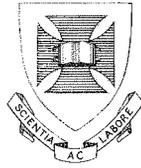


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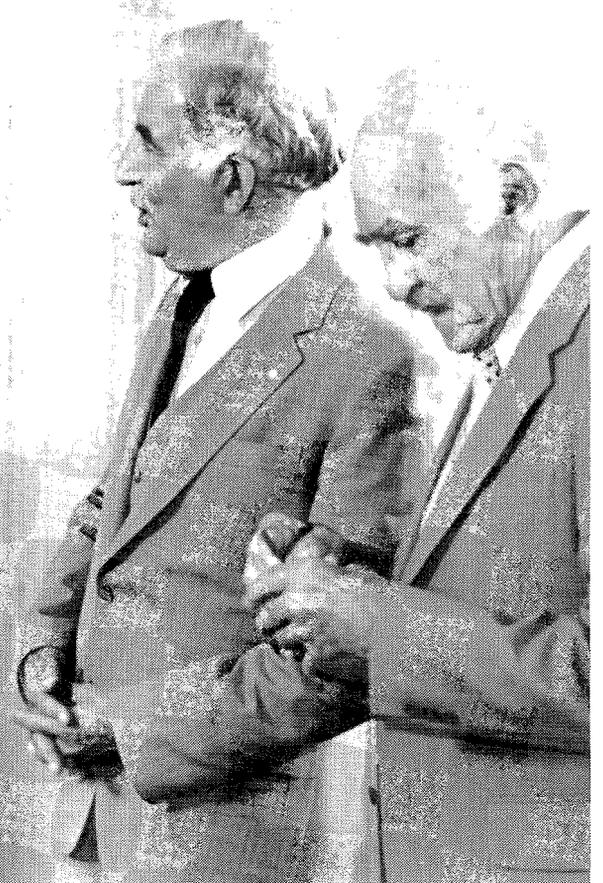
UNIVERSITY OF QUEENSLAND LIBRARY



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ANNUAL REPORT OF THE UNIVERSITY

LIBRARIAN FOR 1980



UNIVERSITY OF QUEENSLAND LIBRARY

ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1980

The Library, like the university, is adjusting to a situation in which steady-state funding actually means a decline in real support. In my last Report I indicated that impending disaster in the form of a dramatic reduction in periodical intake had been avoided for 1980 by an increase in the Senate grant for library materials. In fact the figures now show that the intake of periodicals is still being protected at the cost of a continuing decline in monograph purchases, which in 1980 were half the level of the peak years of 1974-76 and lower than at any time since the mid sixties. Such is the continuing escalation in prices that the 16% increase in the funds available for library materials in 1981 will at best hold the line at the 1980 rate of acquisition.

The strain has now also begun to show in the services which the Library can offer. One possible approach to adversity is to attempt to batten down all hatches and preserve the status quo in the hope that austerity will pass. The Library has not taken this course. Accepting that present levels of funding are at best likely to prevail for several years and at worst to deteriorate further, every effort is being made to review all operations and to make savings by streamlining existing procedures, by taking advantage of the very rapid technological change which is affecting libraries and all other sources of information, and by attempting to eliminate services which are very expensive in cost-benefit terms even though their removal may provoke an outcry from those most affected.

GENERAL MATTERS

Review of Staff and Services. In mid-year the Library was told that the staff establishment must be reduced in stages by \$38,000 by 1982, or approximately 1.125%. It was decided that the equitable approach was to attempt to review the workload in all parts of Central and branch libraries so that hardship would be shared equally. The Deputy Librarian undertook this thankless task and towards the end of the year his detailed report was considered by the Senior Library Staff meeting. The report recommended changes to staff levels in eight of eleven sections in Central Library and in eight of sixteen branch libraries, affecting a large number of individual staff members. With minor amendments the changes are being implemented in 1981. The major cut has fallen on technical services sections in Central Library; while the intake of new material has fallen dramatically, these sections have had to take on new tasks such as the record changing generated by the withdrawal to Store and discard policies, and the management of the Store itself. Should the Library's purchasing power soon be miraculously restored to earlier levels, a major redirection of staff back to technical services would have to be made, if backlogs were to be avoided, and this could only happen at the expense of cutting reader services. The alternative of reducing the standard of bibliographical control would have undesirable effects on reader service, especially if it meant abandoning international standards.

No part of the Library can now be described as more than adequately staffed. If there are further cuts in the establishment, this must mean reductions in service unless new technology can be introduced to absorb the additional work.

As part of the staff allocation review ten possible changes affecting library users were considered, ranging from reduced opening hours to refusing to take telephone Inter-Library Loan requests from other libraries. By the end of 1980 inter-branch borrowing on the St. Lucia Campus had been prohibited. Other possibilities had either been rejected or were still under review. Of the latter, the one likely to save most time was also potentially the most explosive, the circulation of journals in and between the medical and Dentistry libraries.

Twelve procedural changes were also considered. By the end of the year several of these had been implemented and the remainder were still under study.

Other Reviews. Of other reviews undertaken during the year some have general significance; others belong in specific sections of this Report.

A policy to guide the purchase of paper-back as distinct from traditionally bound books was formulated. This was approved by the Library Committee and is now operating.

In the interests of saving shelf storage space there was extensive investigation of replacement of hard-copy material by microform either by purchasing microform instead of binding recent periodical volumes or to replace space-consuming backsets. The principal result so far has been a greater emphasis on purchasing new backsets in microform whenever possible; funds are not available to replace hard copy which is already held by microform. Selection of titles for which microform might replace binding, and for which microform is actually available commercially, has proved extremely difficult and progress is slow.

In addition to greater use of microform, questions relating to the housing and administration of microforms were investigated and new procedures adopted. More extensive use of microforms requires more generous provision of readers and reader-printers and guidelines have been adopted to equip the various libraries with appropriate quantities of these machines.

Another candidate for review was the delivery procedure between the various libraries within the University Library, and the off-campus deliveries to libraries in the metropolitan area which borrow by inter-library loan. Discussions are taking place with the university's Business Services Department which provides the delivery service.

Other General Matters. The first microfiche edition of the Union List of Serials was issued in March 1980, superseding the hard copy edition. Production in this form is so much cheaper than print that revised editions can be produced at regular intervals. With the adoption of the new Anglo-American Cataloguing Rules it would be desirable to produce a serials catalogue complete with cross references. Unfortunately the present software cannot produce such a catalogue and the cost of creating new software and of the input of enhanced data for this purpose alone is beyond the Library's resources. The present prospect is that a serials catalogue must wait until it can be part of a general computerisation of cataloguing.

There was no relief in 1980 from the shortage of storage space for books. The withdrawal programme continued in all libraries. As the statistics show, nearly 16,000 volumes were transferred to warehouse store and nearly 20,000 volumes were disposed of entirely. This meant that the material occupying prime space in the various libraries grew by only 3,000 volumes. The total Library stock, including stored material, grew by just over 19,000 bound volumes.

It is possible in the short term to limit the growth of stock in prime space, with cumulating inconvenience to research scholars each year but there was no relief in 1980 for the shortage of reader space endured by unfortunate users of the medical libraries and the Dentistry Library. There is a glimmer of hope for the Central Medical and Clinical Sciences Libraries because the Universities Council has authorised the university to prepare plans for a new building which would rehouse them. The new building, if it eventuates, may bring only minimal gains in actual space; the principal benefits would then be in savings through eliminating duplication of stock, through a larger common pool of seats and through a more effective use of library staff. By contrast there is no sign of any relief for the joint Hospital/University libraries at Princess Alexandra and Mater Hospitals or for the Dentistry library; all of these are far below the standard to be expected in an Australian university.

A foreshadowed complete and expensive reorganisation of Central Library has been temporarily shelved pending the fate of the university's application for capital funds for Stage 2 of Central Library originally approved by the Universities Commission in 1975. As soon as the expected negative decision is confirmed in the TEC Report due in August 1981 it will be necessary to move quickly both to reorganise Central Library on the assumption that it will not be extended until the late 1980's and to obtain additional off-campus storage space.

Relationships Beyond the University. The University Librarian continued to represent the university on the Australian Advisory Council on Bibliographical Services and was again elected to its Standing Committee. With the Deputy Librarian, he was a member of the AACOBS Working Party on Research and Development and also chaired the Queensland Regional Committee of AACOBS. Many members of the library staff are active in the various sections of the Library Association of Australia and also in special interest professional groups such as the Queensland On-Line Users Group.

There is close co-operation with other Brisbane libraries. Griffith University Library is participating in the development of Stage 2 of the on-line Lending System, which is discussed later. There has also been close co-operation with QIT Library in sending representatives to national committees of AUSINET (Australian Information Network) and in mounting courses to train staff in the search strategies for the various on-line retrieval services.

Discussions have taken place at the Queensland Regional Committee of AACOBS about the desirability of a State Film Library, possible schemes for rationalisation of journal cancellations and the administrative arrangements which might be necessary if the State Library's ORACLE on-line cataloguing system was networked among metropolitan libraries.

On a national level there have been several developments which have implications for library service.

