THE UNIVERSITY OF QUEENSLAND LIBRARY

2006: Annual Report

THE UNIVERSITY OF QUEENSLAND
AUSTRALIA

LIBRARY
Enriching world-class scholarship

Library Mission and Values

Mission

We link people with information, enabling The University of Queensland to achieve excellence in teaching, learning, research and community service.

Purpose

The University of Queensland Library delivers client-focused innovative information products, services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities. The Library facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes and provides the information infrastructure necessary for leading edge teaching, learning and research activity.

Values

Commitment to excellence
We are committed to providing the best possible service to our clients. We recognise jobs well done.

Teamwork and Personal Responsibility
We work together, with each individual taking responsibility for her/his work and the team's success.

Innovation and Flexibility
We encourage innovation and respond creatively to new challenges.

Open communication
We promote open, appropriate and timely communication to engage and inform staff and our clients.

Staff development
We provide training opportunities for all staff to develop their knowledge and skills.

Accountability
We use resources in an effective, ethical and responsible manner.

Environment
We create and maintain a safe, supportive and welcoming environment.

Diversity
We embrace diversity and treat each other and our clients with respect.

Integrity
We value honesty and confidentiality in our relationships with staff and clients.

From the University Librarian and Director of Learning Services

I am honoured to introduce the annual report of the University of Queensland Library. I took up the post of University Librarian and Director of Learning Services in June 2006, and this report covers both the period since my appointment and the earlier part of the year during which Mary Lyons continued in the role of Acting University Librarian. I am most grateful to Mary for her outstanding contribution in that role and to her and all members of the Library's staff for the great warmth with which they welcomed me to the University.

This report records a year of considerable achievement by all involved with the Library. We have introduced new services, developed new facilities and extended the tremendous electronic collections which are so fundamental to scholarship at UQ. We have also begun a process of looking to the future, understanding the nature of learning, teaching and research at the university over the next few years, anticipating the opportunities afforded by new technology and designing the library space of the future. During 2007 we will launch a strategic plan which maps out our vision and our role in enriching the world-class scholarship evident throughout this remarkable university.

In considering where our future lies we can draw upon some of the excellent work which has been advanced during the year under review. Libraries have always been at the heart of the learning and teaching process, but with the growth of electronic information our function has become more closely connected with the space in which students learn. The magnificently redeveloped Biological Sciences Library exemplifies our vision of a space in which students can excel, working independently or with their peers, with computers and with printed materials.

In the field of research we have continued to develop our place in the eResearch environment through the development of UQ eSpace, our new institutional repository. In addition to acting as a showcase for the university's research, UQ eSpace has provided the infrastructure for the university's research assessment activities.

The *Highlights* section which follows this introduction documents many of our key activities during the year. Many have contributed to this record of achievement, and I acknowledge here with gratitude the wise counsel of Professor Michael Keniger, Deputy Vice-Chancellor (Academic) Professors Helen Chenery and Susan Hamilton, and all members of the Library Committee of the Academic Board. The university's staff and students and the staff of our teaching hospitals offer constant advice, feedback (and criticism!) which encourages us to continue to innovate and develop. Above all, members of Library staff deserve acclaim for their dedication and commitment during a demanding and successful year.

Keith Webster
University Librarian and Director of Learning Services

Highlights

Library Excellence Award
Introduced for the first time this year, this award of $500 cash per winner may be presented to up to three UQ undergraduates who demonstrate excellence in the use of the Library to enhance their studies. Applicants submit a 500-700 word essay, accompanied by two statements of support from academic staff. Congratulations to Ms Mani Heck (Bachelor of Applied Science, UQ Gatton) and Mr Anton Petrenko (International Exchange student in Psychology, UQ St Lucia) winners of the 2006 Library Excellence Award.

Library Corporate Services
The UQ eSpace (http://espace.uq.edu.au) repository opened for business in December 2006. The service is an institutional digital repository for The University of Queensland developed by staff in Library Technology Service and Library Corporate Services. UQ eSpace plays a number of roles. It manages e-publications. It provides access to external assessors for current Research Quality Framework trials and will help deliver RQF –related information and files to the Department of Education Science and Training in 2008. It also houses datasets and image archives, documents and multimedia. Increasingly, academics at UQ are depositing details of the publications or entire research collections there. The UQ eSpace system is based on Fez software. This free, open source, flexible, digital repository and workflow management system is based on Fedora (www.fedora.info). To satisfy preservation requirements, Fez includes object history logging and built-in obsolescence notification for formats at risk. This ensures items stay usable over the long term.

Information Access Service
IAS staff member, Senior Manager Jocelyn Priddey was the recipient of the annual CAUL Achievement Award in acknowledgement of her outstanding contribution to CAUL's strategic support for Research and Management for Best Practice. In particular it was recognised that Jocelyn has made significant contributions to support the CAUL Goals of optimising and maximising services and resources available to researchers, and promoting continuous improvement in university libraries.

Library Technology Services
The work of LTS staff members on the Ask I.T. computing help and training team was recognised in 2006 with the award of the University of Queensland Faculty and Central Organisation Unit Citation for outstanding contributions to student learning. This was followed by a citation in the 2006 Carrick Australian Awards for University Teaching for targeted provision of information technology training programs to meet specific student needs at all stages of their academic career.

Social Sciences and Humanities Library
In March, SS&H staff moved back into their newly refurbished accommodation on Level 3 of the Duhig Tower. The refurbishment was undertaken concurrently with the removal of asbestos from the ceilings and has resulted in a more spacious and carefully designed work area. Staff were most appreciative, particularly after having spent several months in cramped conditions in the Conference Room during the refurbishment.

Fryer Library
The first issue of *Fryer Folios* was published in September 2006. *Folios* is to be a bi-annual publication to illustrate the range of special collections in the Fryer Library and to showcase scholarly research based on these sources.

In 2006, the Fryer Library and the Australian Studies Centre at The University of Queensland launched a new fellowship program, the **Fryer Library Award**, for researchers in the broad area of Australian studies, especially for those making extensive use of the Fryer Library's holdings. The Award offers funding to support the fellow's research for three to six months. The first fellow to be appointed under the new scheme is **David Henderson**, who arrived from Melbourne to take up the position.

David's research is on the internment of Germans and Australians of German descent during the Second World War. During his time at The University of Queensland he plans to make use of a number of different resources held in the Fryer Library, including interviews with former internees conducted by Emeritus Professor Kay Saunders (formerly of the History Department, now attached to the Australian Studies Centre), the Baldwin Goener papers, the Gerhard Ferder papers, and the camp periodical *Brennessel.*

Law Library
The T.C.Beirne School of Law reached its 70th anniversary in 2006 and the Law Library was the venue for the celebrations. Prior to the event, Law Library staff liaised extensively with staff from the Law school and Protocol to ensure that it was a success. The Library mounted a display of the History and Notable Graduates of the School to coincide with the event.

Ipswich Library
Ipswich Library focussed on community engagement in 2006. Within the campus, the Library has achieved fame for its trivia nights, organised by Marcos Riba, and attended and enjoyed by Ipswich Campus staff. The Library extended its reach into the community, hosting successful community events such as exhibitions of art work by students of the Ipswich Special School and Ipswich Girls Grammar School, and the annual dinner of the Ipswich and West Moreton Division of General Practice. A number of school groups also visited the campus and toured the Library.

Architecture and Music Library
For the first time, in 2006 staff at the ARMUS library were able to produce CDs for students on which was recorded a compilation of the "required listening" pieces for each Music Course. Previously not permitted under Copyright legislation, this became possible through the terms of the new Tertiary Music Licence which the University had signed.   Students appreciated having their own CD and not having to borrow large numbers of different CDs in order to listen to particular tracks on each. The innovation also reduced staff time at the Loans Desk issuing CDs.

Dorothy Hill Physical Sciences and Engineering Library
During the period 19th – 30th June, the Dorothy Hill Research Centre hosted a group of eleven chief/senior librarians from nine universities in Malaysia attended a *Creating the Library of the Future* training program delivered by UQ Library staff. The program consisted of five training modules: Collection Management, Technology in Libraries, Library Services, Managing the Library and Trips and tours. The Trips and Tours module included visits to other university libraries in Brisbane and the Gold and Sunshine coasts and the University of Queensland branch libraries located on non-St Lucia campuses.

Biological Sciences Library
The Biological Sciences Library was temporarily relocated to the Richards building from August 2005 to late November 2006, during the extensive refurbishment of the Library building. The implications of this were far-reaching, for staff and students, but staff rose to the occasion and continued to offer the full range of services in the same professional manner as always. Some staff were given office space in buildings other than the one where the temporary library was located; some BSL books were housed in the Social Sciences and Humanities Library; print journals were stored in a leased warehouse in Milton, and staff were rostered to scan journal articles requested by clients for desktop delivery. This Journal Articles Request service proved extremely popular, and over 27,000 articles were supplied in 2006.The resumption of services in the refurbished building on December 4th was the highlight of an interesting year all round for BSL.

Herston Medical Library
Senior Librarian Andrew Heath was appointed as the part-time Special Projects officer and developed new subject guides, blogs and webpage for the MBBS students. In addition, a specialised information resources web site for MBBS students, initiated by the MBBS Librarians' Group, was built by Andrew. A specialised library webpage was also set up for hospital staff, minimising time to find core health resources.

Rural Clinical Division – Rockhampton and Toowoomba

A highlight of 2006 was the formation of the UQ Library's 14th Branch comprising the four Rural Clinical Division service points at Bundaberg, Hervey Bay, Rockhampton and Toowoomba. Plans are also under way to provide library services to a fifth teaching site at Roma.

At both Rockhampton and Bundaberg the Library service points continue to be co-located with Queensland Health. The Librarian is based at Rockhampton and visits Bundaberg very four to six weeks. The efforts of the Librarian in teaching and learning support were recognised with an award from the local Rockhampton Students in their 2006 teaching awards.

UQ/Mater McAuley Hospital Library

The Library Departmental pages were successfully launched on the Hospital intranet and the first literature search request was submitted electronically in March. These pages focus on Library services unique to Mater Health Services and link into the University of Queensland website where appropriate.

UQ/PAH Hospital Library

PAH held its 50th anniversary celebrations during PAH Week, the Library participating by featuring a display on the history of the Library in the hospital, and hosting tours of former hospital staff. The Library also participated in the Centres for Health Research poster competition. Liaison librarian Jenny Hall's poster entitled *Today's student is the registered nurse of tomorrow*, which she co-wrote with two other University Library liaison librarians, won the People's Choice award.

