

The University of Queensland Library

2006: The Year at a Glance



LIBRARY
Enriching world-class scholarship



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Highlights of 2006

Our clients

- presentation of the inaugural Library Excellence Award to Mani Heck and Anton Petrenko, and Fryer Library Award to David Henderson

Our services

- the launch of *Fryer Folios*
- creation of compilation CDs for music students
- online journal article service
- Inter-campus document delivery service trial adopted permanently

Our information resources

- the official launch of UQ eSpace, the institutional digital repository for The University of Queensland
- development of specialised websites for medical students and hospital staff

Our people

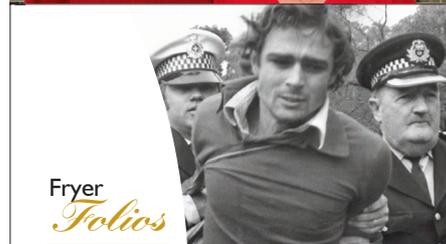
- Council of Australian University Librarians annual Achievement Award bestowed on Jocelyn Priddey
- William Chun honoured in local medical students teaching awards
- UQ Faculty and Central Organisation Unit Citation and citation in the Australian Carrick Australian Awards presented to the Ask I.T. team

Our infrastructure

- opening of the \$13.5m refurbished Biological Sciences Library
- update of the Social Sciences and Humanities Library staff area
- opening of the KF Adkins Learning Centre next to the Dentistry Library
- Rural Clinical Division designated as 14th branch of The University of Queensland Library

Our stakeholders

- TC Beirne School of Law's 70th anniversary function in Law Library
- community art exhibitions at UQ Ipswich
- school library tours
- *Creating the Library of the Future* training program delivered in the Dorothy Hill Research Centre.



UQ eSpace

The University of Queensland's
institutional digital repository





From the University Librarian

“...a demanding and successful year”

I am honoured to introduce The University of Queensland Library's 2006: *The Year at a Glance*.

I took up the post of University Librarian and Director of Learning Services in June 2006, and this overview 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.

The 2006 year was one 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 forward, 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.

As you can see on page 2 there were many highlights during 2006. Many people 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.

The complete Annual Report for the Library can be found at: www.library.uq.edu.au/about/annualreport.html

Keith Webster, University Librarian and Director of Learning Services



An Overview of the Library

With an annual budget of \$30.5 million The University of Queensland Library offers a high quality information service to its 135,397 registered users representing students, academics, researchers and the general community.

Holding one of the largest research collections in Australia, the Library delivers service at more than 20 points via 257 staff for up to 84 hours per week, and through the website at: www.library.uq.edu.au 24 hours per day, seven days per week. The collection - books and eBooks, journals and eJournals, microform, video/DVDs, manuscripts and pictorial material - is also accessible through reciprocal borrowing schemes, interlibrary loans and other resource-sharing initiatives.

The physical collection is housed in 14 branches located on three campuses and several health teaching facilities, and all offer a similar range of services: reference, lending, printing and photocopying, displays, information skills programs, computer help and training, personalised updating services and document delivery. A range of facilities, seating, study spaces and information technology assistance is also available.

The branches are grouped together administratively into the: Biological and Health Sciences Library Service, Social Sciences and Humanities Library Service, and Physical Sciences and Engineering Library Service. Support and services are provided by three other sections: Library Technology Service (*computer support and training*), Library Corporate Services (*facilities, human resources, finance, planning, UQL Cyberschool*) and Information Access Service (*collection development and management, website, library system and copyright*).

The Library Executive, comprising Executive Managers from each section and service area, is responsible for the day-to-day administration of the Library and is assisted by the Library Committee of the Academic Board who:

- advise the Board and the University Librarian on matters relating to the University's library requirements
- consider and advise on library policy and conditions of use of the Library
- serve as a means of communication between the University community and the Library.