An Act to amend the Copyright Act was passed in September after two years of discussion of the proposals in the previous Bill. The legislation is a considerable improvement on the Bill in that it removes the complications and obscurities which surrounded the original proposals which would have permitted a limited amount of multiple copying without royalty for the libraries of educational institutions. This simplification has been obtained at the price of a requirement to pay royalties if demanded. In addition detailed records must be kept of this and other copying by libraries and there are criminal penalties for failing to keep proper records or for not making them available to copyright owners. On the credit side, the new Act regularises our present practice in relation to coin-operated photocopying machines, makes it easier to decide the extent to which copies may be made and permits, in certain circumstances, the copying of whole works. Working under the new arrangements will be more expensive but it will also be possible for a reasonable amount of copying to be done legally which was formerly either illegal or questionably legal. Much needed legislative amendments to cover copying of audio-visual material are likely to be introduced into Parliament before very long.

During the year the National Library invited discussion of a proposed Australian Bibliographic Network (ABN). This would be based on the on-line cataloguing system already operating in the National Library. Briefly, ABN would permit co-operating libraries to match their new acquisitions with the ABN machine readable file, to draw on the large file of international MARC records for items not in the ABN file, and to input data on-line for items not appearing in either file. ABN would provide catalogue cards, a microfiche catalogue of the particular library's holdings, or machine-readable records for local manipulation. At the end of the year it was still uncertain whether the National Library would receive funds to offer ABN and what the pricing structure would be. The effect of participation on the University Library is discussed in a later section of this Report.

Another development which appeared probable at the end of the year was the setting up of an Australian Libraries and Information Council consisting of the federal and state ministers within whose portfolios libraries are included. Since the principal advisers to such a Council would be the heads of the National and State Libraries the impact of the new Council on academic libraries remains to be seen.

The most obvious manifestation of inter-library co-operation is the flow of inter-library loans. Items lent to other institutions reached a new peak of 25,284 while borrowings fell slightly to 9,780. The disparity underlines the fact that this Library is now the fourth highest lender in the country, behind the National Library and Adelaide and Monash Universities. It must be asked whether this service should continue to be supplied without charge to other libraries. The cost appears to be between \$5 and \$8 per loan so that this Library is subsidising other libraries to the extent of between \$77,500 and \$124,000 per year.

It is true that bodies such as the TEC and the Universities Council constantly urge co-operation between libraries. Such urging is hardly necessary given the co-operation which already exists not only between academic libraries but between all libraries in Australia and internationally. However, it does not follow that particular libraries should bear a disproportionate share of the cost of co-operation. In the case of inter-library loans the rising demand from other libraries is in part a consequence of the economic stringency; this is making every library less self-sufficient and at the same time forcing a reduction and reallocation of this library's staff. It is appropriate that service to the University Library's own community should be protected by the imposition of charges for inter-library loans. A decision to impose charges should preferably not be made unilaterally since this would divert the demand to some other overburdened libraries. An agreement with at least some of the other major suppliers is being sought on a standard charge to be levied and the date from which charges will be imposed. The receipts would be used by this library to employ staff to maintain and, where possible, improve the inter-library loan service and to pay the standard charge portion of the cost of inter-library loans borrowed for this library's own community.

Planning and Development. Although most energy has to be spent in maintaining existing services and attempting to review and reorganise them to cope with the impact of declining finances, planning and development must be undertaken to adapt library service to changing technology.

In my last report I reported on development of the second stage of the on-line lending system. During 1980 General Development Grants were available to employ programming staff on contract from the Computer Centre. By the end of the year some operating procedures could be tested and much of the necessary hardware had arrived. It is anticipated that the system will go up experimentally in Central Library late in First Semester 1981, be in full operation there by the end of the year and replace the existing on-line system in Undergraduate Library by First Semester 1982.

General Development Grant Funds were also used to commence data input of the holdings of the Biological Sciences and Thatcher libraries, which will join the system in 1982 or 1983. All new monographs for all four libraries are added to the file as they arrive. By the end of the year there were 350,541 items on file consisting of complete Undergraduate Library holdings, all active Central Library holdings, and a substantial proportion of Thatcher holdings. Funds are available to input the rest of Thatcher and Biological Sciences Library holdings in 1982.

The testing of the State Library's ORACLE system, also using General Development Grant Funds, was still proceeding at the end of the year because the microfiche output module was just becoming available. Nevertheless it was already clear that ORACLE is technically an effective and sophisticated system even though there are some elements which this Library would seek to change if it joined an ORACLE network.

It would be difficult to exaggerate the importance of the decisions which must be made about the application of computer technology to cataloguing procedures. They will be expensive and they will commit the Library to a course from which it will be difficult and costly to turn back. A decision must be made because it will not be possible to continue with present manual procedures much longer. They are expensive in labour, decreasingly efficient as files grow, and not responsive to the need not only to record new material but to chart the withdrawal of material for discard or Store.

Three major considerations complicate the decision. The first is that although we have proved that the ORACLE system works, it cannot be used in-house but only on hardware so expensive that a consortium of user libraries would be necessary to finance it. The present hardware, at the State Government Insurance Office, will not be available and co-operating libraries would face substantial costs for new hardware as well as for running expenses.

The second complicating factor is the prospect of an Australian Bibliographic Network which has already been mentioned. It is not known whether the National Library will be financed to offer this service but this Library must join if ABN becomes a reality. However, there will still be the problem of manipulating the data supplied by ABN in order to create the catalogues and other records which this Library needs. Unlike several other university libraries, the University of Queensland Library does not possess as yet, software or hardware on which this could be done.

The third complicating factor is the appearance of commercially marketed, comprehensive, integrated, library systems based on mini-computers. These could be very attractive indeed in that they offer a package of software and hardware which would cover most library activities. The difficulty is that these systems are untried and in some cases not yet fully developed. Provided that they function satisfactorily and are within the financial resources likely to be available to the Library, they offer a very attractive method of transferring library operations from labour intensive to machine-based operation. Whether they will be cheaper when capital, conversion and running costs are taken into account remains to be seen, but the library has little option when its traditional manual procedures are no longer able to cope with the size of the library's operations or with changes in international standards such as the new Anglo-American Cataloguing Rules.

CENTRAL LIBRARY AND CENTRAL LIBRARY SERVICES

While the most desirable development for Central Library, the construction of Stage 2, was no closer to realisation, the broken-down automatic doors were at last replaced by one manual set and one with more contemporary automatic equipment. Spaces between the pre-cast slabs around the building were resealed in an operation taking several months in what has proved to be a vain hope that future tropical storms would not find new leaks.

At the end of the year all periodicals were moved to one floor, replacing the former parallel runs of books and periodicals on the two stack floors. This was partly in preparation for the new lending system which will not include loans of periodicals, at least in the early stages. It is also a step towards the substantial reorganisation of all services in Central Library which will be essential if Stage 2 cannot be built.

Staffing. Reference has already been made to the review of staff loans and reallocation of staff which is occurring following the reduction in the library's established positions. Until the size of the reduction was known, ad hoc savings were made from vacancies. Calculation of the size of these savings is complicated because the library does not receive financial statements concerning salaries expenditure for permanent staff but it was thought to be about \$79,000 plus on-costs.

Administration of library staff would be much more efficient if the University Librarian was given authority to administer the salaries vote within whatever parameters are thought necessary. Conditions change rapidly and it is often appropriate to alter the allocation of positions within existing funds, a decision which library management are best equipped to make. The same applies to decisions about replacement of staff on Long Service Leave, Maternity Leave or Leave without pay; library management are in a much better position to decide whether a replacement is essential than are other university administrators. Provided that the library salaries vote, supplemented for wage indexation, was not exceeded there is no obvious reason why such a system should not be adopted.

Staff from recurrent funds are supplemented from several sources. The Hospital Boards pay half of the staff costs in the joint university/hospital libraries. Staff associated with the photocopying operation are employed from the revenue from photocopying. In 1981 part of the receipts from charges for the on-line information retrieval services will be used to pay half of the salary of a MEDLINE searcher at Herston. The suggestion to charge for inter-library loans and pay staff for that operation is in line with these developments. General Development Funds are used to pay temporary staff required for development purposes.

During the year a document was completed setting out a proposed new salary structure. This will be forwarded to the Vice-Chancellor in 1981 with the suggestion of an overall review.

There were 39 resignations or retirements of permanent staff, as against 31 in 1979. A great many temporary and casual staff were appointed and no fewer than seven of the temporary appointees resigned before their employment period expired, causing difficulties when they were replacing regular staff who were on leave. Fifteen staff took Maternity or Long Service Leave as against 25 in 1979.

Automatic promotion on qualification was abolished for library staff appointed after November 1978. In 1980 eleven staff appointed before that date completed qualifications and were promoted. Since the Library Association of Australia ceased to offer an external examination in 1980, there will be only a few automatic promotions in future, confined to staff appointed before November 1978 who complete a first degree.

