

LIBRARY

ANNUAL  
REPORT  
1998



Queensland University of Technology

**QUT LIBRARY**  
**1998 ANNUAL REPORT**



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# INTRODUCTION

The integration of a total quality management philosophy into Library processes and services is reflected in the format of the Annual Report.

Instead of reporting by function or section, the report is organised around the six *Critical Success Factors*, identified in the Library's Strategic Plan. Each year as part of the Library's strategic planning process, the strategies to address the *Critical Success Factors* are reviewed and new action initiatives are developed.

This overall plan provides a framework for planning at all levels of the Library and allows staff to relate their work to the Library's overall goals and performance. Each year the *CSF*, strategies and action initiatives are printed as a colour wall chart and a copy is given to every member of staff.

We have maintained the reports from our branch libraries because we believe our clients identify with and are interested in their local branch library.

## STATEMENT OF PURPOSE

QUT Library, as the University's information gateway, provides high quality, client focused information services which support the University's teaching and learning, research and service goals.

The Library's services are shaped by innovative and effective management of resources and technologies.

The Library is committed to regional and national cooperation and development for the benefit of the wider community.

## CRITICAL SUCCESS FACTORS

- Effective use of technology
- Effective use of staffing
  - Customer Focus
- Information Resource Management
  - External Focus



# T THE YEAR IN REVIEW – 1998

1998 was a significant year for the Library, one in which the Library's automated system was changed from the URICA to the INNOPAC system. This major initiative was very well managed by staff across the Library. In addition, 1998 saw a university-wide working party develop a new methodology for distributing the Library Resource budget. This new allocation methodology will be introduced in 1999. The year also saw a number of other important service improvements.

The Library continues to manage its services in line with the six Critical Success Factors of its Strategic Plan. Highlights for each of these factors were:

## **Technology**

The major technology initiative for the University Library was the introduction of the INNOPAC Library System. As part of this, early in year, the library cataloguing data format was converted from Australian MARC to US MARC standard. Following the successful completion of this, the implementation of the new INNOPAC system was undertaken and the system successfully went live in September. The INNOPAC installation required extensive coordination of efforts across the library, and has produced substantial benefits for users in ease of use of the library system and in new self-service facilities, as well as streamlining workflows within the Library.

The Library also developed the InfoQuest Subject Gateway Service in cooperation with Griffith University Library. This service is scheduled to be launched early in 1999. A technology training needs analysis was also undertaken for all staff, and training in areas identified for priority was commenced.

## **Staffing**

The library suffered a substantial budget reduction to its salary vote in 1998. This was further exacerbated by payouts for a number of staff who had chosen to accept voluntary early retirement. Much of the year was spent in attempting to meet the substantial salary budget reductions by refining work flows and reducing staffing levels, as resignations permitted. 1998 also saw the introduction of the university-wide Performance Planning and review scheme. The library was amongst the first departments to adopt this new system, which replaced the Library's own Staff Development Discussion Program. Workforce planning analysis was also

undertaken as part of the Library's action planning process.

The Library also introduced a Reward and Recognition Scheme to acknowledge the contribution of its staff to Library services and operations. "Front of House" training was introduced for all staff working Information and Loans Desks and was conducted at the beginning of the first semester.

## **Client Focus**

The Library developed and promulgated its Client Service Charter, which outlined mutual responsibilities between the Library and its clients. The Library also coordinated the conducting of a division wide undergraduate student survey, which provided valuable information on student perceptions of library and divisional services. A number of initiatives were introduced in support of flexible delivery and the Library cooperated with the establishment of divisional liaison teams.

The Library's Information Literacy Program was fully reviewed by an external consultant. The recommendations of that review were considered, and most were implemented. Electronic reserve was extended on the Kelvin Grove and Carseldine campuses. The student laboratories at Gardens Point were merged with those of the Teaching and Learning Support Service Department, whilst at Carseldine a public access database laboratory was constructed.

## **Information Resource Management**

The substantial drop in the value of the Australian dollar led to the need for substantial serial subscription cancellations. The University assisted the Library with a supplementation of the Resource budget to avoid even more substantial cancellations. A university-wide working party reviewed the methodology of the distribution of the library resource allocation and recommended a revised methodology for introduction in 1999. Re-engineering of the selection and technical services processes of the Library continued, in conjunction with the Library's partnership with Blackwell's Book Suppliers. A significant weeding program for outdated and duplicate titles was undertaken on the Gardens Point and Kelvin Grove campuses.

## **Organisational Structure and Management**

The Library undertook a number of performance measurement activities, including the development of performance indicators for its Reference Service. The undergraduate student survey provided further data for the revision of some management practices. The Library's Research and Development Officer completely re-developed the Staff Perception Survey, which had been previously administered in 1995 and 1996. The new Survey was administered to all staff at the end of 1998, in order to provide feedback on library services and working conditions. A proposal for increased direct client contact for all Library staff was developed, and this initiative is due for introduction in 1999.

## **External Focus**

The Library increased its emphasis on community and commercial service activities relating to the University's mission. The provision of associate borrower membership to the community and to particular external groups was expanded. The Library also provided Internet training for a number of professional associations. Planning is now well underway for the year 2000 IATUL Conference (International Association of Technological University Libraries) which will be held at QUT's Gardens Point campus. Promotional activities were also expanded, including conducting several campaigns relating to the INNOPAC Library System, proactive participation in the University's Courses and Careers Day, and the development of several student promotional brochures.

In all, in an extremely difficult budgetary year, the Library achieved a significant number of new client service initiatives, as well as maintaining most of its core services despite declining salary budgets. This is a tribute to the flexibility and dedication of all University Library staff.



*Gaynor Austen*  
*Director – Library Services*

# LIBRARY ADVISORY COMMITTEE

The University Library Advisory Committee is established to provide academic and student advice on the operation of the Library service. It consists of representatives from each of the faculties and from the Student Guild.

Members for 1998 were:

Prof Ken Bowman (Chair)	Dean of Health
Assoc Prof Tom Cooper	Faculty of Education
Prof Malcolm Cope	Faculty of Law
Dr Peter Isaacs	Faculty of Arts
Mr Colin Anderson	Faculty of Business
Dr Mahalinga Iyer	Faculty of Built Environment and Engineering
Prof Sean McElwain	Faculty of Science
Mr Mike Middleton	Faculty of Information Technology
Prof Jim Walter	External Member (Griffith University)
Ms Gaynor Austen	Director, Library Services
Ms Jan Novak	Assoc Director, Library Services (Development)
Ms Carolyn Young	Assoc Director, Library Services (Information Resources)

In 1998, the Library Advisory Committee met on two occasions, in May and November. The major focus of its discussions was the revision of the allocation of the Library resources budget and the process required for cancellation of serial subscriptions as a consequence of the reduced buying power of the Library resource budget. During the May meeting, the Committee commented on proposals for the redevelopment of the budget allocation methodology and discussed the process that would be used to determine faculty serial cancellations. During the November meeting, the outcomes of the Library resource allocation redistribution were discussed and it was agreed that members would participate in any review of the success of the new allocation formula. The Committee also considered, at its November meeting, the outcomes of the Library's Information Literacy Review.

Several members of the Committee also assisted the Library by providing input to the development of the new Library system public access module, particularly in relation to the formatting of screens and the information contained within these.

# EFFECTIVE USE OF TECHNOLOGY

## NEW SYSTEM

In January 1998 QUT signed an agreement with Innovative Interfaces Incorporation for the supply and installation of a new integrated library system. For the rest of the year, implementation of the INNOPAC system was the focus of much of the Library's technology development efforts.

Throughout January and February the library completed the AUSMARC to USMARC conversion on the old integrated library system utilising the services of the National Library of Australia. In February, Colleen Cleary was seconded from her substantive position as Serials Manager to take on the role of INNOPAC Implementation Coordinator. Other staff were designated as coordinators in specific areas eg. Cataloguing, OPAC, Lending etc. The implementation team worked through the configuration and data migration issues and the "Testpac" signoff occurred in June. At this stage the data migration commenced. Staff training and data entry occurred in August and the system went live in September.

There are a number of benefits to clients as a result of the change to the new system. The catalogue is now available through a web interface and there are a range of client self-service functions not previously available. Other new features include the shelf browse, the ability to view the records of items on the shelf surrounding an identified record. Other enhancements that are not yet fully exploited, but will become increasingly important, are the ability to catalogue and display the table of contents of materials and to catalogue Internet resources with an automatic link to those resources from within the Library's local catalogue.

As well as improving service to its clients, the implementation of the new system has resulted in a number of important efficiency savings, allowing the Library to minimise the impact on clients of recent funding cuts. One of the most significant efficiencies arises from the ability to have the new system directly interface with our materials vendor partner, Blackwell's. A number of electronic transfers of information, such as orders and invoices, are already occurring within the Technical Services area.

The implementation process is not yet complete. A number of important initiatives are being undertaken in the first half of 1999. In Semester 1, the Library will change from its

practice of posting physical library notices to emailing notices for all clients, with the exception of external students. In addition, the operation of the self-check units for borrowing is being reviewed with a view to increasing the reliability.

## WEB DEVELOPMENTS

In conjunction with Griffith University and the Faculty of Information Technology, the Library has put considerable effort into the development of the InfoQuest Subject Based Gateway. The ROADS software was identified as the technology to be used to deliver the service following the Electronic Information Services Librarian's Professional Development Program tour of relevant sites in the USA. The subject categories were allocated to librarians at Griffith and QUT to locate and evaluate resources appropriate for tertiary level teaching and research. Identification of resources and data entry continued throughout the year and the service will be launched officially early in 1999.



*The Electronic Information Services Librarian, Sarah Fredline (seated centre), and some members of the InfoQuest Team from QUT Library, Griffith University Library, and the QUT School of Information Systems*

In January 1998, the Library World Wide Web server hardware and software was upgraded. The Library now has a solid technology basis for continuing to expand its electronic services.

The options for interacting with the Library via the Web were extended. Kelvin Grove and Law Faculty external students can now request material via the WWW. In addition, academic staff can now enter details of material they wish to have placed in the Electronic Reserve Collection via a World Wide Web form.

The Medline Service was moved from the ERL server to an OVID server. At the same time the Library acquired OVID's full text database, the Core Biomedical Collection. In September 1998, the Cinahl Database was also moved to the OVID platform. This database platform is a leader in its field in many respects, and has allowed the Library to provide state of the art tools to its clients. Examples of this include the dynamic look up and identification of local holdings contained in a search result, which was implemented shortly after the INNOPAC system went live.

The Library has continued to move a number of print or CD-ROM subscriptions to a Web base including Australian Standards Online, Inspec, and the Bibliography of Asian Studies.

## **OTHER TECHNOLOGY DEVELOPMENTS**

Significant effort went into providing appropriate information technology training for Library staff. A training needs analysis was conducted by developing a profile of the information technology skills needed for each library position. Staff could then clearly identify their individual training needs by comparison with the standard position profile. Training was then undertaken through a mixture of outsourced and inhouse training.

