CAL packages for reader education and this will be pursued in 1986.

Attention was given to assisting students from overseas. It was discovered that there was little enthusiasm among these students for special reader education sessions but much was achieved by informal contact.

For Aboriginal students, assistance is offered through the Aboriginal and Islander Co-ordinator and through individual contacts.

The Library issues a wide range of information pamphlets about the services available. Additions were made to these and, for the first time, use was made of the Prentice Computer type-setting facility.

### Biological Sciences

#### Biological Sciences Library.

This is the largest of the science libraries, serving biological departments from the Science Faculty, Agriculture, Veterinary Science and the therapies. It is a very busy library which has now been operating for a decade.

An innovation in 1985 was a successful introductory reader education session for first-year medical students. This was organised with the assistance of the Department of Social and Preventive Medicine and should mean that medical students will be more library oriented when they move to the Medical School in fourth year.

The first substantial subject guide in this library was also published, for Agriculture. This is to be followed by guides for Zoology and Pharmacy.

On-line searching is a major activity and there is heavy use of MEDLINE. The Biological Sciences Librarian, Mary O'Sullivan and the Senior Librarian, Dr. Elizabeth Arden, have been entrusted by the National Library with MEDLINE training for all Queensland libraries.

Few other branch libraries follow the Undergraduate Library policy of preferring short-loan of heavily used books to "kept at desk". Experience with the introduction of short loans at Biological Sciences Library suggests that this is the preferred alternative.

### Health Sciences

There are four Health Sciences Libraries. Those at Princess Alexandra Hospital and Mater Hospital are equally funded for recurrent purposes by the Hospital Board and the University; Herston Medical Library receives a substantial financial

contribution from the North Brisbane Hospitals Board; Dentistry is funded entirely by the University.

In recent years these four libraries have worked closely together under the general supervision of the Health sciences Librarian, Ms. Flynn. In 1985 for the first time all had qualified librarians in charge. Librarians from the three medical libraries took part in reader education programmes for fourth year students. In Dentistry a library segment was introduced into DP313.

At each hospital time is taken for informal reader education with various other groups, health professionals, allied professionals and in one case, departmental secretaries. The librarians in charge move outside the library whenever possible to make contact with members of the Hospital staff.

Book selection is co-ordinated through the presence of the Health Sciences Librarian at each of the Book Selection Committees. In 1985 arrangements were made to order essential reference books for the three libraries simultaneously.

Further interaction is fostered by meeting requirements for relief staff from within the Health Sciences group itself. This means that relief staff are familiar with the contents of each library and know its procedures.

#### Dentistry Library

The Faculty of Dentistry celebrated its Golden Jubilee in 1985. There were many visitors who, according to the Librarian, expressed astonishment at the growth of the collection since their student days.

This library appears to have reached the limit of what can be offered with present accommodation. Expansion of a/v facilities would be possible in a larger area and CAL might be included. Unfortunately there is no present prospect of accommodation changes which would permit these developments.

#### Herston Medical Library.

This was the first year of operation of this long awaited library and there was every sign that users considered it a valuable facility. Many favourable comments were received and loans increased by more than 20%.

It was most unfortunate that the first year was marred by tragedy when the Deputy Health Sciences Librarian, Joelyn Airo-Farulla, with responsibility for day-to-day management of Herston Medical Library, was compelled to retire through illness. There were several other staff changes which created an unstable staff environment for much of the year.

The larger collection created by the amalgamation of the two former libraries was well used. Valuable back-runs were generously donated by the A.M.A. which has closed its library. Clinical a/v materials were transferred from St. Lucia now that facilities for them exist at Herston and increasing use was made of the stand-alone microprocessor for CAL.

The new Herston Medical Library Advisory Committee met twice during the year. It provides a useful opportunity for formal communication between library users, Herston Medical Library staff and the University Library administration.

As already mentioned under on-line services, a lot of computer searches are carried out at this library. MEDLINE is used almost exclusively but the staff are anxious to meet the emerging demand for access to other databases.

#### Mater Hospital Library

Early in 1985 Beth Genat became the first qualified librarian at Mater Library. In mid-year Barbara Ryan retired after many years of friendly and effective service

MEDLINE searches are now offered at Mater and 48 had been carried out by the end of the year. The same terminal is used to consult the University Library's HOMER database.

