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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.
2000 was a year in which significant improvements were made to the quality of services and facilities available to QUT users through the University Library. Highlights of Library activities and services include:

**Electronic Development**
- The Library’s web site was redeveloped and launched in early 2000. This provided a more extensive and streamlined access to the Library’s services.
- The Library increased its electronic access to databases and serial literature. By the end of the year 46% of the Library’s serials and document supply budget was expended on electronic materials.
- The Library’s Associate Director (Information Resources) led a University-wide project to scope and implement the development of a Course Materials Database. This database will link to the University’s online teaching system, providing electronic access to related curriculum resources. The new system will be operational in 2001.

**Building Improvements**
- A general purpose computing laboratory of 320 workstations was constructed within the Gardens Point Library building. This new facility is jointly serviced by the Library Information Desk and the Student Computing Help Desk. Substantial changes were commenced to physical facilities within the Kelvin Grove Library. This included rebuilding the Lending Services area, providing a separate, spacious document delivery work area and re-housing Reference Services staff. A new expanded teaching room is part of this construction, as well as a Researchers’ Centre for postgraduate students.
- Planning was undertaken for the renovation of the top floor of the Gardens Point Library building. These new facilities will comprise a much expanded Researchers’ Centre, including office space for Library reference staff and Information Technology Services research support staff.

**Information Literacy**
- Information literacy training increased notably throughout the year with substantially higher numbers of participants in all areas.
- The Library’s undergraduate online information literacy tutorial, PILOT, was launched in first semester. This tool has since been taken up by a number of other university libraries for inclusion in their information literacy programs.
- An extensive educational program for reference librarians was conducted to improve their understanding of educational pedagogy and their ability to work with academics in integrating information skills into the curriculum.

**Promotional Plan**
- The Library’s Promotions Committee worked with Associate Professor Everett of QUT’s School of Communications to develop a Library Promotional Plan and an initial campaign targeting course coordinators. This initiative greatly improved staff understanding of, and participation in, the promotion of the Library’s services to the University community.
Performance Measures

During 2000 the University Library redeveloped a comprehensive set of performance indicators for all its operational units and programs. This “Program Performance Measurement Plan” was implemented across the Library in the latter half of the year.

Staffing

- A review of the Systems Group staffing structure was undertaken by an external consultant and consequential changes made to staffing arrangements.
- The University’s new Enterprise Bargaining Agreement permitted the Library to develop a pilot for linked classification scales for reference librarians and Systems support staff.
- A celebratory function was held to acknowledge the contribution of Library staff members with 15 and 20 years of service. Twenty-nine of these staff attended the luncheon.
- The Library and the University’s Human Resources Department jointly developed a “first line supervisors” training program which was conducted over a nine-month period. This proved highly successful at developing management skills in Library supervisors.

IATUL Conference

- The University Library hosted the Annual Conference of the International Association of Technological University Libraries in July at the Gardens Point campus. The conference brought over 200 participants from 19 countries to QUT to enjoy a series of stimulating presentations and workshops, and to experience the social and cultural life of Brisbane. Both formal and informal feedback from delegates indicated that the conference was an outstanding success.

Gaynor Austen
Director, Library Services
The Library Client Charter is one of the Library’s quality management strategies. It was created to describe how the Library supports the teaching, learning and research needs of our clients. Service quality targets have been included and the Library measures its performance against these each year. Targets met are revised and, where performance has not reached the target, strategies are implemented to improve performance.
The service quality targets in the Library’s Client Charter were revised in mid 2000 as a result of a review of performance measures. This report reviews performance against the revised targets. As management of circulation is critical to service quality, a peak loads strategy to maintain service levels under heavy load was implemented in first semester. Although not all targets were consistently met, great improvements were achieved through streamlining of workflows, provision of additional staffing funds for peak periods, and continuous monitoring of turnaround times. The strategy will be followed again in 2001.

Service

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

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

   A materials availability survey was conducted at KG branch in second semester 2000 to test the Library’s performance against these targets. The CAUL specification was used, with the questionnaire modified to accommodate electronic resources. The results indicated that 96% of items were held by QUT and 59% of items were immediately available. These results are very similar to the last survey at KG in 1997. Of the 110 responses in the survey where the item sought was stated as on a reading list, 108 were held, which corresponds to 98%. Because of the vagueness of bibliographic data on survey responses, it is not possible to verify if the two items were “obtainable” or on order. Very few responses related to electronic resources, which in theory should be nearly always available, if the patron is capable of locating them. It is suspected that the method is biased towards print materials and does not adequately measure the availability of electronic resources. This issue will be addressed in 2001.

Reference librarians checked reading lists each semester and ensured all obtainable items were ordered.

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

   This target was met for most months of the year. Occasionally, the time period extended to between three and four weeks.

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

   Achievement of this target was adversely affected by the heavy load experienced in our peak periods in first semester. The Law Library met the target of 100% reshelled within two days for five weeks and Gardens Point for one week during the peak period. Reshelving turnaround times improved in April when extra funds were available. Despite the difficulties branches had in trying to meet the performance target consistently, there was a significant improvement in the reshelving turnaround times in 2000 compared to 1999.

<table>
<thead>
<tr>
<th>Shelving Turnaround Times</th>
<th>Carseldine</th>
<th>Kelvin Grove</th>
<th>Gardens Point</th>
<th>Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of returned items</td>
<td>75%</td>
<td>75%</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>reshelved within two days</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


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

The target was met for Electronic Reserve. Results for Course Reserve (hard copy) in second semester were as follows:

Course Reserve Turnaround

<table>
<thead>
<tr>
<th></th>
<th>Carseildine</th>
<th>Kelvin Grove</th>
<th>Gardens Point</th>
<th>Law Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnaround (%)</td>
<td>85%</td>
<td>45%</td>
<td>97%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Percentage of items placed in Course Reserve within three days of request.

Target: 100% of intercampus loans processed within three working days.

As a result of the Intercampus Loan review in 1999, the Library funded a weekend courier and extra staffing for peak periods as part of a strategy to improve ICL turnaround times. At the same time, ICL items despatched increased by 51% over the previous year. Performance was significantly different for monographs and photocopied articles. The turnaround times for monographs improved in 2000 compared to 1999 with the mean turnaround times between one to three days, once extra funds were available. The periodical article turnaround times showed some improvement over 1999 but further strategies for improvement are needed.

In second semester, the target was achieved for books. Periodicals remained problematic.

2. Provide services to enable you to access materials effectively

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. However, the amount of time the larger library desks are double-staffed has been reduced.

Target: electronic information services supported by Information Desk staff who will assist with search strategies

This target has been met.

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

Target: a study place always available to you when the Library is open

The refurbishment and expansion of facilities at the two larger branches has enabled us to achieve this target.
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 has a strong record of involvement in the delivery of teaching and learning, largely based on the provision of both generic and course specific information literacy programs for new and continuing students.

In the Library’s Strategic Plan in 2000, four strategies were identified as the means of directing Library support for teaching and learning:

1. The Library will develop and manage the information resources necessary to support teaching and learning across the University. (Information resources)
2. The Library will lead a coordinated and collaborative approach to information literacy within QUT. (Information literacy)
3. The Library will collaborate in the provision of a teaching and learning environment which meets the needs of diverse client groups through flexible approaches to the delivery of library information sources, services and programs. (Undergraduate Services and Facilities)
4. The Library will develop and promote the expertise of the reference librarians to facilitate their involvement in the teaching and learning processes of the University. (Library Staff Development)

The Library developed a number of action initiatives against each strategy to ensure that these strategies were implemented.

Information Resource Management

In response to the University’s goal of providing students with greater flexibility in their time and place of study, the Library has embarked on a deliberate strategy to provide access to as wide a range of information in electronic format as is possible, whilst acknowledging the need to continue to develop a broad based print monograph collection to support undergraduate courses.