Equipment upgrades continued throughout the year. Thirty new staff PCs were installed. Two of the three training rooms were upgraded to Windows NT. The Law Library's PC laboratory was also upgraded to Windows NT and planning for an upgrade to the Carseldine laboratory for early in 1999 began. The training room facilities were further enhanced by installation of projectors to handle both VCR and computer screen output.

# EFFECTIVE USE OF STAFFING

## OVERVIEW

In 1998, staff numbers continued to decline due to the need to meet a further reduction to the Library's budget. Whilst the lower staffing levels inevitably caused some difficulties for staff, this was eased to some extent by the ability of the Technical Services units to absorb some job losses, due to increased efficiency resulting from implementation of the Blackwells Partnership agreement and introduction of the new INNOPAC library system. During the year there were seven resignations and one retirement by ongoing staff members, representing a turnover rate of 7% on the staff establishment of 114 people. This turnover, combined with a number of Voluntary Early Retirements late in 1997, meant that the Library has been able to meet all its staff reductions to date through natural attrition, with no need to resort to redundancies. Staff numbers for 1998 averaged 197 people, or 146 full-time equivalent (FTE) positions, which represented a drop of seven FTE positions from the 1997 average.

Salary expenditure from operating accounts was \$6 565 770, a decrease of 4.5% from the 1997 figure. There was further expenditure of \$35 262 from income accounts and special grants, which provided extra staffing for special projects, client service training and surveys.

Library staff were quite active in seeking opportunities for personal and career development through external secondments and exchanges. The Library Research and Development Officer secured a one-year secondment to Brisbane City Council as Senior Program Officer, Information Planning; a Monographs Assistant commenced a one-year secondment with Jondaryan Shire Council as a librarian; and a Document Delivery Assistant arranged an exchange with a staff member at the National Library of Wales, commencing in January 1999. These placements inevitably led to further internal secondment opportunities for other staff within the Library, thus contributing to their development as well. Of course, it is expected that some benefits, in the form of new ideas and enhanced abilities of the staff involved, will flow back to the Library from these secondments and exchanges.

### Enterprise Bargaining

One of the major issues affecting staff during the year was the certification and implementation of the 1998-1999 Enterprise Bargaining Agreement.

This agreement is more comprehensive than previous QUT EB Agreements, introducing a number of changes to employment conditions and, generally, updating and replacing the conditions which were previously found in the University Manual of Policy and Procedures (MOPP) and various industrial awards. Aspects of the agreement which are most likely to impact on the Library and its staff include:

- ▼ Increased flexibility of working hours resulting from introduction of a four-weekly working hours cycle.
- ▼ Introduction of an optional 48-week year, whereby staff can opt for an extra four weeks unpaid leave during the year.
- ▼ Restrictions on the use of fixed-term staff appointments (except casual), allowing them only for specific projects or for replacement of staff on leave and secondments.
- ▼ Increased periods of notice required for resignation or termination of appointment, according to length of service.

The EB Agreement has been fully implemented within the Library, with a number of information sessions having been conducted to explain the changes to staff and their supervisors.

### Practical Tests for Staff Selection

Following recommendations by the Staffing Issues Committee, the Library incorporated the concept of using practical work tests into its recruitment selection procedures. The intention is to enhance the capacity of a selection panel to assess the job candidates, beyond that provided by a formal interview. Examples of tests that have been used so far include instructional presentations, computer trouble-shooting, client service and wordprocessing/typing. These have proved to be useful to the selection panels as an aid to their decision making regarding the best candidates for the positions.

### Performance Planning and Review (PPr)

The Library was one of the first organisational areas in the University to commence implementation of the University's PPr scheme for general staff. After some initial delays whilst documentation was finalised, the Library's first round of PPr meetings were scheduled for March 1998. The process proceeded with no

major difficulties, and by early 1999 some staff will be reviewing their first Performance Plan and commencing a new annual cycle. Acceptance of the new scheme within the Library seems to be good, probably aided by the Library's lengthy history of supervisors conducting regular development and appraisal meetings with their staff. Permission was sought from and given by the University's Personnel Manager for the Library to conduct PPr in group mode. This was trialed in Serials, and feedback was available by the end of the year. It is planned to continue exploring this approach in 1999.

### **Workforce Planning and Analysis**

In response to a University initiative aimed at providing "more informed longer-term decisions about the engagement of staff", Library managers undertook a workforce planning exercise in the latter part of the year. The requirement was for a systematic analysis of projected workloads for the next five years, resulting in an informed forecast of staffing requirements. In actual fact, due to the limited time available and the difficulty in predicting, with any certainty, further than two years ahead, the focus was applied to 1999 and 2000. The exercise provided managers with an opportunity to seriously consider and discuss their preferred future staffing profile in light of anticipated changes in client demands, services offered, efficiency gains, the impact of new technologies and funding or resourcing constraints. Whilst not having any immediate effect on the Library's staffing profile, the initial workforce planning exercise should provide the basis for further analysis and adjustment to be conducted on an annual basis, leading to better matching of the Library's staffing resources to its actual staffing needs.

## **REWARD AND RECOGNITION SCHEME**

1998 saw the introduction of a Reward and Recognition scheme in the Library. Prior to this, no mechanism existed to recognise outstanding staff performance or achievement other than a formal University initiative, which recognises a very small number of staff. The Library considers that its staff perform and achieve high standards of work which deserve more frequent and more immediate recognition than the University's formal scheme is capable of delivering.

A working party consisting of Alison Davis, Peter Fell, Jane Turnbull and Adrian Venn had been given the task of suggesting mechanisms whereby the library could recognise and reward staff achievement. This group developed selection criteria for the scheme suggesting that it recognise "...people and groups who consistently perform their duties to a high standard, while operating as an integral member of their team. They should consistently practice high quality customer service without losing sight of the big picture". Further, it was suggested that outstanding staff should demonstrate:

- ▼ a balance between quality and quantity
- ▼ a service, rather than a task, focus
- ▼ a positive attitude to work
- ▼ adding value
- ▼ initiative
- ▼ customer focus
- ▼ behaviour that supports library values.

The scheme they suggested which was implemented includes:

- ▼ formal awards, including a letter or certificate suitable for inclusion in a resume
- ▼ peer awards given to staff members by their colleagues
- ▼ celebration of achievements.

The scheme officially began during Australian Library Week in May, during which the Library hosted two staff teas on Gardens Point and Kelvin Grove campuses. The theme was "we celebrate our staff". Staff were formally thanked for their contributions to the Library and "just for fun" awards were given to various sections, linked to some of their achievements. At this time, staff were encouraged to make use of the peer awards to thank their colleagues for work well done. Later in the year, the Library held URICA wakes to farewell the old Library system, and the INNOPAC launch paid tribute to the hard work and dedication necessary to make the new system a reality.

The formal awards took place following the Library Christmas party at the end of the year. Staff members and awards received were:

- ▼ Dale Clarke, the Library Management Council Award for Exceptional Client Service
- ▼ Barbara Ewers, the Blackwell's Giraffe Award for Initiative and Innovation

- ▼ Stephanie Bradbury, for Outstanding Contribution to the Library
- ▼ Sandra Duffield, for Outstanding Contribution to the Library
- ▼ Barbara Rutherford, for Outstanding Contribution to the Library



*The 1998 recipients of the Staff Outstanding Contribution Awards and the Director, Library Service*

## STAFF TRAINING AND DEVELOPMENT

The Staff Training and Development program for 1998 was divided into three main areas of staff development namely:

- ▼ Strategic External Representation (staff representing the Library at major conferences, both in Australia and overseas). Twenty-two staff members attended 15 events, three of them overseas.
- ▼ Local Training (staff attending conferences and training activities in the Brisbane region). Three hundred and fifty-four staff members attended 98 training activities.
- ▼ Consultancies (staff development and training by appointed consultants). Forty-five staff members attended two events.

The Library's training consultancies consisted of Change Management Training, which was offered to the entire Division, and Performance Coaching Training. Unfortunately, this was to prove less successful than had been hoped. A repeat of Hilary Langford's "Change Management" seminars, however, proved consistently popular with attending staff. The Library Staff Development Officer began developing a training program entitled "Coping with Change", which will be used to complement the "Managing Change" training.

## In-House Training

A total of 129 staff members attended internal training provided by QUT:

Workplace Health and Safety:  
71 staff attended 21 training sessions

Human Resources:  
28 staff attended 15 training sessions

Computing Services:  
11 staff attended 9 training sessions

Equity Section:  
9 staff attended 7 training sessions

Counselling and Health:  
10 staff attended 4 training sessions.

Two hundred Library staff attended internal training provided by the Library on the following topics:

### ▼ "Front of House" Training

Held for the first time in 1998, this is becoming an ongoing program. It functions as part of orientation training for new staff, as well as bringing returning and continuing staff up to date on new developments in Lending and Reference Services.

### ▼ Computer Training

Five sessions of Windows NT training were conducted by ACE Training. Eudora and Word training packages were successfully trialed by the Library Staff Development Officer with Law Library staff.



*The Library's INNOPAC Implementation Coordinator, Colleen Cleary, and III Australian representative, Mac Horn, conducting the first round of staff training*

### ▼ Report Back Sessions

Carolyn Young, Judy Peacock and Sarah Fredline conducted PDP and Conference Feedback Seminars.

### ▼ Lunchtime Seminars

Gayle Stanley of Whittaker MacNaught Pty Ltd conducted "Financial Planning" at Kelvin Grove, and Clare Forrest of Simply Clare's conducted "Dressing for Work" at Gardens Point.

### ▼ INNOPAC Training

Not surprisingly, the training and development agenda for September and October was dominated by INNOPAC training activities.

## STAFFING ISSUES COMMITTEE

The Staffing Issues Committee acted as a reference group for the review of the Staff Perceptions Survey, with the result that discussions on the survey were to dominate meetings for several months of the year. The outcome was an entirely revamped survey format. The Committee identified those topics the survey should explore in depth:

- ▼ Work role
- ▼ Individual needs, values and motivation
- ▼ Teamwork
- ▼ Leadership and management
- ▼ Communication
- ▼ Morale and climate
- ▼ Training and development
- ▼ Career growth
- ▼ Performance management
- ▼ Commitment to service quality
- ▼ Physical environment
- ▼ Goals
- ▼ Technology.

Rob Buzacott convened a working party on Unanticipated Leave, with members Elisabeth Dolby, Jenny Harper, Dale Clarke and Martin Borchert. The final report was discussed at the December meeting of the Committee and distributed to Library staff for comment and input.

Mechanisms for promoting unity in the Library were considered, and Gillian Harrison and Beth Johnston presented recommendations to the Library Planning Forum for action.

A Client Focussed Services working group was established to consider ways to help staff recognise and act on those exceptional situations where standard policies and procedures might be liberally interpreted in order to ensure good customer focus and service. Members of the group, Jan Novak (convener), Ken Hartley, Sally French, Lois McMillan and Gillian Harrison, are still considering lending issues in the first instance.