Checking of the shelves for older material led to the removal of some 400 volumes and several titles were identified for replacement by newer editions. The Library has also been provided with a list of periodical titles held in hospital departments.

For many years it has been evident that the library needs larger quarters. A suitable alternative space has been identified but it is not clear whether funds can be found to refurbish it.

#### Princess Alexandra Hospital Library.

This very busy library has operated for years in the most crowded accommodation in the University Library. The long-awaited new area in the Lions Building will be occupied early in 1986

There was a dramatic increase in MEDLINE searches. These totalled 364 compared to 172 in the previous year. Searches on other databases, such as Psycinfo and Scisearch, were carried out in other libraries on behalf of PAH users.

Both this library and Mater library depend heavily on other libraries to supplement their collections. By October 2,599 loans or photocopies had been obtained for PAH Library users from other libraries within the University Library and 589 from other libraries. This represents 80 such loans per week. The quantity of traffic will probably increase following the periodical subscription cancellations which will be necessary in 1986.

With the anticipated move to the new library discussion took place at the Management Committee of steps which might be taken to strengthen the book collection and to provide a/v and other facilities. Neither the Hospital Board nor the University Library had funds readily available for these purposes but agreement was reached to share the cost of some improvements. There will be a modest amount of retrospective purchasing, acquisition of a/v equipment and the installation of an electronic theft detection system.

The shared nature of recurrent funding at PAH and Mater makes it difficult to respond quickly to changed economic circumstances. The fall in the value of the \$A meant that the agreed budget had to attempt to cope with the large increase in periodical subscription prices. By the end of the year the deficit in the recurrent account exceeded \$6,000. This will be carried over into 1986 and effectively means that no books can be ordered until many periodical subscriptions have been cancelled.

## Humanities and Social Sciences

### Architecture-Music Library

Statistics of loans, reservations and turnstile traffic all indicate that use of this library continues to increase. As in most other libraries there is a shortage of space for books. Additional shelving had to be accommodated in 1985 by removing the Group Study Room. In spite of this, the withdrawal programme has to continue and this was supplemented in 1985 by transfer to the State Library, with the original donor's permission, of a collection of performing scores and parts.

The Senior Librarian in charge, Mary O'Mara, is the current President of the Australian Branch of the International Association of Music Libraries. The Queensland section of one of its current projects, the Union Catalogue of Orchestral Performance Materials in Australian Libraries and Collections, is approaching completion and may be published in 1986 with support from the Music Board of the Australia Council.

### Central Library

The Central Library building is showing its age. The lining in the ceilings has deteriorated and falls out when panels are removed for repair work or cabling. The air-conditioning ducts also require cleaning out.

The internal arrangements remain virtually the same as when the building was opened fourteen years ago. While it is still functional many activities have changed. The scope for reorganisation is limited. The need for an extension was first recognised and recommended for funding by the then Universities Council a decade ago. The first substantial alterations, though still modest, are planned for 1986. They consist of packing the card catalogues tighter, making provision for on-line terminals and enlarging the microform reading and storage areas. Reader service for microforms will move from the Reference desk to be combined with access to unbound periodicals.

### Central Reference Department.

This department is responsible for service from the main collection by way of reference enquiries, reader education, liaison with teaching departments, selection of material to supplement departmental recommendations, and withdrawals from the shelves. It does on-line information enquiries in humanities and social sciences and processes all inter-library loans to and from libraries outside Brisbane for the whole University Library except Biological Sciences Library.

It is a very busy area during the academic year. Although two librarians are rostered on the desk between 10 a.m. and 6 p.m. on weekdays it is frequently necessary to divert two or more librarians from other important activities and there are often still queues of users waiting for service. In the evenings and at weekends supplementary staff are not available and the queues lengthen.

Legend has it that the pressure drops away sharply in December and January permitting the staff to take recreation leave. Statistics show, however, that during those months inter-library loan requests to other libraries exceed half of the number in peak months and there is very little reduction in requests from other libraries. For on-line search requests December is one of the busiest months of the year.

Reader education activities included 13 formal classes, 55 group tours, (including four on Parents' Day when 2210 people attended !), and 45 Orientation tours. Guides are issued to the resources in various disciplines; in 1985 Religion was added to these and revised versions were issued of those for Education, Psychology, Fine Arts, Commerce, Economics, Management, and Ancient History.