Course Materials Database

QUT Library has provided electronic access to full-text course materials, of non-copyright or QUT owned copyright, through its E-Reserve since 1996. With the introduction of a Copyright Agency Limited Licence Agreement for Universities in early 2000, the opportunity presented to expand the E-Reserve service to include copyright material. The Library’s Associate Director (Information Resources) undertook to investigate how QUT could provide managed and transparent access to coursework materials for students. The solution was the creation of a single database, the “Course Materials Database”, to provide digitised course materials. The point of access will be the online teaching (OLT) page for the student’s unit. Students will access, via this page, copyright materials from the Library’s Course Reserve, course notes and lecturers’ presentations and past exam papers. In the future the database will be expanded to include course packs and readings for units offered externally. The Course Materials Database is scheduled to go live in second semester 2001.

E-books

The Library plans to expand its provision of electronic full text materials and is monitoring developments in the e-book area. Work was begun to provide access to some full text monographs through the netLibrary service (www.netLibrary.com). Reading lists titles for a small number of selected units were sent to netLibrary with a view to purchasing these titles. The netLibrary full text service is seen as a way of providing flexible access to on and off campus students to high demand titles and complements the Course Materials Database.
**Library’s Web Site**

In January the Library released its new web site which combines more client friendly language and site architecture with the design features of Library publications. The Library’s web site provides a gateway to resources either owned or accessible to Library clients, as well as to a vast array of information about Library services. The new web site’s eLibrary highlights to clients the increasingly “electronic” nature of information sources and services.

This focus for the web site, coupled with the Library’s increasing number of electronic full text resources, means that the concept of a 24 hours a day, seven day a week service is becoming more of a reality for our busy students. Usage patterns indicate access to the web site takes place over a 24-hour period, and in April 2000 there was approximately 10% of access taking place between 10.00pm and 8.00am, hours in which the Library branches are closed.

**School Level Information Resource Development Plans**

The Branch Library Managers and the reference librarians prepared one-year resource development plans for each school in 2000. These plans analyse the collection development issues for the school, include comments on the existing collections in monographs and serials, and will guide the selection of resources and allocation of budgets over the following year.

**Information Literacy**

The Library continued its strong involvement in teaching and learning via programs developed and delivered by its reference librarians. During 2000, the Library built on the appointment of an Information Literacy Coordinator to focus its work in this area. The Information Literacy Coordinator works closely with the Reference Services Managers and reference librarians in the four branches.

In keeping with the Library’s commitment to support the University’s teaching and learning goals, the Library developed a plan to promote information literacy concepts and to ensure their integration with course and unit specific learning activities. The Library’s Information Literacy Statement of Purpose states:

QUT Library provides leadership in developing and fostering the essential information literacy knowledge, skills and understanding of the QUT community. The university-wide information literacy program promotes critical thinking and equips individuals for lifelong learning. In partnership with academic colleagues, the Library enhances curricula and creates learning environments that support QUT’s teaching and learning goals.

During 2000, work was undertaken to document a QUT Information Literacy Framework and Syllabus. This document provides a conceptual and strategic model for QUT information literacy objectives, initiatives and practices. It is planned to present the document to the University’s Teaching and Learning Committee in early 2001 for endorsement.

The Library implemented a comprehensive semester program of tours, classes, training workshops and courses for undergraduate students in 2000. Sessions were conducted as demonstrations in teaching theatres and as hands-on workshops in Library PC labs. After-hours scheduling of classes took into consideration faculty timetables and the needs of part-time students. Prior to the commencement of first semester, the Division of Information and Academic Services also offered specifically designed “Full Day Learning Programs” which included computing workshops, Library tours, information literacy and learning skills seminars. These programs provided an integrated daily schedule for two days in orientation week. These programs were overwhelmingly popular with students.
To complement the education and training program, the eLearn information literacy web site was developed to link clients to the Library’s programs, guides and resources. As well as these face-to-face teaching contacts, the Library’s online information literacy tutorial, PILOT: Your Information Navigator, was released in February 2000. The tutorial was subsequently adopted by many faculties as a compulsory component of core units, and by individual academics as compulsory assessment for specific units. The tutorial proved extremely popular with QUT students. In 2001, PILOT will undergo an upgrade to improve various features, especially assessment functions.

In addition to local use, QUT Library shared the intellectual and technical content of the product with a number of other libraries, including:

- Education Queensland: EQUiP (professional development tutorial for Queensland teachers)
- Australian National University: InFlite
- University of Technology, Sydney: Catalyst (as part of the BELL Project)
- Victoria University of Technology
- University of Wollongong
- Leeds Metropolitan University (UK)

These libraries subsequently modified the content and brand to suit the needs of their own clients.

Reference librarians also worked closely with academic staff to integrate information skills and concepts into the curriculum in a number of foundation units. These included:

- A compulsory first year unit within the Faculty of Arts entitled Applied Skills and Scholarship. This unit focuses on the development of a number of generic competencies, including information literacy. Library staff teach six topics over a three-week period.
- A compulsory first year unit within the Faculty of Information Technology, and an equivalent compulsory unit for postgraduate coursework students which covers areas such as basic technological and internet literacy, study skills and academic literacy and information literacy skills and concepts.
- A compulsory first year unit in the Faculty of Built Environment and Engineering for Bachelor of Engineering students again covering information literacy skills and concepts. The content of this unit reflects recommendations of the Institution of Engineers, Australia in respect of course content. Similar projects in course development, which include integration of information literacy concepts and skills development, were commenced with several other faculties. Two of these activities are working with projects funded under the University’s Teaching and Learning Grants scheme. Education Faculty reference librarians are working with faculty staff in the Teacher-Practitioner Attributes Project, which will inform the review of the Bachelor of Education degree. The Library is providing specific advice on the inclusion of information literacy skills as one of the essential attributes of a newly graduating teacher. Similarly, within the Faculty of Law, a reference librarian was seconded for six months to work with academic staff.

*Teaching Contacts in 2000*

Formal teaching contacts with undergraduate and postgraduate students increased 46% in 2000.

**PILOT**, the online information literacy tutorial, proved very popular with students.
Improving Collection Access

Every year demand for access to the Library’s collections peaks in the early part of semester one. The Intercampus Loans service is one of the most popular services. The year saw demand for this service increase by 100% across the Library, compared to the same period in 1999, with an increase of 4,337 requests.

The Library aimed to meet stated service levels by implementing a “Peak Loads Strategy”. This included:

- Changes to work practices, including the introduction of seven day per week processing of high demand services, such as Intercampus Loans.
- Introducing a weekend courier service to transport material between the campuses.
- An injection of casual staffing funds to be used during the period of peak demand.
- Rostering all staff from the Library to assist with core lending functions when necessary.
- Monitoring demand and the Library’s performance on a daily basis and reassigning resources where necessary.

The percentage of material shelved within two days of receipt consistently improved as semester progressed and culminated in May with 87% to 100% shelved within two days.

The Library’s performance for the peak period was measured and evaluated in detail. This has provided valuable information for planning for 2001, so that processes can be further refined and access to the Library’s collections improved.

Heavily Used Materials

In 2000 the Library investigated how to improve the availability of heavily used books for coursework students. Key issues were:

- Ordering multiple copies.
- Managing Reserve and short-term loans.
- Recognition of pre-identified and student-identified demand.
- Library system reports for feedback.

