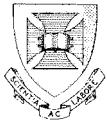


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# UNIVERSITY OF QUEENSLAND LIBRARY ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1975.



James Forsyth Librarian

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

Deputy University Librarian

J.L. Cummings, B.A. *Syd.*, M.L.S. *Tor.*, A.L.A.A.  
(From July 1973)

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 i/c Cataloguing

Mary R. McCarthy, B.A., Dip.Phty., A.L.A., A.L.A.A.  
(From December 1966)

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

R.J. Boscott, B.Sc., Ph.D. *Birm.*, Ph.C. *Cardiff*, A.R.I.C.  
(From September 1969)

Principal Librarian i/c Reader Education

W. Cooper, B.A., A.L.A.A.  
(From 1 February 1975)

Principal Librarian i/c Undergraduate Library

B.J. Guyatt, M.A., A.L.A.A.  
(From 1 April 1972)

Systems Analyst

W. Cockrell, B.Sc. *Tex.*  
(From 16 April 1973)

*Front Cover:* The new Architecture and Music Faculties Library

## UNIVERSITY OF QUEENSLAND LIBRARY

### ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN FOR 1975

Like the university generally, the Library experienced mixed fortune in 1975. There was the promise of plans fulfilled as new buildings neared completion and the On-line Lending System approached take-off. The Sixth Report of the Universities Commission recommended the largest building programme ever, including no fewer than five new libraries or extensions, but these prospects were quickly dashed first by postponement for a year and then by a policy of austerity which appears likely to extend the postponement. The rampant inflation in prices, particularly rapidly rising periodical subscriptions, threatened to create a very large deficit in the Library's accounts, with little prospect of a recovery in 1976.

There appears to be little room for optimism that the improvement in library services and facilities which has been a feature of recent years, will continue. Indeed it may prove difficult even to maintain the standards which have now been achieved.

#### BUILDINGS

##### *Central Library*

One of the building developments recommended by the Universities Commission, but now in doubt, was the second stage of Central Library. This would double Central Library's storage capacity, add a further 430 seats and permit the extension of some other facilities. The storage space would then be sufficient until about 1985, allowing for some transfers from branch libraries in addition to normal growth. Seating capacity, at some 670 formal reading places, would be sufficient for the foreseeable future. If the extension is postponed a serious shortage of storage for Central Library material will quickly occur and it will be impossible to offer relief to other libraries on the St. Lucia campus which are already facing storage problems.

Some minor alterations were made to the building in 1975. Satisfactory *Fire Exit* signs have at last been installed as well as crash panels leading to fire escape stairs. These appear to have solved the dilemma between security for library materials and safety for library users which is a particularly difficult feature of library architecture. Procedures to be adopted in emergency situations are at present being reviewed. Screens have also been fitted to protect the Royal Society of Queensland Library in accordance with the original agreement; the Library's newspaper files have also been placed in this area to protect their fragility from the curious and preserve them for the scholar. Binding of current volumes of

newspapers has been replaced by the purchase of microfilm for all except one or two titles which are not available in this format.

The automatic doors remain an unsolved problem. The wail from the compressor refuses to be suppressed and there are long periods during which particular doors are out of action. They are also a hazard in any emergency which affects the power supply. The best solution may be to replace them with ordinary manual doors.

With the appointment of the Principal Librarian i/c Reader Education considerable attention has been given to directional and informative signs in all of the libraries. Very considerable advances have been made and library users should now find their way much more easily.

### *Branch Library Buildings*

*Duhig Building.* The major problem in this building is the Thatcher Library which has outgrown the space into which it moved only in 1973. Some of the pressure could be relieved by removing less-used material if there was somewhere close at hand to which it could be moved. There is a natural reluctance to discard material at a time when there have been proposals, now apparently postponed or abandoned, to expand external studies and when there are also strong pressures within the Department of External Studies to introduce at least coursework postgraduate degrees.

The ideal solution would be to rehouse Thatcher Library in more adequate quarters close to External Studies staff, but the possibility of doing this seems remote. The space vacated by Thatcher would be ideal for relocating Library Audio-visual Services which is quickly outgrowing its space in the Undergraduate Library.

*Architecture/Music.* The libraries serving these two Faculties are to be combined in an appropriately designed library in the new Architecture, Music and Planning Building. During 1975 there were the usual alarms and doubts about whether sufficient money would be found to furnish the new library but in the event this was achieved. Planning for the incorporation of special high fidelity listening facilities for Music students was particularly complex. I should like to acknowledge the generous advice and assistance extended by the Department of Physics in connection with this installation. (In the event the new Library was occupied in time for First Semester 1976).

*Biological Sciences Library.* Like the Architecture, Music and Planning Building this project suffered a temporary setback when the construction company went into liquidation. Happily the University moved very rapidly to remedy this situation and remarkable progress soon

became evident. There was again the usual trauma over the availability of funds for furniture. In this case it proved necessary to use again some furniture from one of the previous libraries, but most of the furniture will be new and in particular special items not previously in use can be purchased. (This library opened for business on the First day of First Semester 1976).

*Law Library.* Planning went forward for the new Law Library in the proposed Law Building and agreement was reached on the basis of the funds originally recommended. Planning ceased when the Triennium was postponed and it is not known when work may start or whether the previous estimates will have to be reduced.

The postponement is a disaster for library services to Law staff and students. The present accommodation is inferior to that of any university Law Library in Australia and the shelving is full. Seating is now so inadequate that an overflow area must continue to be found in the Undergraduate Library. This is not an efficient arrangement. To meet constant criticism that the Law Library stock was below standard, special emphasis has been given in recent years to building up the collection. The purpose of this expenditure is frustrated if the facilities for using the collection remain quite unsatisfactory. Even the proposals for the new Law Library were hardly generous, providing a maximum capacity for 68,000 volumes and 375 readers. It would be most disturbing if the current climate of austerity led to a smaller building with a need to retain the present unsatisfactory and inefficient overflow area in the Undergraduate Library.

*Physical Sciences and Engineering Libraries.* Future housing of these libraries remains the most contentious area of library planning. Of the libraries concerned Engineering, Physics, Geology and Mathematics have space problems for book storage immediately or in prospect; only Chemistry Library escapes this problem. Temporary relief was found in Physics by storing some material elsewhere in the Physics Building, an unsatisfactory situation. There are proposals to extend the Geology and Mathematics Libraries, but these are short-term solutions. The Engineering Library will receive temporary but very modest relief when it recovers the space "temporarily" lent several years ago to the Darnell Store.