In spite of several representations during the three years since automatic promotion was abolished no decision has been taken by the General Staff Committee whether an allowance should be paid to staff completing a qualification for whom automatic promotion is no longer available. University procedures for considering staff matters in relation to the library have never worked well, and this delay is another example. There must also be disquiet about the equity of the promotions procedures. The Library has followed strictly injunctions that recommendations for promotion should be limited to the most deserving cases. Only one promotion was approved in 1980 and one in 1979 from a total of more than 200 permanent library staff. By comparison in 1980 five of 23 general staff in one academic department were promoted and four out of 24 in another. It is difficult to believe that outstanding ability is so unevenly distributed within the university.

In the past it might have been claimed that the Library's low promotion rate was compensated by automatic promotions, but this will no longer be the case. It is true also that some library classifications require qualifications as a prerequisite. Nevertheless if the present university promotions policy for general staff is to continue, steps must be taken to open up promotion opportunities in the library if only on grounds of equity. This would be one of the benefits of the proposed new salary structure.

In a rapidly changing professional world, continuing education is essential. Eleven lunch-time seminars on professional topics were held. In addition 53 staff members received some assistance to attend conferences, workshops or training courses. A further nine attended university-sponsored courses. Since funds for continuing education are quite limited, a general policy was adopted under which support for attendance at continuing education functions is based on salary level with the greatest assistance going to those on lower salaries. Full expenses are met only when the individual is formally representing the university library or the meeting is of fundamental importance to the person's work.

Retirements and appointments of senior staff are reported under the relevant heading in this Report.

Administration. Much of the work associated with the various reviews of staffing and procedures was directed by the Deputy Librarian, who also oversees all Central Library activities, systems development and operating projects.

Small scale surveys of use were carried out to investigate vacation usage, late night usage and usage between 5 p.m. and 6 p.m. on Fridays. As a consequence Central Library will close one hour earlier in 1981 at 10 p.m., Monday to Thursday, during the academic year. In Long and Inter-Semester vacations, Undergraduate Library will no longer open one evening each week, but Central Library will open until 10 p.m. on one evening instead of 8 p.m.

A study of the use of seating in the Law Library during a peak use time in Second Semester indicated that the remainder of the overflow Law collection could be moved back from Undergraduate Library. It was moved in the Long Vacation.

A sophisticated word processor was acquired, replacing a quite rudimentary attachment to an electric typewriter. Three clerical staff have been trained to operate the word-processor which has already proved invaluable, particularly in drafting reports and other documents. Further ways in which this equipment can assist in saving staff time are being investigated.

Systems. Systems Section gathered momentum again under the new Systems Analyst, Jim Douglas. A programming staff, temporarily enlarged by staff hired from the Computer Centre, developed and tested software for Lending Stage 2, sorted out problems of data input, and planned the merger of the Lending Stage 1 files with the new Stage 2 files. The Stage 1 Varian minicomputer was kept operational for most of the year, down-time being much less than in 1979, but there was a series of minor problems through which the hardware was nursed in the hope that it will survive until superseded by new hardware in Stage 2.

Acquisitions. To a limited extent the decline in monograph acquisitions follows on from the shortage of funds in 1979 which caused a drop in commitments rolled forward to the following year. Nevertheless the university community should be alarmed at the decline in new materials purchased:

	<u>New Monograph Titles Purchased</u>	<u>Monograph Volumes Added</u>
1971	11,378	26,207
1972	17,032	42,801
1973	12,792	33,901
1974	20,900	50,123
1975	18,774	45,049
1976	17,779	49,320
1977	16,509	41,423
1978	17,195	37,647
1979	14,554	29,272
1980	10,397	22,683

The reduction in purchases is only partly due to the fall in purchasing capacity from recurrent funds. As will be seen from Appendix 1, Table 4, there has been a dramatic reduction in funds available from the Special Equipment Grant and Research funds.

In 1970 the new titles purchased (16,652) represented 24% as a proportion of the new titles published in the United States and the United Kingdom; the corresponding proportion for the 1979 purchase of new titles was 13%. The reduction in volumes added has been greatest in Thatcher and Undergraduate libraries because fewer multiple copies are being purchased. It could well be the case that in both libraries the relevance of stock to courses is steadily diminishing.

Every effort has been made to maintain subscriptions to reputable serials and to allow modest addition of new titles. A total of 9,697 unique titles are received by subscription. Duplicate subscriptions have been critically reviewed and while there are still 2,475 of these, a considerable number are accounted for by the need to maintain core collections at four separate medical libraries (in three of which the Hospital Board meets half of the cost of subscriptions), and the overlap between these libraries, the library at the Dental Hospital and the Biological Sciences Library. One consequence of the cancellation of duplicate subscriptions is the demand for circulation of current issues between libraries; this is labour-intensive and cancels out some of the money saved by cancellations.

Considerably increased expenditure on audio-visual material brought remarkably small additions to holdings. No study has been made of price changes in this area but the raw figures suggest a high inflation rate.

The average cost of new books rose by 29% during the year from \$18.15 to \$23.38 in spite of some favourable movement in currency exchange rates. Some books, particularly in medical sciences and Law, have become very expensive indeed.

Periodical subscriptions rose at a more modest rate, by 16.64%. Periodicals invoices for the year totalled \$745,268 but \$34,000 of this had to be carried forward against 1981 funds. The actual expenditure on periodicals was 67.75% of recurrent funds. An analysis by location of the 72 subscriptions each costing more than \$750 is of some interest:

Total Cost of Subscriptions Exceeding \$750 by Location, 1980

Chemistry Library	14 subscriptions	\$39,728
Biological Sciences Library	18 subscriptions	\$26,841
Central Library	10 subscriptions	\$14,525
Physics Library	8 subscriptions	\$13,259
Mathematics Library	4 subscriptions	\$ 3,788
Electrical Engineering Library	1 subscription	\$ 3,239
Geology Library	3 subscriptions	\$ 2,570
Central Medical Library	2 subscriptions	\$ 2,154
Law Library	1 subscription	\$ 1,538

Expenditure figures have been analysed more carefully this year; previous figures included expenditure on behalf of departments for material not added to the Library. A new table appears in the statistical appendices (Appendix 2) which attempts to analyse expenditure by source of funds.

The Acquisitions Section placed 17,546 orders in 1980, 31% more than in 1979 but a remarkable drop from former years.

Serials. Although the total intake of serials is higher than ever, a total of 21,200 including donation, deposit and duplicate subscriptions, the receipt of serials has long ceased to be Serials Section's principal task. With a reduced staff it now operates the Gift and Exchange programme, input of data for the Union List of Serials, the discarding programme, the Store run including retrieval for use, servicing unbound serials in Central Library, maintenance of the Australian Government Printing Service deposit and many other activities. Some brief statistics suggest the workload:

11 large lists of duplicate material available for disposal; and associated distribution of the material itself;

2,499 accepted donations, a small proportion of what was offered and checked;

6,256 claims for issues not received and 214 re-orders;

1,738 letters concerning problems about particular titles.

Cataloguing. This section of the Library is under a great deal of pressure. It has borne a substantial share of the reduction in staff establishment and the reallocation of staff to other duties. At the same time while the intake of new books has fallen dramatically, new tasks have made up for much of the time "saved".

Every decision to withdraw material from the open shelves, for transfer to store or for discard, requires alteration of catalogue records. The catalogue of the Store Collection itself is yet another addition to the seventeen catalogues already maintained - the union catalogue in Central Library and the catalogues of the sixteen branch libraries.

The extension of computer-based lending adds a further file which the Cataloguing Section maintains. Not only has it been responsible for input of data recording the holdings of Central, Biological and Thatcher Libraries, and for checking records and reconciling difficulties between these and the existing data file for the Undergraduate Library, but each addition to any of these four libraries must now not only be catalogued but added to the lending data file.

Cataloguing has been further complicated by the international adoption of the revised version of the Anglo-American Cataloguing Rules. These require many changes to existing practice, particularly for names of corporate bodies. The Library cannot fail to change to the new rules; not to do so would cause great complications in using internationally available cataloguing records. A policy has been adopted of gradually changing existing catalogue records to the new rules, and applying them to all new material. However, it will be some years before all catalogue records have been changed and there will inevitably be some loss of efficiency in catalogue searching by those users (whose actual number may well be quite small) who actually understand the principles on which catalogue records are based.

The computer-based systems which are being investigated should eventually facilitate change and, hopefully, reduce cataloguing and catalogue-maintenance costs, which amount to something like \$500,000 per year using present manual procedures. However, the path to computer-based cataloguing will be expensive in the purchase of software and hardware, in retraining, and in retrospective file conversion. Large General Development type grants will be required.

Store. Estimating the space required in the off-campus Store has proved hazardous. The continuing fall in purchasing power has reduced the pressure on shelving in the various libraries. Target figures for withdrawal are not always met because of the general pressure on library staff time. The balance between withdrawal to Store and discard will change in future years. At present discarding still benefits from the time when there was less concerted effort to weed out multiple copies which had been superseded or for which coursework demand had disappeared. As the withdrawal programme becomes longer established the balance will undoubtedly shift from discarding to transfer to Store. In 1980 discards still predominated, as follows

1980 Withdrawals

	Monograph Volumes	Periodicals Volumes
Sent to Store	10,000	5,700
Discarded	10,000	9,500

At the end of the year there were 35,000 volumes in Store and additional shelving was about to be installed which will probably accommodate additions to Store until 1983 or 1984. As pointed out in previous Reports the Store environment is far from ideal and many books will deteriorate fairly rapidly. Given the gloomy outlook for capital funds for extensions to libraries, planning must commence in 1981 for a purpose-built Storage building.