The strategy is to use these processes to ensure that the collection meets the needs of coursework students and relates directly to the QUT teaching practices.
Undergraduate Facilities

On the Gardens Point Campus, the Library led a Divisional project to redevelop level 2 of the library building into a 320-workstation computer laboratory (V-lab). Students in this new laboratory will be able to access all library resources and external databases, as well as perform general computing functions related to their courses. This outstanding state-of-the-art facility includes standard workstations, laptop docking, training area, a large 24 hour accessible lab, comfortable seating, external courtyard access and a functions area. Library Information Desk and Reference Collection and the Student Computing Helpdesk are also housed within the area. At the same time, service facilities for the Student Copying and Printing Service were consolidated on level 4 of the building.

Staff Development For Teaching and Learning

The Library has recognised the need to provide specific staff development for reference librarians working in partnership with academic colleagues in the electronic learning environment. During 2000, all reference librarians undertook a QUT adaptation of the UK EduLib (http://www.tay.ac.uk/edulib) program. The aims of the EduLib program were to:

- Identify and articulate the pedagogical and practical knowledge and skills required to teach effectively in a tertiary environment.
- Provide librarians working in a higher education institution with the skills and capabilities to enable them to execute their education and training roles, and to communicate effectively with diverse client groups.
- Foster within a higher education library community a professional culture which recognises that, with the increased and expansive influence of technology upon education, professional roles will change and that librarians now require specialised training in teaching methods and staff development skills.

The program consisted of nine modules with topics including understanding learning, teaching methods, working with students from diverse backgrounds, planning, presentation skills and evaluation. The participants evaluation of the program indicates the staff felt they had developed new and enhanced skills and that, as a result of participating in the program, many had modified their approach in delivering information literacy classes.

V-Lab, the new state-of-art computer laboratory at Gardens Point Library, provides 320 workstations.
QUT aims to be one of the leading universities in Australia for research in collaboration with end users, applied to the intellectual, social, economic, cultural and environmental needs of society.
The Library aims to meet the information needs of QUT researchers through a combination of information resources and services. In 2000, the highlights of the Library’s initiatives in support of researchers were:

- Extension of the wide range of electronic full text journals and indexing/abstracting services
- Expansion of document delivery services
- Joining the Australian Digital Theses Project
- Continued development of information literacy programs and services
- Targeted promotion of reference librarian services to new researchers and those returning to research
- Planning for new researchers’ facilities in the Kelvin Grove Library and expanded researchers’ facilities at the Gardens Point Library

**Information Resources Management**

**Larger range of databases**

Researchers have appreciated the increasing range of full text electronic journal databases that the Library has purchased over the past year. The Consultative Committee comprising Deans’ representatives and Library staff select databases for trial and evaluate them at the end of one year’s subscription. Those trialled in 2000 and recommended for continued subscription included:

- **ScienceDirect.** Full text journal database for all Elsevier publications.
- **Wiley Interscience.** Full text journal database for Wiley publications.
- **SciFinder Scholar.** Abstracting service replacing Chemical Abstracts.
- **Transport.** Abstracting service for transportation research.
- **AusStats.** Australian Bureau of Statistics publications.

**Electric Library.** Full text database of Australian and international newspapers, magazines, book chapters, maps, radio and TV transcripts, photos etc.

**Asian Business Full Text.** Full text database of Asian business journals.

**European Business Full Text.** Full text database of European business journals.

**Cambridge Scientific Abstracts.** Indexing and abstracting databases covering several subject areas. Published by Cambridge Scientific Press.

Full text electronic journals now comprise almost 50% of the Library’s journal subscriptions. All individual electronic journals within databases are listed in the Library catalogue where their URLs are linked to the actual journal web site.

Full text electronic journals now comprise almost 50% of the Library’s journal subscriptions. All individual electronic journals within databases are listed in the Library catalogue where their URLs are linked to the actual journal web site.

**Direct document delivery**

The British Library’s “inside” document delivery service was offered to all faculties in 2000. The cost of direct document delivery is high because document requests direct from researchers attract a substantial copyright royalty fee, while those requested via the Library do not. The direct document delivery service is not subsidised by the Library and by and large, faculties did not adopt it in preference to the mediated service.

Researchers made heavy use of the ScienceDirect transaction service to access articles in those Elsevier journals to which the Library did not have subscriptions. At the end of 2000, the Library
negotiated a licence agreement for the Science Direct database. This expanded full text journal access to all 1100 Elsevier journals for all QUT staff and students and eliminated the need to use the expensive transaction service.

**Australian Digital Theses Project**
In 2000, seven Australian university libraries successfully completed an Australian Research Council funded project to establish a distributed database of digital versions of research theses produced at Australian universities and make them available worldwide on the web. With the endorsement of the University Research Committee, the QUT Library joined the Australian Digital Theses Project.

**Information Literacy**
**Advanced Information Retrieval Skills (AIRS)**
The Library’s flagship research course, Advanced Information Retrieval Skills (AIRS), continued to be offered in two modes. As IFN001, it is a four credit point unit requiring standard University enrolment. It is also taught within existing University courses and units. IFN001 is a compulsory component of some research degrees and links the unit’s assessment to the production of the literature review. In 2000, enrolments totalled 270 research students.

The Library recognises that each faculty has diverse research needs and specific research objectives. In response, the AIRS Librarian worked in collaboration with faculties, supervisors and subject reference librarians to tailor each course to the specific needs of students and staff, thereby providing contextual, discipline-related learning experiences.

**EndNote**
Throughout the year, QUT Library implemented a comprehensive training schedule for the Endnote bibliographic citation system, conducting over 20 generic courses in addition to subject specific courses delivered by the reference librarians on each campus. High attendance rates indicated a critical need within the University for the courses.

Other EndNote initiatives worth noting were:
- Provision of extensive information and 24-hour assistance via the Library’s eLearn web site;
- Implementation of an EndNote Technical Assistance Hotline;
- Provision of two self-paced, online tutorials developed and mounted on the Library’s EndNote web pages;
- Implementation of online registration and central administration of registration for courses.

**Net.train**
QUT Library’s Internet education program, Net.train, was offered to QUT staff and research students who were seeking to develop their Internet information search and retrieval skills. The Net.train program, which consists of introductory courses and a selection of specialised modules, was delivered across all campuses during semester and in vacation periods. During semester two, the Net.train curriculum underwent a review and subsequent course redesign. The revised course will be implemented in 2001.

**Liaison Service**
In 2000, reference librarians focused their efforts on making new researchers aware of Library expertise and services available to support them in their research work. They identified and contacted new researchers connected with their schools and research centres by routinely checking for new researchers on the Human Resources Department list of new staff. Reference librarians conducted one to one consultations with new researchers to discuss their information needs, identify relevant resources and provide searching assistance. Often there were a number of such consultations, ranging in scope from general discussion of the liaison role and assistance available, to hands on instruction in use of particular databases, other research tools and Endnote. They actively encouraged researchers to enrol in AIRS programs.
Community Service

QUT aims to contribute to the leadership of the University’s relevant professional communities and to become widely accepted as a university integral to the life of the City of Brisbane and the State of Queensland.
In July the Library organised and hosted the 21st Conference of the International Association of Technological University Libraries (IATUL). This is the first time that IATUL has held its annual conference in Australia. The conference theme “Virtual Libraries: Virtual Communities” attracted over 200 delegates representing 19 countries, spread from China to Saudi Arabia, from New Zealand to Finland.

QUT Vice-Chancellor, Professor Dennis Gibson, and IATUL President Michael Breaks, of Heriot Watt University, Scotland, officially opened the conference. Uncle Bob Anderson, Elder of the Ngugi clan and Chair of the Aboriginal and Torres Straits Islanders Advisory Board, welcomed delegates on behalf of Australia’s traditional owners. A number of keynote and invited speakers presented papers outlining the challenges facing university libraries in the 21st century, including:

- Professor Joyce Kirk, Dean, Faculty of Humanities and Social Sciences, University of Technology, Sydney
- Jim Neal, Dean of University Libraries, Johns Hopkins University (US) and former president of the US Association of Research Libraries (ARL),
- Colin Steele, University Librarian, Australian National University, and
- Dr Patricia Senn-Breivik, Dean, University Library, San Jose State University (US) and chair of the US National Forum on Information Literacy.