During the year the Departments of Chemistry, Physics, Mathematics, Geology and Electrical Engineering put forward proposals for extending the existing libraries. An initial costing of these was carried out followed by a further costing to bring all proposals up to a common target date of 1990. Discussions are likely to be resumed when planning for a new triennium commences, but there are so many other proposals already approved in principle by the Universities Commission and capital funds appear likely to be so restricted that neither extensive additions to existing libraries or their replacement by a combined library are likely to attract finance until well into the 1980s. Presumably the

present ad hoc additions will continue until the point is reached where older stock must be withdrawn and stored elsewhere.

*Off-campus libraries.* The original recommendations of the Universities Commission promised some relief to four of the five off-campus libraries. Nowhere else in the University Library except Law are the conditions so unsatisfactory.

*Medical Libraries.* Central Medical Library and Clinical Sciences Library are so overcrowded that it is necessary to remove existing books before new arrivals can be inserted. Some prospect of relief was offered by the Sixth Report's recommendation of capital funds for a Medical Education Centre. However the funds recommended were unlikely to be adequate to build enough space to bring these two libraries together along with facilities for the Child Health Department and the Royal Children's Hospital. The difficulty appears to be that the Commission is unwilling to be responsible for providing facilities which take into account service to Hospital medical staff. This it considers the responsibility of the state government while not disputing the logic of combining medical library services for the academic and hospital medical communities, all of which are financed from the public purse even though through different channels. This is a problem which bedevils all planning in clinical medicine, and presents formidable problems of planning coordination and funding. If the proposal for a Medical Education Centre survives the present austerity it will be necessary to seek supplementary funds from the state government if a proper library facility is to be achieved. For the present the costly and inefficient policy of housing older material in a separate store must continue. By 1978 these withdrawals will amount to 3,200 volumes per year; since purchasing was not extensive until comparatively recently, a current year's intake will equal two or more years of older material, so that retired material will become increasingly recent, and traffic to and from the store, and the cost of servicing it, will grow accordingly.

Princess Alexandra Hospital Library is in similar difficulties. The Sixth Report recommended funds for an extension, although it is not now known whether this recommendation will survive. At the meeting of the Princess Alexandra Hospital Library Management Committee in December 1975 there was a discussion of the wisdom of extending the present library. With the proposal to build a new hospital with teaching facilities at Mount Gravatt and the development in recent years of teaching at Greenslopes as well as at Mater there is a case for reviewing the assumption made some years ago that the Hospital Libraries on the south side of the river would rely on Herston as the main medical library centre. In the new situation there may well be excellent reasons for developing a second major medical library centre to the south of the river which could possibly be most conveniently situated at Princess Alexandra Hospital. This, however, would require a substantial new building and it is part of the irony of financial situations like the present that solutions which are likely

to be more economical in the long run must give way to short-term and ultimately more expensive expedients.

Postponement of the medical library buildings mentioned above appear likely to ensure that space problems will eventually arise at Mater Hospital Library. While this is adequate at present, the timing of the extension which will shortly be necessary is likely to be endangered by delays in projected building developments at the other hospitals.

*Dentistry Library.* Various proposals have been considered over the past several years to provide a replacement for the present quite unsatisfactory housing of the Dentistry Library. In the Sixth Report the Universities Commission recommended expansion of the Dental School including a new building which would have included new accommodation for the library. It is not known whether this recommendation will survive.

## ADMINISTRATION

### *Policy*

During the ten years since the present University Librarian was appointed the policies he has advocated have been intended to improve library service to study, teaching and research by building the collection, by acquiring and allocating sufficient staff to release professional librarians to work closely with teaching departments and with individual library users, and to rehouse the libraries in accommodation which contributes to the achievement of these aims.

During this period the University itself has grown remarkably. Enrolments have increased from 13,000 in 1965 to nearly 19,000 in 1976 and the number of full-time students has increased disproportionately. Use of the library has risen spectacularly. While it is an inadequate measure of use, the growth in loans from the University Library from 219,289 in 1965 to 721,973 in 1975 gives some indication of what has occurred. In 1975 the Undergraduate Library lent more books, 292,887, than all of the libraries in the University in 1965; even more astonishing is the rate of increase in loans from the Undergraduate Library since it opened in 1973 which has averaged 27.75%.

These improved services with longer hours of opening, more elaborate reference assistance and close cooperation with teaching departments require considerable commitment in terms of staff resources. Of the total staff of 224 in 1975, 151 or 67% were engaged in direct service to library users. A further 65 staff were engaged in adding 45,000 volumes of new books, 21,000 volumes of new serials and a quantity of microforms, tapes, films and slides to the library. Staff for the total library service cost nearly \$1,900,000 of which some

\$26,000 was paid by the Hospitals. With current trends in wages and salaries the cost of staff is bound to rise further.

The phenomenon of high salaries is not confined to the Library. Of the University's total expenditure 78% goes to salaries. Salary increases have temporarily levelled out across the University with wage indexation and as long as the University continues to receive supplementary funds through the Universities Commission, the overall position should remain steady.

Maintaining the Library's purchasing position in relation to books and periodicals is much more difficult. The original 1975 Senate grant to the Library for these purposes was less than 6% above the 1974 grant, whereas actual expenditure on periodical subscriptions during 1975 increased by 37% through devaluation and inflation. As periodical subscriptions in 1975 represented slightly less than half of total expenditure on materials, and are expected to absorb 66% of the original grant for 1976, many fewer books are going to be bought. A comparison of the amount budgetted for books in 1976 with that in 1966 shows an increase of 53%; a similar calculation for periodical subscriptions shows an increase of 445%. Taking into account the creation of new teaching departments and other developments over these ten years it is little wonder that library allocations for books to many teaching departments have hardly increased at all, and certainly not sufficiently to match the inflation in book prices.

There is little evidence that the very high rate of inflation for periodicals is tapering off, rather to the contrary. If the level of book purchasing is to be maintained this can only be done either by

- a. reducing expenditure on periodicals; or
- b. reducing other library costs, e.g. staff, postage etc. or
- c. obtaining a greater proportion of the University's income.