“...a high quality information service”



**Professor Susan Hamilton,
Chair: Library Committee
of the Academic Board**



Enriching world-class scholarship

“...and again electronic collection numbers rocketed”

Expanding the Collections

The Library added 40,504 new titles (50,925 volumes) to the collection in 2006, a 1.5% increase in title and 1.5% reduction in volume numbers. The reference collection continued to expand while print journal subscription numbers fell to 11,416, due to electronic-only access moves by publishers; however 154 new subscriptions were still placed. 66,395 journal issues were accessioned during the year.

Microform remained the format of choice for many historical researchers, and school research funds were used to purchase several collections, for example *The Dutch political conflict with the Republic of Indonesia, 1945-1949 (Algemene Secretarie Batavia, 1945-1949)*.

Manuscripts were also boosted with the purchase of significant collections such as Carter Brown's pulp fiction titles and *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* by William Bligh (1754-1817).

Multimedia holdings were enlarged by the purchase of 4,500 new titles.

And again, electronic collection numbers rocketed (see page 8). As concern had been expressed about gaps in the collection when eJournals were purchased instead of print copies, the Library ensured that paid subscriptions to Society journals were not cancelled when acquiring electronic access.

Research Quality Framework (RQF)

The Library played a pivotal role in the RQF pilot assessment at UQ, providing the necessary infrastructure for the expert panels to access publications.





Enhancing the student experience

Improved Facilities: Biological Sciences Library refurbishment

Possibly the major achievement of the year for the Library was the reopening in December of the Biological Sciences Library at UQ St Lucia after a refurbishment spanning 18 months and costing \$13.5 million. With minimal service reduction during the period (only one day of closure to allow the move of books from the temporary Richards Building accommodation) the new library proved to be a great hit with staff and students alike. In fact, the building - with its redesigned training areas and roving librarians - was used as a case study in the Carrick Grant awarded to the University and Wilson Architects to study next generation learning spaces.

Other facilities

Several minor improvements were made to the Library including soundproofing of the listening room in the Architecture and Music Library, the installation of many new powerpoints in all branches to enable students to plug in their laptops, and the removal of asbestos in the Duhig Building. In the Dentistry Library, the KF Adkins Learning Centre was officially opened.

Services

To best suit its clients the Library provided teaching, learning and research material in a wide variety of formats and enabled access both on-site and online. Library branches were open 100% of their advertised times and online services were available '24x7'.

Library staff provided assistance in how to use these resources by personal help, face-to-face and online training, and by the preparation of subject and how-to guides and other publications. EndNote software, laptop loans and a wireless network was also provided.

“...the new library proved to be a great hit”





The award-winning Ask I.T. team

Ask I.T.

The computing help and training Ask I.T. service was acknowledged as a provider of excellence with the receipt of two awards: a UQ Faculty and Central Organisation Unit Citation for outstanding contributions to student learning and a citation in the Australian Carrick Australian Awards for University Teaching for targeted provision of IT training programs to meet specific student needs.

The Ask I.T. website proved very popular, receiving 552,900 successful page requests during the year. Training classes were also well patronised, with a 35% increase in attendance. A new 'Laptop Kiosk' was set up prior to O-week to accommodate the large numbers of queries about this type of technology.

Ask a Librarian

Although not as prolific as the face-to-face enquiries (4,267 compared with 154,142) the online information service was very popular with users, recording a 27% increase in activity - 36% more chat enquiries and 21% more email requests. Its ever-increasing usage was testimony to the Library's ability to provide service in places other than its buildings.

Information Desks

The trend of the last few years continued in 2006 with a 21% drop in the number of direct queries at the front desk. Of the 154,192 enquiries made, 44% were for help finding information and the rest were directional or technical support issues. Perhaps this was a reflection of the Library's improved signage, high profile information skills training, better database design and more computer-literate clients.

