Queensland University of Technology

LIBRARY
ANNUAL REPORT
1999

QUT
Library

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A Vision for QUT Library

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

– Flexibility

– Responsiveness

– Innovation

– Commitment to service standards

– Awareness of the "big picture".

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

The Year in Review

1999 was an extremely active year for library services and projects. For the first time in three years, there were no specific required reductions in salary budgets for Library staffing, although there was a general tightening of funds available. This provided the Library with the opportunity to consolidate the very substantial downsizing of its staffing establishment which had occurred in the previous two years.

A major achievement of 1999 was the extensive review and revision of the Library's Strategic Plan and planning processes. This project was accomplished over a nine-month period and involved extensive consultation with Library staff and with key external stakeholders. The revised Plan was issued widely across the University and externally.

1999 was also an important year for implementation of new information literacy initiatives across the University, following an external review of the Library's Information Literacy Program in 1998. Faculty partnerships were a significant part of this, and the Library worked with a number of areas of the University in developing and enhancing flexible delivery initiatives. Major projects were undertaken with the School of Early Childhood Studies, the Faculty of Arts and the Faculty of Law. These are further reported on within this report. A new web based information literacy tutorial – PILOT – was developed during the year for wide implementation across the University in 2000. At the end of the year a major Information Literacy Retreat for librarians occurred. The Library also sponsored the adoption of *Endnote* as the University's bibliographic citation

Gaynor Austen, Director, Library Services

software package and began training University researchers in its use. A visiting librarian from Grand Valley State University, Michigan, worked with the Information Literacy Coordinator on programs during the first half of the year. The Library also participated in cooperative developments with other Australian Technology Network Universities in the information literacy area.

A number of other important client service enhancements occurred during the year. The Infoquest subject gateway, developed jointly with Griffith University, was launched, and the database greatly expanded. The Library's electronic reserve system was extended to Carseldine campus and to cover all Faculties. In addition, the file formats accepted into this system were expanded. Almost one million hits were received on the database during the year.

There were substantial new developments in the Library's Information Resource Management strategies. A new model for distribution of the Library's Resource Allocation was implemented following a University-wide review the previous year. This new model was intended to safeguard coursework funds from erosion caused by the inflation rate of serial materials. In addition, it created a trial database pool to enable new electronic materials to be trialled before purchase decisions were made. Information Resource Development Plans were completed for all Faculties to guide selection decisions at a time of reduced buying power. An extensive trial of document delivery utilising the British Library's

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The Library's partnership with Blackwells' Book Suppliers assured greatly accelerated speed of throughput in print materials ordered for the Library.

inside system was undertaken, and this will be expanded across the University in 2000. The Library's partnership with Blackwells' Book Suppliers assured greatly accelerated speed of throughput in print materials ordered for the Library.

A great deal of work was put into bringing library hardware and software to Year 2000 compliance standard. This was necessary as considerable library equipment was old and in need of upgrading. This major project was accomplished on time and with no subsequent problems at the changeover of years. The Library also worked with the University's Information Technology Services Department on improvements to authentication processes and began the introduction of thin client solutions into its hardware pool. A substantial project to redesign the Library's web pages was undertaken and the new page design was ready for release early in the year 2000.

QUT Library's involvement in community services continued strongly in 1999. The Library trained over 400 people in access to the National Library's new Kinetica system. It also conducted two consultancies (one for the University of Melbourne Library and one for the Queensland Council of Carers). Library staff were also extensively involved in professional activities. Ann Huthwaite (Bibliographic Services Manager) chaired the international Joint Steering Committee for the Revision of the Anglo American Cataloguing Rules. The Director, Library Services acted as Project Director for a DETYA Investigation and Evaluation Project on *Best Practice in Australian University Libraries*. The Library also completed the task of archiving

historical documents and photographs relating to the history of QUT, and was heavily involved in planning for the 2000 Conference of the International Association of Technological University Libraries which will be held at QUT's Garden Point Campus.

The Library's Reward and Recognition Program for staff was expanded during the year. A highlight of this was the annual awards for outstanding contribution to the Library's services which were made at the staff Christmas party. Several full day staff retreats were undertaken, two for reference librarians, one for those involved in information literacy, and a joint one for staff of Bibliographic Services and Serials Sections. In addition, the Library planned for a retreat for its entire lending services staff to be held early in 2000, and conducted its annual two-day Planning Retreat for members of its Library Planning Forum.

The Library reviewed its performance measurement program during 1999, and developed appropriate matrices for each functional area, which included identification of performance indicators and targets. This redeveloped performance measurement system will be finalised for implementation in 2000.

In all, the University Library attained a revised strategic direction, enhanced integration with curriculum developments, additional services and improved accountability during a very successful year's operations.

Gaynor Austen
Director, Library Services

Teaching and Learning

QUT aims to ensure that its

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The QUT Library links directly to the teaching and learning objectives arising from this goal by focusing on programs and policies that facilitate and support changing student learning. These links were actively pursued in 1999 in the following areas:

Information Literacy

Programs

Throughout 1999, the liaison librarians designed and delivered a comprehensive range of education and training programs to undergraduate and postgraduate students, and academic and general staff. The Information Literacy Program incorporated a combination of formal and informal teaching, training and instruction offered as independent classes and workshops, or integrated into existing faculty courses or units. Participation varied from elective attendance to compulsory completion for credit. Table 1 shows the continued high level of attendance at classes.