Dentistry Library

In the Dentistry Library a new computer facility, the KF Adkins Learning Centre, named after Professor Kenneth Adkins, Dean of the Faculty of Dentistry between 1974 and 1992, was officially opened on 6th February. The Centre, a joint project between the School and the Library is located adjacent to the Library and equipped with 12 public workstations, a trainer's workstation, a ceiling mounted projector and a networked printer. 2006 saw an increase over 2005 of 77% in the number of Information Skills sessions conducted and of 64% in the number of attendees, a result of having the Learning Centre available for classes.

Gatton Library

A trial of an intercampus document delivery service was undertaken from July to November with the object of determining UQ Gatton undergraduates' need for the service. At the same time, an analysis of requests to the biological Sciences Warehouse was undertaken to determine the usage of journals from the Biological Sciences Library by Gatton undergraduates. The results of the trial and analysis informed a decision by the Library Executive to continue the Intercampus Document Delivery as a permanent service. Senior Librarian Maria Chalmers was presented with her 25 Year Service Award at a ceremony on 30th November.

Social

The 2006 Library Staff Christmas Party was held in the newly refurbished Biological Sciences Library. Many staff attended, and enjoyed tours of the new building, followed by a bar-b-que in the Library Courtyard.

The Library Committee of the Academic Board

Terms of Reference of the Library Committee: ·

- To advise the Board and the University Librarian on matters relating to the University's requirements with respect to the Library.

- To consider and advise the Board and the University Librarian on library policy matters and the conditions of use of the Library.

- To serve as a means of communication between the University community and the Library.

2006 Membership

Ex Officio

Deputy President, Academic Board	Professor Helen Chenery / Professor Susan Hamilton
University Librarian	Ms Mary Lyons, (Acting) / Mr Keith Webster

Other Members

- Two persons elected annually by and from the Academic Board:

  Professor Brian Key

  Assoc/Professor Stephanie Hanrahan

- One representative at a senior academic level nominated by each faculty and appointed annually by the Board:

Arts	Dr Chris Tiffin
BACS	Dr David Merritt
BEL	Dr Keith Fletcher
EPSA	Professor Richard Morgan
HS	Associate Professor Cathy Turner
NRAVS	Dr Robert Fletcher
SBS	Professor Candi Peterson

- One representative at a senior academic level from the Institute for Molecular Biosciences, to represent all the University's institutes, nominated by the Deputy Vice-Chancellor (Research) and appointed annually by the Board:

  Professor Jenny Stow

- One representative from alumni of the University nominated by the President of the Board and appointed annually by the Board:

  Mr Blair Wilson

- Two undergraduate students nominated by the president, University of Queensland Union:

  Ms Erin Fentiman

  Mr Patrick Pollock

- One postgraduate research student nominated by the Postgraduate Students Area Committee

  Mr Christopher Glen

- One postgraduate coursework student nominated by the Postgraduate Students Area Committee.

  Secretary: Ms Elizabeth Jordan.

Report

Professor Helen Chenery chaired the Committee for the first half of the year. After her appointment to a new position, Professor Susan Hamilton was appointed Deputy President of the Academic Board, and took over as Chair of the Library Committee.

The Library Committee met twice during the year, and reports were made to the Academic Board after each meeting.

The Committee reviewed the Acting University Librarian's Report on the implementation of the recommendations of the Library Review 2004, prior to its submission to the Deputy Vice-Chancellor (Academic). All fourteen recommendations of the Review had been actioned.

A major item on the agenda of the Committee in 2006 was the cyclical review of the Library Conditions of Use. Also on the Committee's agenda was a review of the Library's Collection Retention Policy. A Working Party consisting of Academic and Library Staff reviewed the Policy. The final outcome of this review was not determined in 2006, pending consideration by the newly appointed University Librarian and Director and Learning Services, Mr Keith Webster.

Contributions made by Committee members were appreciated by the Library.

Library Overview: Clients, Collections, Structure, Services

Throughout its history of almost a century, the Library has served the information needs of students, academics and researchers at the University of Queensland. It now has one of the finest collections amongst Australian academic libraries. The Library is committed to delivering high quality client-focused information products, services and programs that are integrated with the University's teaching, learning, research and community service activities.

The Library is funded off the top of the University budget and in 2006 the budget was approximately $30.5 million. Two hundred and fifty-seven staff delivered service at over twenty service points up to eighty-four hours per week. Almost thirteen hundred personal computers were available for public use.

In 2006, the Library's thirteen branches were open 100% of their advertised opening hours, and online services were available '24x7' all year round.

The Clients
In 2006, UQ Library had 135,397 registered users, (up 77% on 2005), collectively representing one of the largest library memberships in Australia. Clients included 37,518 students (26% of whom were postgraduate and 18% international) and 5,473 academic and general staff. Other client groups included alumni (over 1,000), staff from the major teaching hospitals (over 6,000), Cooperative Research Centres with which the University has significant involvement, and the wider community. All brought differing needs and variations in service demands to which appropriate responses were made by the Library.

UQ Library assisted other Australian and overseas libraries, universities and organisations through reciprocal borrowing schemes, interlibrary loans and other resource-sharing initiatives.

Alumni were able to register as clients through the payment of a nominal fee, and new graduates were offered free library membership for one year.

Members of the general public were able to use the onsite services provided by the Library and also access the Library's website and use many associated services. Borrowing was also available for a fee.

The Collections
The Library's collection remained one of the largest academic collections in Australia and by far the largest in Queensland. It encompassed more than 2 million volumes, an online collection of approximately 46,000 electronic journals, 365,000 e-books and over 870 networked databases, as well as microforms, videos, including off-air recordings from both free-to-air and cable services, manuscript and pictorial materials. Links to digitised learning resources are provided via the Library's website, as is access to digitised exam papers, theses and other locally held electronic resources.

The Structure
The structure of the Library is focused on the distributed nature of its service delivery, combined with centralised planning and policy development. The thirteen branch libraries are grouped into three major services – Social Sciences and Humanities Library Service, Biological and Health Sciences Library Service, and Physical Sciences and Engineering Library Service. The branch libraries all provide similar services and facilities. These include inquiry services, loans of materials, photocopying and printing, displays of new materials, information skills programs, computer help and training, personalised updating services and document delivery.

Underpinning the direct service delivery components are the units whose services are primarily based on indirect delivery, although some sections do provide direct services to clients.

The Library Technology Service is responsible for the delivery of student computer help and training services across the University through the *Ask* I.T. service and the planning, provision and support of the Library's information technology.

The Library Corporate Services area is responsible for public relations, publications, coordination of information skills training, research and development activities, facilities planning and management, strategic planning, human resource management and staff development, financial management and UQL Cyberschool.

The Information Access Service is responsible for collection development and the acquisition and cataloguing of information resources, as well as the associated web services. It coordinates document delivery policy and supply and lending policies. It also manages the Library's integrated library system and is responsible for copyright.

The Services
Services provided by the Library focus on the specific needs of its client base and include the following:

Resources
- provision of teaching, learning and research materials in a wide variety of formats for on-site use and loan
- access to the global body of knowledge
- specialised online databases of course materials, including electronic versions or digitized copies of journal articles and book chapters
- online access to examination papers
- document delivery services for researchers
- electronic updating services

Resource discovery assistance
- assistance in the use of information resources
- *Ask* a Librarian (including online chat) online help
- provision of information skills programs to facilitate lifelong learning
- research support and assistance
- provision of EndNote bibliographic software gratis and training in its use
- publications and pamphlets outlining services, including *Subject Guides* available in print and on the website
- online and print *How to* guides to topics like citation guides, plagiarism and evaluation of internet sites

IT assistance
- *Ask* I.T. computer training and help for students
- wireless capability for laptops
- email facilities
- copying and printing facilities
- provision of LearningFast interactive computer applications software training package

Spaces
- casual seating
- individual and group study spaces
- Graduate Study Centres
- specialist facilities for clients with disabilities

The effectiveness of the Library in service delivery is strongly influenced by the effective implementation of information technology. Integrated access to all Library collections and services is provided by the Library's website.

Supporting Teaching, Learning and Research

Information Services

Information Desk Service
Information desks in all Library branches provide a front line service to clients. In some branches, the desks are staffed by Librarians during times of peak demand (for example, 10am to 3pm), in others Librarians are on duty during all opening hours. Across all branches, there was a decline of 21% from 2005 to 2006 in the number of queries responded to at Information Desks. Of the 154,142 queries handled, 44% were requests for assistance with information discovery, the remainder being directional or related to technical support for workstations or printing.

Staff at Lending Desks as well as shelving staff also respond to directional and technical support enquiries, with Lending Desk staff recording an increase in 2006. (see graph below)

LibStats Time Series Report. All Branches. 3a Enquiries 2005 – 2006
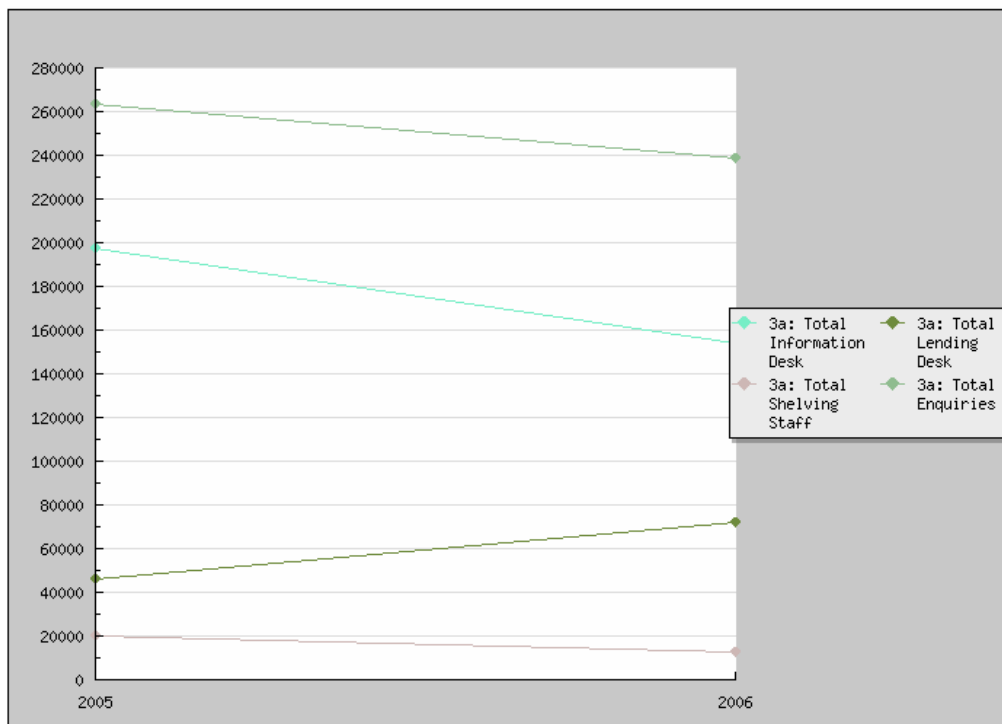
A longer term view of Information Desk statistics shows that the decline in 2006 is consistent with the trend. There were 45% fewer queries in 2006 than five years earlier. A decline of 32% is recorded for all enquiries (information, directional and technical support) over the same period.   (Graph below)