Information Skills

More than 50,000 staff and students attended training sessions or tours in 2006, continuing the trend of students learning to help themselves. The Library participated in all University events such as Graduate Student Week where additional classes were presented. Access to the Researchers and Postgraduate Information Discovery (RAPID) modules was made available online to all postgraduate students via Blackboard, which enabled greater uptake of the training.

Loans

Despite a 3.5% drop from 2005 figures, the Library processed 1,478,026 loans, with 45.1% being self service (up from 43.7%). Renewals increased by 5.6%, however. Students appreciated the introduction of email reminder notices

Friendly service

The newest branch library, the Rural Clinical Division, voted its librarians tops, but much praise was heaped on other staff through the Suggestion Boxes.

2006 Library Public Website Statistics

- **Successful Page Requests**
- 46,384,985 (46.3 million)
- **Average daily requests**
- 1,524,696 (1.5 million)
- **Successful home page requests**
- 34,889,217 (34.9 million)
- **Data Transferred**
- 1754.54 Gb (57.46 Gb/day)
- **Busiest day of the year**
- 6 November 2006
- **Busiest month**
- May 2006

Database	User Sessions	Change	Searches	Change	Requests*	Change
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	+81%	869,612	+8%

* Requests for full-text documents

Building the digital research environment

Library Technology Services (LTS)

LTS section was kept busy maintaining the computer system which supported the digital research environment for UQ scholars. Hundreds of public computers were replaced with upgraded models and new ones installed in the Biological Sciences Library, the staff email system was enhanced, and an audit of anti-virus software was conducted.

Electronic Resources

The online Course Resources offered by the Library, which include required and recommended readings, past exam papers, as well as links to Blackboard, Interactive Learning Centre and the Courses and Programs website, increased by 21% to 7,321 records. The investment was well worth the effort as students found it very useful, accessing them more than a million times!

The Library spent a major proportion of its collection funds on electronic resources so that by year's end the collection included 968 databases, 47,500 eJournals and more than 370,000 eBooks, quite a significant increase on the previous year's numbers of 869, 30,000 and 358,000 respectively. It was difficult to gauge usage levels of electronic resources but publishers were able to provide some indication of an overall increase (see table above). Electronic purchases of note included: *The Shakespeare Collection*, *Queensland legal indices*, *NetLibrary*, *Safari*, *RSC Archive*, *Oxford Journals Online* and *Wiley: Cell and Developmental Biology*.

EndNote

EndNote 9 bibliographic software was distributed to the University community and many classes were conducted for postgraduate students.

eScholarshipUQ

Work continued on developing the software for UQ eSpace, Fez, and it was launched in November to much acclaim. Staff spoke with many other interested university visitors, including at a digital repository seminar in New Zealand, and distributed the software via website and CD.

Australian Digital Theses Program

The Library added a digital version of UQ theses to ADT but limited access to abstracts only outside the UQ domain.

UQ Library
Quick Reference
Databases
Subject Guides
Journals
Ask a Librarian
UQ eSpace
Research Finder



Providing convenient and customised access to information

Library Website

The website at: www.library.uq.edu.au was progressively upgraded during the year to improve both content and navigation, including the addition of the Oxford English Dictionary, revamped Passwords and PINS page and individual client group pages. The catalogue was very popular, searches increasing from 2005 by 21% to 13,056 million.

Subject Guides and 'How to' Guides

Liaison librarians continued to provide directional instructions for finding information and made 290 subject guides and 55 'how to' guides available both online and in print.

Document Delivery

This service provided UQ researchers with access to resources not held in the UQ collection with 53,805 requests made (a 3.3% drop from 2005). The overall request fill rate was 94.7%, reflecting the success of the warehouse journal article service.

Copyright

With its own Copyright Coordinator on staff the Library was well placed to offer advice and assistance to the general University community, as well as specific training sessions and a sampling survey of broadcast copying and communication.

Shelving

The Library's team of shelvees refilled 1.6 million items within two to four hours of being returned in 2006.

