

Queensland University of Technology

LIBRARY

ANNUAL REPORT 2001

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Foreword

The format of this report has been developed in line with the Queensland University of Technology's mission, goals and University strategic plans.

QUT Mission

To bring to the community the benefits of teaching, research, technology and service.

QUT Goals

- Teaching and Learning
- Research
- Community Service

This provides a framework for planning at all levels of the Library.

Vision for QUT Library

In an era of change in the methods and pace of scholarly communication, the QUT Library will continue to deliver high-quality information resources and services to the University community. These services will be based on agreed service values of:

- Flexibility
- Responsiveness
- Innovation
- Commitment to service standards
- Awareness of the “big picture”.

Library services will fully support key University strategies in relation to teaching and learning, research and community service. The Library, as a learning organisation, will continue and strengthen its commitment to client-focused services and to continuous improvement. This will be achieved through monitoring and improvement of service levels as defined within the Library’s Client Charter. The Library will also seek to collaborate with other areas of the Division to provide seamless interfaces to service delivery.

Highlights for 2001

2001 witnessed a number of significant improvements in provision of services by the University Library to the teaching, learning and research community of QUT. One of the most substantial achievements was the introduction of the Course Materials Database of heavily used copyright material for undergraduate students. The development of this database, funded by a central University grant, enabled high-use readings to be scanned, indexed and linked to individual unit Online Teaching web pages. Student uptake of this option was immediate, and it was evident that this met a long-held need of undergraduate students.

QUT prides itself on producing graduates with effective generic capabilities. Contributing to this, the Library in 2001 introduced its *Learning for Life: Information Literacy Framework & Syllabus* which provides an outline for academic staff to develop information literacy skills in QUT graduates. The framework was endorsed by the University's Teaching and Learning Committee as University policy and was widely distributed to the academic staff of the University. The related information literacy syllabus was completed in December. A number of schools chose to adopt the framework and syllabus as part of curriculum redevelopment. The Library worked with many course development teams to integrate information literacy skills into the curriculum.

The Library Client Charter sets targets for turnaround times in managing the substantial parts of its collection which are heavily accessed by its students. In order to meet these targets at times of peak demand the Library has, in the last two years, developed a series of peak load management strategies. In 2001 these strategies ensured that 95 per cent of library items were reshelved within target turnaround times, while 96 per cent of intercampus monograph loans were processed within the target period. This is a significant improvement on previous years, and represents a substantially enhanced service for coursework students.



*Gaynor Austen, Director,
Library Services*

The University Library is also focused on supporting QUT research, both through the provision of resources and access services, and through the development of facilities encouraging research students' activities. 2001 was a milestone in the provision of research facilities, marked by the opening of the Kelvin Grove Researchers' Centre and the substantial upgrading of the Gardens Point Researchers' Centre. In addition, the Library substantially expanded its range of full-text electronic scholarly journals, as well as updating its holdings record on the National Bibliographic Database, held at the National Library of Australia, to assist researchers from outside QUT to access the University Library's resources. The Library's Advanced Information Retrieval Skills (AIRS) course is now a compulsory component of research training for most of QUT postgraduate research students. In 2001 a review of the AIRS course was undertaken and a report developed to recommend possible improvements to the course. These recommendations will be considered and implemented during 2002.

The Library also seeks to support strongly QUT's involvement in community service and community relationships. In 2001 a review of the Library's community service programs was taken and these were refined to target more effectively support for major University directions. The University Library is a strong supporter of IATUL (the International Association of Technological University Libraries). QUT won a contract for the development of the

IATUL web site and for its maintenance for the next three years. This undertaking was completed during 2001 to the satisfaction of the international professional body.

Planning and resourcing is an important part of the strategy to provide library service efficiently and effectively to the QUT community. In order to focus the Library's quality mechanisms and strategic planning, the Balanced Scorecard was adopted in 2001 as the Library's major quality and planning framework. In addition, to ensure efficiency of operation, a substantial activity-based costing exercise was commenced in late 2001. It is hoped that this exercise will provide data which will identify the costs of major Library services and improve understanding of the factors contributing to those costs.

Promotion of Library services was focused in 2001 under a new positioning statement *QUT Library – Your Partner in Learning*. Most of the Library's promotional activities were focused around this concept, which is particularly directed to busy coursework students who seek assistance with their learning requirements.

The Library staffing budget in 2001 was affected by the decision of seven staff to opt for voluntary early retirement under a University-wide scheme. This considerably stretched the requirements of budget planning but did, at the same time, provide some opportunity for fine tuning of the Library's staffing structure. One pleasing event during 2001 was the success of the Library's Community Services Librarian, Barbara Ewers, in being chosen as a recipient of the University's Outstanding Contribution Award for General Staff. This Award is evidence of Barbara's outstanding contribution to the community service activities of the University.

During 2001 the Library undertook a review of its web site presence to improve the usefulness of this to its clients. It also began a substantial redevelopment and expansion of its Intranet facility to provide

effective internal communication of policy and information to Library staff members.

Two significant special collections were donated to the Library during the year. The Anzac Day Commemorative Committee (Qld) contributed its collection of books, pamphlets and folders to the Carseldine Branch Library. Many of these historical texts go back to the early years of the 20th century and provide an important research tool into the history of Australia's involvement in warfare during that period. The Kelvin Grove Branch Library was the recipient of a substantial collection of monographs, pamphlets and programs relating to classical dance in the 20th century, in particular that relating to Australia. This donation, by Jennette and Alan Johnstone, greatly strengthened the Library's already substantial dance collection, creating one of the strongest collections of its kind in the country.

Significant effort was outlaid during the year in establishing a joint library service for the new Caboolture Community Campus in which QUT and Northpoint TAFE college will jointly teach in a facility located within the Caboolture CBD. The library service for this initiative will be a joint offering housed in the Caboolture Shire Library, and incorporating services and staff from both QUT and Northpoint TAFE. Substantial negotiation and planning was required to bring this multi-partner library to fruition. This new facility will provide an additional service point for QUT Library when the campus opens in early 2002.

Gaynor Austen

Director, Library Services

Charter

The Library's Client Charter sets quality targets for services that support the University's teaching and learning, research and service goals. The Library measures its performance against these targets each year. Targets met are revised and, where performance has not reached the target, strategies are implemented to improve performance.

Client Charter Report

The Library's Client Charter describes the standards of service that the Library aims to provide for its clients and the ways in which the Library and its clients might work together to ensure that clients are able to achieve their learning, teaching and research goals.

The Library acknowledges that reliable access to information resources at all times is critical for its clients. During some periods of the year the Library experiences heavy demand on its resources. It has been working to develop strategies to ensure that efficient access to resources is available to clients, even in high-demand periods.

Service

1. Provide access to materials necessary for teaching, learning and research. Access means we will buy it, borrow it, or provide electronic services.

1.1 Target: 100 per cent of obtainable items on reading lists held by library or on order; at least 90 per cent of additional items sought by undergraduates in the collection, and at least 70 per cent available at the time they are sought.

Heavily used materials

During 2001 the Library implemented a continuous improvement program to ensure that high-demand titles are readily available to clients. Strategies included purchasing multiple copies of high-demand titles, and placing copies of high-demand titles on seven-day loan and in the Course Reserve Collection.

Library borrowing records, in particular "Hold" records, were monitored so that high-demand titles could be identified. Where titles record multiple holds, additional copies are ordered and additional copies placed in Course Reserve and on seven-day loan. Usage patterns of this type of material are reviewed annually to ensure that only high-demand titles remain in Course Reserve or on seven-day loan.

Liaison librarians continued to check unit reading lists to ensure all obtainable materials were ordered. This task is now measured for each liaison librarian through

QUT's staff performance planning and review scheme, indicating the importance the Library accords to the provision of essential information sources.

Each year the Library undertakes a monograph stocktake of at least one of its branch libraries. This is a staff-intensive task but one that ensures that holdings actually match catalogue records. Liaison librarians are provided with lists of missing items and where appropriate and available, replacement copies are acquired. At the end of 2001 a stocktake of Kelvin Grove branch collection was completed.

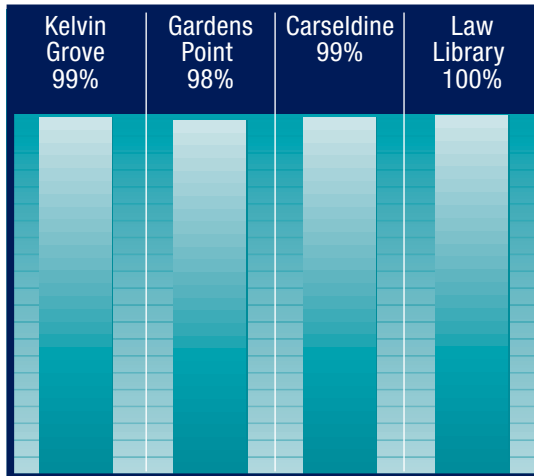
1.2 Target: 90 per cent of new books and AV available for use within three weeks of receipt by the Library.

Fifty per cent of new items were available within three weeks of receipt. The remaining 50 per cent were available from between four to nine weeks. The achievement of this target during 2001 was adversely affected by the introduction of the new Course Materials Database service. This new service presented a number of unpredictable demands on workflows. Now that the service is fully operational, staffing levels and work practices have been reviewed and it is anticipated that the target will be achievable in 2002.

1.3 Target: Materials shelved within two days of return or in-house use.

The achievement of this target in busy periods, especially from March to May, is a significant challenge for the Library but one which has been given a high priority in recent years. During 2001 all branches recorded good improvements on 2000 results. During March all branches met the target. In April Carseldine met the target for two of the four weeks, Gardens Point for one of the four weeks, and Kelvin Grove for three of the four weeks. In May Carseldine met the target for three of the five weeks, Gardens Point for two of the five weeks, and Kelvin Grove met the target for each of the five weeks. The table on page 8 indicates branch averages for the period.

Shelving Turnaround Times March to May 2001



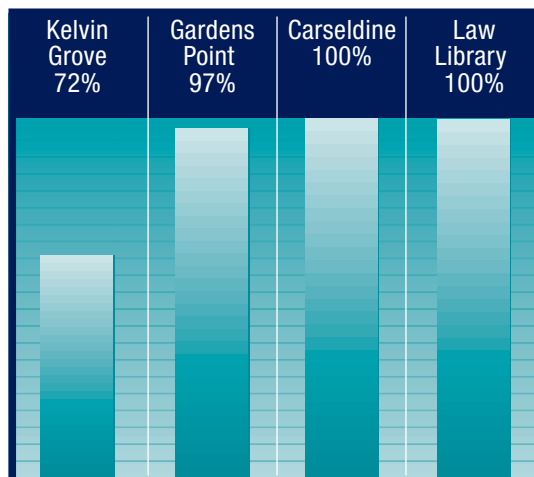
Percentage of returned items reshelved within two days.

1.4 Target: High-use materials placed in reserve collections within three days of notification from academic staff.

Semester 1, 2001

The target was met for Electronic Reserve. While the target was not met for Course Reserve, results in first semester were up on the previous semester's figures. Kelvin Grove showed the most improvement from 45 per cent to 72 per cent and Carseldine results were also up from 85 per cent to 100 per cent.