The program also included two lively panel debates of Australian and overseas experts focused on library/publisher relationships and new ways of purchasing, and on the politics of information literacy.

The conference provided the opportunity to showcase the best in Australian university libraries through presentations from a number of university librarians and through visits to a selection of university libraries in southeast Queensland. In addition, on behalf of the Vice-Chancellors of the Australian Technology Network universities, QUT’s Vice-Chancellor, Professor Dennis Gibson, launched the first book in a monographic series to be published annually by the libraries of the Australian Technology Network. Three members of QUT Library contributed chapters of the book, entitled...
Change in Technological University Libraries. Library staff from all areas of the Library worked on committees and assisted with the myriad of jobs such an event involves. Delegates and the IATUL Board voted the conference an outstanding success.

**Highlights**

**Information Literacy Consultancy**

Information Literacy Coordinator, Judith Peacock, undertook a consultancy for the University of Otago Library, Dunedin, New Zealand. Judith presented a series of seminars and workshops on models of information literacy coordination, including implementation and development strategies, staff development needs analysis and course development techniques. She also facilitated workshops for the staff to apply the principles to develop their own information literacy program.

**AVCC Task Force**

The Director, Library Services, Gaynor Austen, was a member of the Australian Vice-Chancellors’ Committee’s Senior Library Staff Development Program Task Force. The group developed a staff development program for senior university library staff that was conducted in Melbourne in late 2000.

**EndNote Training for Macquarie University Library**

After the successful implementation of the EndNote training program for QUT staff and students, the AIRS Librarian, Peter Fell, conducted an EndNote workshop and training course for Macquarie University Library staff. The program included basic and advanced training in EndNote, as well as a seminar for the staff to develop an implementation plan for its introduction into the University. Forty-three library staff members attended the program and feedback indicated that the program and the experience at QUT Library provided invaluable assistance.

**Kineticia**

The Library continued to provide training in the National Library’s Kineticia Web Searching and the Document Delivery system. QUT librarians, Lynn Evans and Selina Keogh, are registered Kineticia trainers for the National Library of Australia. With a tutorial on using the web interface available on the NLA web site, demand for web training declined. However, the document delivery courses are still popular. Seventy-three people attended nine classes over the year.

**Internet Demonstrations for Seniors**

Residents of Forest Lake retirement village now have a better understanding of the Internet and email, after attending one of the two Internet demonstrations held at the centre by Peter Fell, the AIRS Librarian. The demonstrations introduced email, the kind of information on the web and how to find it. The demonstrations had a particularly happy outcome for Mrs Wilma Bradfield, who used the Commonwealth War Graves Commission site to find an online memorial to her father, listed as missing in action after the Battle of the Somme two weeks before she was born.
Professional Visits

The Library also hosted professional visits from colleagues and library managers from around Australia and overseas. Members of both the British Consortium of University Research Libraries (CURL) and the Canadian Association of Research Libraries (CARL) visited the Library for a half day during their study tour of Australian libraries. They met the Director and several other staff to discuss our initiatives in the areas of flexible delivery and information literacy.

Other visitors included:

- Hilary Johnson, Chief Librarian, Park Campus Library, University College Northampton.
- Michael Wooliscroft, University Librarian, University of Otago, New Zealand;
- Margaret Henty, Library, Australian National University;
- Ann Huthwaite, Manager of Library Resource Services, gave a keynote address at the Library of Congress Bicentennial Conference membership also continued to be a popular service with the general community, and 274 joined as associate members.

Contribution to the International Library Profession

Ann Huthwaite, Manager, Library Resource Services, continued as Chair of the Joint Steering Committee for the Revision of Anglo American Cataloguing Rules, the international body responsible for the development of library cataloguing standards. Ann was also invited to give a keynote address at a Library of Congress Bicentennial Conference in Washington DC.

Judith Peacock, Information Literacy Coordinator, presented a keynote address at the international COMLA 2000 conference held in New Zealand. The Commonwealth Library Association seeks to support, develop and promote library associations, and the interests of their members throughout the Commonwealth of Nations. Judith’s address discussed the library’s role in promoting life long learning for all citizens.

The Director, Gaynor Austen, was invited to become the Second Vice-President of the Board of the International Association of Technological University Libraries (IATUL).
Resources

• Planning and Funding

• Staffing

• Information Technology Infrastructure
**Strategic Planning**

In 2000, the Library continued to implement strategies developed in 1999 as part of the Library's Vision, 2000–2005. Action initiatives set in 1999 were monitored and reported upon. Major strategies throughout the year included the acceleration of the transition of information resources from print to electronic format, the embedding of information literacy within university curricula, and the development of a Library marketing plan and initial campaign. At the Library’s annual planning retreat in August, achievement of these was evaluated, and new action initiatives for the 2000/2001 year were established.

**Promotion Planning**

Late in 1999 the Library commissioned a review of its promotion planning. The consultant, QUT Associate Professor Jim Everett, tendered his report early in 2000. The report provided a blueprint of the process the Library needed to work through in order to develop and implement effective promotion planning. The report also highlighted some of the issues that needed to be addressed within the Library – ownership of the plan by Library staff, shared vision of the Library’s position and the complexity of the Library’s market population.

During first semester, Jim Everett worked with the Library’s Promotions Committee to develop a draft plan. Through workshops and exercises, members considered client segments and the services that the Library offers. The draft plan recommended a key issue requiring promotion, that of increasing awareness of information literacy’s links to generic student attributes and the role of reference librarians in supporting this. The campaign decided to target course coordinators as the group with most influence in developing course structures and content.

In order to increase staff involvement in the plan, a marketing workshop was held on the second day of the Library planning retreat, which all senior staff and reference librarians attended. The Community Services Librarian and the Chair of the Promotions Committee then developed the final promotion plan.

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**Planning and Funding**

*In order to increase staff involvement in the promotional plan, a marketing workshop was held on the second day of the Library planning retreat, which all senior staff and reference librarians attended.*

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The first stage of the initial campaign was implemented in second semester. This included development of a contact database, conduct of an email survey to collect baseline data, and development of a client profile. Promotional activities undertaken in this campaign included a mailout to course coordinators, presentations at relevant workshops, development of an information package, a special issue of the Library’s Directions newsletter emphasising information literacy, and personal work by reference librarians with their academic clients. The next stage of this campaign will be undertaken early in 2001.

**Promotional Activities**

The Library also conducted several other major promotional campaigns throughout the year. *PILOT*, the Library’s online information literacy tutorial, was released. The promotional campaign included displays in the libraries, as well as postcards targeted at academics and students. In addition, frisbees and pencils branded with the *PILOT* logo were given away at orientation events.

The Library’s new web site was launched and promoted widely in publications and through posters in the branch libraries. The new design was based on the design features and style of the Library’s print publications and the site architecture was designed to bring services important to clients to the top level page.

To encourage clients to use the new Express Loans machines, Kelvin Grove Library used large silver and multicoloured balloons to attract attention. As well, posters were displayed throughout the Library and Lending Services staff personally approached clients waiting in queues and demonstrated how to use the machines.
adequately reflected the scope of library services, especially the shift from services based on the processing of physical items to the provision of access to electronic resources.

The Library’s statistics have proved to be critical in arguing the case for adequate resourcing. The existence of the Council of Australian University Librarians (CAUL) historical database of university library statistics and its accessibility via the web site are also extremely useful. QUT Library strives to support the CAUL statistics collection program, and the statistical review focused on satisfying CAUL requirements wherever possible.