Initiatives

In 1999 QUT Library developed a comprehensive online tutorial entitled **PILOT: Your Information Navigator**. The tutorial consists of a series of web-based modules to develop the basic information literacy knowledge and skills of undergraduate students.

PILOT will guide students in how to identify their information requirements, find information from a range of resources, effectively search electronic databases and the Internet for information, evaluate and organise information and communicate information using technology, such as Word, PowerPoint, e-mail and the world wide web.

Its modular format allows for flexibility of use and course integration, and provides access to students studying at any level and in any mode, including flexible delivery and distance learning modes. The generic content has been designed to accommodate all subject disciplines and can be readily integrated into QUT's courses and units as a compulsory or non-compulsory requirement. It also features self-paced exercises for reinforcement of learning.

First year students of the Academy of the Arts unit AAB051, Arts in Society, will be required to complete PILOT as an introduction to information literacy, and part of their total assessment. The liaison librarian for the Academy of the Arts will introduce the tutorial during one of the first lectures, and students will be required to hand in their "PILOT's Licence" later in the semester.

PILOT: Your Information Navigator consists of a series of web-based modules to develop the basic information literacy knowledge and skills of undergraduate students.

Semester	Gardens Point	Kelvin Grove	Carseldine	Law	TOTAL
1	7884	3264	1718	2017	14 883
2	2526	800	110	998	4434
TOTAL	10 410	4064	1828	3015	19 317

Table 1: Attendance at Generic and Subject-Specific Information Literacy Programs
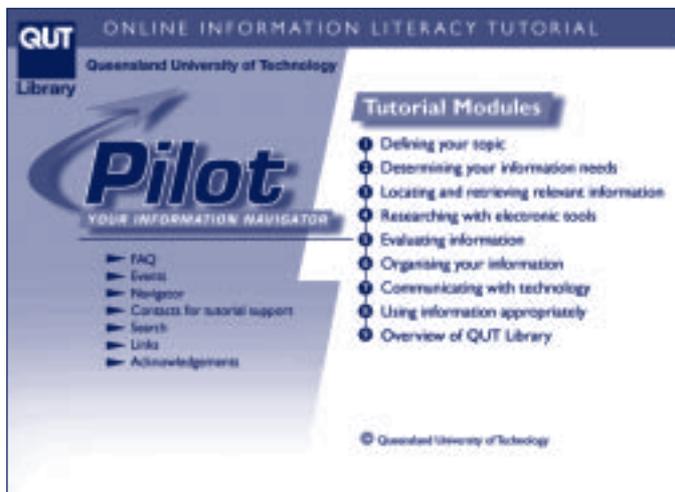
PILOT will be available to all QUT staff and students from February 2000

Students of the popular Academy 3rd year unit AAB058, Arts Research, are also to complete PILOT as assessment of the information literacy component of their unit.

To support the Library's commitment to information literacy, the Information Literacy Advisory Team (ILAT) was established early in 1999, comprising the Information Literacy Coordinator, Branch Sub-coordinators and the AIRS Librarian.

Faculty Partnerships

In October 1999 the School of Early Childhood and the Library embarked on a collaborative Information Literacy Course Improvement Project for implementation in 2000. The one-year project will constitute the first phase of a four-year study into factors enhancing and/or impeding the growth of information literacy among students in the Bachelor of Education. It will provide an opportunity to investigate factors required to ensure the growth of information literacy with the aim of developing the information literacy competencies expected of Bachelor of Education graduates.

…in collaboration with the Carseldine liaison librarians, the Faculty of Arts undertook the design and development of a foundation unit to develop the information literacy, technology literacy and academic study skills of all first year Arts students.

The *Graycar Review* of the Arts Faculty identified a need to develop the knowledge and skills of students in the Faculty of Arts in a range of generic areas. In response to these findings, and in collaboration with the Carseldine liaison librarians, the Faculty of Arts undertook the design and development of a 12 credit point foundation unit (HUB000/HSB000/PYB000) to develop the information literacy, technology literacy and academic study skills of all first year Arts students. It will commence in Semester 1, 2000.

In 1999, the Faculty of Law received a large teaching and learning grant to fund a project to embed graduate attributes into core units within Law and Justice Studies. The project seeks to establish a teaching and learning and assessment framework for the introduction of an integrated and incremental approach to the development of generic and discipline specific capabilities within these courses. A reference librarian from the Law Library, Natalie Cuffe, has been nominated as project team member and Library consultant responsible for training and resources development, including an online Legal Information Literacy tutorial.

Collaboration

The Library collaborated closely with the Division's Teaching and Learning Development Unit on the development and delivery of a range of programs, products and services. Information literacy sessions were also included in *ENTER*, the University's introduction to teaching for new academic staff at QUT.

The Library identified a critical need for communication and collaboration to occur across the Division of Information and Academic Services (DIAS) to ensure a coordinated and integrated approach to the development of staff and students' generic skills. In response to this need, the Pro-Vice-Chancellor of the Division established the DIAS Literacies Working Party, chaired by the Information Literacy Coordinator.