E Reserve Turnaround



Percentage material placed in E Reserve within three days

Semester 2, 2001

The E Reserve service has been replaced by the Course Materials Database (CMD) service. The target for making items available in the Course Materials Database is three working days, if found on Library shelves.

Turnaround time samples for the period 8 August to 19 December indicate that there were eight weeks when 50 per cent or more of sampled requests were available on the CMD within the target. For the remaining 11 weeks less than 50 per cent of sampled requests were completed in three working days. The CMD is a new service and a number of technical difficulties were experienced in its implementation. These have now been resolved. As well, staffing structures have been adjusted to enable additional staff to work in this area in peak periods. It is anticipated that the service goal can be met in 2002.

1.5 Target: 100 per cent of intercampus loans processed within three working days.

Intercampus loans (Monographs):

Results for Semester 1, 2001 have improved dramatically since the introduction of peak loads management strategies in 2000. The trend towards large increases in demand for this service has continued once again in 2001, as it had in 1999 and 2000. All branches experienced increases, with an average between 30 and 45 per cent for the March to May period. Carseldine and Kelvin Grove bore the weight of most of these increases. Throughout March and April the Gardens Point, Kelvin Grove and Carseldine branches for the majority of weeks consistently met targets or came within one or two per cent of that target. In May performance fell slightly but targets were only missed by one to two per cent.

Intercampus loans (Periodicals)

Even though turnaround time for periodical requests has improved significantly over previous semesters, no branch has yet managed to meet the turnaround target of 100 per cent processed in three days. In March the bulk of requests were processed within seven days, with at least 60 per cent having been processed within three days. Figures for April were much improved with approximately 95 per cent processed within five days across all branches. This declined a little in May to 76

per cent in five days, but it was still an improvement on the figures for April. Factors causing delays have been identified and are addressed in future planning of the peak loads strategy.

2. Provide services to enable you to access materials effectively.

2.1 Target: An Information Desk which is staffed during the majority of hours the Library is open.

The Information Desks were staffed for all hours the Library was open.

2.2 Target: Electronic information services supported by Information Desk staff who will assist with search strategies.

This target has been met.

2.3 Target: Information literacy instructional programs and materials available for you in a variety of formats.

This target has been achieved.

3. Provide facilities for the use of materials.

3.1 Target: A study place always available to you when the Library is open.

This target is met at Gardens Point, Carseldine and Law. At Kelvin Grove there is considerable pressure on seating places. Therefore, there were times the target was not achieved on this campus.

Demand for the intercampus loan service continued to increase in 2001 with an average increase of 30 to 45 per cent for the March to May period.

Teaching and Learning

QUT aims to ensure its graduates possess knowledge, professional competence, a sense of community and a capacity to continue their professional and personal development.

Teaching and Learning

QUT

Library continued its strong level of involvement in teaching and learning, largely based on the provision of information literacy programs, significant improvement in the infrastructure to support undergraduate student learning, and implementing processes to maximise resource access.

In 2001, 87 per cent of the student cohort were undergraduates and the large number of these students provided a challenge to all sections of the Library in providing excellent support. The key elements of this support in 2001 were:

- infrastructure development in all branches to improve the student learning environment
- continuation and refinement of the peak loads strategy to improve collection access across all branches
- successful delivery of the Course Materials Database, with very high student usage since July 2001
- implementation of processes to support resource needs for large classes
- considerable advances toward embedding information literacy into the curriculum of all QUT disciplines.

Information Resource Management

In 2001, the Library continued to increase the range of information in electronic format, while at the same time continuing to provide a core monograph collection in sufficient quantity to meet undergraduate needs.

Course Materials Database

The Course Materials Database provides digitised course materials via the students' online teaching (OLT) unit pages. The database went live across all campuses in July 2001. The digital material includes book chapters, journal articles, cases, legislation, lecture notes and exam papers.

An extensive promotion campaign resulted in very high student usage and a positive response from QUT teaching staff. A project team liaised with academics to



Material not already available electronically was scanned from print for the Course Materials Database.

retrospectively include materials from Semester 2, 2000 and Semester 1, 2001. There is an OLT site now for each unit offered at QUT, so the linking of resources to all students is extensive.

From July to December 2001, there were over 1.1 million hits on the database (a "hit" represents each time a PDF document was requested from the CMD server). There were requests for 8533 items to be included on the database from April to December 2001. These figures represent a very significant take-up of this new service by our students and staff, showing that it met a clear need for electronic access to the resources.

From April to December, Library staff added 8533 documents to the CMD and during semester, there were over 1.1 million requests for documents.

Heavily used materials

In 2001, the Library put in place a quality improvement program to improve the availability of heavily used books for coursework students.

The key strategies included:

- Branch libraries purchased multiple copies of core material in numbers relevant to the student enrolments in units.
- Short-term loans were monitored throughout the year to ensure effective access.

- Heavily used collections were reviewed at the end of 2001 and less used items were removed.

This approach by the Library has been very effective in meeting the high-demand requirements of the large undergraduate cohort.

Peak loads strategy

The demand for access to the Library's collection again peaked in the early part of Semester 1 and again to a lesser extent in Semester 2. The quantity of material for shelving increased four per cent over the 2000 figures and intercampus loan requests increased by 3392, a 33 per cent increase over 2000. The continuation of the peak loads strategy in 2001 sought to further improve our service levels over those achieved in 2000.

Key strategies included:

- Seven-day processing was undertaken.
- Additional staff were employed for the peak periods.
- A weekend courier run was put in place in addition to the normal week day service.

As a result:

- 95-100 per cent of books were shelved within the target time of two days.
- On average, 96 per cent of intercampus loans for monographs were processed within the targeted three-day turnaround time.

This strategic approach significantly improved turnaround times and user satisfaction with the service.

Support for students in large classes

In 2001 the Library put in place processes and procedures to provide effective access to information to students studying in large classes.

The overall approach comprised the following aspects:

- identification of large classes
- purchase of appropriate multiple copies of resources
- identification of what assignments were due and when

- service areas were advised of periods of high demand
- librarians ensured students had access to relevant information literacy training.

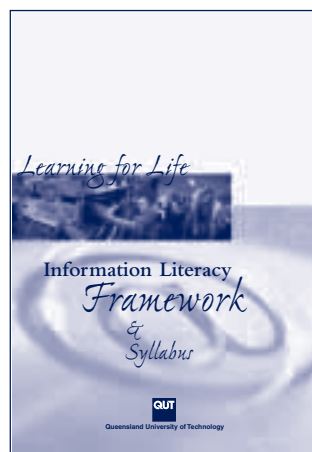
In addition liaison librarians aimed to develop an understanding of the undergraduate academic programs to assist in their support.

Information Literacy

QUT Library recorded a number of significant achievements in 2001 with regard to information literacy and its involvement in teaching and learning in the University. In particular, considerable advances were made in 2001 towards embedding information literacy into the curriculum of all QUT disciplines.

Information Literacy Framework & Syllabus

In February, QUT's Teaching and Learning Committee endorsed *Learning for Life: The Information Literacy Framework & Syllabus*. This document, produced by QUT Library to facilitate comprehensive and consistent information literacy and curriculum development, was, therefore, adopted as a policy to guide teaching and learning practice in the University.



The University Teaching and Learning Committee endorsed "Learning for Life: The Information Literacy Framework & Syllabus" for application across the University.

Copies of the *Information Literacy Framework & Syllabus* were distributed internally to all deans, heads of school and course coordinators as well as externally to all Australian university libraries and selected international institutions. The release of the document provoked substantial interest in information literacy and prompted numerous requests from faculties and schools to present the document at various University seminars and meetings. In turn, several faculties adopted the framework to inform undergraduate course review projects.

The information literacy syllabus, the companion resource to the framework, was completed in December. As the target audiences for the syllabus are academic teaching staff and teaching librarians, the emphasis in design was on facilitating good practice in curriculum design, development, delivery and evaluation pertaining to information literacy and teaching and learning. The three components, which can be used independently or interdependently, are:

- (i) *Proficiency Map* – generic levels of proficiency at the standards/examples level across Years 1–4
- (ii) *Resource Map* – resources which facilitate curriculum design and evaluation at the standards/outcomes level
- (iii) *Learning Pathways* – discipline-specific levels of proficiency at the standards/examples level.

While it is anticipated that parts (i) and (iii) will be reasonably stable in nature, part (ii) will be an evolutionary and fluid resource, which will require ongoing development. This characteristic is considered a strength of the syllabus as it will allow for ongoing relevance in a changeable educational environment and to specific contexts and disciplines.

The syllabus will be publicly accessible from the Library's *eLearn* Education and Training web site early in 2002 (<http://www.lib.qut.edu.au/elearn/>).

Curriculum integration

The University signalled its ongoing commitment to embedding information literacy into course curricula by awarding a Teaching and Learning Large Grant of \$150 000 to the Faculty of Science working with staff of the Division of Information & Academic Services. This project will significantly enhance the development of information literacy skills in science graduates by adopting the approach detailed in the University's *Information Literacy Framework & Syllabus*. Implementing this approach will draw upon, and further develop, the existing partnership between staff in the Library and throughout the Faculty of Science. The project is the first systematic and systemic attempt to turn the *Information Literacy Framework & Syllabus* into action in the classroom.

A \$150 000 Teaching and Learning Grant will allow staff of the Division of Information and Academic Services to work with the Faculty of Science to adopt the University's Information Literacy Framework & Syllabus into the undergraduate curriculum.

The project will commence in 2002 under the guidance of a team of three project directors: an academic from the Faculty of Science, the Higher Education Program Evaluator (Teaching and Learning Support Services) and the Information Literacy Coordinator (Library).

Australian Information Literacy Standards (AILS)

QUT Library adopted and implemented the *Australian Information Literacy Standards (AILS)*, as endorsed by CAUL, in 2001. The standards subsequently formed the basis of a number of significant teaching and learning initiatives undertaken during the year, both Library-initiated and faculty-based, including the following:

- The student learning outcomes for *PILOT: Your Information Navigator* (QUT's online information literacy tutorial) were revised to align with the tenor of the *AILS*.
- The QUT information literacy framework articulated the *AILS* as a critical element of all information literacy development at QUT.
- The information literacy syllabus utilised the *AILS* as a "curriculum backbone".

Thus an interconnected loop has been created between the QUT information literacy framework, the information literacy syllabus, the *AILS* and *PILOT: Your Information Navigator*.

With the guidance and mediation of Library staff in 2001, faculty and school teaching staff used the *AILS* to guide curricula reform for 2002.

Client Group	Number of Attendees	Number of Classes	Percentage of Overall Classes
Academic Staff	105	26	3.75%
Community Service Groups	966	35	5.05%
General Staff	91	11	1.59%
Postgraduate	3,419	245	35.35%
Undergraduate	18,339	350	50.51%
Other (mixed staff and student groups)	769	26	3.74%
	23,689	693	100%

Attendance at information literacy classes in 2001

Other information literacy projects and initiatives

In support of teaching and learning and to facilitate the development of information literate students, the Library also completed a number of other projects. These initiatives included:

- The creation of the Information Literacy Gatehouse. The Gatehouse was established as a warehouse of resources and information, which support the Library's information literacy initiatives and activities. It includes:
 - program schedules, statistics and course packs
 - project synopses, timelines and teams
 - web links, software, handouts, presentations and administrative information
 - staff development activities in the area of teaching and learning.