Program Performance Measurement

One of the Library’s strategies for the 2000-2003 planning period is to focus on a performance culture. In 1999 the Library undertook a review of its program performance measurement. The aim of the review was to revise all existing measures and to develop new ones for programs where none existed. All sections used the Program Performance Evaluation framework to analyse their service and derive performance indicators. A comprehensive report on this was presented to Library Management Council for approval in early 2000.

Agreed measures and revised targets have now been implemented. Information sessions have been conducted with staff to promote understanding of, and commitment to, performance measurement activities. Information about performance measures has been included in new staff orientation and in regular refresher courses for staff who are directly involved in client service. The Library’s Client Charter has been revised to reflect the new performance targets. Key

Several new publications also proved popular, including:

- Pocket guide to hours and contact details of the libraries and other divisional services;
- Lending services bookmark series with key messages about borrowing;
- Education and training program semester calendar;
- Part time? No time? Save time! – a booklet intended to help part-time students make most efficient use of Library services.

As the Australian agent for the sale of Into Info, an online information skills tutorial for researchers based at Chalmers University in Sweden, the Library also conducted a mailout to Australian and New Zealand university and TAFE college libraries.

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 collection and reporting

Fundamental to the Library’s performance measurement efforts are useful statistics. In 2000, as a result of the recommendations of a review in 1999, new statistical categories were introduced, existing categories were simplified wherever possible, and new spreadsheets were designed. The reason for the changes was to ensure that the Library’s official statistics
performance indicators have been identified for regular reporting to the Pro-Vice-Chancellor, Information and Academic Services and the University community.

Quality Framework
Having revised and consolidated performance measurement activity, the Library sought to incorporate the performance measurement program and all other quality initiatives into a comprehensive, integrative quality management framework. This was a major project for 2000. A report recommending a framework was discussed by Library Management Group prior to presentation to the Library Planning Forum at its first meeting in 2001.

Client Feedback
One of the Library’s strategies for the 2000-2003 planning period is that client feedback informs its planning and resourcing processes. In the past year, 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 participating in this effort and has deferred its own surveying pending the outcome. In a Division with such a broad range of services, it has proved difficult to design a “one size fits all” instrument.

The needs of QUT students studying in external mode were the focus of a mail and web-accessible survey conducted by the Library in second semester 2000. The initial response rate was low, but active follow up resulted in a useable number of responses by the end of semester. The results are still being analysed.

Use of CAUL Performance Indicators
The Library has been using the CAUL Document Delivery Performance Indicator and the CAUL Materials Availability Indicator as instruments to measure success against Client Charter performance targets.

A CAUL Materials Availability survey was conducted at Kelvin Grove branch in 2000. The CAUL questionnaire was modified to cater for searches for electronic resources. However, the vast majority of responses related to print materials, despite heavy usage of our electronic databases. The results are reported in the Client Charter section.

The CAUL Document Delivery Indicator is also used to analyse both interlibrary and intercampus services for comparison with Client Charter targets for turnaround time. Results are reported elsewhere in this report.

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 will be reported to Library Planning Forum in first semester 2001.

Counter Disaster Planning
In 2000, the Library’s Counter Disaster Subcommittee continued work on training staff and developing procedures for disaster recovery. Main activities included:

- Implementation of a staff training program, with the development of an introductory session for all QUT Library staff on disaster recovery procedures and staff roles in recovery. These sessions were offered at all campuses and will be repeated in 2001 to allow all staff the opportunity to attend.
- Planning of the next phase of the staff training program to offer hands-on training in recovery procedures in 2001.
- The ongoing revision of disaster recovery procedures and guidelines for decision making in material recovery.
- Auditing disaster recovery kits on each campus and identifying the need for replacement items.
Facilities Planning

2000 was a major year for the planning and redevelopment of Library physical facilities. In November 2000, a major new student-centred computing facility was completed in the Gardens Point Library called ‘V-Lab’. It houses 320 PCs with the Library Information Desk and the Student Computing Help Desk at a single service centre. V-Lab has a 24-hour facility and a multifunctional design to suit different seating arrangements. This rebuilding project occupied much of the year, with Library staff and laboratory advisors continuing to offer user support under trying conditions throughout the process.

Study rooms within the Gardens Point Library were also refurbished, and carpet replaced on three floors. Design work commenced on the refurbishment of Level 7 of the building as a much enlarged researchers’ facility, including high performance computing laboratories. Work for this will be undertaken in 2001. In order for this to occur the central Library Secretariat will relocate to an adjacent building with several other areas of the Division. Planning and construction work for this occupied much of the second half of the year.

Within the Law Library, design work was undertaken for installation of a larger and more secure entrance/exit area. Part of the Library study area was altered to incorporate an electronic moot court room for the faculty.

On the Kelvin Grove campus, additional space became available for Library purposes. Design work was undertaken for substantial renovations which will include expanded accommodation for Lending Services, Document Delivery and Reference Services staff, a redesigned loans desk incorporating self checkout machines, an enlarged lecture/training room and a Researchers’ Centre facility. Building work on this project commenced in December, with completion expected in the first half of 2001.

Budget

Staffing and Running Costs

The initial budget provided to the Library in 2000 was insufficient to maintain staffing numbers and current services. Following extensive negotiation, both within the Division and with the University administration, some additional funding was provided to avert planned reductions to Library opening hours. Some reductions did occur within the Library staffing establishment, partly as an outcome of the review of Systems Section staffing. Double staffing of Information Desks was also reduced. The budget also had to absorb an additional 2.75% enterprise bargaining salary adjustment mid-year. At the end of the year the salary budget of $6,728,460 was 99.8% expended – an excellent result in a difficult financial year.

Funding provided for running cost expenditure ($837,000) was similarly tight, especially when a university “clawback” of $62,000 was applied mid year. Redevelopment of the Library’s publications and increased promotional activity also drew heavily on this budget. At the end of the year the vote was 98.58% committed/expended.
**Information Technology Infrastructure**

The Library also has access to the University Information Technology Infrastructure Fund to provide equipment for user access. In 2000 these funds provided for the replacement of training room PCs in Gardens Point and Law Libraries, server replacements, thin client devices as online catalogue PC replacements, a data projector for the new Carseldine training room, purchase of additional and replacement modules for the Innopac library system, and additional patron self checkout units. A total of $314,743 was expended from this source.

**Library Resource Allocation**

In 2000, the University provided $5.4 million to the Library Resource Allocation, the same allocation as in 1998 and 1999. The accumulated effect of the poor exchange rate for the Australian dollar over the last two years, serials inflation well above the CPI rate, and a static budget led to further cancellations of serials and a reduction in monograph purchases.

During the year the Library’s expenditure on electronic databases and document delivery reached $2.24m, which is 46.2% of expenditure on print serials, electronic access and document delivery. This well exceeded the target of 30% and was a substantial increase from 27.44% in 1999.

During 2000, the Library negotiated an arrangement with the University’s Planning and Budget Department to establish an agreed currency exchange rate at the beginning of each year, in order to safeguard the allocation against currency fluctuations through the year. In 2000, this protected the Library’s materials purchasing against the substantial decline which occurred in the value of the Australian dollar.

Negotiations with University administration resulted in an agreement for a welcome increase in the allocation of $600,000 for the 2001 year, bringing the budget to $6 million.

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**Library Resource Allocation in 2000.**

- Research Pool: $1,083,000
- Shared Costs Pool: $319,000
- Coursework Pool: $2,995,000
- Central Reference Pool: $931,000
- Cross Faculty Electronic Trials Pool: $72,000
- Total: $5,400,000
were recommendations for more multiskilling within the group and a continued emphasis upon development rather than provision of support services. Strategies are being developed to achieve these objectives.