For book selection purposes profiles were prepared for the Blackwell New Titles Announcement service for Anthropology and Sociology, Fine Arts, Japanese, Psychology, Speech and Hearing and Studies in Religion. At the "de-selection" end Central Library is one of those which is falling behind its target for withdrawals primarily because of pressure of other work.

Attention has already been drawn to the fact that the University of Queensland Library supplies more loans (including photocopies) to other libraries than any other academic library in Australia. The price for this is high in staff time, and much of the load falls on Central Reference. The number of sources to be checked for locations has proliferated with overlapping versions in print, microfilm, microfiche and on-line. Requests are sent and received by a multiplicity of transmission media, telephone, mail, telex and electronic mail (of which there are presently two, soon to be three or four different systems). One hundred and sixty one hours of on-line time were logged on ACIMAIL during the year, principally for inter-library loan purposes. MINERVA is used primarily for overseas requests. A standard charge of \$20 was established for loans (not photocopies) obtained from users from overseas; this replaces complex individual charging.

For some years there has been discussion at the national level about the possibility of some compensation for net inter-library loan lending libraries. CTEC is partly funding a survey of inter-library loan traffic in Australia which may lead to some action in this regard.

### Central Lending Services

This department is responsible for loans from Central Library and for following up for all libraries overdue material which has reached the stage at which an account is sent. It also oversees the records for enrolled borrowers.

Loans from Central Library fell slightly by 2.5% to 240,492. These included 1742 loans to Alumni who had paid the library fee, of whom there were 150 in all. There were 2,395 loans to external students from other institutions. One hundred and twelve such students were registered as borrowers; 84 of these were enrolled at the University of New England, and the remainder came from four Australian universities, one New Zealand university and six CAEs.

There are some other interesting statistics about Central Library's main collection. Of 1,835 items which users could not find and which were not on loan only forty could not be accounted for and were recorded as missing. Of 171 items which borrowers claimed to have already returned, 94 were later returned by those same people. Only 16 were not accounted for by the end of the year.

Across the whole University, with nearly 30,000 registered library users, 1,189 letters were sent claiming payment for books which had not been returned. Academic staff make up about 3% of registered users; they received 25% of the claims for payment.

Nearly 36,000 letters concerning overdue material were sent through the external mail at a cost of nearly \$12,000. Internal mail letters totalled 13,366.

### Fryer Library

When Central Library was designed it seemed functionally desirable to place together those collections to which users were not to be given direct access in a "Fryer Library and Special Collections" department. This meant placing alongside the closed access Fryer Library Australian material, the official university archive of higher degree theses, rare or valuable books which would be vulnerable to theft or damage on the open shelves and some large gift collections the contents of which are not confined to Australian publications.

Fifteen years later it is open to question whether this is any longer an efficient arrangement but the lack of space in which to set up a different arrangement and the fact that separation would mean the allocation of additional staff resources make fundamental change extremely difficult. Yet the academic environment for Australian Studies has changed and Fryer Library itself is acquiring manuscripts and other primary source materials on a scale which was not anticipated when the present arrangements were set up. The manuscript collection, for instance, is now ten times larger than it was ten years ago.

Thought needs to be given to whether the Library can afford to support Australian studies at the level which will meet present research expectations if this means diverting resources from other library activities. Another alternative is to consider changes in the ways in which the needs of different users of Australian Studies materials are met. These matters will be given consideration in 1986.

Among important primary resources acquired during the year were

papers of Tom Shapcott related to his novel White stag in exile;

the papers of critic and educator Gertrude Langer;

personal and literary papers of poet John Blight;

papers of the late Professor Revd R. Busch;

The papers of sculptress Daphne Mayo bequeathed some years ago were finally received. Also held for some time had been the archives of the Queensland Trades and Labor Council; agreement was reached that these should be made freely available with the Council taking the liberal view that restrictions were undesirable.

### Law Library

Pam Bray, formerly Serials Librarian, took up duty as Law Librarian in April after the previous Law Librarian, Joelyn Airo-Farulla, became Deputy Health Sciences Librarian. Her arrival was soon followed by the visit of the CTEC Committee reviewing Law Schools.