In April, representatives from the ATN university libraries met in Adelaide to form the ATN Information Literacy Working Party. Under the guidance of the University Librarian of the University of South Australia, this National Working Party initiated a number of cross-institutional activities and projects over the course of 1999. The group met quarterly via teleconference, and in December at the 4th National Information Literacy Conference.

Strategic Planning

QUT Library conducted the first Information Literacy Retreat on 30 November 1999. The retreat provided two primary foci. Morning sessions, delivered by guest speakers, provided conceptual and contextual frameworks for information literacy within QUT and broader educational contexts. Dr Christine Bruce (School of Information Systems, Faculty of Information Technology) conducted a workshop on the theoretical aspects of information literacy, and Dr Sally Clarke (Teaching and Learning Development Unit) presented a session on problem-based learning and learning styles.

The afternoon program provided participants with the opportunity to examine issues and priorities of importance and potential areas of change. It allowed staff to further develop strategies and initiatives to promulgate information literacy within the University. The final session facilitated the development of an Information Literacy Vision Statement which will underpin the development of the Library's Information Literacy Core Strategy, Framework and Program in 2000.

Undergraduate focus

In 1999, the undergraduate student population comprised 85.5% of the total student body. QUT, including the Library, has focused its efforts on the improvement of the undergraduate experience. The Library has worked on a number of major developments to address undergraduate needs including:

- Maintenance of close links with other relevant University groups such as the Student Services Support Group and the Orientation Committee.
- Advising Library staff of the key activities of Student Administration.
- Collection development focuses on the ordering of appropriate materials and the application of the seven-day loan period to improve the circulation of resources.
- Follow up on the outcomes of the Undergraduate Survey carried out in late 1998.
- An assessment of the Library requirements of our international student population.

The Library has worked on a number of major developments to address undergarduate needs.

International Students

In 1999, the Library looked at ways to develop and expand Library services for international students to effectively meet their information needs. The action plan for commencement in 2000 listed several key strategies:

- Set up liaison relationships with key student associations.
- Link in with the existing infrastructure to ensure our knowledge is current and appropriate.
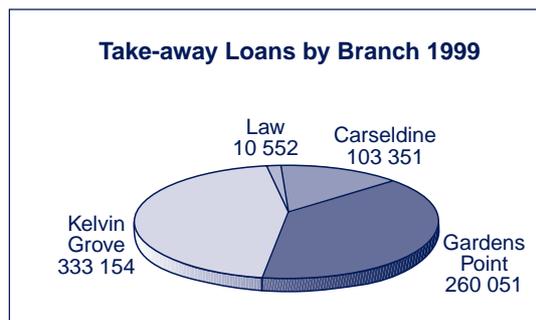- Organise sessions for Library staff to provide them with an understanding of the learning context.

QUT Library has an opportunity to meet University strategic directions by assisting and supporting this client group.

Reference staff delivered information literacy classes tailored to needs of international students.

Lending Services

Lending Services consists of three functional units comprising loans, shelving and document delivery services at each branch library. One of the core lending activities is takeaway loans. The Library lent just over 700 000 items in 1999.

Take-away Loans by Branch 1999

Law
10 552

Carseldine
103 351

Kelvin Grove
333 154

Gardens Point
260 051

In addition to traditional services the Library continues to work toward greater flexibility of access to information for its clients. In 1999, this was achieved through projects in the following areas:

Self Help Facilities

An exhaustive investigation of Patron Self-Check Units (PSCUs) was conducted in 1999. Gillian Harrison, the Lending Services Manager, Kelvin Grove Campus, visited university libraries in South Australia and Western Australia who are successfully using PSCUs for a large percentage of their loans. These machines operate in much the same way as automatic teller machines in that borrowers can borrow items themselves without having to queue at the Loans Counter. A number of recommendations for expanding the use of PSCUs to all branches of QUT Library will be acted upon in 2000.

E-Reserve continues to be a popular mode of access for high demand material. In 1999 there were 986 912 accesses on E-Reserve documents across the three campuses.

E-Reserve

The Electronic Reserve service was extended to Carseldine Branch Library in 1999. Carseldine students can now enjoy the greater flexibility to access and download documents remotely rather than accessing documents only in the Library's Course Reserve Collection in the Library.

E-Reserve continues to be a popular mode of access for high demand material. In 1999 there were 986 912 accesses on E-Reserve documents across the three campuses.

Another major development in E-Reserve for 1999, undertaken in response to a client survey, was the expansion of file formats from only PDF to include all formats available from the QUT standard, Microsoft Office 97. Students can now view and print PDF files and view, manipulate and download native format files such as Excel and Word, making E-Reserve fully interactive.

Stocktake

Sound management of our physical collections is an important strategy in providing access to information. The Library undertakes a rolling cycle of stocktakes of its collections across the campuses. In 1999, it was Gardens Point's turn with its collection of 263,000 monographic items. The outcome indicated a very low loss rate of 0.15% per annum since the previous stocktake in 1996.

Information Resource Management
Trial Databases

Following the review of the Library Resources Allocation in 1998, funds were made available to undertake long-term, paid trials of new database services through the Cross-Faculty and Trial Database Pool. It was felt that the opportunity to trial new products, and compare them with existing products over normal semester periods would enhance and inform our decision-making processes.