Workload Management

As part of the Library’s strategic planning activity, the need to address workload management in the Library was identified. The Associate Director (Development) prepared a discussion paper on the various strategies already in existence and possible additional actions. Implementation of recommendations will take place in 2001.

Reward and Recognition

Long Serving Staff

Fourteen members of staff who have worked at the Library for 20 years or more were recognised. In response to feedback from staff in surveys and other forums, the Library was keen to recognise the contribution of its long serving staff. The Director, Library Services and the Pro-Vice-Chancellor (Information and Academic Services) hosted a luncheon to celebrate the contribution of those staff who have served in the Library for fifteen years or longer. Thirty-one staff, including the Director, achieved this milestone. The Pro-Vice-Chancellor presented seventeen staff who served the Library for fifteen years or more with a certificate of achievement. The fourteen staff who have served for twenty years or longer were given a QUT gift in addition to their certificate.
In recognition of the contributions of these staff, the Director commented, “Over the years, through many mergers, restructures and budget cutbacks, the standard of service which we have been able to provide to our users has, nevertheless, expanded and improved in quality. Many of our staff… provide an excellent contribution to our ongoing service on a long term basis. It is therefore fitting that we have taken the opportunity to acknowledge this contribution.”

**Outstanding Achievement Awards**

In what has become a tradition, the third annual reward and recognition awards were presented at the Library Christmas party.

- **Library Management Council Award for Outstanding Client Service**
  Lisa Cunningham, Monographs Assistant, Library Resource Services

- **Blackwell’s Award for Initiative and Innovation**
  Judith Peacock, Information Literacy Coordinator

- **Outstanding Contribution Awards**
  Margaret Sparks, Secretary, Carseldine User Services
  Lynn Evans, Reference Librarian, Kelvin Grove User Services
  Judith Pilgrim, Document Delivery Supervisor, Kelvin Grove User Services
  Judy Stokker, Lending Services Coordinator

**Linked Classifications**

The Library has long argued for the principle of linked classifications, whereby it is possible for staff to progress to a higher classification without having to apply for a vacant position. As part of the most recent enterprise bargaining agreement the Library was chosen to trial linked classifications for staff in its Systems Group (HEW 5/6) and for reference librarians (HEW 6/7). Creation of duty statements for the different levels and criteria for progression from a HEW6 to a HEW7 in information services required intensive work and consultation with the University’s Human Resources Department. In addition, the Systems Group worked with the Information Technology Services Department, who were linking positions in the same way. The scheme will be implemented in 2001 and reviewed at the end of the year.

**Staff Training and Development**

**Overview**

Funded staff training and development at external events in 2000 was divided into three broad categories:

- Strategic external representation, where staff represent the Library at major overseas and Australian conferences.
- Local training, where staff, usually self-nominated, attend conferences and training events in the Brisbane area.
- Consultancies, where the Library contracts with outside consultants to conduct specialized training. This training covered a broad range of topics including priority and time management skills, information technology training, and a Lending Services cross-campus day.

**In-House or Collaborative Training**

A significant amount of training for Library staff is provided within QUT or through events organized via the Queensland University Libraries Office of Cooperation (QULOC). Courses were provided by the following sections:

- Health and Safety Advisory Services
- Human Resources
- Equity Section
- Information Technology Services
- Health Services
- QULOC sponsored training
**Library-based Training**

In addition to on the job training and local training within sections, the Library organizes training events for staff across all campuses. Over 200 staff members attended centralized training provided by the Library, which included:

- “Front of house” customer service training (139 staff)
- INNOPAC training (31 staff members attended two sessions)
- EduLib training (26 staff attended nine sessions)
- Library supervisor training (11 staff attended nine sessions)

**Totals**

The total of 646 attendances was significantly lower than in 1999; this is primarily due to the fact that in 1999 there were substantial new initiatives or changes within the Library which necessitated a concentrated training effort. As a result, in 2000 training attendance averaged 2.6 training events per individual staff member calculated on peak staffing levels. This is in addition to activities undertaken at sectional or unit levels.

**Staffing Issues Committee**

The Library’s Staffing Issues Committee (SIC) consists of ex officio members and staff who are elected to represent their colleagues. Major initiatives sponsored by the committee included:

- development and implementation of a supervisors training program for HEW levels 5-7. The intention was to help current and potential supervisors to acquire the skills and knowledge necessary to lead staff, manage in a fair and ethical manner, follow good management practices, and facilitate good teamwork. This training was provided in a modular fashion, one morning per month over a nine month period. Response to the program was positive with participants stating that the training considered their learning needs and provided them with a relevant and helpful program.

- piloting an informal mentoring scheme, initially for the participants of the supervisors’ training program, and later offered to Library staff in general. Guidelines for the scheme were developed and distributed to staff. A review of its success will take place in 2001.

- priority and time management training.

- contribution to the discussion paper on workload management in the Library.

- creation of guidelines for team-based performance planning and review.

- electronic and networking skills training was offered to staff in Lending and Library Resource Services. The training was aimed at ensuring that all persons in the Library were familiar with the current information environment and how it operates.
Standards

During 2000, the Library actively participated in the definition of QUT information technology standards. The University’s Information Technology Services Department led the University to define a range of information technology standards and practices. These included:

- the Standard Operating Environment (SOE) for PCs,
- standards for asset management and replacement of equipment,
- the introduction of standing offer arrangements for equipment purchase,
- proposals for centrally coordinated IT training.

A number of Library staff served on the working groups responsible for defining the SOE, and negotiating preferred supplier agreements for desktop and portable PCs. The Library has also put significant effort into ensuring that it can and does comply with these standards.

Improved access

Early in 2000, the Library launched a new service to provide Windows-based databases to authorized clients via the internet using Windows Terminal Server and Citrix MetaFrame. This greatly improved the accessibility of these products to all PCs on campus, and off campus where licences allowed.

Shortly after, similar technology was used to replace the last of the terminals accessing the character-based interface to the Library catalogue with thin-client devices which can now access the catalogue’s web interface. These thin-client devices and the supporting server infrastructure should be significantly more cost effective over time than a solution based on PCs.

Towards the end of 2000, the Library started work on a new intranet, to provide Library staff with improved access to internal information. This will be launched in early 2001.

Self-service Loans

The Library’s existing patron self-checkout units, which had to be upgraded at the end of 1999 for Y2K compliance, were successfully returned to service at the Kelvin Grove and Law Libraries. Two additional units were purchased for the Gardens Point Library. They will be implemented in early 2001.

Organisational Changes

The year 2000 was a significant one for the Library Systems Group, firstly relocating from Gardens Point to Kelvin Grove in January, and then undergoing a review of roles and staffing during the first half of the year. As a result of this review a number of changes were implemented. These included:

- mainstreaming of some responsibilities relating to management of electronic journals and databases to the Serials Unit staff,
- decreased emphasis on management of the Library’s Innopac system with this responsibility now lying with module coordinators in appropriate sections of the Library,
- increased emphasis on development activities, particularly web development and programming.

The Library’s new user friendly web site was launched in 2000. The Library Director, Gaynor Austen (left), congratulates the Electronic Information Services Librarian on the results.
Branch Library Reports

• Carseldine
• Gardens Point
• Kelvin Grove
• Law Library
Carseldine Branch

Research
With the Library’s move towards electronic resources, staff have been actively involved in providing training and ongoing support to staff and postgraduate students. Reference librarians undertook Net.train and EndNote classes for staff and postgraduate students. Document delivery requests continue to increase. This trend has been evident over the last couple of years, with interlibrary loan borrowing increasing by 54% over the previous year’s figure.