The Gatehouse is only accessible by QUT Library staff via the Library's Intranet.

- Implementation of the Information Literacy Lunchbox Workshops. These sessions, scheduled throughout the year on a rotational basis between campuses, provided the opportunity for teaching librarians to come together as a team to:
 - discuss information literacy issues
 - share ideas and strategies
 - share solutions to challenges faced by the teaching librarians
 - address technical issues and/or questions.

Topics included effective use of PowerPoint, large file management, the information literacy syllabus, electronic topic guides, quiz software and online assessment.

- The development of a template for liaison librarians to individually create Electronic Topic Guides (ETG). The ETG template has provided a mechanism whereby librarians can create information guides in a timely and targeted manner, and upload the guides quickly and simply without the need for systems support.
- The development of an Information Literacy Statistical Database for release in 2002. This database allows for:
 - online data entry of teaching statistics by individual librarians (to replace print forms)
 - advanced searching and reporting functionality.

Undergraduate facilities

In 2001 the Library undertook improvements in its physical facilities aimed at making it a core "place" in the undergraduate experience.

Improvements were made in the physical facilities available to undergraduates at Gardens Point Library where the student computer laboratory (VLab) was extended to a 24-hour laboratory, proving a very popular facility for students.



The card access to the after hours computing lab within VLab provides a secure study environment 24 hours a day.

Work was carried out on the Kelvin Grove Library to improve service and study facilities, including improvements to the entry floor and better-equipped study areas. Similarly, building work in the Law Library significantly improved the entrance, making the traffic flow and directional paths more noticeable to clients.

Research

QUT aims to advance and apply knowledge germane to the professions and the communities with which QUT interacts and relevant to the enhancement of economic, cultural and social conditions.

Research

The Library continues to be the focus for information resources and associated services and facilities to support the University's researchers and scholars. The key elements of these for 2001 were:

- continued expansion of the range of full-text electronic scholarly journals and indexing and abstracting databases accessible to researchers
- comprehensive document delivery service and updating of QUT Library holdings to the National Bibliographic Database (Kinetica)
- revision of information literacy programs and services to meet researchers' changed needs
- provision of a new Researchers' Centre facility in the Kelvin Grove Branch Library and the major refurbishment and extension of the Researchers' Centre in the Gardens Point Branch Library
- implementation of the Australian Digital Theses Project
- advent of a national reciprocal borrowing scheme between university libraries Australia-wide and extension of the local regional reciprocal borrowing agreement.

Information Resource Management

More journals than ever before

Researchers at QUT have never had access to such a comprehensive range of scholarly journals as they have now. During the last decade, despite enormous global increases in scholarly publishing output and the poor exchange rate for the Australian dollar, QUT Library has taken advantage of the full-text publishing of electronic journals to provide our researchers with access to an extensive range of electronic full-text journals.

Since 1991, QUT Library's coverage of unique journal subscriptions has increased 136 per cent, from 5500 unique titles in 1991 to 13 000 in 2001. More than half are available 24/7 from the desktop.

Continued trial and acquisition of new databases

A number of new databases were trialled or purchased through the year in a consultative process with academic staff. These included:

- **IEL Database.** A significant full-text database of all IEEE and IEE (engineering and IT) journals, conferences and standards which replaces the print equivalent.
- **AGIS (Attorney General's Information Service) Plus-Text.** An indexing service with selected full-text journals covering Australian law.
- **Australian Public Affairs (APA) Full-text.** Major index of Australian journals with 250 in full-text.
- **Dow Jones Interactive.** News and current affairs database with over 5000 sources.
- **ProQuest Psychology Journals.** Over 300 psychology journals in full-text.
- **Butterworths Online.** Expanded electronic content on this heavily used law full-text database.
- **CCH Online.** Electronic access extended for law full-text materials.
- **Grove Dictionary of Music and Musicians Online.** A classic reference work for music with over 29 000 articles in full-text.
- **MediText.** Index of Australian health journals with over 100 in full-text.
- **Numerous publishers' journal offerings** converted from print to full-text electronic.

Document delivery service

Demand for document delivery services has declined by 10 per cent during the past year. Document delivery requests have decreased for both journal articles and monographs. This may be due to researchers having access to a greatly increased number and range of full-text electronic resources via library subscriptions. Researchers will be surveyed in 2002 to determine whether their information needs are changing.

The Library updated its catalogue holdings records on the National Bibliographic Database (Kinetica) during 2001. Researchers in other universities can now easily identify QUT holdings and request interlibrary loans directly from the relevant QUT branch library.

Information literacy for researchers

Throughout 2001, the Library again offered a suite of courses and programs for research students and academic staff.

Advanced Information Retrieval Skills (AIRS), QUT's accredited research course for research and higher degree students, continued to be provided in dual mode. As the credit-bearing IFN001; AIRS is a 12 contact hour course and is compulsory for all enrolled research students of the University. In this mode, AIRS was scheduled within standard business hours throughout each semester, as well as delivered in semester breaks and after-hours to accommodate the particular needs of part-time students. In addition, the AIRS Librarian collaborated closely with individual academics to tailor and deliver the course to suit the unique needs of particular postgraduate student groups.

In response to the changing needs and expectations of research students, the AIRS Librarian undertook a review of the AIRS course. This review included a comprehensive investigation of current practice in other Australian and international tertiary institutions, a synopsis of "best practice", and an analysis of current issues and trends which may impact upon the needs of research students in future years. Several recommendations for improvement were identified and will be considered for action and implementation in 2002.

The Library continued to offer a schedule of training courses for EndNote, the bibliographic management product for which QUT holds a full site licence. A program of generic courses was offered throughout each semester across all branches and faculty-specific courses were designed and delivered by liaison librarians. Liaison librarians were supported in their teaching by the Library's EndNote Advisory Group (ENA Group), which consists of representatives from each branch library who are highly conversant with the features and functionality of the product. Members of this group also worked in conjunction with the EndNote Advisory Service established in 2001 by the Queensland University Librarians' Office of Collaboration (QULOC).



QUT Library's EndNote Advisory Group l-r Jon Peak, Stephanie Bradbury, Irene Ryan, Judy Peacock, Beth Bartley and Alex McClintock.

Net.train.qut, the Library's generic internet training course, was scheduled in a revised, modularised format throughout the year. However, it became increasingly apparent that the technological skills of research students were improving. In recognition of a "new order" in internet understanding and use, the Library decided to discontinue the program in its current format. Nevertheless, internet training will continue to be offered in a variety of modes which target specific groups of clients and which will address particular aspects of the internet and its effective use as an information resource.

Reciprocal borrowing

In mid 2001, the Australian Vice-Chancellors' Committee launched a national reciprocal borrowing scheme called University Library Australia. QUT staff and students can register to borrow in person at the libraries of other universities throughout Australia. This service extends the local agreement between university libraries in Queensland and Northern NSW. As some university libraries charge for registering QUT postgraduate research students, the Library has arranged with the Division of Research and Advancement to meet these costs centrally. Research students can benefit from the opportunity to access the collections of other university libraries.



Kelvin Grove Researchers' Centre

Researchers' Centres – a place of their own

The Library focus on supporting researchers led to the expansion of the Gardens Point Researchers' Centre and the opening of a second centre at the Kelvin Grove Library. These are discussed further in the section on Facilities Planning.

Australian Digital Theses Project

In 2000, QUT joined the national digital theses project to create a distributed web database of Australian research theses. In 2001, the first QUT PhD thesis was loaded onto the database, and became available worldwide on the web. With the support of the University's Research Committee, the Library will load further recently completed theses in 2002.

Community Services

QUT aims to contribute to the development of Australia's international responsibilities and competitiveness, to enhance QUT's relationship with the professions, and to increase community awareness of issues through professional advice and social commentary.

Community Services

In 2001, a review of the Library's Community Service program was completed. The review refocused community services on the Library's strengths such as memberships, consulting and training, with an emphasis on sectional and individual participation and delivery. It was regrettably decided to discontinue the production of *IREL: the Australian Industrial Relations Database* since the Faculty of Business no longer offers an industrial relations major. The Expert Information Research and Document Supply Service was also discontinued.

Consulting services

The Library won the commission to manage the web site of the International Association of Technological University Libraries. Initially, the whole site was redesigned to produce a new style for IATUL's web and print publications with a new graphic to symbolise IATUL's role as an international network and forum. The site was restructured to allow for greater flexibility and additional links and services to members were added. The new site was officially launched at the opening of the 2001 Annual Conference at the Delft University of Technology.

Following the initial redevelopment project, the Library commenced a three-year contract to provide web maintenance services and executive officer assistance.

Acting Associate Director, Jenny McCarthy, undertook a consultancy for New South Wales TAFE to review the future role of libraries in TAFE colleges. Following her report, she facilitated the implementation of recommendations regarding the development of lifelong learning skills for TAFE students.

Lending Services Manager, Jane Turnbull, was also asked to conduct a consultancy by the University of New England University Library. Jane reviewed the current document delivery service, making recommendations for improvements in practices and procedures through quality management strategies.

Many staff members also provided one-on-one consultations with visiting colleagues. Please see the section on "Contribution to the Profession" on page 21.

Continuing professional education and training

The Library offered 17 continuing education courses during 2001, which 248 members of the general or professional communities attended.

Presenter	Title	No of Classes	No of Attendees
Information Literacy Coordinator	ALIA INFOLIT Online Forum: Thriving for Information Literacy	1	45
AIRS Librarian	EndNote Training for Premier's Department, Queensland University Libraries and Department of Primary Industries	5	71
AIRS Librarian	Searching the Internet seminar conducted for residents of Forest Place Retirement Village	1	18
Science Liaison Librarian	Search the Internet for Health Professionals	2	28
Law Library Manager	Bar Practice Course: Legal Research Skills	2	40
Designated Kinetica Trainer, Lynn Evans	Kinetica Web searching and Kinetica document delivery	4	22
Library Systems Manager	Development of the Course Material Database: presentations to QULOC members and other libraries	2	24

Continuing and professional education training courses conducted in 2001

Contribution to the library and information professions

Many individual staff members were involved in professional activities through executive memberships, delivering papers and presentations and providing one-on-one consultations with visiting colleagues.

As Chair of the international Joint Steering Committee for the Revision of the Anglo-American Cataloguing Rules, Ann Huthwaite, Manager Library Resource Services, continues to be very involved with worldwide developments in cataloguing. She is also a member of the Australian Committee on Cataloguing and the Continuing Education Officer on the ALIA Collection Access and Management Group (Qld).

In 2001, the Director, Library Services, Gaynor Austen, was invited to be Second Vice-President of the International Association of Technological University Libraries, working with an international committee to build links between libraries in technological universities around the world.

The Library received visits from many Australian and international colleagues interested in developments at QUT. Visitors showed particular interest in the information literacy framework and syllabus and its implementation, the Course Materials Database, and promotion and marketing.

The Library again hosted the annual study visit by Charles Sturt University for 30 external library studies students living in south-east Queensland. This year the students toured the work areas of the Gardens Point Lending and Reference Sections and the Law Library.



Elisabeth Waller, Teaching and Learning Coordinator at Leeds Metropolitan University, UK, visited Judy Peacock, QUT Library, to discuss QUT's innovative information literacy program.