“...shelvees refilled 1.6 million items”



Developing and maintaining community partnerships

Professional Associations

The Library maintained its involvement with several professional bodies, including the Queensland Universities Office of Cooperation (QULOC), the Council of Australian University Librarians (CAUL) and ACCESS.

Several staff took on professional association membership roles or represented the Library on a range of committees, both within and external to the University, often at a national or international level. For example, Chris Taylor was a member of the Libraries Australia Advisory Committee and Sue Macaulay was Vice-President of the Australian Law Librarians' Group.

CAUL bestowed its annual Achievement Award (with \$5000 cash!) to Jocelyn Priddey (*pictured at right*) for her longstanding efforts with the Electronic Information Resources Committee in optimising services available to researchers and promoting continuous improvement in university libraries. Other staff conducted specific training sessions for the general library community.

Sharing expertise

In June, a group of eleven senior Malaysian librarians (*pictured above*) attended the *Creating the Library of the Future* program offered by UQL.

The Library worked with Carol Tenopir from the University of Tennessee on her Journal Reading Patterns survey, results of which she presented at a seminar at UQL in September.

And several Information Access Service staff shared their expertise (particularly with the Millennium Library System) as consultants to the State Library, Queensland Supreme Court Library and the Invercargill City Libraries (New Zealand).





“...2,435 resources donated - gaining the Library’s sincere appreciation”

Significant Gifts

- *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 and deaths etc in Brisbane newspapers 1846-1870*

Sharing resources

Demand for UQL resources by other institutions decreased across the board, although the number of applications for reciprocal borrowing from other tertiary institutions increased by 25%. The Library retained high visibility of its holdings through the online catalogue at: www.library.uq.edu.au as well as being featured on Libraries Australia and OCLC’s WorldCat service. There was a very slight increase in demand for copies of UQ theses.

Fundraising

Once again, monies were raised for Camp Quality via a series of successful Christmas raffles and the Library participated in the Cancer Council’s *Australia’s Biggest Morning Tea* with staff providing refreshments for visitors in exchange for a gold coin.

Friends of Fryer

This group (pictured above) continued to engage the general community by hosting five popular functions - three exhibition openings, the Miles Franklin Award evening, and a Christmas lunch. Fryer staff also worked closely with the Museum of Brisbane and the State Library of Queensland on a range of exhibitions.

Donations

The community continued to be involved with the Library by donating 2,435 resources during the year - gaining the Library’s sincere appreciation (see table at left).

Visitors

Library staff hosted many visits by local, national and international guests including school groups and overseas education and library delegations.



Practising ethical and accountable governance

Management and Governance Structure

The Library was managed by the Library Management Group (LMG), comprising the University Librarian and Director of Learning Services and a team of six others representing the Library's service divisions: Library Corporate Services, Library Technology Service, Information Access Service, Biological and Health Sciences Library Service, Physical Sciences and Engineering Library Service, and the Social Sciences and Humanities Library Service. LMG met weekly.

LMG was advised by the Library Committee of the Academic Board, who met twice during the year to consider issues such as Library Conditions of Use, implementation of the 2004 Library Review and the Collection Retention Policy.

It was further advised by the 7up Group (Library staff members at HEW7 and above) and several ongoing Advisory Groups who met periodically to discuss specific matters of Library business (see table at right).

A number of short-term Working Parties also met to investigate and/or undertake projects of benefit to the Library. All produced recommendations in report format by year's end.

Reference Groups on corporate documentation and management of statistical data, which had been established in 2005, wound up their work during the year and launched a new shared file directory and online statistics collating tool.

Each branch library had its own manager and most had an Advisory Committee, with members from the academic staff of the discipline served by that branch, to provide assistance.

The Library Workplace Health and Safety Committee continued its work on health and safety policies.