A working party on Attitudes and Behaviour developed a checklist to be used during the PPr process to assist supervisors to give feedback to staff in these critical areas. The members sought input from many sources, including Greta Dabrowski of Human Resources. A draft template was discussed at the December meeting of the Committee and then circulated to staff for consideration and comment.

# CLIENT FOCUS

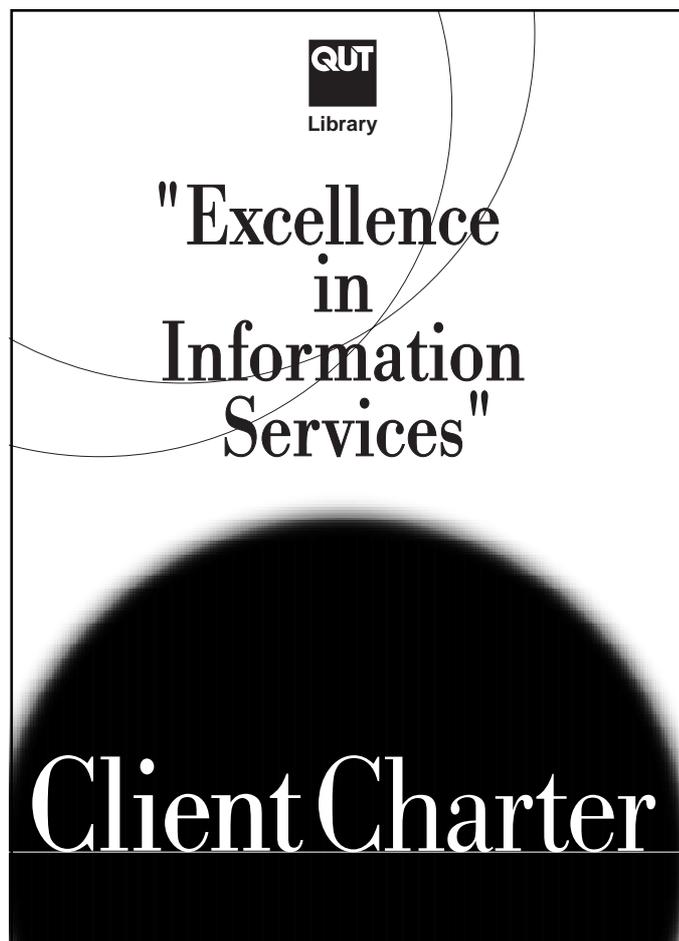
## CLIENT CHARTER

In keeping with the continued QUT emphasis upon the student as client, and out of a desire to inform Library users about the nature of our services, the Library published its 'Client Charter', a first for any section of the University. The Charter has four major sections:

- ▼ an outline of services, including targets, the Library aims to meet
- ▼ selected Library goals and activities, and ways our clients can help to ensure these are effective
- ▼ ways the users can help the Library to improve its services
- ▼ descriptions of lifelong learning and information literacy, critical to contemporary society.

Throughout the Client Charter, a partnership approach has been taken to emphasise the way in which the clients and the Library can work together to the benefit of both. For example, in the section, "Working Together: Clients and the Library as a Team", the Library undertakes to provide Library Impact Statements when required for new course approval. In return it asks academic staff to provide at least three weeks notice in order that it can be properly prepared without delaying the accreditation process. In terms of service improvement, there are a number of suggestions for ways our clients can provide feedback to the Library and influence service development.

The creation and publication of the "Client Charter" was particularly relevant as the University moves to operational performance targets and performance based budgeting. The Library has monitored its performance in accordance with specified targets for several years, but the publication of the Charter signals a move to open accountability within the University community. Responses to the Charter have been consistently positive, and it is hoped that it will help to inform client expectations for Library services.



*The Library's "Client Charter" signals a move to open accountability within the University*

## UNDERGRADUATE FOCUS

With 78% of students falling into the undergraduate category, they are clearly a core business for the University and the Library. In 1998, the Library formally acknowledged the significance of this cohort with the creation of the role of Coordinator, Undergraduate Services. The principal focus of the role is the coordination of the quality of service provided to ensure the needs of these students are met. Gardens Point Branch Library Manager, Robyn Smith, took on the role.

An initial strategy was to increase the coordinator's involvement in relevant activities within the University. Examples were membership of the new Student Services Support Group, chairing the University's Orientation Committee and membership of a

working party managing a university-wide survey of all undergraduate students. These links have also enhanced the role of the Library in key processes related to student service.

In late 1998, the Undergraduate Services Coordinator on behalf of the Division of Information and Academic Services, of which the Library is a department, managed an Undergraduate Focus Group survey project. The outcomes of this survey will form the basis of future service developments.

In July, the coordinator attended a major conference on the first-year experience and this provided valuable information on issues to link in with Library operations.

Future work will focus on the development of best practice guidelines for service to undergraduates, the development of policies to enhance access to high use material and investigation of ways to improve the Library's response to the provision of reading list material.

## **FLEXIBLE DELIVERY**

Development of flexible delivery options, which includes external and off-campus studies, is growing at QUT, with all faculties making tentative starts in 1998. The emphasis has been to provide students with greater options for course access in respect of time and place.

The Library was active in collaborating with the academic community in developing flexible options. Jenny McCarthy, Branch Library Manager at Kelvin Grove, took on the role of the Library's Flexible Delivery Coordinator, to focus the many Library services that support flexible course delivery and to monitor new initiatives. Activity was focussed in the following areas.

### **Electronic Information Access**

Delivery of electronic library services via the Library's web page continued to expand, providing students with 24-hour access to the library catalogue; information on library services; databases, including a growing number of full text services; electronic journals; the Electronic Reserve and online information literacy programs.

Service via the External Library Services web pages improved services and access to off-campus students. Web forms allow external students to request loans, photocopies of known journal articles and subject searches online. Web information sheets provide assistance on library services, Internet and research topics; and an

electronic discussion group for external students was established by the Library.

### **Information Literacy**

Particular attention was paid this year to providing information literacy programs to external students. Early in second semester, on campus classes were held for external students who could come to Kelvin Grove. Classes were held on a Friday night and a Saturday afternoon and were well attended.

### **Divisional Liaison Teams**

In 1998, faculty liaison teams comprising staff from the Library, Computing Services and Teaching and Learning Support Services were formed to support academics in a more coordinated and informed way, particularly in respect of flexible delivery initiatives. This has been a successful initiative on the part of the Division, with staff getting to know each other and the work of other departments in the Division and raising the Division's profile in the faculties.

Library staff were presenters in a two-day staff development program for new academics focussing on how the Division supports flexible delivery initiatives. The Division is also represented on all Faculty Academic Boards and Teaching and Learning Committees.



*The Faculty of Business Divisional Liaison Team held a trade fair to showcase services to academic staff. (It was held on St Patrick's Day, hence the imaginative name tags.)*

## Online Course Development

The Library was been active in identifying opportunities to work with academics in development of online courses. Involvement resulted in the development of Unit Resource Pages, which contain references and links to unit specific resources as well as broader subject resources. Work will continue to standardise this format for further applications.

The Library was involved in the TECHLIT project which was funded via a QUT Teaching and Learning Grant. The project aims to develop a range of resources for academics to use to foster development of technology literacy skills in students.

## Staff Development

A full day of the Library's annual planning retreat was devoted to consideration of the implications of flexible delivery for the Library and what services the Library already offered, or could develop, to support flexible delivery.

Further work on insuring library staff are familiar with the concepts of flexible delivery and potential services will continue in 1999.

## INFORMATION LITERACY PROGRAM

The Library has an extensive Information Literacy Program, which targets the needs of both internal and external client groups. The suite of programs offered ranges from informal instruction available for clients via the Library's Information Desks through to IFN001, an accredited unit provided as part of the Advanced Information Retrieval Skills (AIRS) program undertaken by postgraduate students and researchers. The Information Literacy Program incorporates a combination of formal teaching, training and instruction offered as independent classes and workshops, or integrated into existing faculty courses or units.

The resignation of the Information Literacy Librarian early in 1998 provided the impetus for a review of the Library's Information Literacy Program, conducted by a consultant from the University of South Australia specialising in information literacy trends, issues and principles.

The fundamental thrust of the review was an emphasis upon a strategic approach for the Library relating to the broader information literacy agenda for the University. The review recommended that:

- ▼ the essential aim of the Library's program be the promotion of Information Literacy as a key competency for lifelong learning, fundamental to the teaching, learning and research focus of the QUT community;
- ▼ information literacy be clearly defined to enable a shared understanding of the concepts throughout the QUT community;
- ▼ models for evaluating information literacy initiatives in terms of students' learning outcomes, curriculum structure and assessment be promulgated throughout the University;
- ▼ as part of a university-wide information literacy initiative, stakeholders responsible for fostering information literacy be identified, and collaborative partnerships be developed to facilitate information literacy curriculum development and teaching strategies.

The Review also identified a clear need to strengthen the leadership for the Information Literacy Program in order to provide clear directions and a defined focus for future initiatives by:

- ▼ reclassifying the previous position of Information Literacy Librarian to a higher level as Information Literacy Coordinator to support a greater strategic approach to raising the profile of the Library's information literacy programs and initiatives;
- ▼ placing a strong emphasis upon involvement with training, staff development and mentoring both within the Library and for the QUT community;
- ▼ ensuring senior Library staff are positioned as advocates of information literacy within the University.

Recommendations also referred to the program's goals, policies, communication and evaluation mechanisms and future directions.

In the absence of an Information Literacy Coordinator, several processes were instigated to ensure continuity of program development and delivery. The Information Services Sub-Committee (ISSC) undertook much of the responsibility for maintaining information literacy services, such as the organisation and delivery of the Net.train Internet training program and a schedule of training events to support the implementation of the new Library system. Coordination, development and dissemination of the Library's information literacy publications was undertaken by the Publications Working Party responsible to ISSC.

During 1998, the Library offered a range of programs to QUT students and staff. AIRS, both in Service Mode and as IFN001, provided extensive support to over 300 postgraduate students from all faculties across the University. As part of an ongoing review, the Library also undertook the redesign of the Library's Internet training program, Net.train. This redevelopment was coordinated by the Planning and Courseware Groups, both auxiliary working teams of ISSC, in collaboration with Computing Services. Net.train was offered in both semesters in its new format to a range of staff and postgraduate students across all campuses.

Many information literacy programs were delivered within faculty courses and core units. Typically these programs were developed in collaboration with faculty teaching staff and delivered by the Library's Reference Librarians throughout each semester. A selection of these programs also incorporated credit-bearing assessment for each unit, such as ITB105 (Faculty of Information Technology), BNB005 (Bachelor of Engineering) and HUB723 (School of Humanities). Within the Faculty of Law, the Reference Librarians developed and delivered joint seminars over a period of eight weeks with Faculty staff in *Advanced Research and Legal Reasoning* (LLB434) which required problem-based research planning and formal written assessment.