Community Service
Community service once again was an ongoing feature of Carseldine’s activities. Several staff were involved with the northern corridor development initiative, which was very active in promoting Carseldine through the local community. Information sessions and library tours were conducted for student groups visiting from high schools in the local area. Staff also participated in the community outreach program run by the faculties.

Resources
Discussions have occurred between the Library and staff from North Point TAFE regarding support issues for students articulating courses between the two institutions. There is to be a major revision of the teaching profile at the campus in 2001, with the reorganisation of the Faculty of Arts and the development of a new QUT Carseldine. The Library will continue to be involved in the ongoing support and liaison with the new school and QUT Carseldine staff.

Once again, there has been great demand for information literacy classes. Overall, an increase of 114% on last year’s attendance figures was recorded.
Training Room Opened

The joint training room on Level 3 was completed with twelve new PCs installed, and this initiative has proved to be extremely successful. This facility allows staff to undertake training within the Library in addition to using the larger lecture theatres. As part of the renovation undertaken in the Lending Services working area, an express return/resensitiser unit was purchased and installed. This has increased efficiency in the return of borrowed material.

Staffing

Three new staff commenced work at Carseldine during the year. Libby Nussey started in February as the new Document Delivery Assistant. A new Branch Library Manager, Stephen O’Driscoll, was appointed in early May, taking over from Colleen Cleary who had been acting in the position. At the beginning of Semester Two, Dale Clarke transferred from Library Systems to take up the position of Lending Services Supervisor. A reorganisation of Lending Services workloads was commenced in order to train staff to implement multi-skilling within the section.

Margaret Sparks, the branch’s secretary, was awarded a Library Outstanding Contribution Award acknowledging her contribution to the support of other staff and the efficient administration of the branch.
Overview
The Gardens Point Branch Library constantly strives to provide an excellent level of service to a very large and diverse client base. The Gardens Point campus accounts for 58% of the total QUT student load, with both a large undergraduate population and very strong areas of research across the faculties.

During 2000, nearly 1.3 million people entered the Gardens Point library building.

Teaching and Learning
Collection Use
Borrowing demand continued to be high with over 268,000 loans issued during the year. The demand peaked in the early part of semester one and the challenge for the Library was to continue to meet stated service levels despite this increase. The Gardens Point Branch Library adopted the “Peak Loads Strategy” with the result that the branch improved service levels over the 1999 performance. Further improvement in reshelving turnaround times will be needed in 2001.

Seven day loans accounted for about 23% of all material borrowed. This short term loan facility continues to support the needs of large class sizes that occur on the Gardens Point campus.

Information Resources
Several major activities occurred in 2000:

- Significant print serial cancellations were initiated but coverage for periodical literature was maintained with the addition of extra electronic full-text databases.
- Electronic products relevant to Gardens Point were added, including SciFinder Scholar and Wiley International. These made a significant improvement in information access.
- 100% of required reading list material was purchased for the Gardens Point campus.

Seven-day loans accounted for about 23% of all material borrowed. This short-term loan facility continues to support the needs of large class sizes that occur on the Gardens Point campus.

Research
Over 50% of QUT research students study at Gardens Point. In addition, there is a very strong academic research presence including several large Collaborative Research Centres. The reference librarians need to balance the support given to this group against the need to support a very large coursework cohort. The librarians meet regularly with the majority of the research students in their faculties, particularly in the initial planning stages of their programs. This one-to-
one contact has proved invaluable both for the students and the Library in improving the understanding of the research approaches on the campus.

There has been a strong swing towards electronic access on the campus.

An expanded and refurbished Researchers’ Centre will open in the Library in 2001 and will provide more facilities to support researchers, both academics and students.

The reference librarians have worked with researchers to further improve the access to information, in particular training programs to make full use of all avenues of access – databases and document delivery.

**V-Lab**

The new 320 workstation computer laboratory on Level 2 was open in November. Remodelling the floor also provided students with a 24-hour lab and access to the external courtyards.
Teaching and Learning

Information Resources
Reference librarians continued to work closely with academic staff to ensure that funds allocated for the purchase of Library resources were spent effectively. Serials subscriptions were reviewed and though some print titles were cancelled the Library’s strategy to move towards access via electronic formats meant that overall the teaching and learning program at KG continued with a similar level of access to journal titles in 2000. The significant difference is that many serial titles are now available in full text, providing 24 hour a day seven day a week access to on and off campus students. This is a significant service enhancement for those external students who have Internet access.

Coverage of the E*Subscribe service, a full text database of ERIC documents previously available only in microfiche formats, continued to increase. During 2000, approximately 80% of ERIC documents published since 1997 were available in full text via the web. Again this is a significant improvement in information access for on and off campus students in the Education Faculty.

The reference librarians completed information resource plans for all schools in late 2000 and these will be used to inform collection development in 2001. The Curriculum Collection was again the focus of attention, with staff working closely with Education Queensland curriculum documentation to ensure that the collection supports the needs of students preparing for school based practical placements.

Information Literacy
Reference librarians worked in close collaboration with academic staff to develop and deliver comprehensive generic information literacy classes as well as discipline specific classes. During 2000, there was a 43% increase in the number of students participating in information literacy classes, from 4070 contacts in 1999 to 5820 contacts in 2000. The Library worked with the Faculty of Education on its Teacher Practitioner Attributes Project aimed at identifying key attributes of a graduating teacher. Library input focused on research in the area and also in the identification of the nature and scope of information literacy skills for graduating students.

External Students
Staff continued to review services in this area to ensure that those students who have Internet access are able to take full advantage of the Library’s web based services to support their studies. Content of web pages specifically for external students was reviewed and developed with emphasis on ensuring good access to documentation which explained how to access the increasing number of full text resources now available.

Academic Staff Development
Library staff presented sessions in the ENTER, (QUT orientation for new academic staff) and PAPTA programs. These sessions familiarised academic staff with Library web page developments and the increased range of electronic information services now available.

Research
Reference librarians worked closely with academic and post graduate researchers at KG to ensure that these clients were aware of the Library’s move from print based to electronic collections and services to support research. Sessions were held to introduce the services, with follow up sessions focussing on usage of specific services. Particular attention was paid during 2000 to ensuring that new researchers were identified and supported with relevant skills development sessions. Endnote training again proved popular with postgraduate students and academic staff.

The increasing number of full text electronic resources is a significant service enhancement for external students.
Community Service

The Library provided the venue for a display by the Queensland Department of Public Works and Housing and a public meeting on plans for the Creative Industries Precinct development adjacent to the campus.

The annual Children’s Book Week display of books nominated for awards during the week again proved popular with Library clients and children from nearby childcare centres. Students from the Faculty of Education’s School of Early Childhood provided story-telling sessions.

Library tours were provided during the year for high school students considering enrolment in the Academy of Arts.

Emeritus Professor Gerald Ashby with his granddaughter Hannah who attends KG Child Care Centre.
The Law Library continues to be a focal point in the lives of most QUT law students despite the increasing amount of legal information available electronically and accessible from off-campus. Part of the explanation for this is that the body of “written material” that is the law increases exponentially every year. Studying law in common law jurisdictions requires a student to access a law report written six hundred years ago as well as accessing a High Court judgment from AustLII that was handed down yesterday. An implication of this for law libraries is that their clients continue to need to meet the requirements of the courts to have access to, and skill in, using electronic legal resources. Another reality of this “hybrid” environment is that law students continue to need to be skilled in the use of print legal research or reference tools, as many of the electronic equivalents have been developed in such a way that a knowledge of the printed tool is often a prerequisite to using the electronic effectively.

Students’ use of the Law Library is demonstrated by the continuing relevance of the Information Desk service. This is staffed by at least one staff member at all times that the Law Library is open. In 2000, Information Desk usage statistics were 27,892, an increase of 23% over 1999.