They particularly enjoyed speaking with the staff behind the scenes.

Many QUT Library staff also gave their time to deliver guest lectures to librarianship and library technician students at QUT and TAFE.

Collaborations

More than 970 students studying at other universities were given reciprocal library membership, under the regional QULOC (Queensland University Libraries Office of Cooperation) reciprocal borrower agreement and other national schemes. QUT Library joined the new Australia-wide reciprocal borrowing scheme, University Library Australia, which allows free borrowing rights to interstate university staff and students.

QUT Library continues to support and contribute to the Queensland University Libraries Office of Cooperation through staff participation in committees and projects. The Director, Library Services, is also a member of the Libraries of the Australian Technology Network, and an active member of the Council of Australian University Librarians.

Counting on us!

- 230** – the number of members of the public who joined the library as associate members.
- 1400** – the number of hours of on-the-job training provided by the Library to 15 fieldwork and work experience students
- 10 500** – the number of items lent to other libraries through national and international resource sharing schemes.

Griffith and QUT Libraries signed a joint partnership contract with the international library supply companies Blackwells and Swets/Blackwells for the supply of books and journals for their collections. This action was part of collaboration initiatives between QUT's Division of Information and Academic Services and Griffith University's Division of Information Services.

Professional Visitors in 2001

Australia

- Tony Arthur, University of Melbourne
- Derek Whitehead, Swinburne University of Technology
- Fides Lawton, University of Technology, Sydney
- Russell Nicolson, University of New England
- Cliff Law, Australian Defence Forces Academy
- Staff from University of New England Document Delivery Section
- Michele Lonsdale, Australian Council for Educational Research
- Meg Boness, University of Western Sydney
- Peter Walton, Industry Fiji, University of South Australia
- Joyce Jenkins, Monash University
- Sue McKnight, Deakin University
- Michele Scoufis, University of Western Sydney
- Council of Australian University Librarians

International

- Greta Lowe, Hampton University, USA
- Hester Mountifield, University of Auckland, NZ
- Diane Suave, Concordia University, Canada
- Vicki Darling, University of Otago, NZ
- Jon Steiner, Polytechnic University, USA
- Louise Makin, Manchester Metropolitan University, UK
- Elisabeth Waller, Leeds Metropolitan University, UK
- Jo Parker, Open University, UK
- Robin Graham, Christchurch Polytechnic Institute of Technology
- Bibi Eriksson, Malmo University, Sweden
- Heather Jenks, Auckland University of Technology, NZ
- Michelle Shoebridge, University of Birmingham, UK

Professional Visitors to QUT Library

Resources

- **Planning and Funding**
- **Staffing**
- **Information Technology**
- **Infrastructure**

Planning and Funding

Strategic Planning

The Library's planning framework for 2000/2001 continued to be based on the University's major planning areas – Teaching and Learning, Research, Community Service and Resources. However, early in 2001, the Library's decision to adopt the Balanced Scorecard as its quality improvement framework led to reconsideration of its planning processes. It was decided to reframe the strategic plan for 2001/2002 in terms of the Balanced Scorecard perspectives – Clients, Internal Processes, Learning and Growth, and Financial. This became the major focus of the annual two-day planning retreat for Library Planning Forum members in August. As a result, new planning documentation was finalised, with a simple wall chart of current initiatives issued to all Library staff members. Cross-linking to the University's planning areas was maintained in this documentation.

Marketing and Promotion

As a marketing oriented organisation, the Library cultivates effective two-way, multi-channel communication with its clients, so as to understand their needs and to make them aware of the services available. In 2001, the Library focused on improved planning and budgeting, as well as continuing to undertake many specific promotional activities.

Planning and management

The Promotions Group coordinated the development of the Library's new positioning statement *QUT Library – Your Partner in Learning*. This brand was chosen to target the busy undergraduate students, aged 18 to 24, who constitute 87 per cent of QUT's student cohort. It positions the Library as partners in their learning experience, based on consistent face to face and virtual relationships; becoming informed learners; and timely access to relevant resources. These are attributes which students indicated that they valued in the Library in the 1998 survey of undergraduates. The group developed a promotional plan to increase brand awareness and understanding of the Library's role in students' study. The plan will be implemented over the next two years, and the branding statement will be

The Library positioning statement QUT Library – Your Partner in Learning targets busy undergraduate students, aged 18 to 24, who constitute 87 per cent of QUT's student cohort.

used as an ongoing theme in all promotions and communications.

The group convenor developed a promotional communications action plan template for all staff to use in planning and implementing promotions and communication. The template details the client segment, the key message, activities to achieve this, responsibilities and budget. It is useful for large Library-wide campaigns or for short-term branch communications.

Promotional campaigns

A major campaign was undertaken to promote the new Course Materials Database. During the development stages, communications focused on academic staff to raise their awareness of the potential of the service and to establish procedures for use. Promotion to students was planned but little was needed, as there was immediate and widespread acceptance. By linking the database from their personal student record and their unit online teaching page, the new service was placed to maximise acceptance because it was within a familiar environment that provided convenient access.

The Library conducted a promotional campaign following QUT's entry into the Australian Digital Theses project. The main activities included faculty and school information sessions by liaison librarians, press releases to the Office of Research newsletter and *Inside QUT*, the university newspaper, creating a web site and production of a bookmark.

The Library again made a major contribution to Division of Information and Academic Services orientation activities, providing library tours, staff for the orientation enquiries desk, classes within the "One Day Learning Program" and the "External and Part-time Students Learning Weekend" and other

information literacy classes though the orientation period. Attendance at these activities continues to rise. The opening of the Kelvin Grove Library's Researchers' Centre and a major expansion and refurbishment of the Gardens Point facility were both marked with a function for staff and postgraduates. As well, posters and mouse mats with the theme "A Place of Your Own" were distributed within the centres and around the campuses.



Director of Postgraduate Research Studies, Professor Rod Wissler, and Library Director, Gaynor Austen, at the opening of the Kelvin Grove Researchers' Centre.

The Library also undertook evaluation of the effectiveness of its course coordinator campaign, implemented in 2000 and early 2001. The number of contacts initiated by course coordinators with liaison librarians about information literacy was used to measure the effectiveness of the campaign. The publicity surrounding the release of the Information Literacy Framework and its endorsement by the University Teaching and Learning Committee generated significant response from academics.

Publications and publicity

Three issues of the Library's newsletter, *Library Directions*, were produced. Its focus has changed from alerting staff to new resources to include more information about special initiatives, long-term directions and issues impacting on service provision. This has occurred because liaison librarians use email lists and other methods as more timely means of providing up-to-date information about resources and services.

The Library was again asked to contribute to all major University publications: the handbook, prospectuses, student services guides, the orientation guide and the University's entry in directories such as *The Good University Guide*. This is a positive indication of the value placed on the role the Library plays in enhancing students' experience at QUT.

Personal promotion

Library liaison service continues to be a significant means of promotion to, and communication with, academics and postgraduates. The liaison librarians undertake specific promotional activities in their faculties, provide current awareness services regarding resources and services and troubleshoot problems. Their knowledge of faculty courses, and the feedback they receive from staff, increases managers' understanding of the teaching and research information needs of the university community.

Library staff also participated in several University promotional events, staffing information booths at the Postgraduate Information Evening, the Courses and Careers Day and the Alumnifest.

The Library liaison service continues to be a significant means of promotion to, and communication with, academics and postgraduates.

Research and Development

The role of the Library's research and development program is to undertake systematic research and program development that will contribute to better informed decision making and improved services.

Library statistics

Fundamental to the Library's performance measurement efforts are useful statistics. The Library continued to use the revised statistical categories adopted in 2000, except in the area of serials statistics, where it strove to comply with the new Council of Australian University Librarians (CAUL) requirements. This has resulted in a discrepancy between the statistics

reported internally and those in the CAUL database. In an effort to make the statistics more accessible to staff, they were made available from the Library's intranet for the first time in 2001. Access is now easier than it was when statistics were only mounted on the Library's shared file-server.

Quality framework

Having revised and consolidated performance measurement activity in 1999–2000, the Library sought to incorporate the performance measurement program and all other quality initiatives into a comprehensive, integrative quality management framework. After an investigation into possible frameworks, Library Planning Forum adopted the Balanced Scorecard as a framework for its quality management program. This was followed by an information session by Sue McKnight on Deakin University Library's application of the Balanced Scorecard.

The first step in actual implementation was to use the scorecard to frame the planning done at the Library strategic planning retreat. This represented a major change from previous practice whereby the QUT planning categories of teaching and learning, research, community service, and resourcing had been used. At the retreat, staff produced objectives for the four scorecard perspectives of client, financial, internal process, and learning and growth; annual initiatives were decided; and some progress was made on performance measures and targets. Since then a strategy has been prepared for comprehensive implementation of the scorecard framework in 2002.

Client feedback

One of the Library's strategies for the 2000–2003 planning period is "the Library will ensure that client feedback informs its planning and resourcing processes". For the past few years, the Division of Information and Academic Services has been seeking a divisional approach to client surveying, ranging from the coordination of departmental client surveys to the development of a divisional survey. The aim is to ensure client feedback is obtained, while at the same time ensuring acceptable standards in the quality and frequency of client surveying. The Library has been



The Balanced Scorecard working party updated the Library's Strategic Plan wall chart, which is distributed to all full-time staff.

participating in this effort through its membership of the Divisional Survey Group.

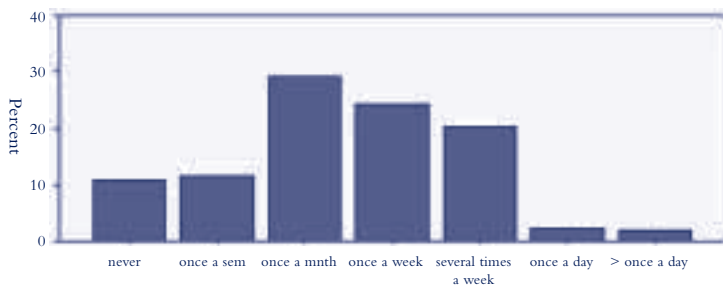
This group was successful in designing and implementing a divisional client survey in 2001. The survey took the form of a short online questionnaire linked to the student or staff member's personal profile on the University intranet. All continuing students and all academic staff were invited to complete the questionnaire. The questionnaire focused on key online services provided by the Division and covered aspects such as usage, importance and satisfaction. The key Library services were the catalogue, databases and support in using online services such as the Information Desk. The response from the students was tremendous – nearly 40 per cent (about 8000) responded. A very large number took the opportunity to give comments. Perceptions were generally very positive. Unfortunately, the response from academic staff was low.

Client feedback on the Library's web site was also sought as part of the interim review of the site. This is discussed further in the Information Technology Infrastructure section of this report.

The Library also obtained regular feedback from clients via its electronic and branch suggestion boxes. The branch library managers reply to all suggestions, and responses are posted in the branches. The main topics commented on in 2002 were:

- facilities
- equipment and access to computers
- lending penalties.

A very positive trend was that over three-quarters of the suggestions also included compliments on the politeness and helpfulness of Library staff.



Students rated databases as very important to their learning experience. The high levels of usage and satisfaction with these services reflected their place as core resources.