In addition to the core programs delivered by the Reference Librarians, a range of information literacy programs was tailored to support the needs of specific groups and University initiatives such as international students, Q-Step, Uni-Taste, NEXUS and AusAID. The Library was successful in obtaining a University Equity Grant to pilot the Head Start program for Q-Step students. Head Start provided instruction in critical information and technological literacy skills to first-year students identified as requiring extra support.

## **INNOPAC IMPLEMENTATION**

Throughout the year, many staff members in Branch User Services were involved in the implementation of the new INNOPAC system. The Deputy Law Library Manager, Sandra Duffield, was appointed to coordinate the development and implementation of the public access catalogue and web-based catalogue. Following extensive consultation with reference staff, academic staff provided invaluable feedback on the "TestPAC" features and the web interface. This continued the Library's policy



*The Library's Head Start program provided training in information literacy and technological skills for Q-Step students*

throughout the selection and implementation of the new system of actively seeking client comment on the public access catalogue.

The Information Services Sub-committee coordinated the production of extensive information sheets on using various features of the new catalogue and WebPAC. Working with the Deputy Law Library Manager, they also coordinated the development and delivery of the staff training program.



*During selection and implementation of the INNOPAC system, academic staff provided invaluable feedback on the functionality and user friendliness of the catalogue*



## LENDING SERVICES

Lending Services consists of three functional service units comprising loans, shelving and document delivery services at each Branch Library.

While takeaway loans increased a modest 2.2% over 1997, there were significant trends in document delivery with material lent to other institutions down by 5% and QUT interlibrary loan borrowing and commercial document supply up by 9.6%. The trends in document delivery can be attributed to a number of factors including the change in direction of many institutions towards access rather than ownership of material; greater ease of access to a wide range of electronic databases, library catalogues and bibliographic information via the World Wide Web; and more improved and cost effective competitive commercial document supply.

The major developmental focus of Lending Services in 1998 was the implementation of the INNOPAC circulation module and the migration of patron data. The numerous options available with INNOPAC mean that the Library is well placed in the future to offer a more responsive, progressive and equitable service to patrons.

The new system features a number of self-service functions available to any patron with Internet access. The features include borrowing material via the patron self check-out units; renewing material on loan; placing and cancelling a request to hold (reserve) material; viewing their own borrowing record showing material on loan, holds, fines and demerits. A Personal Identification Number is created by each patron to ensure security of access to their record.

The Electronic Reserve service was extended to the Faculties of Science and Law at Gardens Point and the Faculty of Education and School of Justice Studies at Kelvin Grove. This service offers greater flexibility for students to access and download documents remotely rather than accessing documents only in the Library's Counter Reserve Collection. The service is currently restricted to non copyright material, with a decision regarding the use of electronic copyrighted documents awaiting a judgement from the Copyright Tribunal on a case between the Australian Vice-Chancellor's Committee and the Copyright Agency Limited. Librarian Selina Keogh coordinated the expansion of the Electronic Reserve services and presented a series of information sessions for academics to promote the service. She also undertook a review of the service and a number of significant recommendations for improvement are to be acted upon in 1999.

A stocktake of 313,000 items at Kelvin Grove was undertaken at the end of the year. The outcome indicated a small loss rate of 0.7 % per annum since the previous stocktake in 1995.

# INFORMATION RESOURCE MANAGEMENT

## Budget

In 1998 the Library Resource Allocation was \$5,202,500. This was allocated as follows:

Allocation for shared costs	\$ 268,500
Faculties' share	\$3,165,253
Library's share for general purchases	\$1,055,084
Research Centre collections	\$ 379,356
Faculty of Law Establishment	\$ 163,597
Faculty of Arts Establishment	\$ 170,710
<b>TOTAL</b>	<b>\$5,202,500</b>

While the level of Library Resource Allocation funding has remained static since 1996, its purchasing power has been seriously eroded by a combination of inflation in publishing costs and an estimated 25% drop in the value of the Australian dollar since 1996. The drastic fall in the value of the Australian dollar throughout 1998, as a result of the Asian economic crisis, led to a blowout in the costs of serials for the Library. This emergency was dealt with in two ways. Firstly, the Library cancelled serials to the nett value of \$414,000. Secondly, the University provided supplementary funds of \$440,000, and, in addition, the Faculty of Law provided Faculty funds to the value of \$100,000 to stave off further serial cancellations.

## Library Resources Plan 1998-2002

As a result of concurrent work on the Access/Ownership serials strategy, the Library was well placed to advise the Faculties of Built Environment and Engineering, Business and Health on print serials to cancel because of serial cost rises. Least used serials readily available on document delivery and those available in full text electronic format were favoured for cancellation. The Library's expenditure on electronic resources and document delivery now accounts for 18.76% of its total expenditure on print serials, electronic resources and document delivery.

## Working Party on the Library Resource Allocation

The Vice-Chancellor established a Working Party to review the distribution of the Library Resource Allocation in the light of serials price increases, exchange rate fluctuations, electronic publishing trends and the need to provide adequate information resources for coursework and research. The Working Party comprised Ian Hawke, Corporate Reviews Manager

(Convener); Dr. Lawrence Stedman, Principal Policy Adviser to the Deputy Vice-Chairman; Professor Graeme George, Acting Dean of Science; Professor Ken Bowman, Dean of Health; Gaynor Austen, Director of Library Services; and Carolyn Young, Associate Director Library Services. The Vice-Chancellor's Advisory Committee accepted the Working Party's report late in 1998 and its recommendations will be implemented in the 1999 budget.

The focus of the recommendation was on meeting the needs of the University's two main client groups – coursework students and the research/scholarly community. There will be a separate allocation for:

- ▼ coursework materials for undergraduates and postgraduates
- ▼ research resources and information
- ▼ central cross faculty and electronic product trials
- ▼ central reference materials
- ▼ shared freight and handling costs.

Approximately 50% of the total funding will be assigned to the Course Work Allocation and will be distributed on a branch library basis to purchase books, serials, and electronic resources to service the information needs of the coursework students.

There will no longer be specific allocations for University Research Centres and Key Centres for library collection purchases. The faculty will decide on how to meet those needs within its LRA Research allocation. The research allocation can be used for a combination of books, print and electronic serials and document delivery.

## Reengineering the selection process and technical services

The partnership between Blackwell's and the Library signed in late 1997, was implemented during 1998. About 60% of the current serials subscriptions were assigned to Blackwell's and during the first part of the year, new serial issues from Blackwell's were received shelf ready as part of the consolidation service. While there were some initial problems, these settled fairly quickly.

About 80% of the books come from Blackwell's, shelf ready except for call number, which must be assigned by the Library. The interfaces between Blackwell's and the Library's new

INNOPAC system will largely be effected in 1999, although the Blackwell's major serials invoice was processed electronically for the first time in November 1998. Staff savings in technical services were achieved from the reengineering process, enabling the Library as a whole to meet the cuts to its staffing budget in 1998. Reference staff prepared subject selection profiles on Blackwell's Collection Manager as a precursor to using Collection Manager for selection in 1999. With the implementation of the interfaces, and Collection Manager, the reengineering process will come fully on stream in 1999.

### **Collection Weed**

The Library staff undertook an extensive weed of the collections at Gardens Point and Kelvin Grove libraries in 1998 to remove outdated and damaged books. About 9000 monograph volumes at Gardens Point and 30,000 volumes at Kelvin Grove were deselected and discarded.

### **The Selby Resource Collection on Sustainable Development**

As part of the Faculty of Built Environment and Engineering's initiative to develop project-based learning across the Faculty in the area of sustainable development, the Faculty made funds available to establish the Selby Resource Collection. The collection focuses on the resources needed for the evaluation of the social, economic, technological and environmental impact of development, particularly in South-eastern Queensland. It consists of print and electronic resources including electronic mapping products. Reference Librarians, Jocelyne Poirier, Judith Matthews and Patrice Meixsell-Draper worked closely with academics, Dr Abdallah Shanableh and Dr Bhishna Bajracharya.



*Dr Abdallah Shanableh and Dr Bhishna Bajracharya and Reference Librarians Patrice Meixsell-Draper, Judith Matthews and Jocelyne Poirier at the launch of the Selby Collection*

## **COUNTER DISASTER PLANNING**

The Counter Disaster Sub-committee has the role within QUT Library of planning, developing and maintaining the disaster recovery procedures and resources. The Counter Disaster Sub-committee reports directly to the Library Management Council.

In 1998, copies of the Disaster Recovery Manual were distributed to all branches of QUT Library and manual procedures have been put to effective use on several occasions, in the recovery of minor disasters such as storm damage and water leaks. Work has been completed on the *Guidelines for Decisions on Recovery of Material Following a Disaster*. Guidelines now include non-print material and the Sub-committee is considering the publication of an article about the Guidelines, due to their apparent unique nature and content.

Building audits were revised for Gardens Point Library and the Law Library.

The Sub-committee developed a staff orientation program in disaster recovery. The program includes a general orientation to disaster recovery for all Library staff, to alert them to the existence of the Disaster Recovery Manual and to their responsibilities and immediate actions in the event of a disaster. This orientation session will then be followed by more detailed training for the volunteers trained in disaster recovery.

Sub-committee members, Robyn Tweedale and Gillian Harrison, co-presented a paper at the state conference of the ACLIS/ALIA Special Interest Group on Preservation of Library Materials. The paper, which discussed the issues involved in creating a disaster plan, was very well received and generated considerable discussion and comment. Since the conference, the Sub-committee Chairperson has been contacted on numerous occasions for advice and input into the development of disaster plans at other libraries in Queensland and New South Wales. The general procedures contained in the Disaster Recovery Manual have also been shared with several other institutions to assist in the development of their own plans.

## **BIBLIOGRAPHIC SERVICES**

### **Conversion to USMARC**

The conversion of the database from AUSMARC to USMARC was completed successfully in the URiCA system prior to the introduction of INNOPAC. The cataloguers worked with staff from the Systems Group to test and monitor the process.

### **Implementation of INNOPAC**

The work of the section requires the use of two of the more complex modules of the INNOPAC system: acquisitions and cataloguing. Following an intensive training program in August, staff made the change to the new system with relative ease. Cooperative problem solving and an enthusiastic approach combined to enable a rapid and relatively trouble-free transition.

A significant contribution to the implementation of INNOPAC was made by Graham Dawson, Cataloguer, who was responsible for the implementation of the cataloguing module and the profiling of the bibliographic database prior to the database load. He also made a valuable contribution to the establishment of parameters for the online catalogue. The other cataloguers also made very worthwhile contributions to the migration process.

Ann Huthwaite, Bibliographic Services Manager, was responsible for the implementation of the acquisitions module and planning for the transfer of acquisitions data from URiCA.