Expenditure on periodicals can be reduced only by cancelling subscriptions. Where more than one copy of a periodical is received on the campus, cancellation of the extra copies is comparatively painless except to those who expect all their needs to be within arms length. Cancellation of unique titles requires much more consideration, expensive consultation, and attention to the impact on other local libraries which may rely on the University's subscription for inter-library loan purposes.

Reductions of this kind are only short-term expedients; further cancellations each year cut ever more closely to the bone of academic teaching and research. It should be

remarked, in this connection, that the assumption that most periodical subscriptions benefit Science and Applied Science departments is not borne out by analysis. A review carried out in 1973 suggested that 44% of periodical type expenditure was for the arts and social sciences departments or material of interdisciplinary interest.

Reductions in the number of periodical subscriptions will be made in 1976, but these reductions are not likely to improve the library's purchasing power in other fields if prices continue to rise as they have in recent years.

It is doubtful whether any staff cuts could be made which would represent a significant contribution to purchasing funds without a considerable reduction in library services. Earlier closing might be considered but examination shows that closing libraries from 10 p.m. would save little since staff employed from 10 p.m. till midnight are almost entirely occupied in re-shelving and labour would have to be paid to do this work at some other time if it was not done in the evening. Not only would large numbers of students be inconvenienced by earlier closing but early morning users would be faced with piles of unsorted books awaiting shelving, most of which would represent precisely those titles likely to be in greatest demand.

Any alternative reductions in the reader service area would undoubtedly reduce service to staff and students at a time when there is considerable evidence that present levels of staffing are insufficient to satisfy the demand. Reductions in the Technical Services area would mean long delays in placing orders and putting newly arrived material into service. Reductions of both kinds will have to be faced if there is no alternative way to maintain purchasing power but it should be realised that no significant transfer from staff costs to purchasing is possible without a major withdrawal of library services.

The third alternative, diverting a greater proportion of the University's income to the Library, could only be done at the expense of other aspects of teaching and research. The proportion of university recurrent income spent on the library has varied since 1963 from a minimum of 4.7% in 1964 to a maximum of 6.7% in 1974. In 1975 it was 6.54% and the budgetted figure for 1976 is 6.6%. There is no "correct" figure for the proportion of a university's income which should be spent on the library; much depends on the size of the university and the time for which it has been established. In Australia in 1974 the figure varied from 5% at ANU to 28.28% at Murdoch, with 10% at Flinders representing the highest figure for an established university.

If the present financial austerity proves to be temporary, none of these difficult alternatives may have to be considered. If the very high rate of inflation for books and periodicals eases, it may be possible to hold the status quo provided that the university's

income is not reduced. On the other hand if present trends continue the university will have to decide whether library service can be allowed to decline. Contemporary methods of teaching place so much emphasis on the library that such a decline would require a quite fundamental change in teaching methods. The impact on research of lower standards of library service would also be considerable.

As a postscript to this discussion it may be noted that during the past few years plans were being formulated at a national level which might have reduced our Library's need to be self-sufficient; this would have been achieved by improving the network of service between libraries in Australia. These plans assumed federal funding on a scale which now seems highly improbable. The University of Queensland Library must continue to satisfy nearly all its users' needs, and as by far the largest library in Queensland it will continue to be looked to as the principal supplier of inter-library loan material to other Queensland libraries.

### *Staff*

At the beginning of 1975 the half-time Computer Programmer became full-time and additional funds were provided to appoint a further 5½ Library Assistants. These were distributed where pressure was heaviest, Audio-visual Services, Cataloguing, Thatcher and Central Reference. Soon after First Semester began it became apparent that the pressure on the Undergraduate Library staff was so great that it was necessary to divert staff from elsewhere in the library to maintain service. This could not be a long-term solution and eventually the University approved the appointment of three new staff; two other members of staff were transferred to the Undergraduate Library from elsewhere in the University Library.

The increased use of the Undergraduate Library also put great strain on the Library Attendants because of the volume of books to be shelved. Unfortunately it has not been possible to add to their numbers either in 1975 or 1976, even though the quantity of books to be reshelved is rising by close to 30% per year.

In 1975 resignations were received from 3 (14%) Graduate Library Assistants, 48 (49%) Library Assistants, 2 (7%) Library Attendants and 3 other staff. There were also two retirements. Six of these positions had been held at professional level by promotion and reverted to Library Assistant on becoming vacant.

Considerable effort has been put into improving staff performance. A system of exchanges between different sections of the library for experienced staff has been instituted. Communication has been improved by publishing an internal newsletter at fortnightly

intervals. At the end of the year a new pattern of in-service training was under consideration.

The Library has also taken students from the Q.I.T. Postgraduate Diploma in Librarianship course for fieldwork. This allows the library to assess potential employees as well as assisting the Q.I.T. School of Librarianship. In fact professional vacancies are very rare within the Library, and it is possible to be very selective in appointing new professional staff.

## **TECHNICAL SERVICES**

Library finances caused considerable alarm during the year. As has already been mentioned funds available for books and periodicals, at \$549,700, were only 6% above the 1974 vote. Changes in the exchange rate of the \$A in 1974 and the uncertain rate of inflation had made it very difficult to estimate the probable cost of periodical subscriptions in 1975 and it quickly became apparent that the budget was in trouble. By June 40% of funds available for periodicals had been spent as against 23% by June 1974 and 21% by June 1973. Book expenditure showed a similar trend, the comparative figures being 54%, 33% and 27%. The situation was further complicated because the Library, after some years of negotiation, had embarked on an "on approval" plan for North American imprints in humanities and social sciences.

An attempt was made to develop new estimates for periodical expenditure based on an analysis of the increases in subscriptions which had been paid in the first half of the year. This suggested a probable deficit of \$40,000 or a total expenditure of \$295,000. (In the event periodicals accounts for the year amounted to \$344,176).

At the same time Maintenance expenditure, which had been running reasonably within estimate, was suddenly imperilled by the extraordinary rise in postal charges introduced from September 1st, averaging 80%. With the large service to External students from Thatcher Library, postage represents a major element in library maintenance expenditure. The anticipated increase in expenditure on postage for the final four months of 1975 was \$8,000.