Use of CAUL Performance Indicators

The Library has been using the CAUL (Council of Australian University Librarians) Document Delivery Performance Indicator and the CAUL Materials Availability Indicator as instruments to measure success against Client Charter performance targets. The Document Delivery Indicator is used to analyse both interlibrary and intercampus services for comparison with Client Charter targets for turnaround time. Results are outlined elsewhere in this report.

From 2001, the Library will no longer use the Materials Availability Indicator as it believes that the model of information search and retrieval underlying it is now outdated. Instead, it is monitoring developments in performance measurement of client success in accessing electronic resources in the hope of finding an alternative instrument.

Library Staff Perceptions Survey

A Library Staff Perceptions Survey was administered to all Library staff in October – November 2000 as part of our commitment to using feedback from staff to improve the Library as a working environment and service provider. Previous surveys were conducted in 1995, 1996, and 1998. The questionnaire developed in-house in 1998 was used again. The results were reported to Library Planning Forum at its first meeting in 2001. The results were generally positive, and significantly more positive than in 1998. Staff and management deserve congratulations for their achievements in creating a more supportive working environment in the face of the resourcing constraints of the last two years.

Activity based costing

An activity based costing exercise was commenced in late 2001, with the assistance of outside consultants. All Library staff completed time allocation surveys. The data is currently being collated, entered, and analysed. It is expected to give a costing of major services – education and training, information resources, lending services, document delivery, information service, and facilities for study and research.

Facilities Planning

In terms of client service, the greatest improvements in Library facilities in 2001 were the opening of the new Researchers' Centre in the Kelvin Grove Library and the re-opening of the much enlarged and improved Researchers' Centre facilities in the Gardens Point Library.

The Gardens Point facilities, located on the top floor of the building, incorporate a centre for research work with 56 networked workstations and a number of laptop access points. Two meeting rooms are included, together with ready access to the offices of the liaison librarians, who provide specialised support to researchers. The floor also includes the University's High Performance Computing staff teams and user facilities, together with two computer training rooms, a fully equipped 100-seat lecture room and large meeting room.



QUT Library Researchers' Centres – A place of their own for research students and staff.

Elsewhere in the building, express loans units, which had previously not proved successful, were replaced with new units on the Library's entrance level, enabling patrons to again borrow their own material.

At Kelvin Grove, substantial renovation work was brought to fruition early in 2001. The new Kelvin Grove Researchers' Centre, located adjacent to the refurbished office space of the liaison librarians, comprises 12 workstations, laptop access points, and a meeting room. Renovated work areas for the branch manager and librarians include an attractive new staff meeting room. Elsewhere in the building are refurbished loans and document delivery areas, which resulted in improved staff work facilities and traffic flow for users. As part of these renovations, a new enlarged computer training room, with 20 PCs, was also constructed. Work commenced at the end of the year to install a new information desk on the entrance level, and to convert the former External Service Library on Level 5 to two group study rooms to support the new QUT electronic learning environment. These rooms will each be equipped with a networked PC, wireless keyboard and mouse and purpose built furniture designed to facilitate group study utilising electronic learning and information sources.



Refurbishment of Kelvin Grove Document Delivery and External Library Service created more efficient work area for staff.

At Carseldine Library, work areas for Lending Services and Document Delivery staff were renovated to create one open plan space, allowing the introduction of more efficient work practices.

The <e.law> QUT Moot Court was constructed within the Law Library facilities and was officially opened in July. This room, refurbished by the Faculty of Law, is the first specially designed electronic courtroom in the country, providing users with on-the-spot electronic access to documents referred to during the course of a case. As well, the Law Library entrance and exit areas were completely redesigned to create a more welcoming entrance area for clients, and to improve line-of-sight for staff to exit doors.

As part of the refurbishment of the top level of the Gardens Point building, the Library Director's office and Library Secretariat relocated to another building on campus, close to the Library building. Staff areas from other parts of the Division of Information and Academic Services – the Information Technology Services offices, Teaching and Learning Development Unit and Student Copying and Printing offices – also relocated to this area, providing greater opportunity for improved communication and support with other departments of the Division.

Counter Disaster Planning

The Counter Disaster Group had a very successful year in 2001 developing plans and staff training to promote protection and recovery of information resources. At the beginning of 2001, a flood in the Carseldine Store unfortunately destroyed a small number of archived

resources. Deficiencies noted at the time in the existing disaster reporting and recovery processes prompted an extensive review of the recovery procedures and the *Disaster Recovery Manual*. Working with the Library Management Group, the Counter Disaster Group has ensured that the disaster that befell the Library early in the year was turned into an opportunity for planning for the future.

The *Disaster Recovery Manual* and procedures were reviewed during 2001 and specific procedures will continue to be reviewed in 2002. The manual is now available to all Library staff via the Library Intranet. Additionally awareness and training sessions were developed and delivered for senior library management and planning staff. Members of the Counter Disaster Group attended sectional staff meetings to continue with awareness and training in disaster reporting and recovery processes. Procedures for staff awareness in induction and initial training processes have also been devised. Ongoing training schedules have now been identified and hands-on training will be offered in the near future to supervisors and managers. Other processes for ongoing staff awareness of counter disaster procedures are also under development. The disaster recovery kits were fully reviewed and restocked.

Budget

Staff salaries and running costs

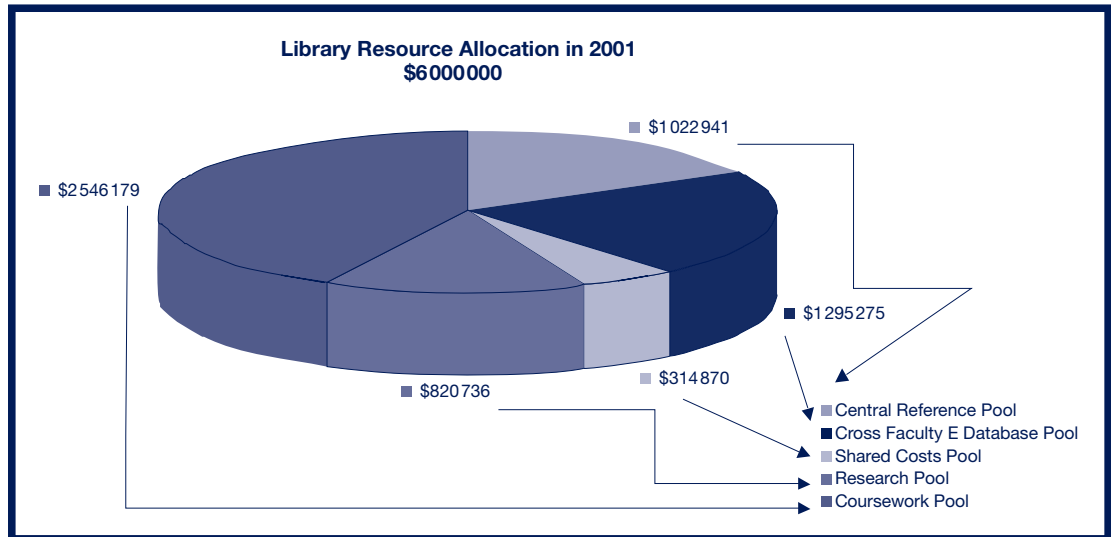
Budgets provided to the Library to meet salaries and running expenses were more adequate than in the previous three years, despite the need to absorb an additional three per cent salary increase to University general staff. However, the adequacy of this budget was undermined by the introduction of a University-wide scheme to allow staff to take voluntary early retirement. Under this scheme seven library staff chose to retire in late 2001 or early 2002, with payout costs exceeding \$130 000. At the end of 2001, the salary budget of \$6 898 620 was 97.71 per cent expended,

with an additional 1.88 per cent being held for payment of “voluntary early retirement” costs – a total commitment of 99.96 per cent.

Running cost budgets (\$825 000) remained static, as for several previous years. Streamlining of a number of internal processes enabled the Library to meet the many demands on this within the allocation, despite increased expenditure on promotional activities and publications. At the end of the year expenditure was 102.42 per cent of budget allocation, but this included some forward ordering which should assist the Library to remain within budget in 2002.

IT infrastructure funding

The Library accesses the University’s Asset Management Plan budget to provide client equipment and related software for all branch libraries. Some additional equipment funding was also received as part of the funding for Library-based capital works projects. In 2001 these funds provided for the introduction of the Course Materials Database to permit online access to high-usage copyright materials. As well, funding allocated permitted the Library to issue a tender for the replacement of its current in-house document delivery system. Replacement and additional PCs were purchased for the enlarged Kelvin Grove training room, and enhancements to the INNOPAC integrated library system were implemented, including the Millennium Cataloguing module. Funding was also allocated to upgrade public catalogue PCs, purchase an additional patron self-checkout machine for Gardens Point and a new data projector for the Law Library training room. A total of \$381 143 was made available from these sources, enabling the Library to roll-over outdated client equipment and add much needed new IT functionality to its services.



Distribution of the Library Resource Allocation in 2001

Library Resource Allocation

The University increased the Library Resource Allocation (LRA) to \$6million in 2001 from the \$5.4 million it had been for the previous three years. This 11 per cent increase was overtaken by the inflationary increases in serials publishing and the record low levels of the Australian dollar. Although many more journals were available on full-text databases, the cost of these database subscriptions is increasing as major vendors become more confident of market share and pricing packages. As a result, while the availability of serials on full-text databases improved, Library purchases of new monographs continued to decline. The Library is focussing more on the known needs of coursework students for monographs, and less on selecting monographs “just in case”.

During the year, the Library’s expenditure on electronic databases and document delivery reached \$2.52m, which is 54 per cent of the total expenditure on print serials, electronic access and document delivery (46 per cent in 2000 and 27 per cent in 1999). New databases were selected for trial and evaluated by the Electronic Trials Consultative Committee comprising academics from all faculties. Since the beginning of 2001, ongoing subscriptions to all full-text databases (except for Law) were paid for centrally from the LRA’s Cross Faculty Electronic Database Pool instead of being allocated throughout the LRA on a faculty fund code basis. As a result, the Library was able to negotiate confidently with vendors for the common good of the whole University. This central funding arrangement also places the University in a strong position to accept or reject any national site licence agreements made through the Australian Vice-Chancellors’ Committee.

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Staff Profile

Seven voluntary early retirements took effect in late 2001 and early 2002. The retirement of this number of staff at the same time afforded the Library the opportunity to review its staff profile. The vacancies enabled the transfer of some staff to positions more appropriate to their HEW level. Some positions were able to be reclassified downwards and the resultant savings have been used to increase the appointment periods of short-term staff. In all there was a small gain in FTE (full-time equivalent) staff available to the Library.

Direct Client Contact Review

The Library has a long-held policy of ensuring that all its staff undertake some duties at service counters so that they are able to relate to client needs. The Direct Client Contact program was reviewed to gauge the benefits of the program to staff, taking into account the perspectives of participating staff and their supervisors. In general participating staff indicated that they enjoyed their client contact experience and that they felt their work was highly valued by their peers. Some concerns regarding training and feedback were identified and strategies were put in place to address these concerns.

Reward and Recognition

Library Outstanding Contribution Awards

For the fourth year the Library presented awards at its Christmas Party for staff nominated by fellow staff as having made an outstanding contribution during the year. The award recipients in 2001 were:

Library Management Group Award for Outstanding Client Service

- Gaye Withanage, Library Staffing Officer.