LibStats Time Series Report. All Branches. 3a Enquiries 2002 – 2006
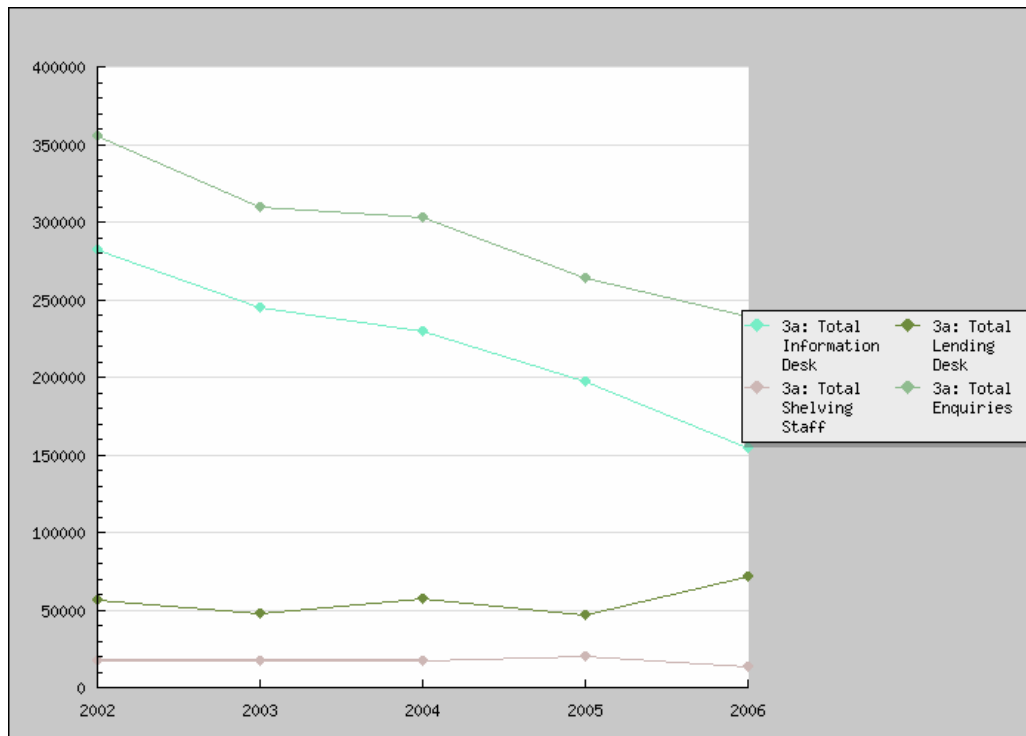
There are a number of possible explanations for the decline in information and other enquiries:

- The Library's Information Skills program reaches many students, teaching information discovery skills in a systematic manner.
- Improvements in database design, making them more user friendly
- The continued stability of the Library's computer network and databases
- Effective signage in Libraries
- Arrival of students from high school with higher levels of both Information and Information Technology literacy (maybe in part a reflection of UQL Cyberschool's involvement with over 200 high schools in Queensland)

However, the changing pattern of usage of the Information Desk Service poses obvious questions about the disposition of staff. Library Management is taking these into consideration.

Ask a Librarian

The online information service recorded a 27% increase in activity - 36% increase in real-time enquiries (via Chat) and a 21% increase in email enquiries. 64% of these enquiries were information discovery, compared with 44% in face to face mode. The figures for this service are still not high in comparison to the face to face (4,267 queries compared with 154,142), but the consistent upward trends reflect the Library clients' uptake of the ability to work in places other than the Library buildings and to access the expertise of the Library's information services staff while doing so.

Subject Guides and 'How to' Guides

Information assistance is also provided by a range of in print and online *Subject Guides* and *How to Guides.* Developed and maintained by Liaison Librarians, and accessible both from the front page of the Library's website or in print in all branches, *Subject Guides* are introductions to resources in subject areas. Each of the two hundred and ninety guides helps clients get started in research, find books and journal articles, use appropriate databases, and find relevant Internet resources and specialised information. Further information on applying citation styles, using specific databases, and making full use of particular types of information formats, is provided in fifty five *How-to Guides.* Branch libraries aim to provide a Subject Guide for all programs offered in their disciplines.

Liaison Librarians

In 2006, the Library's fifty-eight Liaison Librarians continued to provide front line service to clients. Liaison Librarians taught 2,950 Information Skills classes attended by 51,300 students, staffed the Information Desks and the Ask A Librarian service, and maintained strong links with Faculty members in their areas of responsibility, working with them in Collection building to make sure the Library's holdings continue to support current and emerging teaching, learning and research areas.

Library Website

The website was progressively upgraded to improve both content and navigation. Some highlights:

- A search box for Oxford English Dictionary was added to Quick Reference
- "New users" renamed "New students and staff" with the content more focussed on our core clients. The rationale for the change was that most other client groups have their own page.
- The Passwords and PINs page was totally re-written to take into account changes such as Library workstation login/logout and the revised service configurations. The page now acts as a summary of who has access to what, with the inclusion of two tables that list who gets access to what as part of Library workstation login and who is entitled to access secure online services, such as licensed products.

UQ Library continued to provide input into the development of the University's websites via Chris Taylor's membership of the Web Interface Working Party.

Library Catalogue

The Library catalogue continued to increase in popularity within the University community. Figures for 2006 showed 13,056 million catalogue searches, up by 21% on 2005.

Catalogue Searches (millions)			
2003	**2004**	**2005**	**2006**
7.850	9.153	10.799	13,056

With title as the default search, it is still the most popular search at 45%. Other popular search strategies included keyword at 20% and authors and course at 10%.

Catalogue usage

Titles 45%
Other 10%
Words 20%
Authors 10%
Subjects 5%
Courses 10%
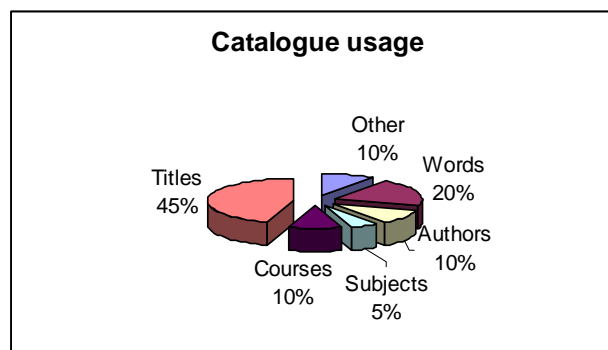
Library Collections
A total of 40,504 new titles (50,925 volumes) were added to the collection in 2006. This was an increase of 1.5% in the number of titles and a decrease of 1.5% in the number of volumes. The Library continues to expand its reference collections in a variety of formats. The number of print journal subscriptions continued to fall, due to the move to electronic only access by publishers. By the end of 2006, the number of print journal subscriptions was 11,416. During 2006, 66,395 journal issues were accessioned. A total of 154 new subscriptions were placed.

Library Collections - Microform and Multimedia
Despite the digitisation of many backfiles by publishers, the microform remains the format of choice for the reproduction of many important bodies of historical research data. For example, in 2005, the following important microfilm collections were purchased with school research funds:
- *The Dutch political conflict with the Republic of Indonesia, 1945-1949 (Algemene Secretarie Batavia, 1945-1949)*

Gifts
The University community, graduates and the greater community helped the Library expand and enrich its collections through generous donations of money and resources. Of the 2,435 resources donated in 2006, significant titles included:

- *The history of London from its foundation to the present time (2 vols. 1772)*
- *The hidden and forbidden history of Latvia under Soviet and Nazi occupations 1940-1991*
- *The land beyond time: a modern exploration of Australia's north-west frontiers*
- *La fouly : chatting about mathematics and life in a remote Swiss alpine village*
- *Births, marriages & deaths, &c. in Brisbane newspapers 1846-1870*

Library Collections - Electronic Collections
The number of databases continued to expand, with a total of 968 by the year's end.
New databases included:

- *Acta sanctorum, 1643-1940*
- *The Shakespeare Collection*
- *Patrologia Latina*
- *Official and tentative methods of analysis of the Association of Official Agricultural Chemists,| 1919-1945*
- *Queensland legal indices*

The number of electronic journals also continued to rise, bringing the total number to 47,500 and the Library was again in 2006 able to substantially supplement the existing electronic journal collection with the addition of electronic backfiles.These included:
- *Great Britain. Parliament. House of Commons. House of Commons Parliamentary papers 19th Century*
- *Great Britain. Parliament. House of Commons. House of Commons Parliamentary papers 20th Century*
- *RSC Archive*
- *COMPENDEX*
- *Elsevier: Nursing and Health Backfile*
- *Inspec archive*
- *Oxford Journals Online*
- *Wiley: Cell and Development Biology*
- *Wiley: Neuroscience backfile*
- *Wiley: AiCHE top-up fee for BBB backfile (adds journals of the American Institute of Chemical Engineers to the existing backfile)*
- *Lippincott, Williams and Wilkins journals online legacy archive*

During 2005, concern was expressed regarding gaps in the collection being created when Society owned electronic journals for which the Library once held a print subscription, move from one commercial publisher to another. In some instances, the original publisher looses the archive as well as ongoing issues. This year, a policy was implemented to ensure that print subscriptions to Society journals were not cancelled when acquiring electronic access to such titles. As a consequence, the Library was one of several CAUL members who did not take up the Blackwell Publishing offer to move to an e-only format.

Databases and ejournal usage
It is not possible to present a clear indication of usage of electronic collections as it is in the case of print based collections. While libraries can count volumes lent, and volumes reshelved (for in-house usage), the statistics available for electronic collections do not give as clear a picture, being derived from different sources and based on different units of measurement. However, some reporting is possible.