The need to institute rigorous cut-backs in expenditure was fortunately avoided by sympathetic consideration given to the Library's financial problems when the Senate Finance Committee distributed funds received by way of supplementation. The extent of this assistance may be seen from the following figures:

	<i>Original estimate</i>	<i>Actual expenditure</i>
Books and periodicals	\$549,700	\$720,005
Maintenance	\$95,000	\$112,244

Since it cannot be assumed that supplementary funds will be available to assist the Library out of financial difficulties in future years, several changes have been made in the Library's internal accounting to ensure more precise control over expenditure by more detailed estimates and dissection of expenditure. The "on approval" scheme for North American imprints has been cancelled. A cautious approach is being used in interpreting expenditure trends through the year. Nevertheless the Library remains vulnerable to an unpredictable rate of inflation which is further complicated by movements in international currency exchange rates. A devaluation of the \$A could affect the Library disastrously at any time; strengthening of the currency of any country from which the Library makes substantial purchases reduces the Library's purchasing power. All currency changes affect the estimates made for the large number of orders and current subscriptions which are outstanding at all times.

*Acquisitions.* Some 32,000 purchase recommendations were processed during 1975. The funds already discussed were supplemented by \$177,288 from Research, Special Equipment, Bequest and other funds.

Apart from astonishing increases in prices, 1975 was marked by a further deterioration in delivery times for books from suppliers, as shown by the following table:

#### **Time between ordering and accessioning**

<i>Location of supplier</i>	<i>1975</i>	<i>1972</i>
England	151 days	100 days
U.S.A.	155 "	125 "
Holland	140 "	106 "
Germany	146 "	106 "
Australia	100 "	71 "

These figures are based on a sample of 700 orders. It is not thought that delays between arrival and accessioning are substantial or differ markedly between the two years concerned.

It was possible to maintain the experiment of obtaining North American books in Humanities and Social Sciences on approval for all 1975 imprints. The arrangement was

then cancelled because of lack of finance in 1976. The experiment was instructive. Of 2,317 volumes received, 1,977 were kept for a total cost of \$20,330. Payment was made almost entirely from unallocated funds as the scheme proved incompatible with purchase from departmental allocations. The basis of an approval scheme is that the supplier can assume that not more than about 10% will be returned as unsuitable, particularly from a foreign country. This depends on the accuracy with which the books supplied match the Library's "profile". Our experience was that returns were slightly higher than we would have liked, but this would have been remedied as experience caused modification to the "profile". In fact we kept some fairly marginal books but the overwhelming majority of those supplied were books of academic repute and relevant to the teaching and research programmes of the University. Some expenditure on marginal books was more than compensated for by having the books available very soon after publication and without the usual costs of selection and ordering.

It seems reasonably certain that where a university library has reached a size at which it acquires most of the respectable books in the disciplines with which it is concerned there are advantages in carefully controlled "on approval" schemes. Much time and money would be saved by teaching and library staff, and these savings would more than compensate for the purchase and housing of a small proportion of marginal books. Adoption of such plans would lead to some reorganisation of allocations to departments to take account of the books acquired under "on approval" schemes. The books would appear on the shelves soon after publication, which is often when they are in greatest demand. Unfortunately arrangements of this kind are incompatible with periods of economic stringency. For the present the Library has retained such schemes only for Australian publications, and in one or two small specialised areas where special arrangements have been agreed to use the allocation of the teaching department concerned.

*Serials.* Apart from price inflation, a notable feature of 1975 was a fall in the growth rate of the serial collection, from 838 in 1974 to 632 in 1975. This was mainly due to the discontinuation of 100 subscriptions and 251 exchange arrangements. All libraries are becoming more selective in offering serials on exchange, and we have taken a very critical approach to existing and proposed arrangements.

At the end of 1975 the Library was receiving 20,098 serials, of which 17,004 were unique titles, the remainder being duplicate copies. Of the duplicate copies, 2,468 were paid for, and 1,426 came on exchange. The financial austerity of 1976 and the amalgamation of several libraries in the Biological Sciences Library will mean a stringent scrutiny of all duplicate subscriptions during the year.

A cumulative supplement to the printed *Union List of Serials* was published

early in the year, using manual methods. As mentioned below this list is about to be computerised.

*Cataloguing.* The number of monograph titles catalogued, at 32,014 (including 9,965 additional copies) was only 1,289 less than in 1974. The number of monograph titles recatalogued rose from 18,719 to 36,123. The increase was made possible by the employment of unskilled labour under the REDS scheme to assist with reclassification. Procedures were organised to make maximum use of unskilled labour, but considerable additional work was involved for professional and other experienced staff. The total number of catalogue cards produced, sorted and filed during the year was 1,204,212, about twice the normal output.

The University of Queensland Library is one of a very few university libraries in the world which has no back-log of books awaiting cataloguing. This ensures that new books, having taken several months to arrive, are not kept off the shelves awaiting cataloguing at the very time when they are likely to be most useful to staff and students. In addition a massive programme of reclassification, commenced in 1969, is now about two thirds complete. It is an interesting sidelight on this achievement that an analysis of the number of monograph volumes added to each Australian university library in 1974 divided by the number of library staff engaged in technical processing shows a productivity rate per staff member at the University of Queensland Library varying from 119% to 5.7% higher than at other universities. The comparison is a crude one and there may be many local variables. However it suggests a high level of efficiency in our present procedures.

*Systems.* It was a year of frustration and waiting for the on-line Lending system to become operative. Most of the problems were a consequence of the late arrival of equipment. The essential 9 track tape drives were not installed at the computer centre until November. There were complications in obtaining essential data bases from the Administration. Original plans to have the system operative in First Semester proved over ambitious. By way of consolation, time was available for thorough testing of the software. (The system finally became operative for First Semester 1976).

Work began on the creation of a machine-readable file of serials information. The primary purpose of this was to eliminate the retyping involved in updating the Union List of Serials, but other possible uses and the need for compatibility with other proposed computer-based operations were also in mind.

Plans were made, and funds were obtained, to build a comparatively cheap micro-computer based input/output device to link with the Varian minicomputer. This would not only permit in-house preparation of files for the Lending System and Serials List, it would also be the basis for development of a pilot acquisitions/cataloguing system for

which it is proposed to use audio-visual material as a representative sub-set of total acquisitions.