Blackwell's Award for Initiative and Innovation

- CMD Team: Sonya Hansen, Susan Finamor, Adam Hall, Maryann Loneragan, Marina Griffith, Jan McNicol, Beth Johnston, Stephen Halloway, Steve Grasso.



Gaye Withanage, Library Staffing Officer, winner of the 2001 Library Management Group Award for Outstanding Client Service.

Swets/Blackwell's Award for Making a Difference

- Elizabeth Johnson, Monographs Assistant, Library Resources Section.

Outstanding Contribution Awards

- Kelvin Grove Shelving Unit: Justine Robinson, Brad Rampton, Janine Riviere, Rochelle Knarston, Alfina Lofaro, David Haviland, Doug Messenger, Eleanor Leslie, Kellie Lloyd, Marie Rooney, Margaret De Groot
- Martin Borchert, Electronic Information Services Librarian
- Jacky Doherty, Secretary, Systems Section
- Chris Brumm, Document Delivery Assistant, Kelvin Grove Library.

Staff received trophies and prizes donated by a range of generous sponsors.

University Outstanding Staff Award (General Staff)

Barbara Ewers, the Library's Community Services Librarian was awarded a University Outstanding Staff Award. These awards are presented annually to staff nominated by other staff, general or academic, from within the University. Barbara's award acknowledged her work in organising the IATUL Conference 2000 hosted by QUT Library and her role in the creation of the publication *History of QUT*.



QUT Chancellor, Dr Cherrell Hirst presents Community Services Librarian, Barbara Ewers, with a University Outstanding Contribution (General Staff) Award.

Staff Training and Development

The Library continued to place a high priority on staff training and development in 2001 and funded 173 staff to attend activities in a range of areas including overseas and Australian conferences.

The Library also engaged consultants to undertake specialised training:

- fifty-five staff attended training in a range of Microsoft packages; and
- forty-two staff attended change management workshops, focussing on dealing with changes to organisational structures and workflows.

Library-based training

Library-specific training was provided for staff again in 2001. The major focus for the year was a “Managing Conflict at Service Points” program delivered to 117 staff in nine sessions.

The Library again conducted “Front of House” client service training for all staff working on service desks prior to the commencement of Semester 1. This training ensures that all newly-appointed staff, after-hours and short-term staff, as well as ongoing staff, commence the academic year with up-to-date knowledge of policies and procedures. This training was attended by 113 staff in 2001.

Overall, 595 staff attended training events in 2001. This figure is slightly down on the 2000 figure. The fall can be attributed to a strategic decision to commit a significant amount of the 2001 budget to engage consultants to deliver training in information technology and change management.

The Library also undertook a training needs analysis in late 2001 in order to inform its staff development plan for 2002.

Staffing Issues Group

The Library’s Staffing Issues Group consists of staff who are elected to represent their colleagues as well as staff who are members by virtue of their position. During 2001 the group’s major activities included:

- Simplification of the procedures for nominations for the Library’s Reward and Recognition Scheme. This was undertaken to ensure staff at all HEW levels felt confident in submitting nominations.
- Review of procedures for evaluation of training activities.
- Input to the development of the Managing Conflict at Service Points training.
- Input to a revised orientation package and induction program.

Front of House client service training ensures that all staff working on service desks commence the academic year with up-to-date knowledge of policies and procedures.

Technology Infrastructure

Web Developments

The Library's public web site was reviewed in mid 2001. The aim of the review was to increase understanding of what clients liked and disliked about the existing site with a view to making incremental changes.

The review involved holding focus groups with Library staff and various client groups, to show them alternative mock-up 'versions' of the site and to obtain their feedback on each of them. The feedback was drawn together into themes and used to inform some interim changes to the existing site. More importantly, the exercise contributed enormously to the Library's understanding of how clients use the site and what they find easy or difficult to understand and use. This information will be extremely useful to inform a complete redesign, planned for 2002, to adopt the new QUT corporate style.

Content management of the web site has previously been the responsibility of the Electronic Information Services Librarian. In 2001 it was agreed that the Community Services Librarian should take on the content management role for the public web site. The Electronic Information Services Librarian maintains responsibility for technical support and development of the Library's web presence.

Intranet Redevelopment

The Library's intranet was redeveloped in 2001 with the intent that it would become the official repository of Library internal documents and a major source of information for staff. The site was redesigned to reflect the look and feel of the public web site, instructions and guidelines for staff contributors were written, and a program of content development and maintenance was implemented. The Library Development and Administration Manager took on the content management role for the intranet. The new intranet was officially launched in February 2001. Staff are gradually coming to rely on it and to be diligent in contributing to it.



The first contributors to the newly redeveloped Library intranet.

Remote Access to Databases

The Library, like many other academic libraries, has for some time struggled with providing simple, seamless access to databases and electronic journals for clients accessing the internet through service providers other than the University. Many of these services are restricted by the vendor to QUT IP addresses. In order to overcome these problems, the Library implemented a URL-forwarding application known as EzProxy in 2001. This development has proven very popular with clients, and will significantly simplify the advice provided to new students at the beginning of the new semester.

Branch Libraries

- Carseldine
- Gardens Point
- Kelvin Grove
- Law Library

Carseldine Branch

Overview

2001 was a year of consolidation for Carseldine Library services. While statistics show a decrease in the number of patrons entering the Library, there were increases in inter-campus loan requests and shelving.

A reorganisation of the collection on Level 2 created an open plan reading area for students and staff to use. There were also further renovations to staff work areas in Lending Services and Document Delivery.

Planning for the establishment of a new joint partner library service at Caboolture in 2002 was undertaken in the second half of the year.

Teaching and Learning

Second semester saw the introduction of the Course Materials Database. This service was very heavily utilised by the students, despite teething problems due to the load on the network. In line with the other branches, intercampus loans continue to form a significant component of Lending Services activity, rising 39 per cent on the previous year's figures. Additionally, the number of interlibrary loan requests to the campus increased by 10 per cent.

At Carseldine library, intercampus loans rose 39 per cent on the 2000 figures, while interlibrary loan requests increased by 10 per cent.

Reference staff were involved in the appraisal of database products as part of a review of electronic resources and the preparation of school information resource plans to support the changes at Carseldine. Information literacy classes have again been popular. As part of the process of integrating information literacy into the curriculum, reference staff continued to contribute to the Applied Skills and Scholarship unit within campus courses. This included the evaluation and trialling of an electronic marking program.

Research

Liaison librarians undertook classes in research skills and EndNote for staff and postgraduate students.

Additionally, they continue to provide support for a range of research activities.

Community Service

The Branch was again active in the promotion of community events in 2001. High schools from the local area were given information sessions and library tours throughout the year. Staff also participated in promotional events and careers days organised by the campus administration and the schools.

The ANZAC Day Commemorative Committee (Qld) donated its library, which they began collecting in 1916, to the Carseldine Library. The collection covers material on Australia's military history from World War 1 up to Vietnam and includes official histories as well as personal stories, photo histories, histories of battalions and campaigns. At a function held on ANZAC Day to thank the ADCC (Qld), Arthur Burke, Honorary Secretary, presented the Library Director with a plaque to mark the donation.



Arthur Burke, Honorary Secretary, ADCC(Qld), presents the Director of Library Services with a plaque to mark the donation of the ADCC(Qld) collection.

In association with the Carseldine Reconciliation Team, the Library hosted a display of the works of local Aboriginal artist and QUT alumnus, Robert Stuurman. The exhibition formed part of the National Sorry Day activities held on the campus, coinciding with the launch of the University's reconciliation statement.

Later in the year, a display of artwork from the students of the Carseldine Childcare Centre was organised and parents and children participated in a promotional afternoon. Towards the end of second semester, the Library displayed the photographic exhibition *Expression of Spirit*, capturing moments from the 2000 Paralympic Games. The exhibition was put together by Sonja de Sterke, QUT photographer, who was the official photographer for the games.

Resources

July 1 2001 saw the creation of QUT Carseldine and the new School of Humanities and Human Services. Reference staff assisted academic staff in the reorganisation of offerings within the new integrated School.

The staff work area in Lending Services and Document Delivery was renovated and reorganised in the second half of the year.

2001 was a relatively stable year for staffing, with the campus having its full complement of staff for most of the year. Lending Services staff continued to implement the multi-skilling activities commenced in 2000. Utilisation of funding from the Library's peak loads strategy was very successful and resulted in significant improvements in the Branch's performance indicators over the previous year.

Second semester saw the introduction of two new networked printers within the Library, helping to support the increase in printing of material as a result of the introduction of the CMD.

Collaboration: Caboolture Community Campus

The Caboolture Community Campus (CCC) is a joint venture between QUT, North Point Institute of TAFE (NPIT) and the Caboolture Shire Council (CSC).

Together the partners plan to create a learning environment in which:

- students will have access to enhanced library and information services through upgrading and augmenting the existing Shire Library, and

- the region will have convenient access to business management and information technology courses offered by NPIT and QUT.

The Campus will focus on education in the Caboolture area. The CCC Library Service will be a joint use service between QUT, NPIT and the Shire Library and will be housed within the Shire Library. Planning commenced in second semester, with the Carseldine Library Manager appointed as liaison with NPIT and Shire Library staff. Following the preparation of an impact statement regarding the resource needs of the new course, Carseldine Library staff started purchasing material. A new liaison librarian was recruited in December to support the Division's activities at the new Caboolture Community Campus.



The Caboolture Community Campus Library Service Planning Group and staff (from left to right) Madonna Scrase, Acting Institute Librarian, NPIT, Stephen O'Driscoll, Carseldine Library Manager, Jane Cowell, Caboolture Shire Council Library Manager, Gaynor Austen, QUT Library Director, Lillias Connell, Senior Library Assistant, CSC Library, Nicole Franks, QUT CCC Librarian, Kym Corfield, North Point Library Technician, CCC Library.

Gardens Point Branch

Overview

In 2001, the Gardens Point Library continued to operate as a high-use facility for students and staff with 1.5 million people entering the Library building. Key areas addressed in 2001 aimed to improve existing services, to target resource provision for coursework students and to improve facilities for researchers.

The Gardens Point Library supported a cohort that accounted for 47 per cent of the total QUT student load including a large undergraduate population and a very strong research presence across all the Gardens Point based faculties.



More than 1.5 million people entered Gardens Point Library in 2001. Loans increased six per cent, with short-term loans accounting for 24 per cent of all borrowed material.

Teaching and Learning

Collection use

A focus in 2001 was to significantly improve the holding of and access to resources for our coursework students. Gardens Point Library focused its planning on improving coursework access to core material and developing a short-term loan collection that accounted for 24 per cent of all borrowed material. The principal area for this was within the Faculty of Business which has the largest student load within QUT. Loans issued in 2001 showed a six per cent increase over 2000 figures. The Branch peak load strategy resulted in significant improvements in turnaround times during the busiest periods.

Information resources

Several major activities occurred in 2001:

- Weeding of the reference collection.
- School-level information resource plans were developed to provide the basis for the Library Resource Allocation for coursework materials in 2001.
- One hundred per cent of required reading list material was purchased in multiple copies according to class sizes.
- Electronic products relevant to Gardens Point were added to the collection, including IEL Database and Dow Jones Interactive. These made a significant improvement in information access.