Sample figures *(figures supplied by database vendors)*

Database	No of user sessions 05-06	% change 05-06	Total searches 05-06	% change 05-06	Requests for full-text docs 05-06	% change 05-06
Science Direct	407,893	+12%	294,950	+2.6%	1,116,874	+17.4%
Informit Online	353,088	+62%	1,026,667	+146%	180,459	+63%
Blackwell /Synergy	212,381	+51%	115,069	+21%	266,330	+23%
OUP Journals			27,133	+6%	102,321	+46%
Proquest Direct	330,013	+4%	12,282,724	+81%	869,612	+8%

Library Collections – eBooks
UQ Library clients now have access to over 65,000 electronic books. Liaison Librarians are actively seeking titles to dd to the collection particularly to support teaching and learning. Platforms of choice vary but to date, the majority of ebooks used by undergraduates are on the following platforms: New packages of eBooks included:
- *NetLibrary*
- *EBL*
- *StatRef*
- *Safari*

The Safari package containing 94 information technology titles remains a favoured platform for those who need to "snatch and grab" limited portions of texts on a weekly basis.

Library Collections - Multimedia Collections
Over 4,500 new multimedia titles were added to the collections.

Library Collections - Specialised Collections
The Fryer Library manuscript collection was enhanced with addition of several significant collections including:
- Pulp fiction collection of books by Carter Brown.
- Bligh, William (1754-1817) A narrative of the mutiny, on board His Majesty's ship Bounty : and the subsequent voyage of part of the crew in the ship's boat, from Tofoa, one of the Friendly Islands, to Timor, a Dutch settlement in the East Indies.

Library Collections - Course Resources
For some years, the Library has been offering a web-based service, providing a 'one-stop-shop' to information resources and associated services for many of the University's courses. Specific services included access to required and recommended readings, past examination

papers, as well as links to Blackboard, the Interactive Learning Centre and the Courses and Programs website.

A total of 7,321 records in the catalogue were created for course readings in 2006, an increase of 21%. Within the records, there were 3,020 links to subscribed electronic resources (up by 28%) and 3,701 links to journal articles and book chapters, digitised and stored on a library server, an increase of 16%. Use of these locally digitised materials increased by 24% to a total of 1,053,671, showing that the service is well used by UQ students.
It was decided that the service's web presence was in need of a revamp, particularly to provide quicker access to the Library holdings of items on course reading lists. The removal of frames also improved access for the sight-impaired. The name "course materials" was changed to "course resources" to better reflect the specific service that we offer. The revamp was well received by students.

UQ Library participated in the University's *Electronic Course Profile Project*. The project aims to deliver a "one-stop-shop" for all course profiles, including access to learning resources. It includes a direct link to UQ Library's holdings of required and recommended readings.

Library Collections – Loans
Overall loans decreased slightly in 2006 (down by 3.5%). The decrease was due to a decrease in initial loans of 7% as renewals increased by 5.6%. This trend was consistent with the previous year and confirmed that clients were taking up the self-renewal opportunities available, particularly via the web.

Loans		
User Group	**Total Loans**	**% Change**
Community	4,089	-39.3
Undergraduate	747,911	-5.8
Postgraduate	476,963	-3.0
Academic/General	136,325	1.0
Non-UQ staff (incl. hospital)	67,049	19.2
Graduates & alumni	20,447	-11.9
Reciprocals	10,340	-16.5
Total Loans	1,478,026	-3.5

The majority of loans were to undergraduates at 50.6%, followed by postgraduates at 32.3%. Loans to non-UQ staff, including hospital staff continued to increase significantly, with a 19.2% on last year. Self-service loans accounted for 45.1% of all loans, a slight increase on last year's 43.7%.

The introduction of reminder notices by email for standard loans was received most favourably by students. Hopefully, this will translate in a higher percentage of loans being returned on time and a reduction in the imposition of overdue charges.


Library Collections - Shelving
The Library's team of distinctively red-shirted shelvers refiled 1.6 million items during 2006, mostly within two to four hours of items being returned to the branch. This represents a drop of 12% on 2005 figures. Again this is a continuation of the trend since 2000, as the LibStats graph below shows. The decline in usage of print materials is not surprising given the increasing availability and usage of electronic resources.
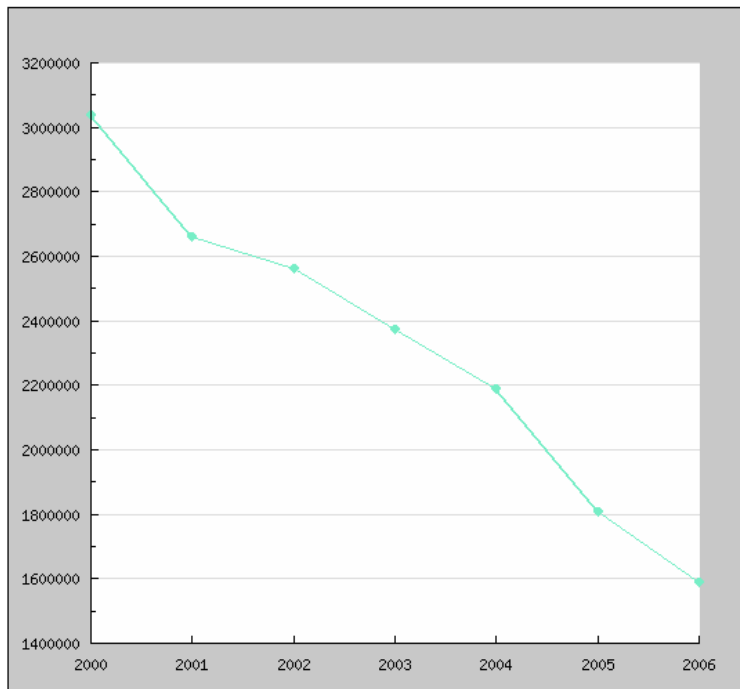
LibStats Time Series Report. All Branches. 6a Shelving 2000 – 2006

Information Skills Services

Information Skills Training and Courses remained popular with UQ students and staff with over 50,000 staff and students attending training sessions in 2006.
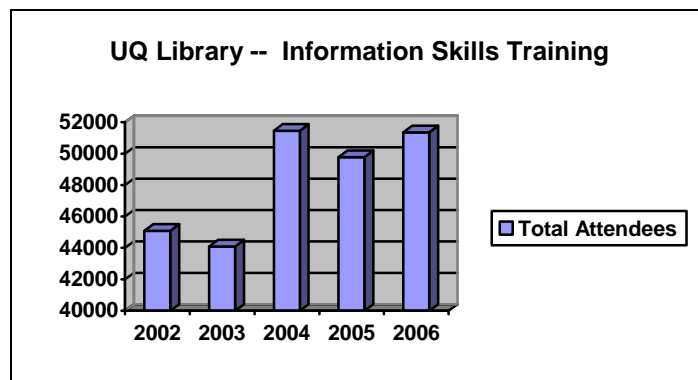
Graduate Student Week
Graduate Student Week (3/4/06-7/4/06): Several Library sessions were run throughout the week, including General Welcome & Services for Postgraduates, Online to the World (Eprints@UQ), Copyright, Copywrong!, Advanced Word and Advanced Endnote. The sessions were well attended, in particular the Endnote and Word sessions.

University Staff Induction Seminar
The University's Staff Induction Seminars for new staff were run twice in 2006 (February, May) in the University's Senate Room. The aim of the Staff Induction Seminar is to welcome new staff to the University and provide an overview of its history, mission, strategic objectives, structure and scope of operations, as well as an explanation of key conditions of employment and employment related policies and procedures. The sessions are compulsory for new staff and were usually well attended. An overview of Library Services and Facilities was presented at each session by the Manager, Information Skills and Community Outreach. A tour of the Social Sciences and Humanities Library was also offered.

Information Technology Assistance Services for Students

Standard Classes 2006

Attendances at the standard *Ask* I.T. training sessions were up on the previous year with 1951 attendees at 218 classes. This represents an increase of 35% in total numbers over the previous year with only a slight increase in the number of classes held. Strong attendance at the extra mySI-Net classes and condensed Orientation Week classes helped boost numbers. The average class size for standard classes over the reporting period was 8.94.

Ask I.T. provided mySI-Net sessions in the week prior to first semester Orientation week and during O-Week which proved popular – class size averaged at 28. There were 38 participants in the I.T. Essentials at UQ classes (formerly named as Computing @ UQ) accounting for 76% of the student attendance for Orientation Week, followed by mySI-NET sessions with 18%.

Students welcomed the classes and feedback from some indicated that they thought all new students should go through the I.T. Essentials at UQ course.

Results were not as positive for second semester with 18 sessions offered by *Ask* I.T. during the Orientation Week (July 17 – 22, 2006). Attendance was poor with only 50 participants in total at all these sessions with an average attendance for all the courses offered of about 2.8 per class (see Table 2 below).

Attendances at *Ask* I.T. standard training sessions displayed the expected seasonal influences with attendances during May and June being lower. This coincided with the busy time for students finishing assessments and preparing for final examinations. Similarly, attendances at *Ask* I.T. standard training sessions peaked in July and August at the beginning of second semester.

Most training facilities in the Library are built with capacity for classes of 16 or greater so rooms are only approximately 50% utilised. Investigations in 2007 will look at ways of maximising room usage.

Tailored Classes

During the year 942 students attended the 50 tailored classes run resulting in an average of 18.84 per class. This represents a 25% decrease in the total number of students attending tailored classes over 2005. At the end of 2005 a decision was taken to reduce the total number of tailored classes run as low attendance at some classes meant they were uneconomical – resulting in a 53% decrease in total number of classes but only a 40% increase in the class sizes over the previous year.

There were 54 AusAid (IAP) students who attended the four (4) sessions of I.T. Essentials @ UQ (formerly named Computing @ UQ) with an average of 13.5 students per class.

182 students attended the 15 tailored training sessions conducted during the reporting period with a class average of 12.1 per class compared to a class average of 6.7 for the 10 classes offered during the same period last year.

Although demand for Advanced Word classes remained high, the class most in demand was the newly introduced Excel Level 2 which covers Excel tools to assist with the analysis and consolidation of data to present more meaningful information. The other recently introduced class, PowerPoint level 2 received a moderate number of few requests with an average of 12 attendees per class.

Tailored training classes were held in:
- Biological and Chemical Sciences – 459 students attended a 1 hr Macintosh operating environment session
- Engineering 1000 – advanced excel class with 458 engineering students attending.

- Vets7113 – special 3 hr PowerPoint class at Gatton campus for 12 students.
- Excel STAT2701 – conducted at Gatton for 2 students of the school of contemporary studies.
- Advanced word - 31 classes conducted across three campuses. Approximately half were solely aimed at postgraduate students and run in conjunction with various events (such as Graduate week) the remainder including both under-graduate and postgraduate students.
- Advanced PowerPoint – held for the school of Biomedical Sciences
- Blackboard – for remote dentistry and social work students

AusAid - IAP

Ask I.T. was approached by Student Support Services to conduct a series of classes for the semester 1 2006 intake of AusAid students. *Ask* I.T. conducted 5 sessions at St.Lucia and 1 session at Gatton, covering Computing at UQ and Working with Windows. A total of 60 students attended the sessions.