It would be surprising if the Committee failed to conclude that the Law Library is the worst housed in the country. A new Law School containing a new Law Library has been high on the University's building requirements for years, but continues unfunded. The principal effect of the poor accommodation is the lack of capacity to shelve an adequate research collection. There has not been much incentive to spend additional funds building on what is the smallest Law collection at any Australian university when the consequence would be that other useful material would have to be moved to the off-campus Store.

The collection is not likely to grow much at all in the present economic situation. The cost of Law books has escalated and the Library placed only 140 orders in 1985 compared to 440 the previous year. Multiple copy purchases have been reduced and older editions of textbooks have had to continue in use.

On the bright side reader education activities appear to be bearing fruit. There has been a remarkable increase of more than 70% in reference enquiries for the year to 1,519. Reader education is offered not only to Law students but to those in Commerce, Management, Social Work and Journalism, many of whom need to use the Law Library.

Comment has already been made about the CLIRS database and the need for new policies for the use of such full-text databases.

### Thatcher Library

Although external enrolments declined slightly in 1985, the use of Thatcher Library increased. Postal loans, which made up 60% of all loans, increased by 8% and direct loans remained fairly static at 27,483. The plateau in direct loans will reassure any-one who felt that the decision some years ago to offer access to Thatcher with overnight loans to internally enrolled students might conflict with service to external students. In fact less than 5% of the 27,483 direct loans were to internally enrolled students.

Coverage of wanted material by Thatcher stock appears to be declining. There were 5,260 reservations in 1985, an increase of more than 60%. This may have been partly due to the availability of cheap telephone calls on the 008 line; this proved very popular with two thirds of the calls being addressed to Thatcher Library, the remainder to the Division of External Studies. However there are other changes taking place which could reduce the efficiency of Thatcher Library.

For many years there has been a great deal of formal and informal evidence that Thatcher Library is highly regarded by External students. Its success has been substantially due to its existence as a separate collection tailored to the needs of external courses. Where the collection contains adequate resources to meet student needs, this is often due to close co-operation between Thatcher staff and the lecturer concerned. Traditionally the topics in which liaison has been least successful have been those taught by staff whose primary responsibility is to internal students.

In recent years it has seemed desirable for the university to offer post-graduate study externally. At the same time changes in educational philosophy have encouraged the offering of "independent choice" subjects to undergraduates. Unless carefully designed the former can lead to requests for postal loans of many items not held in Thatcher Library. This can also happen where a lecturer fails to ensure that an independent choice topic is covered by the Thatcher collection.

Similar consequences can follow where a lecturer fails to make allowances for the special library situation in external studies. There is clear evidence that one History subject is consuming a quite disproportionate amount of Thatcher staff time. It is quite impossible to allocate more staff to Thatcher to meet these needs.

In 1985 Thatcher staff spent 194 hours visiting other libraries to seek references, borrow books and make photocopies. One undergraduate subject took up 15% of that time. Across all subjects, 792 requests were for material not held anywhere in the University Library

Recent policy changes affecting the organisation of external studies teaching will inevitably mean that more teaching staff will be teaching both internally and externally. There will also be more staff teaching externally for the first time. It is very important that the special problems of library provision for external students should be known to these lecturers. The task for Thatcher staff in maintaining liaison must increase; if to this is added more "legwork" because students need material which Thatcher does not hold, it will be impossible to maintain present levels of service.

It has already been noted that the University Library extends borrowing privileges to external students from other universities and colleges. In 1985 forty-five University of Queensland external students sought letters of introduction in order to obtain borrowing privileges at other institutions. Others may have obtained them without this formality.

#### Ringrose libraries

Of the eight Ringrose libraries six are within University of Queensland Study Centres, one within a public library (Mt. Isa) and one in a TAFE College (Gold Coast). The Bundaberg library is about to move to larger accommodation and this may increase use. Extensions at Mackay will provide additional space and the service will be influenced by access to a receiver dish from AUSSAT.

A feature of these libraries continues to be the use made of them by students from other institutions. Such students form the majority of enrolled borrowers at Mackay, Maryborough, Mount Isa and Nambour. In 1985 ninety six of the total 968 enrolled users came from universities and colleges outside Queensland. The majority of borrowings, 7450 from a total of 12,321, were by University of Queensland students.