Since the University of Queensland is almost unique in charging real money for use of the Computer Centre, the Library is very cost-conscious in its approach to automated procedures. We are fortunate that the library staff contains people with the initiative to take advantage of comparatively inexpensive miniaturised computer hardware.

## READER SERVICES

Reader Services activities absorb most (67%) of library staff. This is not to suggest that those in Technical Services do not contribute to use of the library. On the contrary the work of reader service staff would be greatly impeded if technical processing was inefficient since most library use depends on the continued flow of new material and access to information through reliable and intelligent cataloguing.

### *Central Reference Department*

*Reader Education Librarian.* The beginning of the year saw the appointment of Miss Wendy Cooper as the first Reader Education Librarian. Miss Cooper was previously Thatcher Librarian and Acting Head Cataloguer. The preceding annual report briefly described the scope of the position, to be immediately responsible for programmes of education for users of the Central Library, and to cooperate with and advise the staff of branch libraries concerning programmes for their readers. Some work of this kind had been done in the past by the Reference Librarian, Mr. Routh, by Ms. Denise Dryburgh, and by some branch librarians, but it was felt that the importance of the task in a university steadily emphasizing independent study demanded the full attention of a Principal Librarian.

Miss Cooper's first assignment was the arduous but unobtrusive one of seeing that the Central Library building was provided with signs far more systematic and informative than those with which it opened, and this has been completed.

She has spent a fair amount of time during the year in establishing contacts with some academic departments, planning and producing guides to library use such as the pamphlets done for the Department of Psychology, and, with Mrs. Roe of Library Audio-Visual Services, developing workshops so that branch librarians and others associated with reader education could plan their programmes more confidently. The detailed replanning and drafting of the library's publications for 1976 has, in particular, taken a substantial part of her time in the later part of the year.

*Computerized bibliographical data bases.* In the first part of the year it seemed likely that there would be a considerable increase of the use of computerized bibliographical services. We had been using such services for some years in the medical field, and from 1974 in biological sciences. The National Library of Australia is the Australian agent for the services mentioned which are free; C.S.I.R.O. are also offering several at a cost of \$50-\$100 p.a. a profile for the major services. However, shortly after the library sent off requests for a series of profiles to be run against the ERIC data base in education and the *Social sciences citation index* base, the National Library announced that budgetary restrictions were forcing it virtually to limit profiles to those already running. This slightly relieved the workload on some senior library staff, but it is nevertheless to be hoped that the interruption to the development of services such as these will be only temporary.

*Interlibrary loans.* This year saw the number of interlibrary loans and photocopies received by this library for its own users increasing by 14% to 6,219, and loans and photocopies supplied by us to other institutions rising by 11.3% (from 16,419 to 18,277). This imbalance has been steadily accentuated over recent years: in 1969 the ratio of items lent by us to items supplied to us was 51:49, in 1975 it was 75:25. The steady growth of our own collections, the development of research in new tertiary institutions and elsewhere, and perhaps our comparative efficiency in inter-library loan service, have all contributed to this imbalance. In regard to the last theme, a survey of inter-library loan transactions recently prepared by the Universite Sains Malaysia in Minden, Penang, showed the University of Queensland Library ranking second in the list of number of items supplied, and surpassed in quickness only by two Singapore libraries.

Larger libraries like our own may gain some relief from two developments. First, we are advocating in bodies such as the Australian Advisory Council on Bibliographical Services the adoption of a scale of uniform charges, using a coupon or similar system, for photocopies: neither of the alternatives, the vexatious accounting for a large number of individually trifling amounts, or the free supply of photocopies of short articles, is satisfactory. Secondly, the establishment of the Australian National Scientific and Technological Library (ANSTEL) as part of the National Library of Australia gives hope that, as the periodical runs of that service grow longer, it will take some of the inter-library load off our library and others for science and technology periodicals.

In regard to our own inter-library loan requests, our inter-library loan service will regularly use ANSTEL when it holds the relevant items. As part of the National Library ANSTEL should, in comparison with university libraries, be much less constricted in its inter-library loan and photocopying operations by obligations to a primary clientele of resident users, and it is to be hoped that the service can maintain the standard of same or next day turnaround that it has set itself. So far most of its periodical runs are too short to

make any noticeable impact.

*Copyright.* The library continued to be involved in discussions about the protection of copyright material from abuse by photocopying, and one can only hope that the Franki Commission now enquiring into the copyright law will make recommendations which will be followed by legislation which recognizes the needs of users of academic libraries as well as those of copyright owners.

Requests for photocopies of unpublished University of Queensland theses have always provided a particular problem to our inter-library loans staff. The Copyright Act and the University's Rules relating to theses and dissertations have given the library some scope for copying theses for research or private study, but many requests for copies either do not specify the purpose or are not clearly covered by the two purposes named. Following up authors of theses was time-consuming and, often for authors of older theses, very difficult. Now however, advice is received from the Administration as each new postgraduate degree is approved and we are able to ask authors to specify a broader range of conditions under which theses may be used in the future.

*Microforms.* The addition of a printer to the second Kodak Recordak motormatic has greatly relieved pressure on the first machine for print-out from microfilm.

Storage capacity for microforms under the present arrangements (which mostly use steel cabinets) is now completely exhausted, because of the substantial amount of material acquired in recent years from research and special equipment grants. It is likely that 1976 will see the beginning of the solution to this, in the storage of reels in groups in cardboard cartons on ordinary 10" shelves.

#### *Collection building.*

There were further retrospective acquisitions from the special equipment grant from the Universities Commission. Easily the most substantial was a back set of the ERIC microfiches. These are microcopies of approximately 100,000 research reports, conference papers, and similar documents (excluding periodical articles) in the educational field, with a heavy bias to North American documents. The items included in the set are listed in *Resources in education*, published by the Education Resources Information Center for the (U.S.) National Institute of Education. With such a mass of documents, many unrefereed, the information is of variable quality, but the documents included are at times available before publication of related periodical articles. Further, their inclusion in a single large microfiche set means that the texts are immediately available in the library. There has been steady use by advanced students of education since the arrival of the set. The Eric file is

one of the data-banks for which a limited computer-based information retrieval service is available from the National Library.