Loans from Store rose from 245 to 628 of which 232 (37%) were for inter-library loan. A surprisingly high 39% of the items recalled for use by readers were monographs; one might have anticipated that the principal demand would have been for articles from periodicals to which references had been discovered from literature searches or quotation in more recent work. A high recall rate for Stored monographs suggests that the Library's open shelf capacity is even less adequate to the university community's needs than had been feared.

READER SERVICES

The decline in library staffing since the mid-seventies has so far had very little effect on service to the Library's users. Maximum hours of opening have fallen from 93.5 to 83.5 (87.5 in Undergraduate Library for a few weeks each semester) but otherwise every effort has been made to maintain and improve the quality of service.

Library service is dynamic. New information services are developing in response to new technology, such as computer-based information retrieval. There is increasing demand and need for existing services such as reader education. With a static or declining staff establishment there is a limit to the expansion of old services or the introduction of new ones unless some existing activities can be discontinued. The Library has reached this point; it is unlikely that there can be a further redistribution of staff into reader services beyond that which has recently been carried out.

It is difficult to identify services which might be eliminated, and any step in this direction is going to provoke criticism from some group of users. Nevertheless all the evidence is that there will be further reductions in library staff as part of a general reduction in staff across the university. The most likely steps to reduce the load on the remaining library staff will be to eliminate labour-intensive activities which are not offered generally, such as automatic circulation of new periodical issues, and to reduce hours of opening. In regard to the latter, surveys of use suggest that the least inconvenience - and there certainly will be some - will be caused by a reduction in weekend opening.

Loans fell marginally by just over 2% across the libraries generally but the gross figures hide fluctuations in individual libraries. There appears to be a long-term decline in the small Mathematics and Physics libraries and perhaps in Undergraduate Library.

Inter-library loans to other libraries rose by 8.2% to a record 25,284 but only 84% of their requests could be supplied. The requests themselves increased by 11% to 30,130.

Analysis of outgoing loans over a two week period in July revealed the following distribution:

Destinations of Inter-Library Loans Over a Two-Week Period in July 1980

	Items	% of Total
Educational Institutions	448	43 #
Libraries serving government departments, bureaux, substantially government funded or statutory bodies	339	32
Hospital libraries other than the three joint university/hospital libraries in Brisbane	108	10
CSIRO Libraries	47	5
Libraries serving private industry/commercial firms	47	5
Professional Associations	22	2
National, State, Municipal Libraries	20	2
	Items	% of Total
Museums	13	1
Other	3	
Totals	<u>1,047</u>	<u>100</u>

Comparative figures show that the University of Queensland Library was the third highest inter-library lender among Australian university libraries in 1979 compared with fifth in 1978. Only Adelaide and Monash lent more.

Borrowing by this Library on inter-library loan fell by 3% to 9,780. This represented 82.3% of the requests actually made a decline of 2.5% on the previous year's success rate, perhaps reflecting a decline in Australia's bibliographic self-sufficiency.

One of the new growth services mentioned in a previous paragraph is computer-based information retrieval. Nineteen eighty was the first full year of operation of a terminal in Central Library and at the end of the year negotiations were in progress to offer a MEDLINE Service jointly with Royal Brisbane Hospital from Herston. Total searches rose by 169% to 1,064 but it is interesting that average on-line search time fell from 8.9 minutes to 6 minutes. This change may reflect improved efficiency by the Library's operators but it is also to some extent due to the offering of limited searches, called mini-searches. These are primarily intended to interest undergraduate students and their popularity is demonstrated by the fact that 26% of Central Library searches were for undergraduates.

These figures do not include loans to Griffith University which sends staff to collect material; its borrowing makes up approximately 10% of all inter-library loans.

Distribution of Searches for University Personnel (Central Library)

Lecturer and above	208
Tutors	4
Research staff	14
Post-graduate students	100
Undergraduate students	<u>118</u>
Total	<u>444</u>

Charges are levied for searches, with a differential rate for persons outside the university. The intention is, as far as possible, to recover from internal users the direct cost of searches but not the overhead.

On-Line Information Searches 1980 (1979 figures in brackets)

	Biological Sciences Library	Central Library	Total
MEDLINE (Canberra)	217 (117)	-	217
AUSINET (Melbourne)	13 (10)	130 (58)	143
LOCKHEED/DIALOGUE (California)	172 (55)	460 (147)	632
SDC/ORBIT (California)	8 (6)	60 (22)	68
INFOBANK (New York)	-	5 (4)	5
Totals	410 (188)	654 (232)	1064 (420)

The statistics of searches show that, contrary to what might have been expected, there is a strong demand in Central Library; on analysis this is revealed as being principally in Psychology, Education, Economics, Sociology and Social Work. The lower figure for science areas may be due in part to the decentralisation of the science libraries which impedes active marketing of the service, although several of the branch librarians concerned attended training courses during the year. It may also be the case that the more powerful search strategy suits disciplines such as social sciences for which traditional indexing is less effective than in science and technology.

The average cost of searches were as set out below, although the averages disguise quite large fluctuations:

Average Cost Per Search to University Staff and Students

	Average Time	Average Direct Cost	Average Cost to user (includes some overheads)
AUSINET	5.2 minutes	\$ 5.77	10 50
DIALOG	4.3 minutes	\$15.40	17.51
MEDLINE	11.9 minutes	\$10 (Flat rate)	
INFOBANK	7.3 minutes	\$29.00	28.64
ORBIT	5.0 minutes	\$11.25	14.50

Expenditure on the on-line service was \$12,147 excluding capital equipment and staff costs. Charges to internal users made very little contribution to staff and equipment costs.

At a time when duplicate subscriptions are being cancelled in order to reduce expenditure on periodicals, the Library Committee has reviewed policy on the lending of periodicals. At its meeting in March the Committee decided to reduce the maximum period of loan to one week. Some branch libraries lend for shorter periods or not at all and most lend only to teaching staff and post-graduate students.

With the passage of amendments to the Copyright Act in 1980, extensive and expensive new procedures will be required in 1981 to ensure that the necessary records are kept. This will be a further drain on library staff time.

Library Audio-Visual Services. The central service for audio-visual material is located in the Undergraduate Library but audio-visual materials are held in several branch libraries where the intention is to integrate them with service from printed and other material.

Audio-visual services continues to be a growth area, one of those already mentioned which can only be sustained by cutting back on some other activity. At the end of 1980, 2,079 audio-visual programmes were held relating to particular courses, of which 685 had been added during the year. Screenings and replays in the group viewing areas rose from 1,629 to 2,759 and attendance rose from 5,709 to 8,408. These increases were partly due to extension of hours past 5 p.m., 405 screenings with attendance of 1,000 being in the evening, and also to the availability of a third viewing room. Annual publication of two complete listings, 16mm films and videos in the LC collection and Videos in the "Course" Collection has made staff and students more aware of what is available.

Although the message has spread, it is felt that much more use would be made of audio-visual material if more time could be spent on marketing the service to teaching staff, particularly those served by branch libraries. However, not only is time not available to do this, but success could well generate a demand which declining staff resources could not meet. This is a dilemma which the library faces in all reader services, the better the service and the more successfully it is marketed, the higher the demand; the higher the demand the less adequate staff and other resources become to meet it. During more affluent times evidence of growth in demand could be used to argue for more resources; this is no longer the case.

It is now nearly ten years since the Library started to develop audio-visual services. Equipment purchased in the early days now requires replacement and modernisation; a programme to achieve this is being carried out.

Central Reference Section. In addition to its primary function of assisting users of the Central Library collection, this section administers all non-metropolitan inter-library loans and requests except those of Biological Sciences Library, oversees use of the growing Central Library microform collection, runs the Central Library information retrieval service and makes the decisions to withdraw annually the target of 20,000 volumes from the Central Library collection. In addition the Reference Librarian acts as collection development librarian for the whole library for purchases from Special Equipment and some other funds.

The increasing traffic in inter-library loans and information retrieval have already been mentioned. Central Reference is the section most affected by the large traffic in inter-library loans and servicing these is eating into the time available to serve the university's own staff and students. Since more staff cannot be appointed, the only solution is either to reject a large proportion of inter-library loan requests from other libraries or to put inter-library loans on a cost-recovery basis, using the income to support staff specially employed for this purpose.

It is also obvious that overlapping sections of the same clientele are being served separately by the Central, Undergraduate and Thatcher libraries. A meeting of the relevant library staff was held during the Long Vacation to discuss these overlaps and possible rationalisation measures. It was obvious that a more intensive study was needed to see whether organisational rearrangements among these libraries might improve efficiency or whether the unavoidable geographical separation of Central Library and Duhig buildings presented an insuperable obstacle. Such a study is to be carried out in 1981.