The librarians at these centres are highly motivated, many working additional hours voluntarily. At times they are the most obvious University presence and they receive many enquiries about courses from students planning their studies. Answering such enquiries has been greatly facilitated by the publication by the Division of External Studies of the Directory of External Higher Education Courses which one Ringrose librarian described as "the best thing to happen during the year".

Changes in telecommunications technology have not yet greatly affected the Ringrose libraries. They can, of course, use the 008 phone to communicate with Thatcher Library. It is not yet possible technologically to transmit printed data from St. Lucia at an acceptable cost and such a practice would probably infringe copyright. On-line access to the Library's database would be useful but the most economic approach at present would be by dial-up and the Library's hardware is not yet equipped to receive messages in this way.

### Undergraduate Library

In spite of its name this library's services extend to meeting the coursework needs of post-graduate student classes. When necessary it also services disciplines outside humanities and social sciences. In 1985 it extended its coverage to course-work needs of Computer Science students. The Engineering Library, which holds the main Computer Science collection, lacks the space, staff and other essentials to deal with the large undergraduate classes in this discipline.

In a university library the cost of purchasing materials for undergraduate classes consumes a much smaller portion of the library materials budget than the almost infinite requirements of research. While there are never enough copies at peak periods and frustrations are caused by late notification of titles to be ordered and the long delivery time for books not held by suppliers in Australia, funding for Undergraduate Library purchasing has been reasonably adequate. The financial squeeze in 1985, and the need to purchase Computer Science materials, put pressure on the funds available and there was a disturbing need to rely more heavily on "Kept at desk" material. This is contrary to the philosophy on which the Undergraduate Library was established, which was that as far as possible students should have ready access to books and the heavy staff costs involved in administering a "kept at desk" collection should be avoided.

This library has an extensive reader education programme, timed as far as possible to coincide with periods when students need it most. An experimental innovation was an "Assignment Assistance Programme" permitting individual students to book time with a Reader's Adviser for advice on sources relating to a specific assignment topic. The experimental sessions proved popular and successful and ways are being sought to administer the service in such a way that staff will not be overwhelmed by the demand.

### Physical Sciences and Engineering

This group of departments is serviced by six libraries, the moderately sized Engineering Library, four libraries each about half its size for Chemistry, Geology, Mathematics, and Physics, and a much smaller Electrical Engineering Library. The library staff in all except Engineering numbers less than two in each case. Each is a good specialised collection.

In 1986 Dr. Elizabeth Arden was assigned to be the resource person for on-line databases in science and engineering, to review the offering of on-line services in these disciplines and to report on possibilities for improving reference services.

Dr. Arden found that there were deficiencies in general reference tools in the smaller libraries and, since duplication could not be afforded, users were directed to other libraries. Reference service of a reasonable standard was given from the printed tools available and almost always meets the expectations of those who ask for it. The availability of more professional staff would permit it to be improved.

Very few on-line searches were being carried out. Only Engineering has the necessary equipment and staff in other libraries did not have time to go elsewhere to use it. Chemistry searches were referred to Central Library because there was a librarian with chemistry qualifications in the Central Reference department.

Reasonably frequent use of databases is necessary for a searcher to be au fait with computer searching and this is not possible in the present circumstances. On the other hand Dr. Arden herself did not have opportunities for contact with users of those libraries which would have permitted her to offer an on-line searching service.

It was decided to take a step towards improving the situation by appointing a Chemistry Librarian familiar with the discipline and experienced in database searching. This has been done for 1986.

The library in the Engineering building for which funds are available will allow the Engineering and Electrical Engineering libraries to be amalgamated, making use of staff more efficient. The staff is also being strengthened from the funds specially provided by CTEC to support the enlarged quota of Engineering students.

By the end of the year discussions were commencing on the possibility of including some or all of the smaller science libraries in the new Engineering Library. There was naturally a reluctance in some departments to lose the ready access which the present arrangements provide in return for new arrangements the benefits of which are still to be proved. There are, however, examples of similar and very successful amalgamations in the Biological Sciences and Herston Medical Libraries.

#### Chemistry Library

Following the appointment of a Librarian with searching experience in 1986 this library will offer on-line searching. The Department is providing a microprocessor for this purpose.