The Cross Faculty Electronic Database Trials Consultative Committee comprising representatives of all faculties and Library managers was formed to examine, select and evaluate the database products. Twelve new products were selected for trial in 1999 including:

- *ScienceDirect*
- *Business Source Elite on EBSCO host*
- *Applied Science & Technology Plus on PQD*
- *Blackwell's Science Online Journals*
- *Business Source Elite on EBSCO host*
- *Computer Select Web*
- *Education Complete on PQD*
- *E★ Subscribe*
- *IBIS Industry Outlook Service*
- *Criminal Justice Periodicals Index*
- *Australian Business Research Stock Data*

This process was extremely valuable and resulted in eleven of the twelve products being recommended for continuing subscriptions. The cycle of proposing, implementing and evaluating trials will now be an ongoing feature of the Library's electronic information services work, and will give the Library and its clients the opportunity to thoroughly evaluate new products before having to make an ongoing commitment to them.

Faculty Information Resources Development Plans

The branch library managers and liaison librarians prepared these plans for each faculty in 1999. The plans include an analysis of each faculty's strategic plans, an analysis of developments in publishing, and finally a strategic five-year plan to develop information resources needed by the faculty's researchers and students. These plans, with the addition of the budget, form the foundation for one-year School Information Resource Development Plans. These School plans will guide the selection of resources and allocation of budget over the year.

Benefits of the Blackwell's Partnership

Significant benefits resulted from the new streamlined workflows developed through the partnership with Blackwell's. The average time taken from the point of ordering a monograph to the time it is available for use by the client has been reduced markedly.

Blackwell's are now supplying full bibliographic records, when available, for books purchased, with embedded invoice data. Items are received in the system automatically, and invoices are created with minimal intervention.

The liaison librarians settled into their new role of more closely monitoring funds in their areas of responsibility, and the monographs assistants in Bibliographic Services responded accordingly. The relationship became more of a partnership, with staff from both areas working together to commit funds to the required level. An excellent final result was achieved, with targets met across the board.

Staff from Blackwell's assisted the liaison librarians in refining and updating of their subject profiles on collection manager, which determine the selection of new titles for online display and the delivery of new titles slips for selection purposes.

The Cross Faculty Electronic Database Trials Consultative Committee comprising representatives of all faculties and Library managers was formed to examine, select and evaluate the database products.

Streamlined procedures and the Blackwell's partnership has reduced the time it takes new material to reach the shelves to an average of nine weeks from receipt of the order in the Technical Services Unit.

… the Library maintained opening hours at the 1998 level, providing students with some of the most extensive staffed opening hours in Australia.

Flexible Delivery

1999 has seen the Library make significant advances in the ways in which it has developed services which assist the University in providing its students with greater flexibility to achieve their individual learning goals. The Library has enhanced existing face to face services and, more particularly, has continued its commitment to exploit technology to provide access to print and electronic information sources.

In spite of budget constraints the Library maintained opening hours at the 1998 level, providing students with some of the most extensive staffed opening hours in Australia. Opening hours were also extended during December and January to ensure summer program students had access to library services.

External Library Services

The External Library Services Web Page was updated progressively during the year. External Library Services staff reported an increasing tendency for students to make phone and email enquiries, requesting assistance to connect to QUT's web-based services and to conduct their own searches of electronic information sources.

Library staff initiated a Divisional Orientation Session for External Students on a Saturday early in Semester 1. Funded by the Pro-Vice-Chancellor of the Division of Information and Academic Services, the program covered a range of topics including how to activate passwords, set up dial-in connections, study skills and information literacy skills. Based on positive participant feedback a similar activity open to both external and part-time students was offered over the two days of a weekend early in Semester 2.

A submission was prepared for University Teaching and Learning Committee arguing the need for compulsory dial-in access for external students to ensure development of information literacy skills equivalent to those on campus students.

Peter Sondergeld, Reference Librarian, and lecturers Donna Berthelsen, Judy McDonell, Ann Farrell and Rosemary Perry developed the template for Unit Resource Pages for Early Childhood units.

Online Teaching Partnerships

Increasingly reference librarians are working with academics to develop the resource components of online courses.

Kelvin Grove Education liaison librarians developed unit resource pages for some Early Childhood online units. They contained links to reading lists, web resources, web sites, E-Reserve and some full text materials. This work identified issues regarding the information literacy skills of these students and the liaison librarians and Information Literacy Coordinator worked with the school in developing a teaching innovation proposal.

During 1999, the Law Library worked with the Faculty in identifying internet resources for cases and legislation for incorporation in online courses.

The Gardens Point Business Team selected resource links for a Brisbane Graduate School of Business OLT site. These included links to relevant electronic databases and information guides. It is envisaged this assistance will expand to other sites for the School in 2000.

Carseldine liaison librarians and the Faculty of Arts began development of Human Services OLT pages and also worked with their academic contacts on the "Applied Skills" Unit to plan the Library input to the relevant OLT page.