Creation of the Australian Studies Centre has meant additional work for both the Reference and Fryer Librarians, both as members of the Centre's Council and sub-committees and in advising those working at the Centre. Assistance has been given in the preparation of a guide to resources for Australian studies in the humanities and social sciences. The Library has also been involved in and benefited from an Alumni Association grant of \$47,000 to the Centre for the microfilming of Queensland provincial newspapers. In the first instance the grant will extend the Library's holdings of Warwick Daily News, Daily Mercury (Mackay), and Gympie Times and permit filming of much of the Morning Bulletin (Rockhampton). Sales of copies of the microfilm will earn some income which can be used for further filming.

Among the major purchases for the year were substantial backruns of Gazette des beaux-arts, Journal of the Metropolitan Museum of Art, Studio, and Human Genetics. Some borrowing on inter-library loan and some frustration to scholars is likely to be avoided now that the Library has acquired the Catalogue of Greek Coins in the British Museum, Chronique d'Egypte, Fasti archaeologici and Studi etruschi.

In making room for material being added to Central Library, Reference Section staff have reviewed for possible storage 65% of Central Library's monographs and 54% of the periodicals since the programme began in 1979. While the fall in purchases has eased the pressure to some extent, continuing surveys will be necessary with ever tightening guidelines and increasing inconvenience to scholars as more frequently consulted works must be moved to off-campus storage.

Reader Education. The Reader Education Librarian, Wendy Cooper, took over as Acting Undergraduate Librarian for 1980 and her duties were assumed by Barbara Paton, also in an Acting capacity.

There has been a Reader Education Librarian since 1975. Some of her tasks have become routine, such as ensuring that the various pamphlets are updated each year, that new ones are prepared when a need becomes apparent, and that sufficient copies are available. A large proportion of the student population is contacted each year for some form of reader education through the combined efforts of the Reader Education Librarian and staff in the various branch libraries. The Undergraduate Library's contribution has become very significant; no fewer than 5,915 students attended reader education instruction offered by Undergraduate Library staff in 1980, an increase of 96% over the previous year. Instruction is offered at all levels from first-year undergraduate to post-graduate with the content designed to be appropriate to each. Specialist courses, are offered, such as in 1980 a demonstration of on-line bibliographical searching for staff and post-graduate students of the Department of Psychology. External students are not forgotten and reader education courses are offered during vacation schools.

Although reader education programmes do not yet reach 100% of the student population, coverage has become so broad that it is time to take stock of the quality of what is being offered and whether more should be discovered about the differing needs of people in different disciplines. Many hours of library staff time are now taken up with these activities and the organisation of teaching in early undergraduate years is such that some students are attending reader education sessions with very similar coverage several times. Fortunately some teaching staff are willing to permit reader education classes to be held later in the Semester and a few are interested in co-operating in library-based academic assignments.

Given the limits on the time of library staff a move towards rationalisation of effort and improvement in quality is desirable. A Working Party of library staff was set up in September to survey present reader education activities and to survey the views of staff and students as to priorities so that a more comprehensive programme can be developed.

Fryer Library and Special Collections. The prestige position of the Fryer Library was highlighted by the ceremony in April which marked the formal handing over of the Sadie Herbert Collection of Xavier Herbert manuscripts and letters to the Vice-Chancellor. Former Vice-Chancellor His Excellency Sir Zelman Cowen was present to unveil the Ray Crooke portrait of Sadie Herbert which Xavier Herbert has presented to Fryer Library.

Several handsome additions were received during the year. They included the Kath Walker Collection, presented by the Alumni, the papers of Lady Phyllis Cilento which she gave to complement those of Sir Raphael which are already in the Library, the Karl Langer Collection relating to the prominent Brisbane architect. The records of monumental mason Andrew L. Petrie and Co. will prove invaluable for local history. The Alumni also obtained for the Library the draft paintings by Dick Roughsey and Percy Tresize for the book The Rainbow Serpent. There were a number of smaller but no less welcome donations, including a drover's diary and pastoral papers from Mr. Harch from Buildings and Grounds Section.

It is most unfortunate that the recognition of the Fryer Library which attracts all these gifts has coincided with accommodation and staff shortages which place constraints on what can be done. Space problems in Central Library restrict both storage and processing of new material and the supplementary storage in the Duhig building, while air-conditioned, is administratively inconvenient.

In spite of these difficulties there were substantial achievements in 1980. Twelve manuscript collections were catalogued and all new collections have been listed. Temporary staff were employed to catalogue the Hanger Playscript Collection. An Australiana Desiderata file was commenced. Ms. Ehrhardt again prepared the Annual bibliography of Studies in Australian Literature and she has a bibliography of Christina Stead ready for publication.

The Fryer Library is an important resource for the Australian Studies Centre and library staff participated in the preparation of a guide to resources for Australian studies.

Use of the Fryer Library as indicated by loans rose by a further 21% to 14,388. It is of some concern that 50% of the use is by undergraduates. Clearly the collection must be available for use but it is also primary source material for later generations of scholars and a nice balance has to be held between present use and preservation for the future.

Conservation Unit. There is no shortage of work for the Conservation Unit with its one staff member. A programme of deacidification has been commenced with a quota to be completed each month.

Enclosing the staircase in the Fryer Library has produced a more constant temperature on Level Two. Unfortunately there are still fluctuations in humidity which is equally damaging to books and manuscripts; there is no overall humidity control associated with Central Library's air-conditioning plant.

Central Lending Service.

Loans from Central Library fell by 4% (from 222,193 to 212,471) in 1980. The decrease was entirely in loans to Undergraduates; loans to post-graduate and Honours students were unchanged and loans to staff rose slightly.

These bare facts disguise a large amount of activity, some of which can be conveyed by the following figures;

Reservations of particular books	10,299
Letters and notices	
by post	20,875
by internal mail	3,777
Letters seeking payment for books not returned	
to staff	145 (17 in 1979)
to students	566 (513 in 1979)

A special study was made of the Search service which seeks books which readers have been unable to find. Since this service appears to take up some 388 man-days of labour annually, a review was thought necessary given the need to save staff time as far as possible.

Readers submitted 2790 search cards in 1980. The results of searches were as follows:-

Found in correct place on shelves	768 (27.5%)
Found in sorting area, reading desks or in process	513 (18.4%)
Loan file	417 (15%)
Awaiting binding	118 (4.2%)
Not held in Central Library	262 (9.4%)
Missing	155 (5.6%)
Not in University Library	63 (2.26%)
At binding	37 (1.3%)
On reservation shelf	43 (1.5%)
In Store	17 (0.6%)
Insufficient information	42 (1.5%)

A survey of users showed strong support for retention of the search service, the principal complaint being that the process took too long. If an immediate search fails to locate the item, staff and post-graduate students are advised to use Inter-Library loan. After several searches missing items are either re-ordered or written off.

Introduction of the on-line lending system will reduce the searching load but searching will still be necessary given the size of the shelved collection and the fact that many little used books have not been added to the computer-file. The on-line system will permit much prompter follow-up of overdue and wanted books and more effective sanctions against delinquent borrowers, both staff and students.

BRANCH LIBRARIES

Since capital funds dried up in 1975 it has been impossible to continue with the policy of combining small branch libraries into larger units. Some small branch libraries are inevitable where teaching facilities are isolated as at Dentistry and the Princess Alexandra and Mater Hospitals. There is hope that the two libraries at Herston - Central Medical and Clinical Sciences, will be brought together in a new building before very long. No progress can be made with combining the Mathematics, Geology, Chemistry,

Physics and Engineering libraries or any group of them until new buildings are constructed or suitable existing space vacated. Where individual departments have off-campus facilities, books at those facilities can be bought from departmental funds leaving library funds to support collections administered as part of the library service.

The economic inefficiencies of small libraries are obvious - the need to maintain of several catalogues, the uneconomic use of staff, the problems of offering on-line retrieval and microform facilities and, frequently, a lack of security. Valuable collections, such as that in Geology, are housed in environmental conditions which hasten deterioration from excessive heat and light, changes in humidity and the depredations of insects. The inefficiencies of staffing are particularly irksome at a time when the staff establishment must be reduced and there is a danger that some services may have to be withdrawn.

Undergraduate Library. Wendy Cooper was Acting Undergraduate Librarian for the year while Joy Guyatt was on secondment to TEDI to carry out a research project.

Loans for outside use fell again in 1980, from 275,876 to 261,158, a drop of 5% following a 5.5% decline in 1979. However, the number of people visiting the Library rose by 3% to 749,217 and the number of in-house loans of heavily used material rose by 18% to 17,607. These figures suggest that the dramatic decline in the purchase of multiple copies, now running at only a third of purchases in the peak years of the mid-seventies, is lessening the ability of the Undergraduate Library to meet the needs of students with deadlines. There also appears to have been difficulty in obtaining recently published books before the edition was exhausted, partly because the Reader's Advisers are hard-pressed with other responsibilities than ordering at certain times of the year.