Although the entire library was re-arranged during the year shortage of shelf space meant that 599 periodical volumes had to be sent to Store. This has increased the number of occasions when individual items must be brought back for use.

#### Engineering Library.

The prospect of a new library in a few years' time has not weakened the disappointment in the Faculty that the library has still not been air-conditioned. Lack of this makes the library hot and noisy for a considerable part of the year.

Use of the library is rising partly on account of increasing numbers of post-graduate students. The increase of fifty in the undergraduate quota will add to the load. Library hours are to be extended in 1986 using the special CTEC funds.

Engineering books have become very expensive. One student text now sells for \$93 and this is out of the reach of many students. An analysis of the books in the Reserve Collection revealed that the current cost of the Engineering books averaged \$58 and of the Computer Science books \$40.

### Dorothy Hill Geology Library

At a special ceremony during the year this library was named the Dorothy Hill Library in recognition of the tremendous contribution which Emeritus-Professor Hill has made to its growth. It is widely recognised as one of the, if not the, best Geology library in Australia and this is largely the result of her personal guidance and generosity.

Although the user community is comparatively small this is a busy library. Its resources include not only books and periodicals but a fine collection of relevant maps, now totalling nearly 17,000 sheets. All of these are now recorded in the library database and this makes access much easier than was possible from the limited range of access points offered by the traditional card catalogue.

The Richards building which includes the library was found to be infested with West Indian Drywood termites. It had to be closed for a week and enveloped in plastic while it was filled with poisonous methyl bromide. This has left a persistent aroma in cupboards and on enclosed materials.

### Mathematics Library.

Lack of space is a major problem in the Mathematics library. There are many volumes in Store which researchers would prefer to have available for consultation. The pace at which volumes are sent to Store is slowing down, however. The Librarian reports that lack of funds compelled a reduction in orders placed for monographs in 1985 to 30% compared to the previous year.

### Physics Library

There is a comparatively modest level of activity in this library. There appears to be little interest in reader education activities and small demand for services such as on-line searching. The Librarian notes that the clientele is mainly composed of first-year students.

Activities connected with the Seventy-fifth Anniversary Celebrations led to interest in the higher degree theses which have been prepared in the department. This revealed that no list appears to exist anywhere in the University of all of the higher degree theses accepted since the University's foundation.

### Conclusion

Although the collapse of the \$A had devastating consequences for the growth of the library collection in 1985 and there is little prospect of recovering the previous position in the near future, not all of the news from the year's activities is gloomy.

Library support for teaching and research is heavily dependent on the library collection but also very important is the nature of the service which is offered. This Report's summary of activities shows that much thought and energy is being put into measures which will improve the services which the Library offers in spite of continuing restraints on salary expenditure. There is much goodwill towards the Library in the University community and a great deal of communication and co-operation.

These advantages will not, in themselves, compensate for inadequate numbers of copies of student reference materials or inability to buy important research materials. They will help to ensure that maximum benefit is obtained from the resources which can be afforded while the University, and the country, adjusts to whatever economic circumstances the future may hold.

F.D.O.Fielding  
June 1986

UNIVERSITY LIBRARY STATISTICS 1983-1985Table 1 : Library Staff

	1985	1984	1983
Graduate Professional Staff	65	62 <sup>3</sup> / <sub>4</sub>	59 <sup>3</sup> / <sub>4</sub>
Non Graduates with professional qualifications	8½	7	10
Graduates without professional qualifications	15	14 <sup>3</sup> / <sub>4</sub>	15
Library Assistants	94½	92	89 ¼
Technical Assistants	3	2	2
Administrative/Clerical	20 ½	19 ½	17 <sup>3</sup> / <sub>4</sub>
Library Attendants	28	28	28
Others/Casual equivalent	6	7½	5
TOTAL	240½	233 <sup>3</sup> / <sub>4</sub>	226 <sup>3</sup> / <sub>4</sub>

Distribution of Staff

Administration and Systems	11	10	11
Technical Services	67 ½	66	62 <sup>3</sup> / <sub>4</sub>
Reader Services (Central Library)	55½	55 <sup>3</sup> / <sub>4</sub>	53
Reader Services (Branches)	106 <sup>3</sup> / <sub>4</sub>	102	100