UQ link students

Ask I.T. conducted a condensed session of Computing at UQ for UQ Link students prior to Orientation Week. The session was held in the Collaborative Learning Centre with 24 students attending.

Other Advanced Classes

Throughout the first half of the year, planning was underway for the introduction of further advanced classes including a series of Advanced Word sessions which were conducted in conjunction with Graduate Student Week.

In April *Ask* I.T conducted eight Advanced Excel classes for ENGG1000 students and is planning to include a similar offering as part of the standard training programme. During 2007 we will be evaluating the demand for a class focusing on the advanced aspects of Microsoft.

In second semester, the *Ask* I.T. programme was expanded to include 2 new courses: Excel Level 2 and PowerPoint Level 2. These courses were offered in response to increased demand for more advanced training.

Ask I.T. ran 8 special Blackboard sessions during second semester to help familiarise students with the use of Blackboard to access their course materials and submitting their assignments through TurnItIn.

Ask I.T. Help Desk

Total enquiries have decreased from 35,112 in 2005 to 31,805 in 2006 for St Lucia, Ipswich, and Gatton campuses.

Software related enquiries were the main types of enquiries received at the desks due to the release of EndNote 9 to all staff and students as a free CD. There were 1496 disks distributed from the *Ask* I.T. desks in just over a month from the 20th of Feb to 27th of March 2006. There were 2611 Software related enquiries during the reporting period.

To deal with enquiries about laptops a separate "Laptop Kiosk" was set up the week prior to Orientation Week. The\is allowed the main desk to deal with the remaining enquiries in a more efficient manner. The laptop kiosk remained operational until the end of week 1 of semester.

Research Assistance Services

Researchers And Postgraduate Information Discovery (RAPID)
The RAPID course was made available to all postgraduate students via Blackboard. ITS staff were able to identify and enrol over 14,000 postgraduate students from the SiNet database. Honours students who are not deemed postgraduate on enrolment are manually enrolled on demand.

The Library's Training web page was updated to reflect the new course and face to face training for students and researchers has begun in branch libraries. The classes are modelled on the new RAPID format.

Evaluation of the course and feedback from postgraduates has been very positive. Advertising and information was prepared and will be sent to postgraduates and Directors of Postgraduate Study via the UQ Graduate School.

EndNote Bibliographic Software
The distribution of EndNote 9 was preceded by a university wide email to alert all staff and students to the changes between EndNote 7 and EndNote 9. The software including the patch (version 9.0.1) was made available on CDs. The web site and all training Information were updated.

All Library public computers were updated to EndNote 9. The Library continues to support all versions currently in use by University staff and students (Versions 4-9). Ongoing maintenance continues for updating supporting software such as filters and connection files.

Work was completed on the Endnote Licence/Statistics/Software Delivery database. It will maintain licence statistics as well as allowing students and staff to directly download the Endnote software.

Endnote Training Statistics
Demand for EndNote classes continued, and classes continued to be fully booked although some students don't attend when booked. Extra classes were conducted in the beginning of Semester 1 to meet the high demand from new postgraduate students.

EndNote classes are also held in most branch libraries in addition to the centrally booked classes.   EndNote training is also conducted as an integral part of the Library's new RAPID (Researchers and Postgraduates Information Discovery) course. The statistics for the EndNote component of these sessions are not included in the statistics below.

EndNote Classes 2006 *(Note: From 2006 includes all UQ Branch & Central classes)*		
	Classes	**Attendees**
2005	51	632
2006 (as at 23-5-06)	44	502

eScholarshipUQ
Work on the eScholarshipUQ project concentrated on developing the eSpace (now called Fez) digital repository software and also on identifying further repositories for harvest or preservation. The Fez software was launched in mid-November. A logo was developed, and an active user group sprang up. A website was created for the software on the sourceforge open source software site, and by the end of the year, there had been more than 80 downloads of the software. Library staff met with many visitors from other universities interested in the software, and attended, by invitation, a digital repository seminar in New Zealand and presented talks on Fez and how ePrintsUQ had been developed. Fez software was also distributed there on CD.

Australian Digital Theses Program
Theses were added to the Australian Digital Theses (ADT) Program database, an initiative of the Council of Australian University Libraries, comprising digital versions of theses produced by postgraduate research students throughout Australia. The Postgraduate Studies Committee and the Academic Board supported the recommendation that students provide an electronic copy of their theses in addition to the four print copies. The print copy kept in the University Library would be the 'official' copy and the Library would be responsible for adding the electronic copy to the ADT program. Access to the abstract only outside the UQ domain ensured control of the intellectual property.

Document Delivery
The Library's document delivery service continued to provide UQ researchers with access to resources not held in the UQ collections, held in UQ Library's closed access collections (Warehouse) or on another UQ campus. While use of the service remained relatively high, the total number of requests received decreased by 3.3%:

- Total of 53,805
- 33,190 external
- 20,615 intra requests
- 38,071 items received (up by 2.2%). This increase was due to increasing demand for articles and books from UQ's closed access collections.

While demand for material decreased marginally, supply by Australian libraries was down by more than 20%, but from overseas was down by just 0.5% (albeit from a small base). The overall request fill rate was 94.7%.

Resources in the Warehouse continued to be in demand, increasing by 11.3% to almost 14,000 items. The increase was largely due to journal articles (15%), again reflecting the success of the Warehouse journal article service.

Research Quality Framework
In 2005, UQ ran pilot assessment exercises on two schools, the School of Human Movement Studies and the School of Physical Sciences. The exercises were in preparation for the Research Quality Framework (RQF), an initiative of the Commonwealth Government. The RQF will officially commence in 2007. UQ Library played a pivotal role in providing the necessary infrastructure for the expert panels to access the publications submitted by staff in the two schools.

The exercises were both interesting and frustrating. All parties learnt a lot. We must have performed sufficiently well, because the DVC, Research has again invited the Library to participate in the 15 pilots to be run in 2006.

Copyright
The Library's Copyright Coordinator provided advice and training to the University community. The Coordinator met with Library, academic and general staff to resolve copyright issues relating to teaching, learning, research and publication and dealt with telephone and email queries.

Special training sessions were conducted for various Schools, Centres, teaching hospitals and Library staff. Training sessions were also conducted for postgraduate research students, as well as Ipswich campus multimedia students.

The Coordinator was a member of the University's Learning Content Management Pilot Group and the Library's Music Licence Working Party.

A sampling survey of broadcast copying and communication was conducted in April and May. The Copyright Coordinator was nominated by the Secretary and Registrar to coordinate the survey on the University's behalf. The survey was conducted by ACNielsen on behalf of the AVCC and Screenrights.

Amendments to the Copyright Act, including some with significant implications for teaching, learning and research, will impact upon the University in the coming 12 months.

Management Matters

Management Structure

Ms Mary Lyons continued as Acting University Librarian until June 2006, when Mr Keith Webster took up his position as University Librarian and Director of Learning Services. The **Library Management Group** (LMG), consisting of the Executive managers of the six Service divisions of the Library, assisted in the management of the Library.

• Library Corporate Services	Jeremy Crowley (Acting),
until June; Mary Lyons, June to December.	
• Library Technology Service	Andrew Bennett
• Information Access Service	Chris Taylor
• Biological and Health Sciences Library Service	Heather Todd
• Physical Sciences and Engineering Library Service	Grace Saw
• Social Sciences and Humanities Library Service	Ros Follett (Acting, until
October, and then appointed to the position)	

The University Librarian was advised by the **Library Committee of the Academic Board**.

Most of the branch library Managers were assisted by **Library Advisory Committees**, whose membership included academic staff from the disciplines served by the branch.

The Library Management Group in turn relied on the advice of a number of groups in the conduct of the Library's business. The **7up Group**, consisting of staff members of HEW Level 7 and above (Senior Librarian and Management), met quarterly.

Functional **Advisory Groups** focused their attention on a particular aspect of Library business, providing an effective forum for discussion of new ideas, problem solving and management and communication of services and resources. They were convened by the Manager responsible for service delivery in the particular area.

Advisory Groups continuing their activity in 2006 were:

- Circulation Advisory Group (changes to the University's misconduct procedures and their impact on the Library; overdue notices to academic staff; procedure for damaged items)
- Collection Development Advisory Group (acquisition of electronic resources; monitoring trials of databases; authorising expensive purchases)
- Communication and Marketing Advisory Group (introduction of weekly electronic newsletter for Library staff, eLinks; replacement of the Library's quarterly newsletter *Connections* with *Phoenix*) implementation of the Communications and Marketing Plan)
- Document Delivery Advisory Group (Developed standards and key performance indicators for document delivery; monitored the trial of an intercampus document delivery service)
- Information Skills and IT Training Advisory Group (the ongoing administration of the Library's extensive information skills program; implementation of RAPID, (Researchers and Postgraduates Information Discovery) a new online course for post graduates; review of the Library's Subject Guides; the Library's support for EndNote bibliographic software)
- Quality Advisory Group (preparation of a report on Benchmarking best practice for Library Management Group; overseeing the development of the LibStats software and LibShare,the new fileshare structure for the library staff network).

A number of **Working Parties** functioned in 2006 as in previous years, with the object of investigating, reporting on and possibly implementing a new Library service. All reported and made recommendations to the Library Management Group by the end of the year.

- Electronic Course Profile Working Party (Update sessions and development of a Course Profiles Information sheet for Liaison Librarians)
- Music Licence Implementation Working Party (preparation of compilation CDs for required listening for music courses, under the provisions of the new Tertiary Music Licence)
- Intercampus Document Delivery Working Party (monitored the Journal Article Service provided by the Biological Sciences Library during its refurbishment; trialled intercampus document delivery at Gatton)
- Printing and Copying Review Working Party (investigation leading to a recommendation on a contract for multi-function devices for Library, to include scanning, colour printing, statistical records capability)
- Storage Working Party (Assess volume of material currently stored on and off-site and the volume of material to be stored in the future (30 years) and make recommendations on future locations of stored material and access to that material, with comment on initial and ongoing funding required
- Disability Action Plan Working Party (review of Library services for persons with a disability)

Reference Groups established in 2005 to review the Library's management of its corporate documentation, and its collection and management of statistical data, completed their work in 2006. A structure (LibShare) was developed for the Library's shared network and preparation and training for its introduction early in 2007 was undertaken. LibStats, an online tool for collecting and reporting on Library statistics, was developed in the first half and implemented in the second half of 2006.