Improvements in a number of areas have occurred already. These include:

- ▼ instantaneous downloading of catalogue records from ABN
- ▼ expanded sources of copy cataloguing (eg. OCLC)
- ▼ faster processing of newly received material
- ▼ improved reporting and updating mechanisms.

### **Acquisition of monographs**

As a result of the steep rise in serials costs, there was a significant reduction in the total numbers of monographs purchased. As serials claimed a greater proportion of each Faculty's allocation, fewer funds were available for monographs. Monographs expenditure was down \$560,000 from 1997. This equates to over 9,000 fewer monograph volumes purchased or a 25% reduction in 1998.

### **Partnership with Blackwell's**

Ann Huthwaite was appointed as the Partnership Manager for the Blackwell's/QUT Library partnership, and in this role became the principal point of contact for partnership matters.

There was close cooperation between Blackwell's and the Library throughout the year to implement the next stages of the partnership. Significant improvements in the efficiency of monographs processing are expected following the establishment of the interface between INNOPAC and Blackwell's Collection Manager in early 1999.

Two formal meetings to review progress with the partnership were held during the year. The first was held at QUT in May, and the second, at the Blackwell's office in Oxford in November. Ann Huthwaite was able to combine visits to the Blackwell's operations in New Jersey, Oregon, and Oxford with professional commitments in the United States and England.

### **Relationship with ABN/Kinetica**

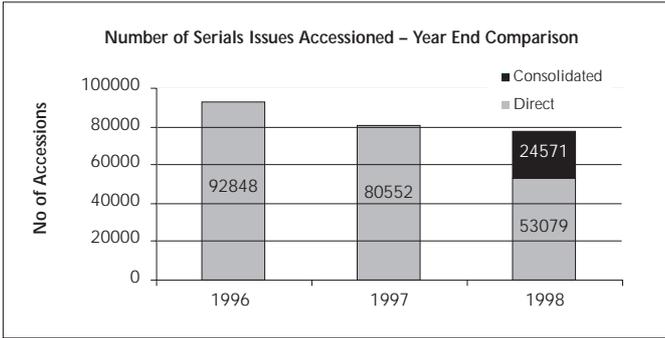
QUT's future relationship with ABN/Kinetica has been under scrutiny due to the implementation of INNOPAC and anticipated new workflows following the setting up of the interface with Blackwell's Collection Manager. Discussions were held within the section on preferred workflows, and recommendations were made to the Associate University Librarian (Information Resources) prior to her attendance at a workshop in Melbourne in July on the future of the national bibliographic database. QUT's policy on Kinetica will be finalised in early 1999.

## **SERIALS**

### **Information Resource Management**

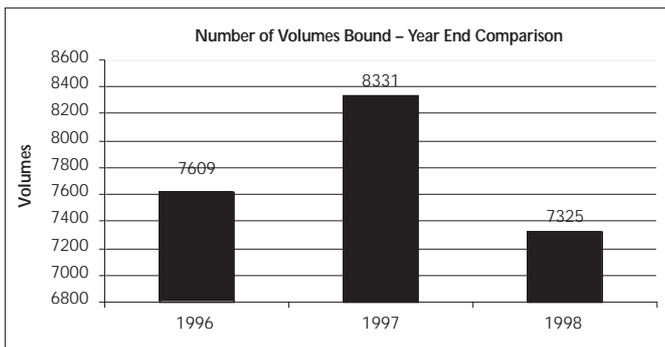
Consolidated receipt of approximately 60% of QUT's serial subscriptions from Blackwell's Oxford, New Jersey and Sydney was implemented and processes for performance monitoring and reporting to Blackwell's were established. Subscriptions expected to be supplied by Blackwell's but not yet active were identified and referred to Blackwell's for action.

A total of \$19,658 in new print subscriptions and \$137,988 in electronic product subscriptions were ordered, in place of \$586,397 in cancellations. Expenditure on electronic product subscriptions as a percentage of total serials expenditure was 20% in 1998, somewhat less than the 24% reached in 1997.



Due to the INNOPAC implementation the average throughput time for accessioning of issues to the shelves decreased for the last quarter of 1998 but remained within acceptable limits.

The number of serial volumes bound in 1998 was 4% less than 1996 levels because the budget for binding has reduced while per volume costs have risen.



### Technology

All aspects of the serials control functions of INNOPAC were fully implemented. This included completion of a data entry project to create check-in cards, and implementation of electronic invoicing with Blackwell's, as well as claiming and binding control functions.

With the implementation of INNOPAC the Library's clients can now view details of serial issues received and volumes away from the shelves at binding in the library catalogue.

### Staffing

Efficiency gains and reduced serial processing workloads flowed from implementation of the Blackwell's partnership, particularly serials consolidation, in combination with INNOPAC functions such as electronic invoicing. Consequently, at the end of 1998 the staffing level in Serials had reduced by 32% from July 1997 levels.

# ORGANISATIONAL STRUCTURE AND MANAGEMENT

## LIBRARY RESEARCH AND DEVELOPMENT

Since 1994, the Library has adopted a Total Quality Management philosophy that continues to underpin much of its research and development.

The role of the Library's research and development is to undertake systematic research and program development that will contribute to better-informed decision making and improved, innovative services. The Library aims to foster a research orientation amongst its staff, and promote their professional development through the practice of research.

In 1998, the Research and Development Officer undertook a secondment to the Brisbane City Council as a Senior Program Officer in the Community Information Unit.

### Performance Measurement

The Library monitors performance by using a combination of CAUL performance indicators, developed for use by University and College Libraries Australia-wide, and performance indicators which have been developed in-house. The CAUL indicators used by QUT Library are for document delivery and materials availability.

The Materials Availability Indicator is a measure of the adequacy and accessibility of the collection. The method used involves asking people in the Library to record what they were looking for and whether they found it. A survey was first conducted at Gardens Point campus in second semester 1995. It was repeated in second semester 1996 at Gardens Point, Kelvin Grove and Carseldine. In 1997 surveys were conducted at Gardens Point, for the third year in a row; and at Kelvin Grove for the second year in a row. Carseldine had its second survey in 1998. Unfortunately the survey attracted a poor response rate of 33.8%. The reasons for the low response rate will be investigated in 1999 when the results of the survey are compiled.

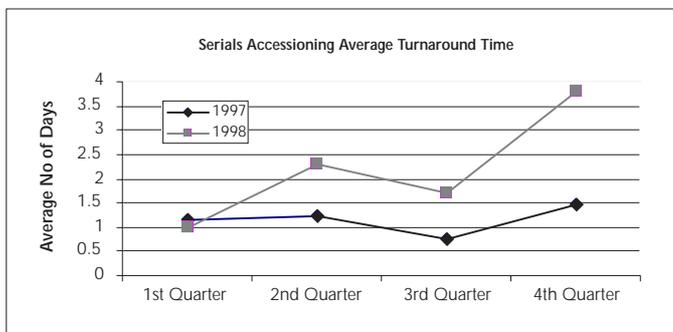
Reference service is one of the most difficult areas of performance measurement. Work on the implementation of performance indicators continued in 1998 with some refinement of indicators and the establishment of practices to ensure measurement is a regular part of Reference procedures. Some of the regular measurements recorded for reference include:

- ▼ the amount and type of contacts between liaison librarians and their clients
- ▼ the amount and type of participation by liaison librarians in faculty forum
- ▼ the percentage of material on reading lists that is held in the Library.

Performance is also measured in the areas of user education and the use of electronic resources. However, although data was collected in user education in 1998, the absence of an Information Literacy Coordinator meant it was not collated.

As the first area of the Library to implement performance indicators in 1994, Lending Services has had the benefit of several years in which to develop and further refine their indicators. 1998 saw Lending Services give consideration to how the new system could be used for measuring performance.

1998 also saw the Technical Services area of the Library continue to monitor performance. Although the throughput time for accessioning of issues to the shelves increased in the last quarter, Serials met its throughput targets for the entire year.



### Client Satisfaction Measures

In semester 2, 1998, the Library, on behalf of the Division of Information and Academic Services, coordinated a survey of undergraduate students to determine their views on services offered by the Division. Data was gathered in 16 focus groups from 170 students across all campuses.

The findings indicated that undergraduate students have three key needs to be addressed in service provision:

- ▼ consistent experience of supportive face-to-face and virtual relationships

- ▼ becoming informed and competent learners
- ▼ easy and timely access to quality resources and services.

Students' views on Library services included:

- ▼ considerable praise for Library staff and their helpfulness
- ▼ enthusiasm for orientation services and courses provided by the Library
- ▼ appreciation of the Intercampus Loan Service
- ▼ appreciation of the electronic reserve service
- ▼ appreciation of the opening hours provided.

The Library and other parts of the Division are considering the findings in detail and will develop strategies to improve service further based on this valuable student input.

### **Library Staff Perceptions Survey**

In October 1998, a Staff Perceptions survey was issued to all Library staff. Surveys have been issued previously in 1995 and 1996. The 1998 questionnaire was completely revised. The Research and Development Officer devoted much of her time throughout the year to researching staff perception survey design and associated issues. The Library's Staffing Issues Committee played a critical role in assisting the Research and Development Officer with the revision by acting as a reference group and sounding board for ideas.

The impetus for the revision came from the perception that the existing instrument did not adequately go into depth in areas identified as important concerns of staff and management. The new survey was designed to cover a narrow range of issues but in more depth. Sources of job satisfaction and what staff felt was needed to improve client service were two of the areas covered by the survey. The results are still being analysed.

### **Library Statistics**

The general library statistics are a starting point for much of our performance measurement. There were no significant changes to the Library's statistical recording in 1998. A review of the Library's statistics is planned for 1999 when the new library system is operational. The new library system offers enhanced statistical information through a greater range of reports with more flexibility.

## **DIRECT CLIENT CONTACT**

During the year, the Director of Library Services initiated a proposal to increase the amount of direct client contact for library staff. This proposal was discussed and agreed to by the Library Planning Forum. Under the proposal, all library staff (with the exception of a few specialist positions) will have direct client contact with library users. Previously, direct client contact was restricted to members of user services staff working at Information and Loans Desks, and to qualified professional librarians and library technicians from other sections of the library who assisted at the Information Desk.

Under the new proposal, to be introduced in 1999, staff of Technical Services and Library Secretariat will be involved in regular work at Loans Desks, Information Desks or in the Library's Information Literacy Program, as appropriate. This will include regular familiarisation visits to Loans and Information Desks by the Director of Library Services and the Associate Directors. Systems Group staff will provide assistance to students in the Library's public access database facilities at the start of each semester.

The new program is scheduled for introduction at the beginning of Semester 1, 1999. Extensive staff training has been planned and the program will be evaluated at the end of 1999.

## COMMUNITY SERVICE

The Library's community service program supports the University's service goals by:

- ▼ returning the benefits of resources and staff skills to the community
- ▼ developing links with the community
- ▼ raising the profile of the Library and the University within the broader community.