*Donations.* Each year one of my most pleasant tasks in compiling this report is to record the evidence of continuing goodwill and thoughtfulness towards this library that is shown in the many donations it receives. However, it is always embarrassing to select a few representative donations for mention when so many more deserve record.

The most substantial donations were probably the collections of Paul Tripcony, Allan Morrison, and Rudolf Pekarek. Paul Tripcony was a Wynnum steam-roller driver who had already given us many pamphlets on political and industrial matters and has now left us a collection of some 10,000 volumes principally of Australian works; this will considerably strengthen our holdings by duplicating many works now seldom available for purchase. He left virtually his whole estate to the University. The heirs of Allan Morrison, a Reader in the Department of History at the time of his death, allowed us to take a couple of thousand very useful volumes from his wide-ranging collection. The titles taken are principally on English political history of the nineteenth and twentieth centuries, English social history, and British Commonwealth history. The collection of music scores from the late Rudolf Pekarek, formerly Resident Conductor of the Queensland Symphony Orchestra, amounts to about 550 scores, and both extends our range of titles and adds to holdings of heavily used titles. It was accompanied by books and newspaper clippings.

In the literary field we received from Mrs. Frances Knight manuscripts relating to Martin Boyd and his family; from Alrene Sykes copies of many radio play scripts; from Gwen Harwood, David Rowbotham, and other authors, correspondence and other manuscripts. John Murphy, G.T. Roscoe, and Miss M.R. Beazley helped with New Guinea material, Brian Costar with political pamphlets.

In addition to the generosity of these private donors, several donations were received from national organisations. The most notable of these was a magnificent collection running into several hundred volumes from the Japan Foundation covering a broad range of subjects relating to East and South East Asia – religion, history, area studies; the collection will considerably strengthen the Library's growing resources in the Japanese and Chinese languages.

*Publications.* Members of the library staff continued the publication of the "Annual bibliography of studies in Australian literature", in the periodical *Australian literary studies*. A related bibliography edited by Marianne Ehrhardt, "Francis Webb (1925-1973): Bibliography," was an important feature of the Francis Webb commemorative issue of *Poetry Australia* (Sept. 1975).

*Fryer Memorial Library and Special Collections.* For some years the total professional staff in this area consisted of Mrs. Nancy Bonnin as Fryer Librarian and Mrs. Margaret Brenan. Both were part-time appointments, although both Mrs. Bonnin and Mrs. Brenan gave generously from their "own" time. The amount of rare, often unique, material to be organised and the demand which resulted from Fryer's now considerable reputation as an Australian Collection have clearly grown beyond what two part-time, dedicated professional librarians could reasonably be expected to accomplish. When Mrs. Bonnin indicated that she would welcome an opportunity to contribute to a different area of the Library, approval was obtained to establish a new full-time position of Senior Librarian i/c Special Collections. (At the beginning of 1976 Miss Margaret O'Hagan took up this appointment.)

No report on the Fryer Library, however brief, would be complete without reference to the sterling work of several Alumni. Some ferret out material for us, others give generously in money or books and papers, others still contribute generous amounts of time to work voluntarily in the Fryer Library. Mr. and Mrs. Fisher never tire of finding ways to assist, and Mrs. Fisher has been particularly busy sorting Sir Raphael Cilento's papers. Mrs. Joan Wilson and Mr. John Murphy have worked many hours transcribing faint and barely legible diaries and letters. To all of these warm thanks is due.

*Conservation.* For some time one of the binders has been responsible for the binding and restoration of volumes which require special attention on account of age, rarity or value. In the last two years the Library has been fortunate to have the part-time services of a conservator experienced in restoring documents, charts and other artifacts. She has also worked part-time for the Darnell Gallery. Since both the special binder and the conservator had common requirements for equipment it was logical to plan to rehouse them in a specially equipped area. The opportunity appeared with the conversion of the Tower for the use of the Art Museum and the Sub-Department of Fine Arts. It is anticipated that the new area will be ready for use late in 1976.

*Maps.* The Library is responsible for the map collection in Geology Library. Some years ago this was catalogued by Mrs. Brenan who also catalogues current map acquisitions. Older maps have been transferred to Central Library where there is a small, mainly historical collection. It is hoped to develop a general map collection if and when Stage 2 of Central Library is constructed. In 1975 Mrs. Brenan was the local organiser of a seminar/workshop sponsored by the Australian Map Curators Circle and held in the Central Library.

#### *Central Lending Services.*

It is interesting to report that while the increase in loans (4.29%) is not so spectacular as in the Undergraduate Library (23.3%), the proportion of loans to teaching

staff and postgraduate students is growing. This suggests some success in the original intention that the Undergraduate Library would meet the bulk of coursework needs leaving the Central Library more free to serve research.

Staff duties in Lending Services have been substantially reallocated with the aim of improving service. Possibly the greatest contribution which could be made in this direction would be to extend the on-line lending system to Central Library. Unfortunately the cost of additional hardware and of the labour required to label the books and compile machine readable files adds up to a substantial investment which is unlikely to be available in the present austere economic climate.

#### *Library Audio-visual Services.*

Statistics for accessions of audio-visual materials given at the end of this Report (Table 4) indicate the rapid growth of this collection. During 1975 equipment was installed for feeding closed circuit television to portable monitors in the Undergraduate Library A/V area. Plans were also developed for provision of A/V services in the new Architecture/Music and Biological Sciences Libraries. Some facilities have also been provided in Engineering Library. The policy is to house in the central service software, such as films, for which a particular library does not have equipment. This ensures that it can be used for private study in the library. Material is lent to staff for class use.

Use of the A/V Service continues to grow and excellent relationships have been developed with a number of teaching departments. Library Audio-visual Services has also accepted responsibility for the inter-library loan of films following requests by a number of supplying organisations that the University should nominate one centre for such transactions.

### **BRANCH LIBRARIES**

#### *Undergraduate Library.*

The purpose of the Undergraduate Library is well described as "to meet the individual needs of a mass clientele with deadlines". The whole organisation of the library has been based on the assumption that these needs are best met by devoting considerable staff resources to liaison with teaching departments, by offering quality reference and reader instruction services to students and by providing a stock, often in multiple copies, carefully selected to meet the principal needs of coursework in Arts and Social Sciences.