The **Library Workplace Health and Safety Committee** continued to disseminate information relating to health and safety issues to Library staff, and foster the implementation of WH&S policies throughout the Library.

Human Resources Management

Recruitment and Selection
Recruitment and selection activities have continued throughout the year with recruitment and selection activities undertaken for all classes of position, across all HEW levels and in all branches and sections.

The search for a new University Librarian to replace Janine Schmidt continued into 2006. Mrs Schmidt resigned from her position effective late January 2005 to take up a position at McGill University in Canada. Her resignation created the need for several senior acting appointments. Mary Lyons became Acting University Librarian and Jeremy Crowley replaced Mary as Acting Executive Manager, Corporate Services. Jeremy was seconded from the Management Information Section of the University. Mr. Keith Webster, University Librarian at the University of Victoria, Wellington, New Zealand was appointed to the new position of University Librarian and Director of Learning Services and commenced in June. Resignations were received from a number of other senior staff during the year – Manager, UQ Ipswich Library – Sue Hutley, Manager, Fryer Library – Deb Stumm, Senior Librarian, Fryer Library – Jo Ritale and Finance Coordinator, Library Corporate Services - Samantha Simon. The Manager, Law Library position became vacant after Barbara Thorsen transferred to a position in the School of Law.

The Executive Manager, Social Sciences and Humanities Library Service – Anne Horn – had resigned in October, 2005 to take up the position of University Librarian, Deakin University. Ms Ros Follett was appointed to the Acting Executive Manager, SSAH Library Service

position to replace Ms Horn. Several consequential acting arrangements were put in place as a result. Mark Cryle replaced Ms Follett as Acting Manager, Faculty of Arts Library Service and Helen Cooke replace Mr Cryle as Acting Senior Librarian.

A new Finance Co-ordinator, Glen Dalgleish was appointed to Corporate Services, two internal appointments were made to fill the Manager positions at UQ Ipswich (Tanya Ziebell) and the Walter Harrison Law Library (Julie Oates). Anne Draper filled the consequential Senior Librarian position in Social Sciences and Humanities Library vacated by Tanya Ziebell.

A number of the Managers rotated into different roles on a temporary basis during the year. Margaret Gauld took up the new position of Manager, Physical Sciences and Engineering Library Service. Her position in Information Access Service was filled by Marilyn Hughes. Elizabeth Jordan took up the role of Manager, Quality Services until the end of 2007.

The position of Executive Manager, Social Sciences and Humanities Library Service was advertised in August and eventually filled by Ms Follett on a continuing basis in October.

Employee Relations

The new WorkChoices industrial relations legislation became effective from 27 March. The University was required to amend a large number of human resources policies to comply with the legislation. The impact on the Library was fairly minimal as all Library staff are categorized as General staff and at the time of the new legislation there was a current Enterprise Agreement covering those general staff at the University who had not elected to move onto Australian Workplace Agreements.

The employee relations issues that arose in the Library during 2006 were managed successfully although issues of this kind are inevitably very time consuming for the staff involved in their resolution.

The Library's Staff Perception Survey was conducted this year. Overall there were no significant gaps flagged by Library staff to be addressed in the human resources area. Within the HEW 1-4 staff however, there were some issues flagged as significant gaps in relation to career opportunities and utilization of skills and recruitment and selection. The HR and Staff Development Coordinator visited areas across the Library to speak to the HEW 1-4 staff and address the issues raised in the survey. These visits were favourably received by staff who welcomed the opportunity to discuss issues of concern and make suggestions. The outcome of these visits was that staff preferred the retention of the current policy as the Library's approach to advertising vacancies is more generous than that required by University policy.

Staff Development and Training

The Library provides its staff with many opportunities to enhance and develop their skills through staff development and training. A training needs analysis was conducted late in 2005 and the results shaped the direction of the Staff Development Program for 2006. Key focus areas to address in the program were in the areas of marketing and entrepreneurial skills, emotional intelligence, interpersonal and communication skills and innovation, creativity and problem solving.

In 2006, the Staff Development Program included in house workshops on Marketing Library Services, Thinking Outside the Box – Creative thinking and Problem Solving, Creating Success through Work / Life Balance and Skills for Job Applicants. A large number of staff from across the Library system were involved in planning activities including a series of scenario planning workshops facilitated by Daryl Krook. All five Library Induction Modules were presented to new staff and the Library Train the Trainer course was attended by 12 participants. This latter course is compulsory for all librarians involved in the Library's Information Skills classes.

External staff development opportunities were also taken up by many staff members. Library staff attended workshops, seminars and courses presented not only through the University's Staff Development Program but also through external providers such as ALIA, ATEM, the

Australian Vice Chancellors Committee and the Queensland University Libraries Office of Cooperation.

Library staff attended and presented papers at both national and international conferences during the year. Significant international conferences attended by Library staff in 2006 included IFLA World Library Congress in Seoul, IATUL 2006 in Portugal, IFLA 2006 in Shanghai, US Medical Library Association Conference, Fiesole Collection Development Retreat Series in Sweden. National conferences attended by staff included VALA 2006, AUSCERT 2006, the Lifelong Learning Conference, the Southern Currents ALLG and NZLLA Joint Conference, the World Shakespeare Congress, Health Technology Assessment International 2006 and the ALIA New Librarian's Symposium.

The Future Focus and the Library Wellness Programs continued in 2006 with all sessions well attended. Speakers for both programs are invited from both within and external to the University. Speakers in the Future Focus Program spoke about a diverse range of topics from the First Year Experience Project at the University and teaching and learning developments at the University to the integration of information literacy skills into the curriculum at The Southport School. The Library Wellness Program is a highly popular program within the Library. Presenters for this program gave very informative sessions on health and lifestyle topics such as exercise adherence and motivation and the myths behind food labels.

Staff ICT Training

A full range of ICT courses were presented as part of the in-house IT training program. The transfer of the Library's email service to Microsoft Outlook from Pegasus mail meant that all staff needed to attend Outlook training. This was a major training activity for the year with 22 training sessions run for Library staff. Other courses included Word, Excel and Powerpoint at basic and advanced levels, Snagit and Studio and Writing for Web Pages. The LITLO (Library Information Technology Liaison Officer) Program was well attended with 98 staff members attending the various level 1 courses and 37 attending the more advanced level 2 training courses.

Rotation and Development Scheme (RADS)

The Library's Rotation and Development Scheme encourages cross fertilisation of ideas, skills and knowledge and provides Library staff who have been in their substantive positions for 2 years or more the opportunity to move within the Library system. Job rotation or skills enhancement placements allow participants to experience new environments and client groups and to meet other Library staff. The scheme is now in its fourth year and continues to be of interest to Library staff who wish to move within the Library system and then return to their usual positions.

Management Skills and Mentoring Development Program

A number of HEW 8 Managers participated in a rotation of job roles during 2006. One manager moved from the Information Access Service to the newly created position of Manager, Physical Sciences and Engineering Library Service on a fixed term basis. Another staff member stayed in the Manager, Quality Services position for a further period. It is envisaged this position located within Library Corporate Services and consequential back filling of other positions will provide HEW 8 staff with rotation opportunities to develop their skills and broaden their experience.

Transition to Management Program

The Transition to Management Program for HEW 6 Librarians continued during 2006 with most participants completing the shadowing component of the program during the year. Several participants also participated on selection panels to gain experience in human resources activities. Program participants also continued to work their way through the formal management training stream of the program.

Facilities and Space Management

As in every year, the upkeep and maintenance of the Library's facilities across numerous locations required much time and effort in 2006.

Staff Facilities
To improve facilities and ergonomics, an upgrade to the staff general office and the installation of one additional office was completed in the Dorothy Hill Physical Sciences and Engineering Library. The refurbishment of Level 3 of the Duhig Building, occupied by the staff of the Social Sciences and Humanities Library, was completed, as was a major project for staff facilities at Herston Medical Library. An additional office was built in the Information Access Service area, and the lunch room facilities upgraded.

Library spaces
Small projects to improve facilities for Library clients were undertaken in all branches, from the installation of additional powerpoints to accommodate the rapidly increasing number of student laptops being brought to libraries, to the soundproofing of the group listening room in the Architecture and Music Library.

In the Dentistry Library a new computer facility, the KF Adkins Learning Centre, named after Professor Kenneth Adkins, Dean of the Faculty of Dentistry between 1974 and 1992 was officially opened on 6th February. The Centre, a joint project between the School and the Library is located adjacent to the Library and equipped with 12 public workstations, a trainer's workstation, a ceiling mounted projector and a networked printer.

Biological Sciences Library refurbishment
Throughout 2006 work continued on the refurbishment of the Biological Sciences library. A weekly photographic record of building progress was made available from a link in the BSL branch page. In addition, two issues of the Biological Sciences library Refurbishment Bulletin were published to keep University staff and students up to date with building progress. Library staff were given access to the building in late September, and the process of installing shelving and moving the collection back from the Milton warehouse, the SS&H Library and the Richards Building proceeded over the next weeks. The Library re-opened to users in the refurbished building on December 4th, with the loss of only one days' opening on the 1st December when the collection was moved from the Richards Building.
Both staff and students flocked back to use the Library. It has been included as a case study in the Carrick Grant that was awarded to the university and Wilson Architects to study next generation learning spaces. Staff are looking forward to finding out how students use the refurbished building; and are eager to explore new ways of offering services in the redesigned training rooms and also through the provision of roving services which place staff at the point of need rather than behind the barrier of a static service desk.

Warehouse
All 3 Warehouses remain at full capacity. At the end of 2005 the breakdown of the collection remained at:

- 249,000 monographs
- 294,000 journals
- 6,700 microforms
- 2,500 multimedia
- 14,000 maps

While the move to e-formats of journals is reducing future space requirements, there is still a need for expanded storage of print materials. It is recognised that to maximise access, library collections should be on open access. However, there is a finite amount of space in each branch library and each one is at full capacity. Based on a retention policy approved by the Academic Board, a small percentage only of material is discarded. In order to achieve a steady state in open access collections, material must be transferred to purpose built storage.

While acknowledged by the Library Committee, the problem was not resolved in 2005. To further complicate the issue, the University has determined that the space occupied by Library Warehouse collections on the St Lucia Campus would be better used for storage of Archives and University Records material both of which currently have no room for expansion. The Library agreed to temporarily house a portion of the existing St Lucia based Warehouse collections in the commercial facility at Milton leased initially to hold the Biological Sciences Library journal collection during the period of refurbishment. Staff travel to Milton 3 times a week to service requests for warehouse material.