At one time during the 1979/80 Long Vacation it appeared that hardware problems would keep the on-line lending system out of action and that a return to manual loans would be necessary until a rudimentary system could be mounted on the Stage 2 hardware. Fortunately the problems were solved and the Varian-based system operated relatively smoothly throughout the year.

It is with regret that I have to draw attention to an increase in vandalism in the Library towards the end of Second Semester. It is not known whether this is associated with examination pressures, in which case its absence at the end of First Semester is astonishing, or whether it represents the expression of pent-up frustration by students completing courses. In large buildings used by many people and open for long hours, the Library is extremely vulnerable to malicious individuals, especially in the evenings and at weekends when staff is necessarily limited.

Architecture/Music Library. Following a decline in 1978 and 1979, there was a rise in the use of ARMUS, as it is generally known, loans increased by 8.6% to 18,086, comparative headcounts of people in the library in the evening showed an attendance increase of 41.5% and evening turnstile figures rose by 18.5% to 4,594 in a library which opens only until 8 p.m. on three evenings each week during Semester.

In this library reader education has extended from routine talks to new students to group instruction on the use of particular indexes and bibliographies. This may account for some of the increase in library use.

The music collection, particularly the 11,000 scores, is one of the best in the country. It was strengthened by the gift of several valuable items from Dr. Franz Holford of Sydney. The Architecture collection was assisted by the purchase of some special items from the balance of funds raised by a Conference given by the Department of Architecture.

Before her departure on Maternity Leave in September, the Senior Librarian in charge, Mary O'Mara, completed the reclassification of the music scores to Library of Congress, the cataloguing of the remainder of the Pekarek and Benvenuti donations, and the cataloguing of the remaining records purchased from a large General Development Grant to the Music Department. The Architecture and Planning Librarian, Mrs. Barbara Williams, took responsibility for the Library until Mrs. O'Mara returns in 1981.

Biological Sciences Library. Since its establishment five years ago by the amalgamation of several branch libraries, Biological Sciences Library's story has been one of improving service and growth. While there is more intense use of literature in the biological sciences than in the physical sciences, it is interesting to speculate whether a similar amalgamation of the physical sciences libraries, had funds permitted, would have shown similar trends.

This Library is the centre for on-line information retrieval in the sciences. The MEDLINE charge was reduced from \$20 to \$10 in mid-year following the introduction of CODEX by the Department of Health which eliminated trunk-line telecommunication charges. Over the year MEDLINE searches increased by 80% to 217. SDI profiles for University of Queensland users were taken over from the National Library; this service supplies current awareness references from new publications according to the user's subject interest profile.

Overseas searches increased dramatically by 200% to 180. On-line information retrieval is obviously valuable to scholars and must be maintained. However, it takes up a considerable amount of staff time and is one of the pressures which is running contrary to requirements to reduce the staffing establishment. Some difficult choices of priorities will soon have to be made.

As if infected by recurrent problems in the Central Library, Biological Sciences Library experienced a prolonged break-down in its air-conditioning plant which caused considerable discomfort to users. On top of this misfortune, this Library and the Law Library were affected by a mould which apparently infested the air-conditioning ducts and began to grow on the bookstock. It was related to unusual changes in humidity and demonstrated the need to include humidity controls in air-conditioning plants for libraries. Stable humidity levels have always been specified in briefs for our recent library buildings but apparently they were not included in the mechanical services provided.

Law Library. This was a year of change in the Law Library. Twelve months of experience in the extended quarters and the arrival of a new Law Librarian highlighted the need for a review of procedures and of the arrangement of the library in order to improve service, although the pace of change was limited by the impossibility of increasing the size of the staff.

An extensive reorganisation was launched, nevertheless, and is still in progress. It included the classification and numbering of the law reports, statutes etc., the lack of which had added considerably to the library's difficulties in coping with the very heavy load of re-shelving. Some of the changes were not readily accepted by some users but it is anticipated that in the long run they will enable a higher standard of service to be offered.

Like Central, Undergraduate and Biological Sciences Libraries the Law Library has very long opening hours. It is the only library in which other than Library Attendants are required to work after 10 p.m. Pressure on a barely adequate staff was slightly relieved by a minor reduction in hours, with eleven o'clock closing being reduced from eleven weeks to seven in Second Semester.

Following a survey of seating load in 1979 the bulk of the overflow law collection was transferred from the Undergraduate Library. A further survey was carried out in the peak load period of 1980. This revealed that there had been remarkably little change in seat occupation in spite of the transfer of nearly all of the overflow collection; the remainder was consequently transferred during the Long Vacation. In 1981 for the first time in several decades all of the material relevant to the Law Library is in one place, apart from a small amount in Store. Of necessity some material is duplicated elsewhere for the convenience of those who primarily use other libraries. Nevertheless it is a basic principle of library provision that all library materials should be available to all staff and students of the university. No collection is exclusive to a particular group or discipline.

Physical Sciences and Engineering Libraries. One of the many disadvantages of the fragmentation of these libraries is highlighted by the difficulties in developing on-line information services. It is not possible to place terminals in the six different locations and all searches are conducted through the Biological Sciences Library. Staff of the latter have regular contact only with the disciplines served by that library and the same quality of service cannot be offered to others. Some attempt to overcome this problem was made by sending several librarians from the physical sciences and engineering group of libraries to training courses. This enables them to prepare searches and use the terminal in Biological Sciences Library. Nevertheless the service is less convenient and has a lower profile and the staff concerned cannot maintain as much familiarity with searching techniques as more frequent use would foster.

An active programme of checking records and writing off or replacing missing material was carried out in Chemistry Library. Manual loan procedures were brought into conformity with those used in nearly all sections of the University Library.

Use of the Engineering Library can be expected to increase with the continuing popularity of Computer Science and the taking up of more of the quota places available in the Engineering Faculty. As yet this is felt

primarily in the number reading in the library rather than in increased loans. It is unfortunate that this library's environment continues to make it comparatively underprivileged. There is still no carpet and the design of the building offers no compensation for the lack of air-conditioning.

While the Geology Library serves a comparatively small user group in terms of numbers, its discipline is vital in Queensland and the university is fortunate to have one of the best collections of geological information materials in Australia. This has been built up over seventy years, in recent decades with the careful advice and tangible support of Emeritus Professor Dorothy Hill. Against this background the following statement by the Librarian in charge of the Geology Library makes a significant comment on the financial circumstances of the university.

"We (Library and Department) were disappointed at the decision not to air-condition the library. The valuable collection continues to deteriorate and conditions for staff and readers are bad. The venetian blinds rattle, the fans blow papers everywhere, and still it is too hot for comfort. This summer as an experiment we opened the library from 8 a.m. to 4 p.m. in December and January, and this was an improvement. The fumigation, however, made no difference to the hordes of insects, including cockroaches, which eat both book bindings and loan slips."

Geology Library gives within the limits possible for 1 ³/₄ members of staff, a reference service to a wide range of people both within and outside the university. The Librarian comments that the range of her work has compelled her to join, in the last year, the Queensland On-Line Users Group, the Australian Map Curators' Circle and the Australian Geosciences Information Circle.

In 1980 a Bibliography of Australian Geological Serials was published as a Department of Geology Paper, prepared by Professor Hill and the former Geology Branch Librarian, Carolyn Willadsen.

Mathematics Library was substantially refurbished during the year. The Librarian has for some years been worried about the security problem which is endemic to small libraries where there is frequently only one person on duty. 98 books were written off stock, having been missing for over three years. A further 105 could not be found including roughly 50% of the books on relativity and quantum theory. Unfortunately funds are not available to spend up to \$20,000 to place electronic theft detection systems in each of the small libraries.

Staff in the Physics Library has been reduced to 1 ¹/₂ persons. The Librarian comments that the Library could probably operate with one person if it were not for the work involved in circulating a large number of periodical titles to other branch libraries. This practice is fostered by the existence of separate libraries for the related disciplines and the demand has increased with the need to cancel duplicate subscriptions to meet the University Library's financial difficulties.

Thatcher Memorial Library for External Students. Christine Crocker took up her appointment as Thatcher Librarian in April and embarked on a busy schedule of activities which took her to all Ringrose libraries except Mount Isa and to Bundaberg where an external studies centre and Ringrose Library was being proposed (it opened early in 1981). She also attended the opening of the extended Ringrose Library at Mackay. At the end of the year a substantial reorganisation of staff responsibilities was adopted in Thatcher Library.

Although major academic developments which could affect the organisation of library service to external students were, at the end of the year, still awaiting the arrival of the new Director, other pressures were forcing reconsideration of policy.

Thatcher Library was designed to supply a postal loan service to external students. In fact 32% of its loans in 1980 were directly to students who could come to the campus because they live within the metropolitan area or within driving distance of St. Lucia. Thatcher Library is neither staffed nor accommodated to offer what is, in fact, the fourth largest direct loan service among the University Library's 16 lending sections. If, as is anticipated, the boundary between part-time and external students is likely to become less rigid, the interests of students who genuinely require a postal service can probably be best protected by redirecting all students who can come to the St. Lucia campus to Central and Undergraduate Libraries.