Whether the astonishing level of student use of this library is a tribute to its

success or merely reflects the emphasis on the library in present teaching methods is not clear. For whatever reason, the demand is overwhelming. In fact, as already mentioned, the level of demand created a major crisis early in 1975. Borrowing from the library was running at up to 46% above the previous year, well beyond the capacity of the staff. This was the second year in which increased pressure had led to additional appointments. One of the benefits expected from the computer-based lending system is a capacity to absorb increases in loans without the need to appoint additional staff.

The pattern of Semester loans changes inexplicably from year to year. In 1975 loans were very heavy early in First Semester, and again in September and November. By contrast the 1974 peaks were June and October.

While adequate staffing is essential if the Undergraduate Library is to retain credibility with students, sufficient funds for books are equally important. The concept of an open access collection available on short loan can only work if the supply of books is reasonably close to the demand. Achievement of this balance is the whole point of detailed liaison work with Teaching Departments. The entire system is undermined if sufficient books cannot be bought. Shortages of books can lead to mutilation, hiding of books out of sequence and, where possible, theft. The inevitable consequence is a demand for a return to the old closed reserve system with the high staff costs involved, irritating queues for students and loss of the educational advantages of reviewing a selection of relevant books. To be forced by lack of book funds into this position would be a major step backwards.

### *Biological Sciences.*

A great deal of preparation was necessary for the consolidation of Bancroft, Biology and Veterinary Science Libraries along with the collections from Anatomy and Occupational Therapy and Physiotherapy. Reclassification of both books and periodicals in all of these locations had to be completed, and elaborate plans laid to integrate them into one sequence. Much thought went into the reference collection for the new library, and general science reference materials, formerly housed *faute de mieux* in the Central Library, were reviewed for relocation in the new Biological Sciences Library. The intention is that this library will become the centre for science reference material on the campus.

New loan regulations were drawn up for discussion with the user departments. To reduce confusion as much as possible these are a version of Central Library practice, modified to suit the particular needs of science.

It was decided to postpone cancellation of duplicate subscriptions until patterns of use became known in the new library.

*Architecture and Music.*

As with Biological Sciences, it was necessary to complete reclassification of the Architecture and Music Libraries in time for the move to a new building. This is a particularly difficult task in Music because of the very large collection of Music scores.

*Physical Sciences and Engineering group.*

Chemistry Library was considerably improved by the installation of air conditioning.

Engineering Library would benefit considerably from improvements to reduce noise, heat and glare. It is one of the largest branch libraries and it is time some money was spent on the comfort of its many users. Location of a microfilm/microfiche reader-printer in this library has at last been possible. Equipment for use with Super 8 film has also been acquired. Other films related to Engineering are held in Library Audio-visual Services.

Geology Library, like Engineering, is in the throes of gradual reclassification. It benefits very considerably from the advice and generous donations of Emeritus Professor Dorothy Hill who continues the lively interest which has enriched the library over many years. It is to be hoped that the plans to expand the library to accommodate the map collection once again will soon be achieved.

Mathematics Library remains well used and badly needs expansion. There are plans to add a neighbouring room which will ease the situation for a few years.

Physics Library has already overflowed into store rooms on the floor below. Loans declined slightly compared with 1974.

*Thatcher Memorial Library.*

Thatcher Memorial Library is primarily a postal service to external students. It is surprising to find that loans grew by nearly 14% in spite of a 23% fall in external enrolments. The heaviest users are students in Education, with considerable use also by students in History, English and Government. The effect of the heavy increase in postage on the cost of library service to external students has already been mentioned.

The Thatcher Librarian, Mrs. J. Campbell, visited eight of the nine Ringrose Libraries during 1975. These are located in major population centres. Mrs. Campbell reviewed the stock at each library in relation to local enrolments. She has now developed plans for

a pool stock for Ringrose Libraries which will supplement the permanent collections as demand requires.

Reclassification of the Thatcher Library was completed during 1975.

#### *Law Library.*

The inadequate library facilities for the Law Faculty and the unsatisfactory expedient of locating an overflow collection in the Undergraduate Library have already been mentioned. Late in the year a special allocation was made from Equipment Funds to strengthen the collection. There will be further storage problems when these purchases arrive.

#### *Medical Libraries.*

In spite of quite inadequate accommodation at three of the four medical libraries they remain remarkably busy. All experienced substantial increases in loans during the year.

The joint arrangements reached with the Hospital Boards under which half of the costs are borne by the University and half by the Hospital Boards continue to work smoothly. At each hospital busy medical practitioners have proved more than willing to contribute time and advice so that the local librarian or library assistant has a local committee to provide support while the overall organisation, technical services and reference back-up are provided through the University Library.

### **CONCLUSION**

University libraries throughout the western world are experiencing financial problems after a period of considerable growth. At the University of Queensland the growth was particularly necessary because of our isolation from alternative sources of information and the initial fifty years during which the library received very meagre support.

By 1975 a point had been reached at which services appropriate to a modern university had been developed. New buildings available or in prospect would have made up for the deficiencies of the past and met the strains resulting from the remarkable growth in student numbers. In many areas the library stock, supplemented by the availability since 1973 of Special Equipment Funds, was approaching respectability for a major research institution. This was fitting in view of the University's determination to place increasing emphasis on postgraduate study.

Economic austerity might well now undermine the position which has been achieved. Library users, like investors, are influenced by confidence, in our case confidence that the library can provide the services required. The massive use of the Undergraduate and Central Libraries represents such confidence and similar signs are evident in branch libraries especially in the medical and biological areas. The withdrawal of established services, inability to provide a reasonable supply of undergraduate material, the elimination of useful periodical subscriptions, staff shortages which slow down the return of books to the shelves or the purchasing or cataloguing processes, declining efficiency in inter-library loan, any or all of these consequences of financial austerity would alter the patterns of teaching and block essential channels of information for the research worker. Economies must be made wherever possible; processes and staffing must be reviewed to ensure the highest efficiency. When all this had been done, the University may still have to select among a range of unwelcome alternatives in the distribution of such funds as are available. If the library is allowed to decline, no area of teaching or research will remain unaffected.