Library Advisory Groups

- **Circulation**
 - misconduct procedures and Library impact, overdue notices for academic staff, damaged items procedures
- **Collection Development**
 - eResource acquisition, database trials, authorise expensive purchases
- **Communication and Marketing**
 - develop and monitor marketing plan, review publications
- **Document Delivery**
 - develop standards and key performance indicators for document delivery, monitor intercampus trial
- **Information Skills and IT Training**
 - administer Library training program, review Subject Guides, support EndNote bibliographic software program
- **Quality**
 - Benchmarking best practice, oversee new fileshare structure for intranet.

Library Working Parties

- **Electronic Course Profile**
 - organise training sessions and information sheets for librarians
- **Music Licence Implementation**
 - prepare compilation CDs
- **Intercampus Document Delivery**
 - monitor electronic Journal Article Service, trial intercampus document delivery at Gatton
- **Printing and Copying Review**
 - contract for multi-function devices
- **Storage**
 - assess current material stored, plan for future storage needs, recommend future locations and access
- **Disability Action Plan**
 - review Library services for people with a disability.




 UQ Library Libstats
 Libstats
 User: Elizabeth Jordan (Logout)

 Enter Statistics

 Reports

 Manage User Access

 Configure Libstats

 About Libstats

Libstats is a tool for collecting statistics in a large organisation. It

Libstats 0.0.1
 Copyright © 2005 UQ Library.
 Page generated in 0.2929 seconds (23 queries)

Planning

The Library placed its 2006 Operational Plan on the website early in the year, along with service descriptors and action plans for each area. Work began on the 2007 Operational Plan at a two-day planning exercise in July, followed by two Scenario Planning sessions in October and finally a high-level Strategic Planning meeting with senior management in November. The use of planning for several different possible future scenarios was a new initiative for the Library.

Quality Assurance

Work practices for three key management areas of the Library - the Manual of Policies and Procedures (MaPP), statistics collection and corporate documentation - were streamlined during the year. Standard templates were applied to the MaPP and filing was collocated. A new web facility for entering and reporting on statistics, LibStats, was developed to allow time and section comparative reports to be produced. And a new filestructure, LibShare, set up on its own networked drive and with specific layout guides, was developed and launched.

Space Management

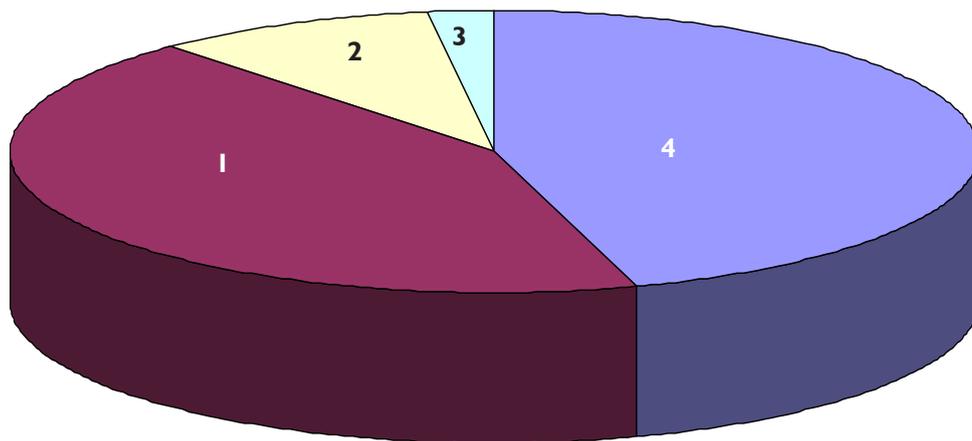
In line with the Library’s retention and open access policies only a small amount of material was discarded and excess print items were continually transferred to purpose built storage. All three Warehouse facilities remained at full capacity - clearly a problem for the future, despite the move to electronic journals. A consultancy firm was appointed to examine the Library’s long-term storage needs and a Working Party was established to consider retention policies. No final decisions were made.