Information literacy

Liaison librarians have worked with faculties to develop and deliver generic information literacy classes as well as discipline-specific classes. Major programs now operate for first-year students in the faculties of Information Technology, Science, and Built Environment and Engineering.

During 2001, 12 125 students participated in information literacy classes run by liaison librarians. The redeveloped Library publications have proved a valuable adjunct to these classes.

Research

Sixty per cent of QUT research students study on the Gardens Point campus. This creates a challenge for the Branch Library to effectively balance support for this significant student cohort against the need to support a very large coursework group based on the campus. In 2001, the Gardens Point Researchers' Centre underwent major refurbishment to create a larger purpose-built facility for researchers.

Community Service

Liaison librarian for the Faculty of Built Environment and Engineering, Jocelyne Poirier, was a member of the organising committee for the Australasian Association for Engineering Education Conference held at QUT in September. The Conference attracted over 830 delegates interested in the teaching aspects of engineering.

Kelvin Grove Branch

Overview

Despite the increasing use and popularity of remote electronic resources, the physical collection at the Kelvin Grove Library experienced heavy use in 2001. Loans increased by 13 per cent on 2000 figures, and shelving by nearly 12 per cent. Clients continued to visit the Library and to make use of its resources and services. During 2001, 542 800 people entered the Library building, which was an increase of six per cent on 2000 figures. Clearly the University community continues to perceive and value the Library as a “place.”

Clearly the University community continues to perceive and value the Library as a “place.” At Kelvin Grove Library, loans increased by 13 per cent, shelving by nearly 12 per cent and 542 800 clients visited the library, an increase of six per cent on 2000 figures.

Teaching and Learning

Information literacy

Several liaison librarians worked closely with academic staff in the embedding of information literacy in the curriculum. Progress was particularly strong in the School of Nursing, which has formally adopted the *Information Literacy Framework* and identified units in which it will be applied through 2002. The Education liaison librarians participated in that Faculty’s project to identify teacher practitioner attributes to be embedded in a re-conceptualised Bachelor of Education program for development in 2002. In Creative Industries and Justice Studies, librarians worked on development of individual units.

Librarians gave presentations and classes as part of the Enter Program, conducted each semester for new academic staff, and in the weekend seminars for part-time academics. Weekend subject specific workshops for students were a well-supported innovation, inspired by the success of the “External/Part-time Orientation Program”.

Information resources

The establishment of the Creative Industries Faculty involved the Library in planning the development and relocation of resources to support new programs. Significant extra funding was provided for collection development. The Library’s collection relating to Creative Industries was greatly enhanced by the acquisition of an important private collection on the history of dance in twentieth century Australia, donated by Jennette and Alan Johnstone. The collection, which includes books, journals and theatre programs, dramatically increased the depth and breadth of the ballet collection of QUT Library and includes some rare early publications and unique international titles. The Johnstones’ gift was acknowledged at a function to which the Library invited dance academics as well as current dance students.



Cheryl Stock, Head of Dance, Alice Steiner, Creative Industries Liaison Librarian, and dance student, Jasmine Raftery, browse the unique collection of dance material donated by Jennette and Alan Johnstone.

Serials and database rationalisation projects conducted mid-year enhanced the Library's capacity to support electronic access to resources. A stocktake of the monograph collection was conducted in November.

Improvements in Lending Services

New work management practices were implemented in Lending Services, and as a result significant improvements were made in turnaround times, including shelving times.

The Express Loans units proved to be popular with clients, with over 50 per cent of eligible loans being processed through the units.



Refurbishment of the Library foyer improved traffic flow and access to service points.

External Library Services

The "External/Part-time Orientation Program" broke previous attendance records in Semester 1, with packed lecture theatre and labs proving its value in the eyes of students. The traditionally smaller Semester 2 event was conducted in an experimental format as a multi-streamed "Learning Support Program". This revised model is being developed for use in the future.

A survey-based review of services to external students revealed a generally high level of satisfaction with Library provision. Issues related to turnaround times, access, and information literacy will be addressed in 2002. Services and processes will be reviewed, with particular reference to turnaround times and remotely accessible information literacy tools.

Research

The liaison librarians continued to provide strong support to researchers on the Kelvin Grove Campus. Activities included ongoing support to individual researchers with information literacy, provision of advice to research supervisors, and teaching in core faculty units in research methods. One of the Education librarians participated as a member of the EdD (professional doctorate) course coordination committee, and taught in the on-campus component of this doctorate.

Researchers' Centre

Support for research on this campus was greatly strengthened with the opening in June of the new Researchers' Centre. This new service is discussed further in the section on Resources – Planning and Funding.

Community Service

Children's Book Week was marked with a display of books nominated for awards and story-telling for children from the campus child care centre.

A project funded by Creative Industries was undertaken to establish a database of resources and memorabilia held by the KITE Children's Theatre. Training of KITE staff for future maintenance of the database was an important component.

Resources

Facilities

Library facilities for both clients and staff were improved significantly during the year. A new Loans Desk and Express Loans installations streamlined borrowing for clients, who also appreciated the new teaching room and the Researchers' Centre.

Staff areas on Levels 2, 3, and 4 underwent major refurbishment to achieve better work and consultation space.

Teaching and Learning

Throughout 2001, the Law Library continued to support the Faculty of Law's teaching and learning objectives by selecting and maintaining web links to Australian and overseas cases referred to on Law School online teaching sites. The advent of the Library's Course Materials Database (CMD), which is able to provide digitised copies of course materials in full-text, meant that Law Faculty and Law Library staff had to re-think their procedures for the provision of electronic resources to support online teaching (OLT). An integrated approach to OLT support and CMD is now in place.

Law Library staff continued their involvement in the first-year unit Legal Institutions and Methods. As well as participating in tutorials in the first week of semester, staff provided the library skills component of Legal Institutions to first-year external students at the External Orientation Weekend at the end of the first week. As well, Library staff taught in the skills component of the fourth-year unit Legal Research and Reasoning. The Law Library's direct contact involvement in this unit has decreased. However, energy has gone into creating a Law Library OLT (online teaching) page where much of the instructional material, previously printed and made available for sale to students, is now available on the web.

The Law Library has created a Library OLT site with instructional material for Legal Research and Reasoning students.

Research

One of the major achievements for 2001 was to finalise web access for Faculty of Law staff and students to an index of journals compiled by Dr Des Butler, Assistant Dean, Research. The purpose of the index is to provide quick access to information concerning

journals, to inform staff's choices of journals to be targeted for publication. Law Library staff have set up a web page accessed from the Faculty of Law home page, containing an alphabetical list of the journals and a topic index.

For each journal title the Law Library has added the following details:

- whether the journal is categorised as scholarly or professional
- whether it is refereed or not
- the relevant DEST classification
- issues per year
- relevant contact
- name of any QUT staff member connected with the journal.

We have also added links to the print and electronic holdings records of those titles held at QUT and to the full-text of published articles where available. The Law Library will continue to maintain this page with input from the Assistant Dean, Research.

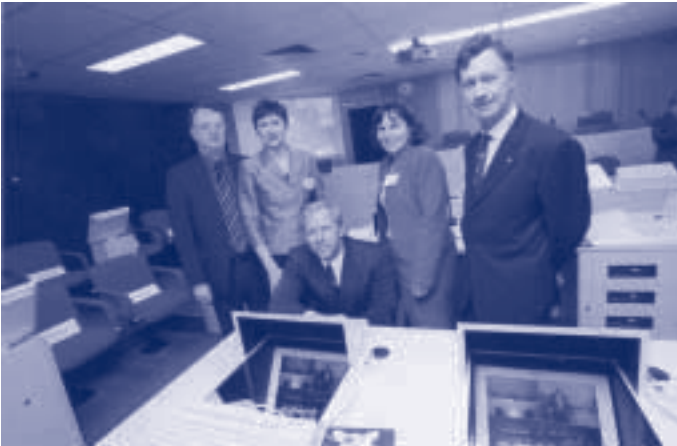
In support of the Faculty of Law's project to develop a "student research culture" among suitable undergraduate students, the Law Library, with the Assistant Dean, Research, delivers a series of workshops throughout the year for the Dean's research scholars. The program includes an introduction to the concept of lifelong learning, internet legal research, legal research publications, legislation research and foreign and international law research.

Other Law Library Information Service Provision

- The Law Library now has access to all Butterworths online titles.
- CCH Services, where already subscribed to by QUT Library, and available in electronic form, are accessible by QUT students from the Library homepage.
- The Law Library is participating with other Australian university law libraries in the creation of WEBLAW, a gateway to legal electronic resources available on the web.

Community Service

In 2001, the Faculty of Law's <eLaw> Moot Court was opened by the Queensland Attorney General and the Chief Justice of the Supreme Court. It is available as a fully interactive, online mooting facility.



At the opening of the first <e>moot court in Australia (l-r) Professor Malcolm Cope, Dean, Faculty of Law, Ms Alison Stanfield, eLaw Consultant, The Honourable Mr Robert Welford, Queensland Attorney General, QUT Chancellor, Cherrell Hirst and The Honourable Mr Justice de Jersey, Chief Justice of Queensland.

The Law Library continued providing introductory Law Library information sessions to Brisbane high schools.

Appendices

Appendix 1

Senior Staff

DIRECTOR, LIBRARY SERVICES	G M Austen, BA(Hons) <i>Melb</i> , DipLib <i>Canb</i> , MBA <i>Qld</i> , AALIA
ASSOCIATE DIRECTOR, LIBRARY SERVICES (DEVELOPMENT)	J Novak, BA <i>Indiana</i> , GDipLibSc <i>WAIT</i> , AALIA (J McCarthy acted in this role for part of the year)
ASSOCIATE DIRECTOR, LIBRARY SERVICES (INFORMATION RESOURCES)	C Young, BA <i>Qld</i> , AALIA
SYSTEMS MANAGER	S Fredline, BAgSc <i>Qld</i> , GDipLibSc <i>QUT</i> , AALIA
MANAGER, LIBRARY RESOURCE SERVICES SECTION	E A Huthwaite, BA <i>Qld</i> , DipEd <i>ArmidaleCAE</i> , GDipLibSc <i>QIT</i> , MAppSci(Info Stud) <i>CSU</i> , AALIA
BRANCH LIBRARY MANAGERS	
Carseldine	S O'Driscoll, BA, BSc <i>Qld</i>
Gardens Point	R Smith, BA <i>Qld</i> , GDipMgt <i>Capricornia</i> , MBA <i>UCQ</i> , AALIA
Kelvin Grove	J McCarthy, BA <i>Qld</i> , GDip Lib <i>NSW</i> , AALIA
Law Library	C Crawford, BA, LLB <i>Qld</i> , LLM <i>QUT</i>