It remains for me to thank the many inside and outside the library who help to make the responsibilities of the University Librarian supportable and even enjoyable. In particular I should like to thank the Deputy University Librarian, John Cummings, for so ably filling the role of Acting University Librarian during my absence overseas from September 1974 to April 1975.

F.D.O. Fielding,  
1.6.76

## UNIVERSITY LIBRARY STATISTICS 1973-1975

	<u>1975</u>	<u>1974</u>	<u>1973</u>
<b>1. Library staff</b>			
Graduate Professional Staff	48¼	45¼	40
Non-Graduates with professional qualifications	5	4	5
Graduates without professional qualifications	15	17½	17½
Library Assistants	103	96½	90
Typing and clerical	22½	19½	18¾
Library Attendants	28	28	26
Casual equivalent	2½	3	3½
	<hr/>	<hr/>	<hr/>
TOTAL	224¼	213¾	200¼
	<hr/>	<hr/>	<hr/>
 <i>Distribution of Staff</i>			
Administration (including Systems)	7¼	7¼	7¼
Technical Services	65½	62½	63¾
Reader Services (Main Library)	46	45	43
Reader Services (Branch Libraries)	105	99	87
 <b>2. Services</b>			
Lending outside building: Main Library	206,352	197,856	178,940
Lending outside building: Branch Libraries	515,621	439,851	371,044
Items lent to libraries outside University	18,277	16,419	14,769
Items borrowed from libraries outside University	6,219	5,433	6,228
Hours of opening per week (Main Library) during academic year	93½	93½	93½
 <b>3. Acquisitions</b>			
Books:			
New titles by purchase	18,774	20,900	12,792
New titles by gift	3,275	2,151	1,865
Total volumes added (Books)	45,049*	50,123	33,901

	<u>1975</u>	<u>1974</u>	<u>1973</u>
<b>3. Acquisitions contd.</b>			
Serials:			
Total number of periodicals received	20,898	20,266	19,428
Number of non-duplicate periodical titles received	17,004	16,548	15,904
Total bound volumes added (Periodicals)	20,825*	18,050	20,192
Total bound volumes in University Library	933,973	868,099	799,926
* Includes deletions			
Microforms added (Titles)			
Monographs	402	N.A.	N.A.
Periodicals	1	N.A.	N.A.
Total Titles held	3,437**	N.A.	N.A.
** Represented by			
28,768 reels		N.A.	N.A.
96,949 microfiche cards		N.A.	N.A.
Phono records	4,374***	1,256	1,171
Audio reels and cassettes	2,790	2,424	1,838
Video tapes	55	35	10
Slide Sets	182	102	74
16mm Films	92	(	(
Film strips	45	( 80	( 16
8mm Films (Loops and reels)	129	(	(

\*\*\* This figure includes Music Records (4114) but excludes uncatalogued material in Thatcher. Earlier years showed Thatcher (catalogued & uncatalogued) & L.A.V.S. holdings only.

	<u>1975</u>	<u>1974</u>	<u>1973</u>
<b>4. Expenditure</b>			
Books from Library Vote	\$350,321	\$272,196	\$247,439
Books and Serials from other funds	\$177,288	\$154,068	\$127,634
Serials from Library Vote	\$358,074	\$260,648	\$212,971
A/V materials	\$ 11,610	\$ 8,568	\$ 4,696
Binding	\$145,277	\$ 89,132	\$ 85,188
Maintenance and Equipment	\$148,550	\$172,748	\$103,697
	<hr/>	<hr/>	<hr/>
Total expenditure, except salaries, from all sources.	\$1,191,120	\$958,360	\$781,625
Salaries, Payroll tax etc.	\$1,872,615	\$1,495,148	\$1,065,341
Total expenditure on University Library	\$3,063,735	\$2,453,508	\$1,846,966
Expenditure from Library vote as % of recurrent University expenditure	6.54%	6.7%	6.4%
Total Library Expenditure as % of total University Expenditure	5.83%	6.2%	5.9%

## STATISTICS OF INDIVIDUAL LIBRARIES

	Approximate size in bound volumes		Periodicals currently received		Loans within University		Loans to Libraries out- side University	
	(1975)	(1974)	(1975)	(1974)	(1975)	(1974)	(1975)	(1974)
Central Library	472,545	(441,162)	10,050	(9,887)	206,352	(197,856)	11,403	(9,728)
<b>Branch Libraries</b>								
Undergraduate	71,979	( 63,382)	208	( 220)	292,207	(236,970)	-	-
Architecture	9,930	( 8,950)	326	( 314)	11,007	( 9,462)	173	( 209)
Bancroft	17,209	( 15,787)	454	( 447)	18,144	( 15,851)	781	( 549)
Biology	38,996	( 37,229)	1,501	(1,450)	25,899	( 26,155)	1,193	(1,322)
Central Medical	21,770	( 19,398)	969*	( 806)	12,555	(111,105)	916	( 760)
Chemistry	14,306	( 13,443)	380	( 334)	5,893	( 6,758)	199	( 247)
Clinical Sciences	9,793	( 8,955)	403	( 370)	20,132	( 17,464)	782	( 657)
Dentistry	8,101	( 7,169)	243	( 232)	4,963	( 4,637)	104	( 63)
Engineering (incl. Elect. Engineering)	42,191	( 40,118)	1,700	(1,665)	27,008	( 25,101)	875	( 878)
Geology	19,676	( 18,684)	1,055	(1,022)	5,640	( 6,132)	354	( 578)
Law	32,847	( 30,601)	476	( 471)	3,994	( 3,647)	20	( 6)
Mater	4,270	( 3,816)	137	( 131)	6,554	( 5,382)	83	( 81)
Mathematics	14,993	( 15,096)	322	( 315)	10,049	( 8,451)	234	( 152)
Music	13,631	( 12,936)	216	( 207)	11,471	( 10,712)	34	( 5)
Physics	14,149	( 13,261)	536	( 522)	10,577	( 11,365)	313	( 249)
Princess Alex. Hospital	5,118	( 4,718)	197	( 191)	7,155	( 4,117)	103	( 70)
Thatcher Memorial Library for External Students	85,541	( 78,121)	370	( 357)	31,007	( 25,224)	-	-
Veterinary Science	17,125	( 15,747)	915	( 893)	11,366	( 11,324)	710	( 865)

\*Counted in 1975 – Now accurate figure.