The liaison librarian for the Academy of the Arts has collaborated with Visual Arts to develop an online photography unit. The Librarian's role involved identification of electronic resources to support the content of the course, as well as identification of

Increasingly reference librarians are working with academics to develop the resource components of online courses.

international institutions with similar courses, to create an online forum for students to critique their work. The unit has been very well received by students and praised by Arts educators.

Professional Development

The Library's Flexible Delivery Coordinator, Jenny McCarthy, undertook a Professional Development Program (PDP) which enabled her to attend the "Libraries Without Walls Conference" in Europe and to visit a number of electronic library projects in the UK and an electronic book supplier in the US. The External Studies Librarian also undertook PDP, which enabled him to attend the Australian Open Learning conference and to visit distance education library services in Victoria and South Australia.

The Library investigated staff development needs of liaison librarians working in the online teaching environment and commenced planning to deliver the EduLib program, a UK staff and educational development association accredited program for librarians focusing on development of an understanding of teaching and learning issues.

Research

QUT aims to "…be one of the

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Research

QUT's research goal is to "…be one of the leading universities in Australia for research in collaboration with end users, applied to the intellectual, social, economic, cultural and environmental needs of society".

The Library supports the research goal by providing access to a range of relevant information resources, information literacy training, expert advice to researchers, and physical facilities for researchers.

In 1999, the main Library initiatives in support of research were:

- increasing the range of information resources through purchase of electronic databases as well as collection development;
- increasing access to information resources through flexible delivery programs; and
- developing information literacy skills.

Information Resource Management

Trial Databases

Through cross-faculty and trial database funding, the Library trialled twelve databases. Particularly useful to research students is ScienceDirect. The service covers a range of subject areas, and as well as providing full text access to 260 journals to undergraduates and researchers, it provides document delivery for staff and postgraduates to a further 1000 titles.

Direct Document Delivery

Following an investigation of possible document sources, the Library trialled a direct document delivery service with the Faculty of Science in late 1999. The British Library's "inside" service was selected because of the wide range of resources available, including conference proceedings, and the variety of delivery options provided. It is expected the service will be expanded to all faculties in 2000.

Electronic Journal Access

The Library began a project to create brief catalogue records for many of the electronic journals contained in its fulltext database subscriptions. The brief catalogue records contain the URL for the journal, enabling the researcher to find a known journal title in the catalogue and quickly click through to the full text journal. By the end of the year about half of the titles were catalogued with 3800 records loaded.

Flexible Delivery

External Library Services

The Library is extending its services to meet the needs of increasing numbers of part-time and remote research students. External Library Services staff have dealt with increased demand by phone and e-mail for reference advice and instruction in searching electronic databases.

Electronic Information Services

The number and range of web accessible databases, including full text databases continued to expand.

The Infoquest subject gateway, a collaborative project with Griffith University, was further developed and now includes some 3000 entries.

The redevelopment of the Library's web site was commenced to provide more user-centred access to the huge range of services now accessible via that site. The new site will be available for Semester 1, 2000.

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Information Literacy

Programs

The Library emphasised its commitment to research students and staff via the provision of established postgraduate programs. Delivery of the Advanced Information Retrieval Skills (AIRS) program continued in service mode and as the 4-credit point unit, IFN001 (see Table 2). To support Net.train, the Internet training program, the Library implemented online registration procedures and administration.

Semester	Attendances
1	190
2	107
TOTAL	297

Table 2: Attendance at AIRS Classes in 1999

PhD research student, Azhar Mahmood Nasir, and AIRS Librarian, Peter Fell, preview Endnote, selected as the University's standard citation management package.

Initiatives

Endnote

The Library, in collaboration with Information Technology Services, negotiated the implementation of a University-wide site license for *Endnote*, a standard bibliographic management software package.

The *Endnote* software is designed to allow researchers to record, organise, and use references found when searching literature for information. It allows for the creation of databases of references for a specific topic by enabling references to be downloaded from library catalogues or other electronic databases. It also links references into word-processed documents and generates bibliographies in styles suitable for publication.

The package is available to all staff and students of QUT from the University's Intranet and the Library's physical collection. In 2000, the Library will undertake the design and delivery of a comprehensive training program for postgraduate students and researchers.

Community Service

QUT's "…community service goal is

to contribute to the leadership of the

University's relevant professional

communities and to become widely

accepted as a university integral

to the life of the City of Brisbane

and the State of Queensland."

Community Services

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

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

In 1999, the Library continued to provide a variety of services directly to members of the community. Community service activities fell into five broad categories:

- Memberships
- Training and Continuing Education Events
- Information and Advisory Services
- Contribution to the Library and Information Services Profession
- Cooperative Projects.

In addition, the Library was indirectly involved in community services by providing staff and resources to support school and faculty-based community service offerings.

Issues in 1999

University Community Service Quantum

To encourage community service, the University makes funding available each year, which is allocated to faculties and, for the first time in 1999, to divisions based on their performance in the area of community service in the previous year. In 1999 the Division of Information and Academic Services was allocated $10 500, of which $5500 came to the Library. This was used to supplement shelving and lending services in the branches, which supports the Library's reciprocal and associate memberships.