Table 2 : Services

Items Lent			
Central Library	265,850	272,579	263,493
Branch Libraries $\phi$	640,623	613,105	605,882
Items Lent to libraries outside			
University	27,493*	27,197	26,203
Items Borrowed from libraries			
outside QU	14,127	13,996	13,582
On-line Information Searches Made	2,587	2,391	2,096
Reader Education Classes Held	195	284	185
Normal hours of opening per			
week (Central) during academic year	72	72	72

$\phi$  Includes all Reserve Collection lending whether extra-mural or not.  
(Total of 99,818 Reserve Collection loans in 1983, 95,077 in 1984 and 108,959 in 1985).

\* Includes 6,076 loans made by other Library Couriers.

Table 3: Acquisitions

	1985	1984	1983
<b>A. <u>Books</u></b>			
New titles by purchase	15,992	15,486	15,828
New titles by gift	2,389	3,519	3,702
Total volumes added	27,529	31,680	32,962
Total volumes deleted	4,471	11,063	7,192
<b>B. <u>Periodicals</u></b>			
<u>Unique titles</u>			
By subscription	10,299	10,175	10,040
Gift and exchange	7,007	7,040	7,025
Deposit	250	235	207
<u>Total unique titles</u>	17,556	17,450	17,286
<u>Duplicate titles</u>			
By subscription	2,392	2,393	2,401
Gift and exchange	1,551	1,546	1,517
Deposit	2	2	-
<u>Total duplicate titles</u>	3,945	3,942	3,918
<u>Total current titles</u>	21,501	21,391	21,204
Total bound periodical volumes added to library	17,255	14,602	15,698
Total bound periodical volumes deleted	3,874	2,756	7,894
<b>C. <u>Bound volumes</u></b>			
Total in Library	1,308,771	1,272,570	1,240,107
<b>D. <u>Manuscripts</u></b>			
Entries prepared	190	386	594
Boxes added	6	14	99
Items	165	212	343
<b>E. <u>Microforms</u></b>			
New monograph titles	119	229	154
New periodical titles added	7	12	39
Total titles held *	6,447	6,391	6,110

Represented by 47,076 reels, 339,401 cards/fiches

F. Audio-Visual Materials

New titles added	1,020	601	408
Holdings - Audio recordings	23,267	22,386	21,878
Films	645	641	631
Film Strips	629	616	602
Maps (Pieces)	17,648	16,306	15,047
Microcomputer software (Floppy disks)	26		
Slide sets	997	950	917
Video tapes	2,290	1,985	1,756
Production -			
Audiotapes recorded	1,159	1,100	1,094
Film strips produced	10	28	35
Slide Sets produced	14	23	11
Video Tapes recorded	961	1,038	1,034

Table 4 Expenditure on library materials

<u>A. Books and backruns of periodicals.</u>			
Library Vote	644,542	581,596	470,485
Joint Hospital Library Funds	54,470	23,714	23,352
Special Equipment Grant	123,208	83,713	71,973
Teaching Department Research Funds	116,276	134,482	105,326
Teaching Department.Maintenance	10,474	26,142	3,528
Bequests and Donations	11,532	18,192	17,908
Other funds <u>6,181</u>	<u>17,495</u>	<u>5,968</u>	
Total expenditure on books and backruns of periodicals	<u>\$949,433</u>	<u>\$885,334</u>	<u>\$698,540</u>
<u>B. Periodicals subscriptions</u>			
Library vote	1,759,347	1,240,548	1,158,116
Joint Hospital Library Funds	257,471	125,492	104,667
Special Equipment Grant	17,250		
Teaching Department Research	11,381	19,716	11,123
Teaching Department Maintenance	1,165	569	414
Bequests and Donations	<u>1,536</u>	<u>3,312</u>	<u>1,693</u>
Total expenditure on periodicals subscriptions	<u>\$2,048,150</u>	<u>\$1,389,637</u>	<u>\$1,276,978</u>
<u>C. Audio-visual materials</u>			
Library vote	26,218	25,482	16,348
Special Equipment	1,421	Nil	229
Teaching Department.Research	7,701	2,291	4,412
Teaching Department.Maintenance	2,475	1,379	2,179
Bequests and Donations	<u>391</u>	<u>Nil</u>	<u>Nil</u>
Total expenditure on A/V materials	<u>\$38,206</u>	<u>\$29,512</u>	<u>\$23,168</u>
<u>Total expenditure on library materials</u>			
	<u>\$3,035,789</u>	<u>\$2,304,483</u>	<u>\$1,998,686</u>