Based on current retention policies, projections indicate that the Library will need additional storage for approximately 370,000 volumes over the next 10 years.   It is critical that a permanent solution be found. To this end two Library initiatives commenced early in 2006.

Firstly, a consultancy firm was commissioned to examine the situation. Secondly, a Library Committee Working Group was established to review the existing Library Collection Retention Policy. Convened by Jocelyn Priddey, this Group comprised both academic and Library staff. The Working Party considered possible changes to the Library Collection Retention Policy, but recommended retention of the existing policy for both monographs and journals.
No decision was reached on the recommendations, the Committee electing to defer the matter to enable the new University Librarian to become better acquainted with all the issues involved.

Space Planning in SS&H
A Space Plan Audit for the Social Sciences and Humanities Library for the period 2005–2014 was forwarded to the Chair of the University's Space Planning and Management Committee. This review of the space requirements took into account increases and changes in the student population, teaching and learning goals and the ongoing need to accommodate a large print collection to support research in the social sciences and humanities. In response to a need to enhance student experiences, to support future developments in ICT and to promote new approaches to teaching and learning, the review recommended that an additional 600sq. m was needed to provide a mix of open flexible space, additional group rooms and individual seating.

Quality Assurance Management

Strategic and Operational Planning
Planning for 2006 was completed early in the year. The 2006 Library Operational Plan was made available on the public website, and the Service Descriptors and Action Plans documents for each of the six services were placed on the Library staff intranet.

Library staff at Manager, Senior Manager and Executive Manager level engaged in a two day planning exercise in July, to develop the Library Operational Plan for 2007.

At the instigation of the new University Librarian and Director of Learning Services, planning activities for the first time included a Scenario Planning exercise. This took place on October 3rd and 9th, facilitated by Darryl Krook of CPEM Consultants. Library staff were invited to volunteer to participate in the scenario planning, and thirty staff from across the branches and representing almost all HEW levels took part. A smaller group worked on the resulting scenarios to develop five which were then presented to the 8Up group for use in strategic planning. Two days of Strategic Planning in late November used the scenarios as a starting point for planning for the coming five year period. Again a smaller group was designated to refine the outcomes of the group work during the two days. Work on the Library's Strategic Plan progressed, and it will be finalized early in 2007.

Journals Survey
Initial "factual results" from the Journals Reading patterns Survey conducted in May 2005 were received from Professor Carol Tenopir of the University of Tennessee. Professor Tenopir visited the Library on 8th September, to present results.
(http://sirius/library.uq.edu.au/stats/surveys.html)

Staff Perception Survey

The Library's fourth staff perception survey was held during May. One hundred and seventy one responses were received, the highest figure attained in a staff survey. The results of the survey, including free text comments, were made available to all staff, via the Library intranet. A trend analysis, comparing 2006 results with those of the 2004 survey, showed a general improvement in staff satisfaction levels. A gap analysis was also used which enabled the identification of issues which were of concern to particular staff cohorts. These were noted for attention by Managers and in the annual planning process.

Library Manual of Policies and Procedures

Following approval by the Library Management Group of the concept of developing the Library MaPP, work proceeded on bringing together the various policy and procedure statements that existed in various locations on the staff intranet and networked fileshare. The purpose was to address problems with locating documents and with version control. All policies were put into a template based on that used in the University Handbook of Policies and Procedures, which contains a definition block setting out date of approval of the policy by LMG, date of next review, and the appropriate contact officer. A structure, also based on the HUPP, was applied.

Statistics

The development of LibStats (the Library's new web facility for entering and reporting on statistics) was completed in June. Training sessions in the LibStats software were held in July for all staff involved in recording and managing statistics, and all branches and sections began using LibStats from August. The importation of statistics from the excel spreadsheets used for the years 2000 – 2005 allows the reports module to present a range of reports, - time series, percentage change, cumulative, as well as comparative between branches for designated time periods. This will greatly improve the information available for management decision making, and also save staff time spent on statistics.

Corporate Documentation Management

Work was undertaken to ensure that Library documents and records are developed in a consistent style to an accepted standard, and that they are stored appropriately in a structured, managed network drive. Apart from improved efficiency, this would ensure the Library can meet its obligations under the *Public Records Act 2002*. The LibShare filestructure was developed and set up on a new networked drive, designated L:\ drive. Staff were trained in using the new structure, which was to be introduced at the beginning of 2007.

Publicity and Publications

A wide range of publications was produced during 2006, including the Annual Report for 2005, eleven issues of the staff newsletter *Links* and forty-one issues of the weekly electronic newsletter *eLinks.* There were some changes from previous practice. The Annual Report was produced in a full version, published only online, and a briefer "Year at a glance" version, which was printed and distributed. The frequency of *Links* was changed from fortnightly to monthly, and a brief weekly electronic newsletter was produced for staff. *Connections*, which had previously been issued quarterly and was aimed at the Library's clients, did not appear in 2006. It will be replaced in 2007 with a new title, *Phoenix.* The first issue of another new title, *Fryer Folios,* appeared in September. *Folios* will be published twice a year to illustrate the range of special collections in the Fryer Library and to showcase scholarly research based on these sources.

Staff of the publicity and publications section produced numerous brochures, flyers, posters, and bookmarks advertising Library services and resources. Support material for key events – Friends of Fryer functions, Orientation week, the Cyberschool annual seminar, the opening of the refurbished Biological Sciences Library – was also produced.

The Library's publications team also produced a number of displays for the foyer of the Duhig Building, and collaborated with staff in branches for some of their displays.

Duhig Building Displays included
- Australia Remembers
- Shakespeare Anniversary
- School of Japanese Studies 40th Anniversary
- Alf Howard: A Life of Discovery
- Australian Vernacular Modernities

Branch displays included
- Speculative Fiction (Fryer)
- Roman Law (Law)
- An@tomy.tv (Herston)
- History of the Library (PAH)
- Diversity Week (all libraries)
- Opening display (BSL)

Budgets and Finance

Several systems changes have impacted on the Finance area during 2006. Firstly, IBuy (the University's new purchasing software) was implemented in February 2006. In UQ Library, IBuy has been combined with the existing Eventum software to record the progress of purchase orders from initiation to receipt of goods and services. Secondly, the output accounting project was completed for Australian invoices early in March. This has eliminated duplicate processing of invoices in the acquisitions system as well as the finance system. Output accounting for overseas payments is expected to commence early in 2007. Finance section has also reorganized record-keeping practices and commenced scanning domestic invoices instead of maintaining cumbersome paper files.

With the valued support of Library Technology Service and Information Access Service, these changes have been successfully implemented.

Reporting
During the year, Branch financial reports were converted from Excel spreadsheets to Business Objects. The new medium is more dynamic and allows managers to access their own up-to-date financial data via the UQ Reportal. The reports show actual expenditure for any selected period compared to budget and year forecast. After implementation of the reports, all users were individually trained in using the Reportal.

The move to Business Objects signified the end of DA Link as a financial reporting tool for UQ Library.

The Management Reporting Framework has also been introduced by the Management Accounting Group within Business Services this year. UQ Library uses the framework for submission of budgets and associated financial forecasts.

Materials Budget The overall position of the Library's collections budget remains reasonably stable for 2006, albeit with some uncertainty on the horizon. Approximately $15.75 million will be spent on the Library's collections, an increase in the dollar value of 4.4%. The 3 teaching hospitals with which the Library jointly funds library operations will contribute a further $770,000 to the collections. The combination of a slight increase in the operating grant to the Library for 2006 and RIBG funding from the Deputy Vice-Chancellor (Research), will mean that the purchase of subscription-based material can be maintained at 2005 levels.

Below is a breakdown of the 2006 Library collections budget (all sources of funds):

Allocations	$
Research Support	
Journals & databases	9,873,896
Monographs	1,791,667
Document requesting	291,000
New collections	275,000
Binding	301,000
Sub-total	12,532,563
Teaching & Learning Support	
Journals & databases	2,172,400
Monographs	1,705,000
New collections	150,000
Sub-total	4,027,400
Postage, customs, labels, etc	69,300
Total	16,629,263

Funds were also received from the Ipswich budget for the purchase of library resources.

The position in relation to actual purchasing power of the budget is less rosy. While the Australian CPI continues at historically low levels, subscription costs (75% of expenditure) are increasing by 8%. The situation with the Australian dollar remains unstable, with the University's bank, ANZ, predicting that the Australian dollar will drop to below US 70 cents during 2006. With 80%+ of its resources purchased overseas, the purchasing power of the Library's budget remains uncertain.

The Library has taken a number of steps to ameliorate the uncertainty. With the support of Business Services, the Library has taken out a number of forward currency purchases at very favourable rates. It is also using $1 million of its own Source 6 income to ensure that purchasing levels remain reasonably stable. Part of this income will also be used to support the expanding range of courses and research at the University.

For a number of years, some faculties have sought increased flexibility in how funds are allocated to research-based subscriptions (databases and journals) and monographs. Starting in 2006, faculties have been offered the ability to transfer some or all of their monographs allocation to the research databases and journals fund. The faculties of Biological and Chemical Sciences, Health Sciences and Natural Resources, Agriculture and Veterinary Science, have taken up this offer to a varying extent. Where less than 100% has been transferred, the school will continue to be allocated the remaining funds as a fixed amount. It is expected that this offer will continue in 2007.

Expenditure
As a hedge against currency fluctuations, the Library took out 'forward currency' contracts in all three major currencies. In all, currencies to the value of US$2.6 million, Euro 500,000 and GBP 200,000 were contracted.

In May, the Library was again able to negotiate an 'early payment' discount for Elsevier subscriptions which helped defray the 5% price rise. An early payment discount was also negotiated with the subscription vendor EBSCO resulting in a US$9,000 credit.

The value of the Australian dollar remained reasonably favourable in the last quarter of 2005, which resulted in a surplus of unexpended funds just before the University's fiscal close. A contingency list of proposed purchases was compiled in anticipation of such an occurrence. With these purchases the Library achieved 100% expenditure of the Library Materials budget.

Collection Valuation
In 2005, the University was advised by Queensland Treasury that they intended restructuring the methodology by which libraries valued their collections. A Library representative, Jocelyn Priddey, accompanied a Business Services Representative to several meetings late in 2005 and early 2006. In June 2006 in accordance with Queensland Treasury Non-Current Asset Policies for the Queensland Public Sector, Section 13, Accounting for Library Collections

Guidelines and with Sector practice, the University approved that majority of the Library collection be expensed annually.