Another change of service is being forced by the gradual extension of coursework Masters enrolment by external study. On academic grounds this may be a desirable development but postgraduate students, in many cases, need access to material not housed in Thatcher Library and making it available has high staff costs at a time when the Library's staff establishment is gradually being whittled away. It is planned to offer a limited service in 1981 in which Thatcher Library staff will obtain material from Central or Undergraduate Libraries and a voucher-based photocopy postal service will be available. Nevertheless any substantial demand for material from outside Thatcher would place an insupportable strain on the present staff establishment.

In a further attempt to protect service to students relying on postal service, new borrowing regulations for teaching staff have been discussed with the Division of External Studies. These will be submitted to the Library Committee in 1981. Improved methods of delivering library materials to external students who rely on mail service are also being studied.

Policy changes regarding external and/or part-time students may necessitate a reorientation of Thatcher Library services over the next few years. Whether or not this happens, more formal co-operative arrangements with other tertiary institutions offering external courses will be required in relation to Ringrose Libraries (those in external studies centres) to create the most cost-effective library service. Reference has been made to preparations to establish a Ringrose Library in the new external studies centre at Bundaberg. Similar centres and libraries appear to be required on both the Sunshine and Gold coasts. At the same time there are some Ringrose libraries which are located in country centres which now have very few students. A start can be made on phasing these out when the future direction of external studies policy becomes clearer. Library service follows teaching and research decisions and cannot be reorganised independently.

Health Science Libraries. Dr. Ron Boscott retired during the year from the position of Principal Librarian i/c Medical Libraries which he had held for eleven years. With a background in pharmacological and biochemical research and experience in information work, Dr. Boscott was not formally a professional librarian but he brought to the position an immense knowledge in his fields of specialisation and a ready understanding of both clinical and non-clinical medical subjects. He developed the information side of the medical libraries in a manner which was badly needed and he became, and remains, quite a public figure by his willingness to give informed advice on matters of topical interest.

The Library has been fortunate to attract to this position, renamed Principal Librarian, Health Sciences Libraries, Ms. Frances Flynn whose most recent professional experience has been at the internationally known Countway Medical Library at Harvard University. Ms. Flynn has a particular strength in on-line information retrieval services. Until her arrival Dr. Elizabeth Arden has been Acting Principal Librarian on a part-time basis.

Successive annual reports have recorded my concern that the four medical libraries and the Dentistry Library are quite inadequate physically for the readers who make use of them or the library staff who attempt to offer service from them. In this they differ from the rest of the university's libraries though all share the inadequacy of shelf space for books. As already mentioned there were reasons at the end of the year for confidence that the situation at Herston might soon be improved by construction of a building to house together the Central Medical and Clinical Sciences Libraries. Not only would this offer a greatly improved environment but it would create a more logical unit; the present Central Medical Library has become something of an anachronism since service to clinical departments became centred on the Clinical Sciences Library in 1969. It has acted as a parallel service because Clinical Sciences Library could not accommodate fourth year students or all the material needed for a proper medical library service and it has continued to service Pathology and Social and Preventive Medicine which remain in the Medical School building.

Regrettably no relief is in sight for the joint libraries at Princess Alexandra and Mater Hospitals, both of which are extremely busy for their size, or for the Dentistry Library.

At the end of the year preparations were well forward to establish a MEDLINE service at Herston in co-operation with the Hospital. Until now MEDLINE has been available only through the Biological Sciences Library at St. Lucia. An experienced librarian is being transferred to the Herston area and will spend half of her time on MEDLINE work; for this activity half of her salary - and half of all other MEDLINE costs - will be met by the Hospital and half by the university.

In Central Medical Library Dr. Arden organised a drive to withdraw unwanted material to make way for growth until the new library is constructed. All records were checked to bring them into line with what was actually on the shelves. All other procedures were reviewed.

Space in the Clinical Sciences Library is so inadequate that when a new microfiche reader was added it had to be installed in the corridor. Loans continue to rise - by 6% in 1980. As in the Central Medical Library, many requests for information are received from hospitals and individual practitioners outside Brisbane, a service which the libraries are not financed to meet and which cuts into the time of an already hard-pressed staff. The library now closes at 6 p.m. on Fridays like the rest of the university libraries and there is some evidence that hours on other evenings might be shortened without causing great inconvenience.

Princess Alexandra Hospital Library shares the trend in medical libraries towards increasing use. Its 12,853 loans in 1980, an increase of 8%, made it the eighth busiest lender of the sixteen libraries in the university although it has only 1½ staff and can accommodate only the smallest book collection apart from Mater Hospital Library. Proper accommodation and appointment of professional staff would clearly satisfy a presently repressed demand for service.

The story at Mater Library is similar, an increase in loans by more than 10% to 6,144 and the smallest bookstock in any of the university libraries.

Outside Herston, the medical library services defy rationalisation. Both Princess Alexandra and Mater Hospitals must meet the needs of a large general hospital as well as attempting to build special strength in the relevant hospital's area of specialisation. Inevitably there is duplication and triplication of basic material, some of which is also needed at the Biological Sciences Library at St. Lucia. There is a very considerable flow of material between the four medical libraries, the Dentistry Library and Biological Sciences but multiple purchasing cannot be avoided especially as some periodical titles are in such demand that they cannot be lent from St. Lucia.

To be frank what is happening is that the university and the hospital boards are attempting to make up for the failure of the State Department of Health to recognise the need for adequate libraries in all hospitals. When university funds were expanding it was possible to hope that university capital funds would provide adequate buildings for teaching hospital libraries and that jointly the university and the hospital boards would be able to support libraries staffed at both professional and sub-professional level. From these libraries it would be possible to make up for the lamentable inadequacy of libraries in the rest of Queensland's hospitals and to supply those medical practitioners who wished to read beyond those journals to which they have personal subscriptions.

Suitable accommodation now seems probable only at Herston in the foreseeable future and this is where the university's principal medical library investment will be made. The university cannot be expected to make up for the inadequacy of library provision either at the other teaching hospitals or, still less, in Queensland hospitals generally.

As for service to the medical profession generally, they are possibly the highest paid professionals in the state. There are excellent educational and social reasons for attempting to meet their information needs but since the library receives no funding for this purpose, it can only be offered on a cost-recovery basis.

Although the Dentistry Library, like part of the teaching department, is housed in the Dental Hospital, it is entirely a university operation and there is little evidence that use by Hospital staff would justify any joint-library approach. The library is inadequate in every respect, for books, for readers and for the library staff member in charge. It shares with the Clinical Sciences Library a heavy burden of automatic circulation of periodicals issues to individuals, a practice long abandoned in other libraries because of the cost of labour involved and the inconvenience to those who come to libraries when issues are out for long periods moving from one office desk to another. At Dentistry the situation is exacerbated by the fact that the Oral Biology section is on the St. Lucia campus and many journals are circulated to St. Lucia even though copies may be available in the Biological Sciences Library. Some of these periodicals are on circulation from medical libraries and absent from them for long periods. It will be an early task for the new Health Sciences Librarian to review this situation.

CONCLUSION

Only a supreme optimist could regard the future of the library with confidence. The strain of attempting to continue and improve the level of service is beginning to show among the staff themselves. Uncertainty is introduced and planning is undermined by reductions in staff and the prospect of still greater reductions. Shortage of funds creates more work, in withdrawing material, in obtaining material from other libraries and responding to their demands, and in attempting to make fewer copies circulate equitably among large classes - perhaps likely to be larger as cuts in academic staff reduce the number of alternative courses.

It has taken time to establish confidence in the library within the academic community, and while no organisation is perfect, the high level of use reflects an appreciation of the service. The library is now less able to support that level of use and the next round of staff reductions must lead to withdrawal of some services. Apart from staff reductions, the effects of reduced purchasing of new material will be increasingly evident, and more of the older material will be stored off-campus and less readily accessible.

The panacea suggested for these ailments is usually greater use of information technology, and it is true that this technology has made many new things possible and promises more. What is seldom addressed is the cost of the technology not only in capital but in recurrent terms; there is no assurance that when amortisation of capital and recurring maintenance costs are taken into account, the cost will be less than the traditional cost of employing human beings. This is not to argue against technology, for it will expand access to information and provide more sophisticated search strategies than are possible with card catalogues or printed bibliographies. The point being made is that technology is unlikely to cost less and consequently will not compensate for reduction of expenditure on staff, materials and buildings.

It remains, as always to thank the many people who have assisted to keep the library operating in 1980. These include the university's senior administrators who have listened sympathetically and helped when they could, and the many members of academic staff and the student body who co-operate with the library and support its interests in various university committees. On my own behalf, I am conscious how much I depend on the loyalty and good sense of all library staff, and the good advice and intellectual stimulation of my professional colleagues.

F.D.O. Fielding,
University Librarian.
July 1981.