QUT Library's Community Services Activity
1999 Summary
(Source: QUT Community Service Database)

Type of Activity	Number of Activities	Number of Staff	Number of Staff Hours	Number of Clients
Advice and Expert Opinion Given	26	9	338.5	640
■ Papers, presentations, panel or committee membership				
■ Consultation with visitors				
■ Consulting				
Community Service Projects	12	7	2313	2901
■ Fieldwork placements and student visits				
■ Expert Information Research Service				
■ IREL Database				
■ Tours				
■ Memberships				
■ Cooperative Resource Sharing Schemes				
Continuing Education Events	12	6	866	1667
■ Organised by staff for professional associations				
■ Kinetica training				
■ AIMA training				
Editorial Positions	3	3	104	N/A
Professional Memberships	20	12	1008	N/A
■ Committee and executive positions held				
TOTAL	**76**	**17[1]**	**4675.5**	**5289**

[1] This is the total number of unique individuals who undertook activities. Some may have undertaken more than one activity. Community service projects, to which many staff contribute time and skills, are registered under one person and, therefore, figures do not reflect total number of staff involved.

Staff involvement in faculty-based community and commercial activities increased in 1999.

Support for Faculty-based Activities

Staff involvement in faculty-based community and commercial activities increased in 1999. The most frequent requests are for Library membership and for staff to conduct Internet and electronic information searching skills classes. Some classes are for continuing education courses for professional and business groups related to the faculty, while others are for "non-award", commercial courses.

This increased involvement can not only be attributed to the raised awareness of Library staff's training role; but also to an increase in the number and type of commercial and community service activities being undertaken by faculties. In particular, the line between award courses and commercial courses is becoming more blurred as faculties tailor award courses to the particular needs of a group or organisation. These changes have made it difficult for staff to determine the level of support the Library can provide. Difficulties also arose because some faculties do not include Library staff at the planning and costing stages. To help address these issues, guidelines for charging faculties were distributed to staff, and the Director, Library Services wrote to academics asking that they consult the Library early in their course development to ensure any charges for Library services were covered in the course budgets.

Performance Indicators

Performance indicators for community service were developed as part of a general review of performance measurement in the Library. They will collect the data required for the University's community service database more accurately and systematically. Also, as they are included in the Library's suite of performance indicators, staff and sections heads are more aware of the need to report activities.

Highlights of 1999

Library Membership (Associate and Reciprocal)

Associate Library membership continued to be a popular and useful service to the community. A large percentage of the memberships came from bulk registration of students enrolled with private training providers. Students from the Central Queensland University's Brisbane International Campus are the single biggest group of associate members.

Training

While the Law Library staff again taught the research and information skills module of the Bar Practice courses throughout the year, the main activity was training in the use of Kinetica, the National Library of Australia's new automated public access catalogue, cataloguing and document delivery system. Two staff members, Lynn Evans and Selina Keogh, were certified by the National Library of Australia as designated Kinetica trainers. From March to October when the web interface went live, they conducted twelve web and fourteen document delivery classes which were attended by 475 people. Lynn also conducted free information sessions for the students of QUT's Graduate Diploma of Library Science. In the face of system failure and the sheer number of classes, Lynn and Selina are to be congratulated on their continued professionalism and commitment.

The Associate Director, Information Resouces, also conducted an AIMA Library Management 200 course in New Zealand. The Library Staff Development Officer developed and delivered the "Managing Upwards" course as a staff development activity for the Queensland University Libraries Office of Co-operation Staffing Issues Committee.

Advisory and Information Services

The Library conducted two consultancies in 1999. The Associate Director, Information Resources, conducted a review of the Information Resources Division of the University of Melbourne. The Community Services Librarian advised the Queensland Council of Carers on the automating and cataloguing their current collection and establishing a lending service to members and staff.

IREL, The Australian Industrial Relations Database, continued to grow and provide a unique contribution to Australian literature in the area of employee

Ann Huthwaite, Manager, Bibliographic Services, was invited to chair the Joint Steering Committee for the Revision of Anglo-American Cataloguing Rules, which is responsible for the revision of international cataloguing standards.

relations and workplace reform. It is available on the CD-ROM, *Business Australia on Disc*, and online from RMIT Publishing. According to recent statistics from RMIT Publishing, they currently sell 124 subscription to IREL with special libraries and academic libraries the two largest users.

Contribution to the Profession

Staff were again active in professional groups at local, national and international levels. Ann Huthwaite, Manager of the Bibliographic Services section, was invited to be Chairperson of the Joint Steering Committee for the Revision of Anglo-American Cataloguing Rules, the international association responsible for the revision and development of cataloguing rules. She was also President of the Australian Library and Information Services Cataloguing Section (Queensland), and Chair of the organising committee for the 13th Biennial Cataloguing Conference held in Brisbane in October.

The Director, Gaynor Austen, was Vice-President of the Council of Australian University Librarians and was a member of the Board of Directors of the International Association of Technological University Librarians. The Kelvin Grove Library Manager, Jenny McCarthy, was a member of the Australian Library and Information Association's National Board of Education.

As designated Kinetica trainers, two staff members conducted twelve web and fourteen document delivery classes, which were attended by 475 people.

From February to June 1999, QUT Library hosted a librarian from the United States. Kim Ranger, the Information Literacy Coordinator of Grand Valley State University, Michigan, undertook a five month professional development visit to observe the ongoing development, management and implementation of QUT Library's Information Literacy Program. Similarly, Andrea Rankin, a librarian from the University of South Australia, undertook an eight week study visit to explore aspects of the external library service.