## Note.

Joint Library funds are part hospital, part University. Of the totals the University Library Vote contributed \$205,520 in 1985, \$58,500 in 1984 and \$48,811 in 1983. The increase was principally due to the creation of the Herston Medical Library, the Central Medical Library component of which was previously entirely financed by the University

D. Expenditure on operating costs.

Binding			
from Library Vote	250,524	261,755	279,886
from Hospital Board Funds	10,534	7,875	6,792
Maintenance			
From Library Vote	336,441	261,755	279,866
From Hospital funds	10,111	2,305	1,668
From other funds	324,962	199,335	190,410
Equipment			
From Library Vote	85,926	112,296	109,698
From other funds	12,565	2,288	2,859
Total operating costs, other than salaries	\$1,031,063	\$865,763	\$928,915

E. Salaries and salary costs

From Library Vote	5,164,000	4,911,000	4,432,153
From Hospital Boards	149,749	75,672	72,795
From other funds	115,408	79,663	138,099
Total expenditure on salaries	<u>\$5,429,157</u>	<u>\$5,066,335</u>	<u>\$4,643,047</u>

F. Summary of library expenditure

Library materials	3,035,789	2,304,483	1,998,686
Operating costs	1,031,063	865,763	928,915
Salaries and salary costs	5,429,157	5,066,335	4,643,047
Total Library expenditure	<u>\$9,496,009</u>	<u>\$8,236,581</u>	<u>\$7,570,648</u>

G. Source of funds

University recurrent funds	8,536,064	7,557,527	6,842,023
University Equipment funds	210,555	196,009	181,941
Other funds, including Hospital Boards	749,338	483,045	546,684

H. Library expenditure as a proportion of total University non-capital expenditure.

6.75%	6.04%	5.98%
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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	
	1985	(1984)	1985	(1984)	1985	(1984)	1985	(1984)	1985	(1984)
Central Library (incl. Fryer Library and Audio- visual Services)	601,069	589,168	9,604	9,722	265,850	272,579	nil	nil	6,686	7,092
<u>BRANCH LIBRARIES</u>										
Undergraduate	96,326	96,573	277	271	269,046	273,586	18,288	16,440	0	nil
Arms	36,553	35,073	596	589	20,458	19,096	10,179	8,997	267	265
Biological Sciences	103,422	102,489	3,041	2,996	61,284	57,639	22,819	19,321	6,141	5,960
Chemistry	20,000	20,122	374	371	7,272	7,132	5,115	1,017	492	612
Dentistry	6,524	6,255	178	173	5,897	6,671	596	695	292	339
Engineering (incl. Elect Engineering)	54,515	53,020	2,244	2,189	32,563	30,857	11,080	10,843	1,467	1,803
Geology	28,635	28,272	1,097	1,088	5,438	5,307	5,207	5,026	703	667
H.M.L. (1)	44,432	(41,478)	1,419	(1,396)	27,773	(20,625)	5,694	(5,031)	3,510	(3,907)
Law 46,723	45,590	605	580	9,653	9,715	21,293	20,290	244	182	
Mathematics	7,767	7,360	203	193	5,158	5,696	1,770	1,919	522	569
Physics	19,773	19,652	419	413	9,230	8,982	4,844	4,256	268	192
P.A.H.	17,884	18,382	531	523	4,378	3,758	819	491	117	195
Thatcher <sup>2</sup>	8,608	7,895	346	328	15,563	13,496	1,255	751	611	598
Store A	122,904	119,641	84	74	57,941	55,468	0	0	0	0
Store B	78,312	68,612	0	0	1,402	1,006	0	0	371	354
	3,911	2,377	0	0	119	81	0	0	54	32

1 Figures in brackets are the combined statistics for Central Medical and Clinical Sciences Libraries, the predecessors of Herston Medical Library.

2 Includes 22,895 volumes and 51 periodicals currently received in Ringrose Collections.