In 1998, the Library provided a variety of community service programs directly to members of the community, as well as indirectly through involvement in school and faculty based community service offerings. In addition, staff were active in contributing to the library and information services profession through participation in professional organisations, presentation of papers and publication.

### Library Membership (Associate and Reciprocal)

Associate library membership continued to be a popular and useful service to the community. Although the library increased membership fees in 1998, the level of membership has remained the same as in previous years, with over 490 individual and corporate associate members on record during the year. A large percentage of the memberships continue to come from bulk registration of students of private training providers, such as business colleges, who are needing access to a wider resource base to support the associate diploma and diploma courses they now offer.

In semester two, the first students were enrolled under the agreement to provide special associate membership to the Central Queensland University's Brisbane International Campus. Membership numbers have risen steadily and the cooperation and communication between the CQU Librarian and Gardens Point Lending Services staff have ensured a trouble free implementation of the service.

The Library also participated in the Australia-wide Reciprocal Borrower scheme and provided free membership to students studying externally with participating universities across Australia. In 1998, over 3,700 students were enrolled under this scheme.

## IREL: The Australian Industrial Relations Database

The IREL database continued to grow and provide a unique contribution to Australian literature in the area of employee relations and work place reform. In July, with the National Library's decision to no longer host OZLINE, RMIT Publishing launched its new Internet based network service and took on IREL and other OZLINE databases. IREL is now available on the CD-ROM, *Business Australia on Disc*, and online from RMIT Publishing.

### Fieldwork and Work Experience Placements

The Library provided fieldwork and work experience placements to 13 students during the year, the equivalent of over one thousand hours of practical training.

### Library Instruction and Training Courses

The Library provided tours, library instruction and Internet training to over 450 members of the community including school and business college students and members of professional organisations. The Gardens Point reference section was heavily involved in the NEXUS program and the Tertiary Initiatives for People with Disabilities program, UNI-TASTE. Information sessions were also conducted for members of the Institution of Surveyors, Australia (Queensland Division), the Society of Manufacturing Engineers, the Lady Gowrie Child Care Centre and the Concrete Institute of Australia.

Internet training courses were again in demand this year. Ken Scott, Engineering Reference Librarian, continued the successful partnership with the Royal Australian Planning Institute and conducted a series of five Internet training courses for its members. The Law Library Manager, Cathy Crawford, and Reference Librarian, Susan Carter, conducted a two-day course on legal research using electronic sources and the Internet for the Legal Unit of the Department of Natural Resources. They also taught the legal research modules of the Bar Practice Course, conducted by the Queensland Bar Practice Association. Susan Carter also delivered a series of short Internet workshops for the firm Dunhill, Madden and Butler. The workshops were conducted in-house over two days to allow staff to drop in to any sessions of interest and proved very successful.

The Library Staff Training Officer, Anne Lawrence, conducted the Library's customer service training package, *Customer Service: You as the Key*, for staff at the Sunshine Coast University Library. This training program, which forms the basis of the Library's very successful client services culture, proved very adaptable to other institutions.

### **Faculty and School Based Activities**

The Library also provided services indirectly to the community through the involvement of staff members in faculty and school based activities. In particular, school liaison librarians were increasingly asked to provide information literacy, research and Internet training within continuing education and commercial training courses.

While the Library welcomes the opportunity to work with academics on these projects, there is some concern about their impact. The Library is not resourced to provide this support and impact on staffing can be significant, especially for courses held outside normal business hours. In addition, the Library is not receiving recognition and reward for its efforts within the wider university community. Strategies to address these concerns while continuing to strengthen our ties with the faculties will be considered in 1999.

### **Expert Information Services**

The Library's commercial research, document delivery and consultancy unit, Expert Information Services, continued to provide a useful service to business and industry and enjoyed a steady flow of requests. With over 23% of requests coming from repeat customers, there is obviously a high degree of client satisfaction with the services. However, overall growth is low due to lack of marketing. The Law Library began offering a document delivery service in semester two.

### **Cooperative Projects and Partnerships**

While the Library maintained its active participation in such on-going cooperative projects as the Reciprocal Loan scheme with Griffith University and its membership of QULOC, the Queensland University Libraries Office of Cooperation, it also undertook several new initiatives.

In collaboration with Griffith University Library, the Library continued development of InfoQuest; a local web-based subject gateway to both Internet and library resources.

QUT, with the Library, is one of the collaborating institutions of the Australian Virtual Engineering Library (AVEL) Project, a collaborative project between a number of tertiary institutions, their libraries and engineering industry affiliates to produce a web based gateway to quality networked research resources in engineering. The project's lead institution is the University of Queensland and other collaborating institutions include University of New South Wales, University of Melbourne, Distributed Systems Technology Centre, Monash University and the Centre for Mining Technology and Equipment. The project has been successful in its application for an Australian Research Council Research Infrastructure, Equipment and Facilities Grant. Engineering Librarian, Ken Scott, is the Library's representative.

The Library's bid to host the 21st Annual Conference of the International Association of Technological University Libraries was successful. The conference will be held at QUT Gardens Point campus in July 2000.

### **Contribution to the Profession**

Library staff are encouraged to actively participate in the library and information services profession by involvement in professional associations and by presenting papers and contributing publications to the professional literature.

In 1998, several members of staff held office in national and international association, namely

- ▼ **Gaynor Austen, Director**  
Member of the Board of Directors  
International Association of Technological University Libraries  
  
Vice-President  
Council of Australian University Librarians
- ▼ **Carolyn Young, Associate Director (Information Resources)**  
President  
Queensland Branch  
Australian Council of Library and Information Services/Australian Library Information Association
- ▼ **Jenny McCarthy, Kelvin Grove Branch Library Manager**  
Member of the National Board of Education  
Australian Library and Information Association

- ▼ **Ann Huthwaite, Manager, Bibliographic Services**  
Australian Representative  
Joint Steering Committee for the Revision of  
Anglo American Cataloguing Rules

A list of all staff members' contributions is contained in Appendices 4 and 5.

### **AIMA Training**

The Associate Director (Information Resources), Carolyn Young, continued as a trainer for AIMA Training and Consultancy which provides management training for librarians and library technicians. This year, Carolyn conducted the two-day AIMA Library Technicians course and the three-day AIMA 100 Management course.

### **ABN Training**

Because of the expected introduction of the National Library's new automated system, ABN training was minimal with only one Basic Inquiry course conducted for the Australian Taxation Office Library. QUT Library decided to continue as Designated Trainers for the National Library. Reference Librarian, Lynn Evans, and Document Delivery Supervisor, Selina Keogh, were accepted as Designated Kinetic Trainers.

## **LIBRARY PROMOTION**

During 1998, the Promotions Committee continued to initiate, coordinate and support a range of promotional activities across the branches. Whilst Committee members were involved in many of the activities, actual implementation of most activities was undertaken by branch staff. The Community Services Librarian continued to be an invaluable resource person supporting many activities. The important role of that position in coordinating the production and distribution of quality materials for all branches to use was highlighted this year with the launch of the new Library System.

The Committee should also acknowledge the excellent work done by the Promotion of New System Working Party (PONS) and in particular Ann-Maree Graham for her coordination and copywriting of the many information sheets.

## **MAJOR CROSS-CAMPUS ACTIVITIES**

### **INNOPAC Launch**

A range of promotional activities accompanied the release of the new INNOPAC system. A series of colourful, eye catching posters

highlighting new or changed services were displayed in the libraries and around the campuses, bookmarks with important changes to lending services were put into loans and distinctive INNOPAC information sheets were available in print and on the web. The web "Spotlight on" pages provided a progress report on the implementation and advertised the classes offered at the branch libraries.

The Vice-Chancellor officially launched the system at a lunch for academics, senior managers and staff directly involved in the implementation project. All guests received a mouse mat featuring the Library's new Web PAC.

In October, with the release of the self-services functions, a follow up campaign was conducted.



*The Vice-Chancellor, Professor Dennis Gibson, officially launched the new INNOPAC system at a function for academics and staff*

### **Review of Library Newsletter**

In first semester, a working party reviewed the usefulness and production techniques of the campus newsletters and the Library's quarterly newsletter, *Library Directions*. The campus newsletters were discontinued because it was felt news about new services and resources could be more quickly and effectively distributed to clients through promotional campaigns, liaison librarians' networks and communication channels, information sessions and the Library's home page.

*Library Directions*, which contains more strategic and less time-sensitive information, was continued with changes in production and content. Less expensive production techniques using pre-printed shells allowed the Library to print a much larger number of newsletters, achieving a wider distribution to clients with

only a marginal increase in costs. Distribution was semi-automated by printing internal recipients' names and address on the newsletters during the printing process, saving staff time and shortening delivery times. Production schedules, with timelines for each stage of the process, were also drawn up to ensure issues were regularly produced.

### **University Activities**

At the University's annual Course Information and Careers Day, the booth that the Library traditionally provided was broadened to include other sections of the Division of Information and Academic Services. The activity attracts over ten thousand potential students each year and provides an excellent opportunity to showcase the support that the library's and division's services and resources provide students.

Carseldine library staff was heavily involved in a similar display at the Carseldine campus Course Information and Careers Day. The Community Services Librarian mounted a library display at the Alumni Office's reunion of graduates from the Central Technical College, one of the predecessor institutions of QUT. The Alumni Office set up an Alumni Book Fund for donations to the Library from alumni. The commemorative bookplate, designed to acknowledge the gift, was on display.

### **Promotion to New Staff**

The Library took the opportunity to promote its services to new university staff members by participating in orientation programs offered through other sections of the University. Acting Reference Services Manager at Kelvin Grove, Robyn Tweedale, gave a presentation at the Human Resources Sections Staff Induction program and organised for a permanent display of library brochures near the HR Inquiry Counter.

Acting Reference Services Manager at Gardens Point, Jess Burke, coordinated a similar presentation of the Division's services supporting academic staff as part of the ENTER Program for new academics which is run by the Division's Teaching and Learning Development Unity.

### **Student Brochure Projects**

The Library acted as a 'client' for two groups of students undertaking their Publications Design subject as part of their public relations degree. Between the two groups, the students produced draft brochures for the Library on services to support flexible delivery, information literacy and an introductory brochure for visitors. The

students' assignment to produce a brochure for a client entailed a client survey of their current perceptions and understandings of the subject, test reading of the draft brochures with the target audience and anticipated design and production costs. This information, as much as the draft brochures, was helpful in informing the Library's understanding of the process and issues in designing our publications. The Library's involvement with student projects also consolidated our relationship with the Faculty of Business. We are also happy to report that all students obtained an excellent grade for the assignment.

### **Other Publications**

This year the Library worked hard to contribute information and copy to other publications, rather than relying on only using its own publications and brochures. Copy was supplied to university publications such as the *QUT Handbook*, the *Guide for Students with Disabilities*, the *Enrolment Guide*, the *External Students Guide* and the *Orientation Guide*. Articles were submitted to faculty publications and coverage of library events in the University's newspaper, *Inside QUT*, increased.