In October 2006, the Library met with the University's Chief Financial Officer who passed on a request from Treasury to provide justification for the decision to expense the majority of the collection. The University Librarian took the opportunity to express his view that the Guidelines were flawed in that they made no allowance for the valuation of research collections held by the larger universities and offered to draft a request to Treasury to that effect. This point had been previously made by various Universities during discussions prior to the formulation of the Guidelines to no avail. It is hoped that such comment will cause Treasury to reconsider and revise the categories of collections.

The Fryer Manuscript and Rare Books Collection are independently valued every five years.

Insuring the Collection
The methodology used to determine the value of the Library collection for insurance purposes continue to be extremely complex. Collections are detailed by location and with the exception of the Fryer Manuscripts and Rare Books Collection, are valued by format using average prices and /or replacement value. The temporary relocation of the Biological Sciences Collection due to the refurbishment of the BSL building and the refurbishment of part of the Duhig Tower continued during most of 2006. The calculations were done twice to accommodate the relocations. The first submission reflecting the temporary housing of the collections was completed in May. The second reflecting the return of the BSL material to the refurbished facility but also the relocation of 50% of the Warehouse 1 to Milton, was completed in October.

Technology Management

Website
The Library website successfully handled 46.3 million requests during 2006 and the *Ask* I.T. website received 552,900.

Library Public Website Statistics	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	Annual
Successful Page requests for website	10,053,057	13,974,345	11,747,580	10,610,003	46,384,985
Average successful requests per day	334,767	460,216	383,486	346,227	1,524,696
Successful requests for home page	4,278,180	6,986,191	6,553,646	17,071,200	34,889,217
Data transferred (Gb)	422.08	681	592	60.41	1754.54
Average data transferred per day (Gb)	13.98	22	19	1.95	57.46
Busiest day (page requests):					198,920
					6-Nov-06
Busiest month (page requests):					May

Ask I.T. Website Statistics	1st qtr	2nd qtr	3rd qtr	4th qtr	Annual
Successful Page Requests	170,297	141,605	130,484	110,514	552,900
Average Successful requests	5696	4663	4249	3602	18210
Successful requests for IT Answers page	2381	2075	1613	1356	7425
Successful requests for Home page	17883	12570	13877	8,813	53,143
Number of Distinct hosts served	44,475	39,660	43,587	42,545	170,267
					4609
Busiest month (page requests)					February

Other major aspects of technology management in 2006 were:

- The Dell Optiplex GX520DT PC deployment replaced 539 public machines; this did not include the hospitals and BSL. A further 26 were deployed to upgrade the public print stations. 16 Dell PC's replaced the Ariel workstations which would allow the Ariel software to be upgraded to version 4.
- 8 Dell GX520DT PC were deployed to AustLit including necessary power/network
- Library-wide deployment began of Dell GX520 systems for existing GX270 Ariel workstations
- Migrations began of all library staff email from IMAP to the ITS-managed Exchange Server. Liaison with ITS required to request batches of users to be migrated. One-hundred-and-thirty-one (131) users were migrated and then setup by the Workstation Support team during this month.
- Redeployment of PCs associated with moving Archives away from the auspices of the Library to UQ Central Records.
- Deployment of new public machines to the refurbished BSL, 209 Dell GX745 were rolled out including print-stations.
- 8 of the older GX260DT from BSL were relocated to Goondiwindi.
- Collection for resale of public PCs from all deployments saw Dell MNS collect and resell 868 public machines.
- BSL refurbishment: extensive liaison with Network Services, ITS and BSL management/project management regarding various issues including: incomplete network infrastructure, lack of power, no under desk cages for public areas to support USFF power adapters and cable tidying.
- Audit of Symantec Antivirus version on all Library PCs. This was triggered by detection of an infection using an exploit to version 10.0.x. Upgrading was made to version 10.1.x as necessary

Library System Management

The Library migrated to a new Intel server with Linux in February. The migration proceeded well though there were a number of Linux related problems that needed resolving

Ongoing activities to improve Millennium, Library Management System (LMS) continued. Release 2006 beta testing began in March with Millennium Acquisitions and Electronic Resource Management (ERM) modules. We purchased a subscription to Content Access Service (CASE) and were involved in beta testing this new service which delivers the e-journal coverage data required for ERM and WebBridge. Integrated beta testing began in late June. Whilst time-consuming it was worth the effort involved and gave early access to new features, providing an opportunity for staff to comment on and influence how the new features work. Improvements included:

- Ability for Library staff to view cancelled holds for a patron
- Status field in the item record displays the due date if the item is checked out
- Fines Paid file viewable in MilCirc with new features and exportable to Excel.
- Clients can re-use and further limit searches that have already been limited
- Patron record display able to show the number of renewals on items in the checked out materials list

Release 2006 included a new web platform, WebPac Pro, in addition to the Classic WebPac. Some of the new features and products will be available in WebPac Pro only. Testing of WebPac Pro in the staging port continues. We have ordered several new products (My Record Feeds, Feed Builder and Spell Check) and will incorporate these into the testing on the staging port.

The Library received an invitation to become a development partner in Innovative's Encore development initiative. Encore is a new discovery services platform that has the potential to transform the user experience of the catalogue with expanded search functionality and community features. The new service will be implemented in the second half of 2007.

With the implementation of the Electronic Resources Management module, there was a need to export the data from the resource records in a format that could be used to populate the Library's gateways.   The data from resource records was mapped into pseudo MARC records exported for loading to the gateways. This project was completed in December.

The University's Assurance and Risk Management Services (ARMS) conducted a system audit of the library system. A draft report with several recommendations was received by the Library. The Library responded and will implement the recommendations during 2007.

Community Relations

Relationships with Professional Bodies

Queensland University Libraries Office of Cooperation
The thirteen Library members of QULOC are from across Queensland, northern New South Wales and the Northern Territory. QULOC provides a mechanism for the exchange of information and ideas, for encouraging best practice development and cooperative activities, and for providing excellent opportunities for staff development. UQ Library had representatives on each of the six working parties:
- Lending and Document Delivery Working Party
- Information Resources and Access Working Party
- Information Skills and Services Working Party
- Information and Communications Technology Working Party
- Staffing Issues Working Party
- Quality Issues Working Party.

Activities amongst these groups to which Library staff contributed and which were attended by Library staff in 2006 included:
- University Librarians' Forum
- Selling the Library Message (Marketing)
- Communicating with clients using new technologies
- Workforce Planning workshop
- EndNote masterclass.

Council of Australian University Librarians
The UQ Library continued its involvement in CAUL. Its primary aim is, through cooperative activities, to improve access by the students and staff of Australian universities to the information resources fundamental to the advancement of teaching, learning and research.

Mary Lyons, as Acting University Librarian, and later in the year Keith Webster attended CAUL meetings.

In 2006, the annual CAUL Achievement Award went to UQ Library Senior Manager Jocelyn Priddey in acknowledgement of her outstanding contribution to CAUL's strategic support for Research and Management for Best Practice. In particular it was recognised that Jocelyn has made significant contributions to support the CAUL Goals of optimising and maximising services and resources available to researchers, and promoting continuous improvement in university libraries.

ACCESS Librarians Group
The Liaison Librarian for Mechanical Engineering held the position of Secretary until May, and co-organised the meeting held on 1st March. This involved arranging for a presentation by Phil Higginson from SAI Global, who discussed *Australian Standards.* The Liaison Librarian for the School of ITEE took over the position of Secretary for the rest of the year, attending meetings and organising the Access end of year lunch in November.

Training Program "Creating the Library of the Future"
During the period 19th – 30th June, a group of eleven chief/senior librarians from nine universities in Malaysia attended a training program delivered by UQ library staff. The program consisted of five training modules: Collection Management, Technology in Libraries, Library Services, Managing the Library and Trips and tours. The Trips and Tours module included visits to other university libraries in Brisbane and the Gold and Sunshine coasts and the University of Queensland branch libraries located on non-St Lucia campuses.

Resource Sharing

Reciprocal Borrowing
Applications for reciprocal borrowing received from other institutions decreased by 3%. While QULOC applications decreased by 9%, those from other institutions increased by 25%. As in previous years, the largest number of applicants from QULOC institutions was from Griffith University, followed by Queensland University of Technology (QUT), the University of New England (UNE) and the University of Southern Queensland (USQ). The largest number of loans, however, was to UNE, followed closely by QUT and Griffith, with UNE having the highest number of loans per borrower, followed closely by the Australian Catholic University and USQ.

Delivering Worldwide
The quality of the Library's collections was recognised both nationally and internationally. The collections were visible through the web-based Library catalogue, on Libraries Australia and via OCLC's WorldCat service.

The Library lent books and supplied photocopies or scanned documents to Australian and overseas libraries, all within the bounds of the Copyright Act. Overall, there was a drop of 5.6% in the number of requests from the previous year.

The number of requests from Australian libraries decreased by 8.3%, while the number from overseas libraries showed an increase of 3.5% - albeit from a low base. The fill rate for Australian libraries increased to 83% and for overseas libraries remained at 42%. The low fill rate was due in part to the high proportion of requests submitted for items not held, particularly from overseas libraries. It was also due to the move to electronic format for journals, as electronic resources have restricted access due to licensing agreements. Demand for copies of UQ theses increased very slightly to 206.

Firming up Friendships

Friends of Fryer
Five Friends of Fryer events were held in 2006: the launch of the *Taking to the Streets* exhibit at the Musieum of Brisbane, to which all Friends of Fryer were invited, the opening of the Speculative fiction display and the launch of Fryer Library's 'Unreal collections' science fiction collecting project, the opening of the exhibit "Shakespeare in Brisbane" at the launch of the world Shakespeare Congress at City Hall, the Miles Franklin Award evening held at Fryer during the Brisbane Writer's Festival, and the Friends of Fryer Christmas Lunch. The Friends are actively seeking to become more supportive of targeted acquisitions and it is expected that in 2007 they will seek to support individual major items for the collection. Fryer Library has also been working with the Museum of Brisbane and the State Library of Queensland on various exhibitions.

Fundraising for a good cause
In late May, staff across the Library combined social activity with fundraising for a good cause when several branches participated in Australia's Biggest Morning Tea, an annual event sponsored by the Cancer Council to support cancer research and education activities. Students and staff were invited to enjoy good food, prepared by Library staff, and good company, in exchange for a gold coin donation, and responded generously to the invitation, making the event a great success.

Consultancies
Staff from the Library's Information Access Service were involved in various consultancies throughout the year. These included:

- Sharing expertise in the Millennium Library system with staff from Invercargill City Libraries, New Zealand

- Sharing experience in using journal consolidation services with staff from Queensland State Library
- Sharing expertise in electronic resource management and the millennium Integrated library System with staff from the Queensland Supreme Court Library