The most highly used physical location in the Law Library was adjacent to the primary collection in the carrels available for independent study. This helps support the view that law students continue to rely on access to a print collection. The number of requests received by the Law Library External Service continues to grow with 2,327 being handled in 2000. In 2000/2001 Summer semester, the Law Library extended its weekday opening hours.

The Law Library extended its opening hours during Summer Semester to accommodate increasing demand.

Information Resources

Law Library collection decisions are guided by the Library strategy of migration from print to electronic.

By the end of 2000, the Law Library had signed up to Butterworths Online for all products currently received as print subscriptions. Funding for this resource was found for the most part, by cancelling duplicate subscription titles, particularly law reports and some looseleaf services, supplemented by a one-off allocation of $8,000 from the Dean, Faculty of Law.

In 2000 the Law Library had a link created from the database menu of the QUT Library web site to CCH Online. However, the subscriptions to the printed CCH loose leaf services were continued because they are more up-to-date.
Law students continue to need to be skilled in the use of print legal research or reference tools, as many of the electronic equivalents have been developed in such a way that a knowledge of the printed tool is often a prerequisite to using the electronic effectively.

In 2000, preparation was commenced on a project to backshelve the entire serials and primary collection in the Law Library, in order to provide shelving space for future collection growth. It will be a huge task and it is projected to take over a year to complete by incorporating it into the daily tasks of all shervers.

Information Literacy

Law Library librarians supported the Faculty of Law’s LWB434 Advanced Legal Research and Writing unit by jointly providing database training in student workshops. A total of 112 workshops were provided, and the instructional guide was extensively updated. Nerida Quatermass, Acting Reference Librarian (Systems), delivered a very well received training session to Faculty of Law academics on the intricacies of tracking and using some of the legal journal titles that are included in the datasets. The Law Library offered the session as part of the Faculty of Law’s Teaching Interest Group program. Natalie Cuffe (Reference Librarian, Collections) was seconded to the Faculty for most the year to work with the Faculty’s project “Embedding Graduate Attributes in Law”.

Natalie’s inclusion in the project team is extremely beneficial given the strategic information literacy aims of the Library in support of QUT’s teaching and learning initiatives.

Flexible Delivery

Law Library staff continued their support of the faculty’s online teaching program whereby an Onlining Teaching (OLT) web page is being developed for course units. Law Library staff identified useful databases and web sites. The OLT project is funded by a University grant to the Faculty of Law. The Law Library also has been allocated the equivalent of an OLT page. It is planned to use this ultimately for an interactive student online help page for Law databases.
### Appendix 1

**Senior Library Staff 2000**

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DIRECTOR, LIBRARY SERVICES</strong></td>
<td>G M Austen, BA(Hons)</td>
<td>Melb, DipLib Camb, MBA Qld, ALIA, AIMM</td>
</tr>
<tr>
<td><strong>ASSOCIATE DIRECTOR, LIBRARY SERVICES (DEVELOPMENT)</strong></td>
<td>J Novak, BAnIndiana, GDipLibSc WAIT, AALIA</td>
<td></td>
</tr>
<tr>
<td><strong>ASSOCIATE DIRECTOR, LIBRARY SERVICES (INFORMATION RESOURCES)</strong></td>
<td>C Young, BA Qld, AALIA</td>
<td></td>
</tr>
<tr>
<td><strong>SYSTEMS MANAGER</strong></td>
<td>S Fredline, BAgSc Qld, GDipLibSc QUT</td>
<td></td>
</tr>
<tr>
<td><strong>MANAGER, LIBRARY RESOURCE SERVICES SECTION</strong></td>
<td>E A Huthwaite, BA Qld, DipEd ArmidaleCAE, GDipLibSc QUT, MAppSci(Info Stud) CSU, AALIA</td>
<td></td>
</tr>
<tr>
<td><strong>BRANCH LIBRARY MANAGERS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carseldine</td>
<td>S O’Driscoll, BA, BSc Qld</td>
<td></td>
</tr>
<tr>
<td>Gardens Point</td>
<td>R Smith, BA Qld, GDipMgt Capricornia, MBA UCCQ, AALIA</td>
<td></td>
</tr>
<tr>
<td>Kelvin Grove</td>
<td>J McCarthy, BA Qld, GDip Lib NSW, AALIA</td>
<td></td>
</tr>
<tr>
<td>Law Library</td>
<td>C Crawford, BA, LLB Qld, LLM QUT</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 2

Staff Membership of University and Faculty Committees

GAYNOR AUSTEN  QUT Equity Board (Chair)
Division of Information and Academic Services Advisory Committee
QUT Financial Management Reform Project Steering Committee

COLIN BAIN  Faculty of Business Academic Board

JESS BURKE  Faculty of Health Teaching and Learning Committee

PAULA CALLAN  Faculty of Arts Teaching and Learning Committee
Faculty of Arts Curriculum Committee
School of Humanities Research and Postgraduate Studies Committee
School of Humanities Teaching and Learning Committee

CATHERINE CRAWFORD  Faculty of Law Academic Board
Faculty of Law Teaching, Learning and Curriculum Committee
Faculty of Law Research Committee
Law School Undergraduate Staff/Student Liaison Committee

LYNN EVANS  School of Nursing Teaching and Learning Committee

BARB EWERS  University Community Service Advisory Committee

SARAH FREDLINE  Information Technology Consultative Group

LIISA ISOKANGAS  Master of Education (Research) Course Coordination Committee
Faculty of Education’s Master of Education Course Coordination Committee (visiting member)

JENNY McCARTHY  QUT Women in Leadership Committee
Faculty of Education Academic Board
Faculty of Education Teaching and Learning Committee
University Orientation Committee (Chair)

JAN NOVAK  QUT Professional Development Program (General Staff)

STEPHEN O’DRISCOLL  Faculty of Arts Academic Board

JUDY PEACOCK  QUT Orientation Committee

IRENE RYAN  Bachelor of Education (Preservice) Course Coordination Committee

ROBYN SMITH  Faculty of Science Academic Board

ROBYN TWEEDALE  Faculty of Information Technology Teaching and Learning Committee
Information Systems Management Research Centre Colloquia
Appendix 3

Publications and Presentations by Library Staff in 2000


Peacock, J (2000) Get off the ground with PILOT. Presentation to ALIA Reference and Information Services Section (Qld) Seminar, Brisbane.
Appendix 4

Offices held by Library Staff in Professional Organisations

GAYNOR AUSTEN
International Association of Technological University Libraries
Second Vice-President (July – Dec)
Member of the Board of Directors (Jan – June)
Australian Academic and Research Libraries
Member of the Editorial Board

KATHRYN HARDING
Australian Library and Information Association, Qld Branch
Local Presence Office

ANN HUTHWAITE
Joint Steering Committee for the Revision of Anglo-American Cataloguing Rules
Chair

ALICE STEINER
Art Libraries Society Australia and New Zealand, Qld Branch
Secretary

ROBYN TWEEDALE
Australian Library and Information Association, Qld Branch
Secretary

CAROLYN YOUNG
Australian Library and Information Association
National Councillor
LIBRARY OPERATIONAL CHART

FRONTLINE SERVICE STAFF
- CARSELDINE USER SERVICES
- GARDENS POINT USER SERVICES
- KELVIN GROVE USER SERVICES
- LAW LIBRARY

SERVICE SUPPORT STAFF
- BIBLIOGRAPHICAL SERVICES
- SERIALS
- SYSTEMS

COORDINATION AND RESOURCING SUPPORT
- LIBRARY SECRETARIAT

LIBRARY CLIENTS

USER FEEDBACK USER FEEDBACK USER FEEDBACK