Preparations for hosting the 21st Annual Conference of the International Association of Technological University Libraries gained momentum. At the 1999 Conference in Chania, Crete, the Director formally announced the dates and theme of the conference, and gave a presentation including a short video about QUT Library and Queensland.

Kim Ranger, Information Literacy Coordinator of Grand Valley State University, Michigan, undertook a five month sabbatical to study QUT Library's information literacy programs.

Cooperative Projects

While the Library maintained its active participation in such ongoing 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.

The Library became the Australian agent and mirror site for "Into Info"; a web based information literacy tutorial developed by Chalmers University in Sweden. As well as making it available to staff and students, the Library will also be selling subscriptions to other Australian libraries.

InfoQuest, a local web based subject gateway to both Internet and library resources developed in collaboration with Griffith University Library, was launched by QUT's Deputy Vice-Chancellor in April. The database continues to grow in size and use.

Faculty and University Initiatives

The Community Services Librarian coordinated a University project to sort, classify and store a collection of material about the history of QUT. The material was collected by Dr Noeline Kyle while she was writing *A Class of Its Own*, a history of QUT launched to coincide with the University's 10/150 celebrations (ten years as a University and 150 years association with post-secondary education in Queensland). An external archives and record management consultant was hired to sort, record and classify the collection and to prepare it for storage. The collection was then transferred to the University Archive, and a web page about the collection developed as part of the development of the "cyber-archive".

The Community Services Librarian coordinated the Division of Information and Academic Services stand at the University's annual Course and Careers Day. Staff from all departments worked on the day promoting the information, technology and learning support services provided to students.

Griffith University Librarian, Janice Rickards; QUT's Deputy Vice Chancellor, Peter Coaldrake; and the Director of QUT Library Services, Gaynor Austen at the launch of InfoQuest.

Resources

- Planning and Funding

- Staffing

- Information Technology Infrastructure

Strategic Planning Review

During 1999 the Library reviewed and completely rewrote its Strategic Plan to guide Library development over the next three to four years. Areas of focus were chosen to integrate with the four strategic directions of the QUT Plan – Teaching and Learning, Research, Community Service and Resources (the Resources category was further subdivided by the Library into three headings: Planning and Funding, Staffing and Information Technology Infrastructure).

The revision process began with the preparation of environmental scanning reviews within these six areas by senior members of Library staff, who consulted with key university stakeholders in each area. These reviews were made available to Library staff and external stakeholders for feedback, and then rewritten in the light of comments received. On the basis of these revised statements of likely environmental impact, the Director, Library Services drafted a Vision Statement for the development of Library services. This was again revised following feedback from stakeholders both inside and outside the Library.

The Library's two day Annual Planning Retreat of managers and elected staff representatives was fully devoted to the generation of strategies to advance the Library in each area, and to the development of key one year action initiatives. The final plan was issued as a booklet to all Library and senior University staff, with a strategy and action chart also available to Library staff, so that initiatives could be readily monitored and reviewed.

The process of review and regeneration of library planning documents proved a very worthwhile activity. It involved many members of Library staff and external stakeholders in reviewing Library directions, and it established new priority areas for consideration and action by the Library. While action statements

The process of review and regeneration of library planning documents involved many members of Library staff, and external stakeholders.

will be regenerated annually and strategies carefully monitored, it is expected that the overall plan will position Library development well for at least the next three years.

Research and Development

The role of the Library's research and development program is to undertake systematic research and program development that will contribute to better-informed decision-making and improved services. Since 1994, the Library has adopted a quality management philosophy that continues to underpin much of its research and development.

Review of the Library statistics

In 1999, the Library undertook a comprehensive review of its statistics. The primary purpose was to ensure that the Library's official statistics adequately reflect the scope of library services, especially the shift from services based on the processing of physical items to those based on the provision of access to electronic resources. The new statistics will be collected and reported as from January 2000. A re-design of the statistics database will be undertaken.

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

Review of Performance Measures

Two factors provided the impetus for the Library to review its performance measurement program. The higher education sector move towards performance based funding means that departments within QUT will be increasingly called upon to demonstrate their performance in quantifiable terms in order to secure a share of the available funding.

In addition, the Library's program had been in place in some sections since the mid-1990s. It was considered time to review the program with specific attention to the continued relevance of the indicators, reporting of

performance, using this data in decision-making, and the promises in the Library's Client Charter.

The aim of the review was to revise all existing measures and to develop measures for work areas that were not using performance measurement as part of their monitoring processes.

All sections used the program performance evaluation framework to analyse their service and derive performance indicators. The final comprehensive report is yet to be written, but the substantive work has been completed and the indicators are being implemented in 2000.

The next stage of this work is to incorporate the performance measurement program into a comprehensive, integrative quality management framework. This is a major project for 2000.

Best Practice for Australian University Libraries

QUT Library participated in the project *Best Practice for Australian University Libraries* funded by the DETYA Evaluations and Investigations Program and conducted by CAUL. The Director of Library Services was the Project Director, and QUT Library was one of the sites visited. The two forthcoming publications *Guidelines for the Application of Best Practice and Australian University Libraries: Intranational and International Benchmarks,* and *Best Practice Handbook for Australian University Libraries* will be of great help in developing our quality framework.