Appendix 2

Members of the Library Planning Forum

GAYNOR AUSTEN	Director, Library Services (Chair)
COLIN BAIN	Reference Services Manager, Gardens Point
MARTIN BORCHERT	Electronic Information Services Librarian
JESS BURKE	Reference Services Manager, Kelvin Grove
COLLEEN CLEARY	Deputy Manager, Library Resource Services
CATHY CRAWFORD	Law Library Manager
GLENDA DREZEK	Library Collections Officer
SANDRA DUFFIELD	Deputy Manager, Law Library
BARBARA EWERS	Community Services Librarian
SARAH FREDLINE	Library Systems Manager
GILLIAN HARRISON	Lending Services Manager, Kelvin Grove
ANN HUTHWAITE	Manager, Library Resource Services
SANDOR KOCE	A/Systems Officer
CHRIS LOCKE	Staff representative
JENNY MCCARTHY	Branch Library Manager, Kelvin Grove
JAN NOVAK	Associate Director, Development
STEPHEN O'DRISCOLL	Branch Library Manager, Carseldine
JUDY PEACOCK	Information Literacy Coordinator
BRIAN RICE	Reference Services Manager, Carseldine
MARGARET ROBERTSON	Development and Administration Manager
TREVOR ROWLAND	Staff representative
ROBYN SMITH	Branch Library Manager, Gardens Point
ALICE STEINER	Staff representative
ELLEN THOMPSON	Staff representative
JANE TURNBULL	Lending Services Manager, Gardens Point
KATHY WHEELER	A/Lending Services Coordinator
CAROLYN YOUNG	Associate Director, Information Resources

Appendix 3

Papers, Presentations and Publications by Library Staff

- Callan, P, Poirier, J, Tweedale, R and Peacock, J. "Practice makes information literacy perfect: models of educational collaboration at QUT", in *Partners in Learning and Research: Changing Roles for Australian Technology Network Libraries*. Edited by John Frylinck. University of South Australia Library for Librarians of the Australian Technology Network, Adelaide, 2001, pp.1-18.
- Fredline, Sarah. *Development of the Course Materials Database*. Presentation at a full-day seminar for representatives from University of Technology Sydney, Southern Cross University, Sunshine Coast University, Brisbane, 20 August 2001.
- Huthwaite, Ann. *Bibliographic Control in the New Millennium*. Presentation to Australian Library and Information Association, Cataloguers Section, Victorian Group, Melbourne, 29 June 2001.
- Huthwaite, Ann. "Watershed for Anglo-American Cataloging Rules" *14th National Cataloguing Conference*, Geelong, Australia, 8-9 November 2001.
- Huthwaite, Ann. "Anglo-American Cataloging Rules 2 and other metadata standards: the way forward". *ALCTS (Association for Library Collections & Technical Services), Anglo-American Cataloging Rules 2 and Metadata Institute Seminar*, Boston, 16-17 August 2001.
- Huthwaite, Ann. *Overview of Anglo-American Cataloging Rules Developments for cataloguers*. Presentation to the Kinetica Annual Users Group, Gold Coast, 26-27 July 2001.
- McCarthy, Jenny. "Integrating library services into the eLearning environment at the Queensland University of Technology", *AARL: Australian Academic & Research Libraries*, vol.32, no.3, Sep 2001, pp.222-238.
- McCarthy, Jenny. "QUT Library's support for flexible delivery: reinventing a service", in *Partners in Learning and Research: Changing Roles for Australian Technology Network Libraries*. Edited by John Frylinck. University of South Australia Library for Librarians of the Australian Technology Network, Adelaide, 2001, pp.57-76.
- Peacock, Judith. "Drive, Revive, Survive – and thrive: going the distance for information literacy". *Revelling in Reference*, ALIA Reference and Information Services Section Conference, Melbourne, 12-14 October 2001.
- Peacock, Judith. *Information literacy: principles and practice at QUT*. Presentation to members of the Council of Australian University Librarians, Brisbane, 13 September 2001.
- Peacock, Judith. *Information literacy: principles and practice at QUT*. Presentation at QULOC Open Day, Brisbane, 22 November 2001.
- Poirier, J, Gould, M and Steele, G. "The Selby Resource Collection on Sustainable Development Web Site: a central teaching and learning tool" in *Towards Sustainable Development: Collaborative Approaches in Built Environment and Engineering Education*. Edited by the Selby Working Group on Sustainable Development. Brisbane, QUT Faculty of Built Environment and Engineering, 2001, pp.93-101.
- Smith, Robyn. "3 viewpoints = 1 integrated service: a coordinated approach to student computer laboratories." *The power of 3 – EDUCAUSE in Australia Conference*, Gold Coast, 20-23 May 2001.
- Wheeler, Kathy. *Course Materials Database*. Presentation at QULOC Document Delivery Showcase, Brisbane, 23 November 2001.
- Wheeler, Kathy. *Course Materials Database*. Presentation at the QULOC Open Day, Brisbane, 22 November 2001.
- Young, Carolyn. "Horses for Courses: teamwork in delivering integrated information resources to students at QUT", *The power of 3 – EDUCAUSE in Australia Conference*, Gold Coast, 20-23 May 2001.
- Young, Carolyn. *Showcase of initiatives at QUT Library: Researchers Centres, VLab and the Course Materials Database*. Presentation for the members of the Council of Australian University Librarians, Brisbane, 13 September 2001.
- Young, Carolyn and Stokker, Judy. "Course materials database: integrating information resources into online teaching for students at QUT", *AARL: Australian Academic & Research Libraries*, vol.32, no.3, September 2001, pp.240-252.

Appendix 4

Library Staff Membership of University Committees

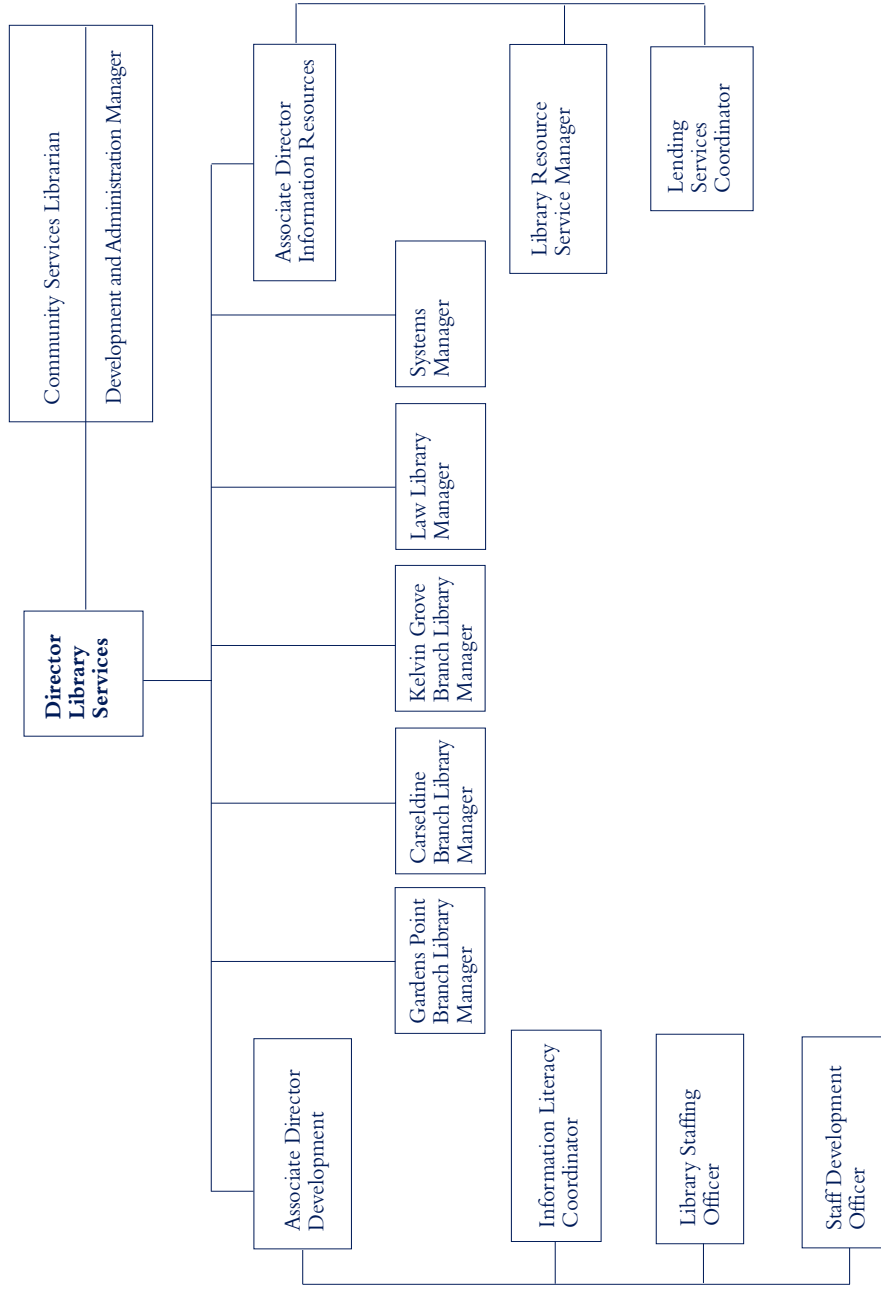
AUSTEN, GAYNOR	University Equity Committee (Chair) QUT Archives Committee
BAIN, COLIN	Faculty of Business Academic Board Divisional Equity Committee
BURKE, JESS	Faculty of Health, Teaching Learning and Courses Committee
COLLINS, SUE	Faculty of Business Education Committee
CRAWFORD, CATHY	Faculty of Law Academic Board Faculty of Law Teaching, Learning and Curriculum Committee Faculty of Law Research Committee
DUFFIELD, SANDRA	Faculty of Law Staff/Student Liaison Committee Faculty of Law Research Committee
EVANS, LYNN	School of Nursing Teaching and Learning Course Committee
EWERS, BARBARA	University Community Services Advisory Committee
FREDLINE, SARAH	University Information Technology Consultative Committee
MCCARTHY, JENNY	University Orientation Committee (Chair) Faculty of Education Teaching and Learning Committee Creative Industries Faculty Academic Board QWIL (QUT Women in Leadership) Committee
O'DRISCOLL, STEPHEN	QUT Carseldine Coordination Group School of Humanities and Human Services Academic Board
PEACOCK, JUDITH	Teaching and Learning Large and Small Grant Support Network
POIRIER, JOCELYNE	School of Civil Engineering Teaching and Learning Committee School of Construction Management and Property Teaching and Learning Committee
RYAN, IRENE	Bachelor of Education (Preservice) Course Coordination Committee Graduate Diploma (Teacher Librarianship) Course Coordination Committee
SMITH, ROBYN	Faculty of Science Academic Board.
STEINER, ALICE	Creative Industries Faculty Teaching and Learning Committee
TWEEDALE, ROBYN	Faculty of Information Technology Teaching and Learning Committee

Appendix 5

Membership of Professional Organisations

AUSTEN, GAYNOR	Second Vice-President International Association of Technological University Libraries Member of the Editorial Board Australian Academic and Research Libraries
HUTHWAITE, ANN	Chair Joint Steering Committee for Revision of Anglo-American Cataloguing Rules Continuing Education Officer ALIA Collection Access and Management Group (Qld) Member Australian Committee on Cataloguing (ACOC)
PEACOCK, JUDITH	Member, Australian/New Zealand Institute of Information Literacy (ANZIIL) Reference Group
TWEEDALE, ROBYN	Secretary of Queensland Branch Council and Executive Committee Australian Library and Information Association

Library Organisational Chart – Reporting Structure



LIBRARY OPERATIONAL CHART