James Forsyth Librarian

F.D.O. Fielding, M.A. Dub., A.L.A., F.L.A.A.
(From June 1965)

Deputy University Librarian

E.S. Wainwright, M.A. Cantab., Dip.Admin. WAIT, A.L.A., A.L.A.A.
(From February 1978)

Principal Librarian i/c Acquisitions and Serials

V.W. Prescott, B.A. Syd., A.L.A., A.L.A.A.
(From June 1966)

Principal Librarian, Administration

Judith A. Wilson, B.A., A.L.A.A.)
(From January 1976)

Senior Principal Librarian i/c Reference Services

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

Principal Librarian i/c Medical Libraries

Vacant

Acting Principal Librarian i/c Reader Education

Barbara Paton, B.Sc., ARMIT, A.L.A.A.

Acting Principal Librarian i/c Undergraduate Library

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

Principal Librarian i/c Biological Sciences Library

Mary O'Sullivan, B.A., Dip.Ed., A.L.A.A.
(From October 1978)

Systems Analyst

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

Front Cover: Portrait of Sadie Herbert by Ray Crook presented by Xavier Herbert along with the Sadie Herbert Collection and unveiled by H.E. Sir Zelman Cowen.

UNIVERSITY LIBRARY STATISTICS 1978-1980

	1980	1979	1978
<u>1. Library Staff</u>			
Graduate Professional Staff	60 1/2	59	51 1/4
Non Graduates with professional qualifications	16	15	14 3/4
Graduates without professional qualifications	14	15	17 1/2
Library Assistants	85 3/4	88 3/4	92 1/2
Technical Assistants	2	1	1
Administrative/Clerical	19 1/2	18 3/4	19 1/2
Library Attendants	31	31	29
Others/Casual equivalent	<u>5</u>	<u>5</u>	<u>5</u>
TOTAL	233 3/4	233 1/2	230 1/2

Distribution of Staff

Administration and Systems	12	10	9 1/4
Technical Services	64 1/4	64 3/4	67
Reader Services (Central Library)	53 1/2	53	51 1/2
Reader Services (Branches)	104	105 3/4	102 3/4

2. Services

<u>Items Lent</u>			
Central Library	232,670	239,358	238,390
Branch Libraries ϕ	575,628	590,334	598,326
<u>Items Lent to libraries outside</u>			
University	25,284*	23,466	18,173
<u>Items Borrowed from libraries</u>			
outside OU	9,780	10,081	8,418
On-line Information Searches Made	1,064	396	141
Reader Education Classes Held	271	198	N.A.
<u>Normal hours of opening per</u>			
week (Central) during academic year	79 1/2	83 1/2	83 1/2

ϕ Includes all Reserve Collection lending whether extra-mural or not.
(Total of 107,003 Reserve Collection loans in 1978, 113,485 in 1979 and 112,438 in 1980.)

* Includes 2,555 loans made by Griffith University Library staff.

	1980	1979	1978
3. <u>Acquisitions</u>			
<u>Books: ø</u>			
New titles by purchase	10,397	14,554	17,195
New titles by gift	2,800	3,055	3,269
Total volumes added	22,683	29,272	37,647
Total volumes deleted	10,356	9,238	6,308
ø includes music scores and UQ theses			
<u>Periodicals:</u>			
Total number of titles received	21,200	21,134	20,768
Number of non-duplicate titles received	17,184	16,978	16,584
Number of new titles received	579	648	691
Number of titles discontinued	554	477	493
Total bound volumes added	16,427	19,275	20,184
Total bound volumes deleted	9,409	7,066	3,355
Total bound volumes in library	1,161,380	1,142,035	1,109,792
Manuscript entries prepared	1,483	304	165
Manuscripts added	21 boxes 249 items	32 boxes 368 items	n.a. n.a.
<u>Microforms</u>			
New monograph titles added	202	306	409
New periodical titles added	50	86	17
Total titles held	5,413*	5,161	4,769
* Represented by 40,007 reels 197,438 fiche/cards			
<u>Audio-Visual Materials</u>			
New titles added	688	938	1,128
Holdings - Audio recordings	23,834	22,076	19,507
Films	545	463	388
Film Strips	535	496	454
Slide sets	700	629	476
Video tapes	1,080	894	751
Production - Audiotapes recorded	828	818	n.a.
Film strips produced	48	44	n.a.
Slide Sets produced	9	42	n.a.
Videotapes recorded	620	557	n.a.

4. <u>Expenditure</u>	<u>1980</u>	<u>1979</u>	<u>1978</u>
Books from Library Vote	371,338	296,087	393,608
Serials from Library Vote	721,578	599,959	545,199
A/V Materials from Library Vote	22,662	6,554	11,913
Books and Serials from Special Equipment Grant	66,447	81,638	152,161
Books and Serials from Hospital Board and THRG Funds	48,069	52,683	45,380
Books and Serials from Other Funds	<u>129,268</u>	<u>195,570</u>	<u>173,467</u>
	<u>1,359,362</u>	<u>1,232,492</u>	<u>1,321,728</u>
Binding from Library Vote	192,317	175,386	174,866
Binding from Hospital Board Funds	2,832	3,073	3,047
Maintenance and Equipment from Library Vote	274,226	274,563	273,473
Maintenance and Equipment from Hospital Board Funds	799	847	623
Total Running Costs Except Salaries	<u>470,174</u>	<u>453,849</u>	<u>452,009</u>
General Development Grant Expenditure	33,845	35,289	
Salaries and Salary Costs from Library Vote	3,327,303	3,016,774	2,813,295
Salaries and Salary Costs from Hospital Boards	45,048	32,860	49,523
	<u>3,372,351</u>	<u>3,049,634</u>	<u>2,862,818</u>
Total Library Expenditure	5,235,732	4,636,555	4,177,367
Expenditure from Library Vote as % of University Recurrent Expenditure	7.07%	6.99%	7.39%
Total Library Expenditure as % of Total University Expenditure	6.00%	6.18%	6.36%

EXPENDITURE 1980

FUND	MATERIAL NOT FOR LIBRARY			MATERIAL FOR LIBRARY				TOTAL
	PERIODICALS	BOOKS	TOTAL	PERIODICALS	BOOKS	A/V	TOTAL	
LIBRARY BOOKS				\$ 41,977	\$289,493	\$22,662	\$ 354,132	\$ 354,132
LIBRARY PERIODICALS				721,578	-	-	721,578	721,578
HOSPITALS *				71,750	16,187	-	87,937	87,937
UC EQUIP LIB.SP.				5,427	59,410	1,610	66,447	66,447
RESEARCH	\$24,339	\$ 8,338	\$32,677	9,625	83,530	11,762	104,917	137,594
DEPT. MAINT.	1,799	1,613	3,412	1,003	2,207	375	3,585	6,997
BEQUESTS		89	89	1,168	16,720	-	17,888	17,977
LIBRARY SALES					2,392	-	2,392	2,392
BOOKS REPLACEMENT					486	-	486	486
TOTAL :	\$26,138	\$10,040	\$36,178	\$852,528	\$470,425	\$36,409	\$1,359,362	\$1,395,540

* This line includes expenditure from Hospital Board, University and Teaching Hospitals Recurrent Grant.

STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		General loans within University		Reserve Collection Loans		Loans to Libraries Outside University	
	1980	(1979)	1980	(1979)	1980	(1979)	1980	(1979)	1980	(1979)
Central Library (incl. Prer Library and Audio- visual Services)	546,207	542,808	10,036	9,940 ¹	232,670	239,358	nil	nil	6,856 ²	6,531
<u>BRANCH LIBRARIES</u>										
Undergraduate	89,027	90,035	251	245 ¹	242,551	243,675	17,607	14,460	nil	nil
Arms	30,937	29,793	520	507 ¹	18,086	16,656 ¹	11,998	13,523 ¹	451	375
Biological Sciences	96,419	94,439	2,919	2,946	33,469	35,165	26,269	24,725	6,880 ²	6,228
Central Medical	25,826	26,281	845	871	13,269	12,462	1,924	1,363	2,735	2,638
Chemistry	18,942	18,584	326	308	6,824	6,398	1,059	1,122	547	522
Clinical Sciences	12,463	12,173	515	494	25,018	23,611	2,105	5,838	2,473	2,623
Dentistry	8,331	8,367	219	235	7,905	8,845	1,638	2,159	215	184
Engineering (incl. Elect Engineering)	48,465	47,615	1,942	1,857	24,861	26,734	8,902	8,849	1,846	1,464
Geology	24,857	24,023	1,098	1,081	4,136	4,271	2,917	2,734	841	892
Law	42,487	43,501	427	527	7,010	4,553	24,029	24,409	197	99
Maker	5,004	4,771	770	168	6,144	5,568	2,123	2,014	377	258
Mathematics	19,609	18,690	369	361	8,131	8,613	3,694	4,055	337	231
Physics	17,514	17,372	516	516	5,260	5,385	7,157	7,285	253	244
P.A.R.	6,880	6,950	262	254	12,852	11,887	1,006	989	329	224
Shetcher	114,504	117,903 ³	188	241	41,206	43,124	nil	nil	31	156
Store	35,109	19,393	nil	nil	396	136	nil	nil	232	109

1. Amended total
2. Includes 10,75 from Store
3. Includes 18,825 volumes and 44 periodicals currently received in Rare Book Collections.