The Social Sciences and Humanities Library conducted a Space Plan Audit and recommended a further 600 square metre area be added to accommodate future teaching and learning requirements.

“...planning for several possible future scenarios was a new initiative”

2006 Expenditure

- 1 Materials: \$14,043,848
- 2 Maintenance and Equipment: \$3,037,533
- 3 Research/ Infrastructure Materials: \$725,000
- 4 Salaries: \$14,758,334



Budgeting

As part of the UQ finance system the Library changed some procedures - adopting IBuy, output accounting and Business Objects (replacing Eventum, invoice/acquisition processing and DA Link) - which all streamlined processing.

Funding for Library Materials from all sources remained stable for the year, with around \$15.75 million plus an additional \$770,000 contributed by hospitals being spent on collections.

To help alleviate the uncertainty of the \$A (an important consideration as more than 80% of the collections budget was spent on overseas materials) the Library took out 'forward currency' contracts in all three major currencies (US, Euro and GBP) at very favourable rates. This gave some stability to the Library's purchasing power.

Early payment discounts were also negotiated with two major suppliers, Elsevier and EBSCO, which helped defray the five percent price increase imposed.

Another bonus was the carry-over of funds from 2005 (due to the high value of the \$A that year) which enabled many additional items to be purchased.

Collection valuation

In accordance with Treasury guidelines the bulk of the Library collection was expensed annually for accounting purposes. The independently valued Fryer manuscripts and rare books collection were not included in this assessment.



Systems

The Library migrated to a new Intel server with Linux in February and continued its ongoing activities to improve the Millennium Library Management System.

Release 2006 beta testing began in March with the installation of Electronic Resource Management modules, followed by the Content Access Service in June. These acquisitions improved the service by allowing greater visibility of holds, renewals, fines paid and due dates as well as an enhanced search function. Data was exported from resource records for loading to gateways by year's end. Release 2006 also included a new web platform, WebPac Pro, which required further testing.

Innovative invited UQL to become a partner in its Encore development initiative, the new discovery services platform with expanded search functionality and community features in the catalogue.

The library system was audited by the University's Assurance and Risk Management Services and some minor changes were scheduled for implementation in 2007.



Developing and supporting our people

Staff Training and Development Opportunities

Once again, UQL staff participated in a wide range of in-house and external training and development activities as well as attending and presenting papers at national and international conferences. Following the results of a 2005 Training Needs Analysis, staff pursued skills enhancement in computer software, marketing and entrepreneurialism, training, creativity, librarianship, management, work/life balance and interpersonal communication. Guest speakers were also invited to conduct the very popular 'wellness' and 'future focus' workshops to staff.

Apart from course attendance, staff were also able to participate in the in-house Rotation and Development Scheme, Managing Skills and Mentoring Development Program, and the Transition to Management Program - most of which involved job rotations and formal coursework.

Staff Survey and Employee Relations

The Staff Perception Survey was conducted during the year and no significant human resource gaps were flagged. In fact, the overall trend of the survey indicated a general improvement in staff satisfaction levels. The Library updated all policy matters to comply with the new WorkChoices industrial relations legislation with minimal impact.

Communication

A weekly electronic staff newsletter *eLINKS* was introduced in March to advise staff of upcoming news and events. Its timeliness was much appreciated. The University Librarian and Director of Learning Services continued the practice of biannual staff update sessions and ensured that all committee and executive group meeting minutes, library statistics, and general policies and procedures were made freely available online.

Facilities

Staff facilities were upgraded in the Social Sciences and Humanities Library, the Dorothy Hill Physical Sciences and Engineering Library (pictured at right) and the Information Access Service.

Of wider significance

John East continued to be a world expert on EndNote, receiving many plaudits for his work.



“...a general improvement in staff satisfaction levels”



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.

Note: The full Annual Report of The University of Queensland Library can be found at:
www.library.uq.edu.au/about/annualreport.html



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

LIBRARY
Enriching world-class scholarship