### **Branch Activities**

As the Library's "points of sale", the branch libraries play an important ongoing role in promoting the Library's services and resources through implementation of cross-campus campaigns, local displays and liaison.

Displays for Q-Step, the University program that supports students from socio-economically disadvantaged backgrounds, NAIDOC Week, the Student Art Guild Week and Reconciliation Week, were held in all branches. Branches also mounted displays relevant to their faculties such as the Children's Book Week display at Kelvin Grove and Gardens Point Cement and Concrete Collection display.

The Library's liaison librarians play a key role in promoting the library's services and resources through their information and consulting position. Last year, they conducted several major information sessions on new products such as the OVID service and IAC/Search Bank and several other subject specific sessions.

Carseldine, Gardens Point and Kelvin Grove Libraries installed PCs, with changing PowerPoint slides giving current branch news, near Loans Desks.

# B BRANCH LIBRARY REPORTS

## CARSELDINE BRANCH LIBRARY

This year saw some major developments in the provision of Library services at Carseldine Branch, including the official opening of the PAD facility in February, construction of new office areas, and the implementation of the INNOPAC system.

### Carseldine Public Access Database (PAD) facility

Carseldine Branch enhanced the provision of electronic database services with the official opening of its new PAD in February. This purpose-built facility, conducive for researching, has been very well accepted by the students.

Use of the Library's PAD machines increased markedly due to a greater acceptance and utilisation of the wider range of electronic resources available, and the use of the facility by students to access their University Systems accounts (e-mail, passwords, enrolment details, timetables) and word processing. This, in turn, increased the volume of Information Desk transactions throughout the early months of the year.

The new PAD area was trialed as a "Teaching Lab" in which students received instruction incorporating hands-on practice. The Library monitored PAD usage to ensure that there was sufficient access for the primary purpose of database searching and, in 1998, usage of the PAD indicates a definite need for a dedicated teaching lab at Carseldine.



*(from left) The Pro Vice-Chancellor of the Division of Information and Academic Services, Carseldine Branch Library Manager, Acting Director Library Services and the Dean of the Faculty of Arts at the opening of the new PAD facility*

## Liaison

Following the Graycar Report on the School of Social Sciences, the Faculty of Arts was restructured, with the Sociology strand of the School moving to the School of Humanities and the remaining two strands, Human Services and Psychology, each forming their own schools. Adjustments were made in the responsibilities of Liaison Librarians in order to continue to provide a high level of customer service to the academic community.

## Orientation and Information Literacy

Carseldine Branch actively participated in a range of Information Literacy and Orientation programs, including:

- ▼ Orientation and Library Skills training for the new and mid-year student intakes. To maximise availability, training sessions were articulated with the times of the major lectures.
- ▼ Additional training sessions for special groups including the School of Social Science Bridging Course, Jumpstart and Q-Step.
- ▼ Branch staff negotiated the inclusion of Information Literacy skills into core units, with assessment via a compulsory library skills assignment.
- ▼ Small hands-on classes delivered in the new PAD facility.
- ▼ Liaison Librarians worked with the Faculty of Arts to plan for Library involvement in Summer School units.

## Flexible Delivery

Enhancement of web-based information services continued with Liaison Librarians contributing to resource pages for the InfoQuest project in the subject areas of Ethics, Psychology and Human Services.

The Liaison Librarian for the School of Humanities, Paula Callan, was a member of the working group that developed a web site for the Australian Politics Units.

Videos of lectures were placed in the open access Course Reserve room for self-service viewing and copying by students.

## **Collection Use**

Total items shelved increased by 8.5% in 1998 from 1996. As the volume of take-away loans has not increased over the same period, this indicates a higher level of in-house Library use of the collection at Carseldine.

## **Information Resource Management**

1998 was the final year for the Faculty-funded Establishment Grants for the School of Social Science and the School of Humanities.

Conspectus analyses of the collection in the areas of Humanities, Human Services and Sociology, and Psychology were conducted. These analyses will contribute to the development of detailed information resource plans to ensure the collection meets the teaching and research needs at Carseldine.

All serials were categorised into the new Library Resource Allocation groupings in order to facilitate implementation of the new allocation, an objective of which includes enabling more effective responses to new developments in electronic publishing.

Correction of Catalogue records for the Library Store resulted in a decline in the numbers of requests for Store materials, and an increase in the document supply success rate.

## **LAW LIBRARY**

### **Technology**

Further progress was made in 1998 in increasing access to the CD-ROMS on the Library network and it was made accessible from the Law Library laboratory, the Law Faculty laboratory and the Legal Practice laboratory. As well, all law academics were able to access the Library CD-ROM server from their office workstations.

This has been a major achievement over the last few years and is a result of a collaborative effort between Library Systems, the Faculty Computing Services Officers and the Law Library.

The Faculty of Law and Law Library were successful in a central initiatives bid for approximately \$40 000 to provide additional training PCs for Room C502.

## **External Students Services**

The External Service continued to expand. In 1998 the number of requests received was close to double that of 1997. Electronic document delivery registration forms were introduced and were very successful.

The Law Library opened for extended hours during the Faculty's three attendance schools for external students. As well, librarians from the Law Library conducted training for external students which is customised to their needs.

In 1998, the Law Library External Service was extended to meet the needs of postgraduate external students.

## **Flexible Delivery**

The Faculty of Law progressed the implementation of a flexible delivery program for selected postgraduate units. The Law Library Manager was actively involved as a member of the Project Team providing advice on the Internet and other electronic resources.

## **Information Literacy Program**

Law Library staff conducted seven weeks of database training in partnership with academic staff as part of the compulsory fourth-year unit, Research and Legal Reasoning.

The Law Library Manager with assistance from the Reference Librarian (Systems) produced an extensive guide entitled, "Legal Research Skills: Guide to Using Print, Electronic and Internet Resources for Problem Solving and Projects".

The Law Library also provided a number of legal research skills training sessions to Built Environment and Engineering students at the request of individual lecturers.

## **Library Resource Allocation**

The Law Library made a special representation to the Vice-Chancellor's working party on the Library Resource Allocation. A case was made that the Law Library collection would be eroded if special acknowledgment was not made of the serial-nature of the majority of its publications. It was pointed out that strategies, which treated all "serial" publications in a homogenous way, disadvantaged the continued existence of a Law Library collection. The LRA Working Party chose a fair and equitable way to acknowledge this fact and it is reflected, in part, in the way the Library acquisitions allocation is distributed.

The allocation at this stage does not allow for any major growth, but it does ensure that the Law Library collection will maintain a reasonable level of integrity in terms of the coverage and currency of Australian, and other common law jurisdiction materials.

## **Serials Rationalisation**

Law Library staff commenced a project to rationalise print and electronic resources. As well, lists of duplicate subscriptions to titles located in the Law Library, Legal Practice Library and the Staff Library were compiled and may be used in 1999 to further rationalise subscriptions. The number of active serials subscriptions continued to decline in 1998.

## **Lending Services**

The number of take-away loans declined in 1998 compared to 1997. It is also important to examine overall Law Library lending statistics within the context that all prescribed material from the reading lists in Study Guides are treated as "Not for Loan". Additionally a large amount of material Law Library users wish to borrow is law reports and legislation. Accordingly the lack of growth in take-away loans is not an unexpected result.

## **GARDENS POINT BRANCH LIBRARY**

### **Electronic Reserve**

The Electronic Reserve continued to expand and now accounts for 48% of all reserve items. The Faculty of Business is the heaviest user accounting for 50% of all e-reserve items loaded. Electronic reserve is a heavily used service and has proved particularly effective for making information readily available to very large classes.

5600 items were placed in Closed Reserve in 1998 in response to a combination of high demand and large classes sometimes in excess of 1500 students.

## **Document Delivery**

Borrowing demand by QUT clients increased by 11% to 8832 requests.

A new Internet-based Document Delivery staff training package was developed. This proved very useful in developing staff skills in the more complex procedural areas and in the searching for holdings. A number of new commercial suppliers were trialed during the year as well as "Inside", the new British Library web service, with a view to implementing unmediated document delivery access in 1999.

## **Integrated Laboratory Facilities**

The new V Lab was opened in July 1998. It is a merging of all student computing facilities on Level 2 of the building. The facility is supported jointly by the Library, Teaching and Learning Support Services and Facilities Support Services and staff are provided from a central point with the Information Desk adjacent to the Student Computing Help Desk. Client response has been very positive with them having the benefit of a large multipurpose laboratory and seamless technical and professional information support at a central point.



*V Lab at Gardens Point Library provides integrated access to electronic services with assistance from library, student computing and digital media services staff close by*

## Facilities

In the latter part of 1998, major renovation work commenced in the immediate precincts of the Library building. The work will continue for four months into 1999 and has provided a significant challenge to the provision of quality service with major access and noise disruption. Consultation and planning with major stakeholders meant that support for the Gardens Point Summer Program was able to progress.

## Information Resources Management

Three major activities occurred in 1998:

- ▼ the weeding of selected areas of the collection
- ▼ significant cancellation projects were initiated with the Faculties of Business and Built Environment and Engineering. These were in response to journal price increases and fluctuations in the Australian dollar.
- ▼ continued monitoring of reading list material to ensure 100% of titles were available on time.

Adequacy of the collection to support high undergraduate use continues to be a challenge. It is being addressed through the purchase of multiple copies combined with adjustments to loan periods.

## Lending Services

The Loans and Shelving sections operated very effectively during the year with there being no significant backlogs. The increased availability of multiple copies on one-week loan meant faster turnaround times and additional work. One-week loans formed 25% of all extramural loans.

The more efficient utilisation of staff led to improved service levels and limited backlogs. Staff were moved into peak period weekday rosters leaving lower maintenance level staffing at other times.

## Liaison

The Reference Librarians continued to strengthen their links with the Faculties through increased involvement in committees and the incorporation of information literacy components in re-designed curricula particularly in the Faculties of Science and Information Technology.

The Library had the opportunity to work closely with the initial cohort of Dean's Scholars in the Faculty of Science. This has been an interesting process as the association has continued on a

one-to-one basis during their shortened program.

In summary, 1998 was a period for increased focus on undergraduate needs, improved support for effective information access and a strong emphasis on the effective management of the collection.

## KELVIN GROVE BRANCH LIBRARY

The implementation of the INNOPAC system across the Library was a major undertaking, with many staff from Kelvin Grove Branch Library involved in a wide range of tasks including developing, testing, documentation and promotion. Nevertheless, a number of initiatives supporting local clients were undertaken. During 1998, 542 000 people entered the Library, an 11% increase on 1997 figures.

## Technology

Electronic Reserve was introduced to the Campus progressively during 1998. The most common usage of the facility by academic staff is to provide students with electronic access to lecture notes, prior to and after lectures.

## Document Delivery

A web-based Electronic Document Request Service was implemented to enable external students to request supply of known item books and photocopies to support their studies. This service complements existing web-based services to request information packages in subject areas to support assignment and research work.

Though take-up of electronic services by external students is slow, it is increasing, reflecting the increasing usage of the Internet across the community and the Kelvin Grove Branch Library will continue to develop electronic services to support access by external students.

## Serials

The drop in the value of the Australian dollar combined with overall rising costs of subscriptions saw the Library work closely with the Faculty of Health to cancel serial titles in the early part of the year. Staff worked intensively to provide the Faculty with data on usage and alternative access paths from electronic services. One such service, including Medline and the Core Biomedical Collection through OVID was introduced.

A similar project was commenced in Semester two for the Faculties of Education and Arts (Academy of the Arts) with a view to cancellations of print subscriptions in favour of electronic subscriptions.

### **Collection Management**

During Semester two, staff undertook a major review of the collection with the aim of disposing of titles that were no longer relevant to QUT's teaching and research needs, in poor condition, or represented by unnecessary duplication. As well as releasing much needed shelf space for future expansion, clients will see an immediate benefit by way of a better spaced and more accessible collection.

In a similar vein, a full stocktake of the collection was completed, ensuring that catalogue records and holdings are consistent.

### **Electronic Information**

In response to both the rapid expansion of electronic information sources and the University's Flexible Delivery initiatives, staff were involved in:

- ▼ The InfoQuest project, to bring together, in electronic format, a range of discipline specific print and electronic materials.
- ▼ Development of Unit Resource Pages to support online units being developed by the School of Early Childhood. These pages will provide a model for further work by the Library in this area.
- ▼ Participation in the TECHLIT project, to develop resources to support increased technological literacy amongst academics and students.

### **Customer Focus**

In keeping with the Library's strong commitment to customer focus, several activities were undertaken. These included:

- ▼ Review of Unit Reading Lists, with ordering of multiple copies and placement of materials on one-week loan to ensure holdings and access meet student demand.
- ▼ Development of an electronic discussion list for external students, enabling them to communicate with each other and Library staff.
- ▼ Renewed focus on staff training, particularly part-time Information Desk staff.
- ▼ Participation in the Division's ENTER program for new academic staff and the

Human Resources Department's Orientation Program for General and Academic Staff.

- ▼ Provision of ongoing weekly User Education sessions, including "drop-in" time for students to have extended assistance on specific topics from Liaison Librarians.
- ▼ Provision of User Education sessions on a Friday night and Saturday afternoon for external students.
- ▼ Revision of web pages for external students, with particular attention to information literacy aspects of the pages.

### **External Focus**

Children's Book Week was again celebrated by a display of titles nominated for the various awards. This is a popular activity with Education Faculty staff and students as well as local child-care centres that bring their children in for storytelling.

# A APPENDICES

## APPENDIX 1

### Senior Library Staff

DIRECTOR, LIBRARY SERVICES	GM Austen, BA(Hons) <i>Melb</i> , DipLib <i>Canb</i> , MBA <i>Qld</i> , ALIA, AIMM
ASSOCIATE DIRECTOR, LIBRARY SERVICES (DEVELOPMENT)	J Novak, BA <i>Indiana</i> , GDipLibSc <i>WAIT</i> , AALIA
ASSOCIATE DIRECTOR, LIBRARY SERVICES (INFORMATION RESOURCES)	C Young, BA <i>Qld</i> , ALLIA
ASSISTANT DIRECTOR, LIBRARY SERVICES (SYSTEMS)	W Fraser, BSc <i>Qld</i> , MACS
MANAGER, BIBLIOGRAPHIC SERVICES SECTION	EA Huthwaite, BA <i>Qld</i> , DipEd <i>ArmidaleCAE</i> , GDipLibSc <i>QIT</i> , MAppSci(Info Stud) <i>CSU</i> , AALIA
MANAGER, SERIALS SECTION	C Cleary, BA <i>ANU</i> , GDipEd <i>CCA</i> E, GDipLibSc <i>QIT</i>
BRANCH LIBRARY MANAGERS	
Carseldine	B Meikle, BEd <i>BCA</i> E, GDipTLib <i>BCA</i> E
Gardens Point	R Smith, BA <i>Qld</i> , GDipMgt <i>Capricornia</i> , MBA <i>UCCQ</i> , AALIA, AIMM
Kelvin Grove	J McCarthy, BA <i>Qld</i> , GDip Lib <i>NSW</i> , AALIA
Law Library	C Crawford, BA <i>Qld</i> , LLB <i>Qld</i>

## APPENDIX 2

### Staff Membership of University and Faculty Committees

GAYNOR AUSTEN	QUT Equity Board (Chair) Faculty of Business Academic Board Library Advisory Committee
PAUL CALLAN	Faculty of Arts Teaching and Learning Committee
CATHERINE CRAWFORD	Faculty of Law Academic Board Faculty of Law Teaching, Learning and Curriculum Committee Faculty of Law Research Committee
GRAHAM DAWSON	University Council
LIISA ISOKANGAS	Bachelor of Education (Preservice) Course Coordination Committee Master of Education (Research) Course Coordination Committee Master of Education Course Coordination Committee
JENNY McCARTHY	Faculty of Education Academic Board Faculty of Education Teaching and Learning Committee Faculty of Health Teaching and Learning Committee Faculty of Education Library Advisory Committee
BRONWYN MEIKLE	University Health and Safety Committee Faculty of Arts Academic Board
JAN NOVAK	QUT Teaching and Learning Committee, Internet Services Working Party QUT Teaching and Learning Committee, The Internet as an Academic Tool Working Party QUT Professional Development Program (General Staff) Committee QUT Community Services Advisory Committee Library Advisory Committee
JUDY PEACOCK	Faculty of Information Technology Academic Board Faculty of Information Technology Teaching and Learning Committee
ROBYN SMITH	Faculty of Science Academic Board University Orientation Committee (Chair) Student Services Support Group Faculty of Business Library Committee Faculty of Built Environment and Engineering Library Committee
MARIA THOMPSON	Faculty of Business Library Committee
CAROLYN YOUNG	University Research Management Committee Faculty of Built Environment and Engineering Library Committee Faculty of Business Library Committee Library Advisory Committee

## APPENDIX 3

### Statistical Summary 1998

	Carseldine	Gardens Point	Kelvin Grove	Law	All	TOTAL QUT
LOANS OF LIBRARY MATERIAL						
Take-away	*96 950	*270 660	*343 478	*13 226		724 314
Limited access	n/a	n/a	n/a	n/a		n/a
INFORMATION QUERIES	23 870	60 313	50 790	29 309		164 282
INTERCAMPUS LOANS						
Borrowing Items satisfied	3816	5558	2886	116		11 976
INTERLIBRARY LOANS						
Borrowing Items satisfied	1093	7720	2711	57		11 581
Lending Items despatched	981	6487	3845	808		12 121
HOLDINGS						
Monograph Volumes	125 512	247 341	229 526	22 026	3	624 408
Serial Subscriptions	1685	5324	2278	1505	†47	10 839
AV Software Units	13 580	8572	29 709	165	†6	52 032
TITLES HELD	Branches not applicable					476 095
MONOGRAPH VOLUMES ACQUIRED						
Purchased	5877	8165	11 026	971	0	26 039
Donated	191	935	654	95	0	1875
TOTAL ADDITIONS	6068	9100	11 680	1066	0	27 914
TITLES CATALOGUED	Branches not applicable					18 121

+ Cross-campus networked electronic resources

\* Manually estimated in September 1998 due to data migration from URICA to Innopac. Figure based on campus activity September 1997

## APPENDIX 4

### Publications and Presentations

AUSTEN, GAYNOR

“Libraries in partnership: defining our core roles for the 21st century”, International Association of Technological University Libraries Annual Conference (Pretoria, South Africa, 1–5 June, 1998).

“Australian university libraries: redefining our core business”, Australian Library and Information Association (ACT Branch) University College and Research Library Section Seminar (Canberra, 5 May, 1998).

“What is my core business? The academic librarian as partner in the teaching and learning process”, in *The New Missions of Academic Libraries in the 21st Century*, (Beijing: Peking University, 25–28 October, 1998), pp 84–87.

“Libraries and faculties in partnership: delivering information resources to science faculties”, in *IATUL Proceedings Volume 6 (New Series) 1998*, International Association of Technological University Libraries 17th Annual Conference, (Irvine, California: IATUL, 24–28, 1996), pp384–394.

BURKE, JESS

“Embracing electronic access: renovating conspectus for the digital area as applied at Queensland University of Technology library”, in *Robots to Knowbots: the wider Automation Agenda*, Victorian Association for Library Automation, 9th Biennial Conference (Melbourne, 28–29 January, 1998), pp 303–311.

CUFFE, NATALIE and  
HEATHER DOUGLAS

“The Internet and legal research”, *Proctor*, November 1998, p26–27.

EWERS, BARBARA

“A model for Community Service delivery in academic libraries”, International Association of Technological University Libraries 19th Annual Conference (Pretoria, South Africa, 1–5 June, 1998).

NOVAK, JAN

“Creating a Customer Service Culture”, Australian Library and Information Association 5th Biennial Conference (Adelaide, 25–28 October, 1998).

NOVAK, JAN and  
GAIL ROBINSON

“You tell us: indigenous students talk to a tertiary library”, *Australian Academic and Research Libraries*, Vol 29, no 1 (March 1998), pp13–22.

STOKKER, JUDY

“A Researchers’ centre: one library’s experience in meeting the needs of research level students and academic staff”, *Australian Academic and Research Libraries*, Vol 29, no 4 (December 1998), pp 190–199.

TWEEDALE, ROBYN and  
GILLIAN HARRISON

“Issues and considerations in creating a disaster plan”, *Turning Down Deterioration: Turning up Access*, ACLIS/ALIA Special Interest Group Preservation of Library Materials Conference (Brisbane, September 1998).

## **APPENDIX 5**

### **Offices Held by Library Staff in Professional Organisations**

<b>GAYNOR AUSTEN</b>	Vice President Council of Australian University Librarians  Member of the Board of Directors International Association of Technological University Libraries  Member of the Editorial Board Australian Academic and Research Libraries
<b>CATHERINE CRAWFORD</b>	Joint Editor Australian Law Librarian
<b>NATALIE CUFFE</b>	Member of Editorial Committee Australian Law Librarian
<b>BARBARA EWERS</b>	President Queensland Library Promotion Council
<b>GILLIAN HARRISON</b>	Committee Member Preservation of Library Materials, Special Interest Group Australian Library and Information Association
<b>ANN HUTHWAITE</b>	Australian Representative Joint Steering Committee for the Revision of Anglo American Cataloguing Rules
<b>JENNY McCARTHY</b>	Board Member Board of Education Australian Library and Information Association
<b>CAROLYN YOUNG</b>	President Queensland Branch Council Australian Council of Library and Information Services/Australian Library and Information Association

# APPENDIX 6

## LIBRARY ORGANISATION CHART – REPORTING STRUCTURE