Use of CAUL Performance Indicators

The Library has been using the CAUL Document Delivery Performance Indicator and the Materials Availability Indicator for several years. The data analysis programs that are part of the specification of these indicators are not compatible with current software versions. As a result, they were not used in 1999. Use will resume in 2000 if CAUL decides to upgrade the programs.

Library Staff Perceptions Survey

The analysis and reporting of the results of the Library Staff Perceptions Survey administered in late 1998 was a major activity in 1999. The report was presented to

All sections have used the Program Performance Evaluation framework to analyse their service and derive performance indicators.

Performance measures were developed for reference services.

Library Management Council and the Library Planning Forum who then workshopped the major issues.

Results were very positive in the areas of commitment to the Library and how well it performs, client service, teamwork, training and development, and work roles. The issues for further consideration were recognition and morale; senior management involvement at the coalface and staff understanding of senior management roles; workloads, work practices and resourcing; career opportunities and promotion and communication.

The survey will be conducted again in 2000.

Counter Disaster Planning

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

The Counter Disaster Subcommittee worked to:

■ maintain an effective Disaster Recovery plan;

■ maintain a Disaster Recovery Manual which includes effective procedures for disaster recovery;

■ respond to incidents of damage to Library facilities and collections and managing the recovery of the disaster;

■ maintain Disaster Kits with essential supplies for disaster recovery; and

■ develop and conduct staff training in disaster recovery.

QUT Library maintains a pool of staff trained in disaster recovery to assist in the event of a disaster. During 1999, training materials were developed to provide detailed information to every QUT Library staff member on the essential disaster recovery procedures. This training program is being implemented to both full-time and part-time staff and will ensure that disaster situations are handled speedily and in the most effective way possible. Implementation of the training program will continue throughout 2000.

It was necessary to utilise the Disaster Recovery Manual in January 1999, in order to respond to a serious disaster situation at the Gardens Point Library. Due to building renovations, a situation ensued involving damage to large sections of the Reference Collection. Thanks to trained staff and careful plans, the damage was minimised and very few of the items were irretrievable. Other minor instances of damage were also handled effectively.

Budget
Staffing and Running Costs

In 1999, the Library's budget for staffing, indexed for salary increases, was sufficient to maintain current staffing numbers. This situation was a marked improvement on the staffing budget available in 1997 and 1998, when almost $900 000 worth of staffing resources were cut from the Library. Through careful budget management, the Library also managed to meet the costs of several staff members who elected to take Voluntary Early Retirement. Workloads however, for all staff remained high, and there seemed no indication that future budget allocation would enable this situation to be improved.

The budget for operational expenses remained static at the level of the previous year. However, several economies produced by the introduction of new systems, particularly the Innopac integrated library system and the Library's partnership with Blackwells, enabled some resources to be released to fund additional equipment, staff development and consumable costs.

Library Resource Allocation

In 1999, the Library Resource Allocation (LRA) was $5 400 000. This was allocated according to the recommendations of the Working Party on the Library Resource Allocation made in late 1998.

Library Resource Allocation for 1999	
Shared Costs Pool	$200 000
Cross Faculty and Trial Databases Pool	$200 000
Reference Pool	$771 156
Coursework Pool	$2 850 916
Research Pool	$1 377 928
TOTAL	$5 400 000

The Library, in consultation with academics, reviewed all current serials and reassigned them to the new fund codes. Coursework Pool funds are divided into serials and monograph portions and then subdivided into academic fund codes. Research Pool fund codes are divided into faculty shares and then subdivided by the faculty into serial monograph and document delivery fund codes. Library staff and academics in all faculties reviewed serials subscriptions especially those in the Research Pool. This resulted in some cancellations and some new orders.

The considerable effort required to change over to the new LRA system delayed the allocation of funds to fund codes. This led to the bulk of monograph orders being placed in Semester 2.

In 1999, the Library's expenditure on electronic databases and document delivery reached $1.12m (27.44%) of its total expenditure on print serials, electronic access and document delivery. The Library's target is to reach 30% by the end of 2000.

Staffing

Overview

After two years of declining numbers due to budget reductions, 1999 saw a brief respite with no budget driven staff cuts. Staffing numbers ranged from 114 FTE and 140 individuals out of term, to a high of 152.5 FTE or 215 individuals during term time. Increasingly, the Library is moving to differential staffing at peak times to ensure staff are available to meet workload demands. During the year thirty-six staff either resigned or had their fixed term appointments end. Four staff took Voluntary Early Retirement packages. There were seventeen ongoing appointments and fifty-one new fixed term appointments. Thirty-six staff were seconded into acting positions.

Salary expenditure was $6 841 039, a slight increase of 4.2% over 1998 which was partially caused by a 2.5% pay increase from 24th September. Other factors included: incremental creep, increased costs from the HECE conversions, and increased costs for the summer programs. There was further expenditure of $29 416 from income accounts and special grants which provided staffing for special projects.

Secondments and Exchanges

Library staff were active in seeking opportunities for personal and career development through external secondments and exchanges. The Library Research and Development Officer's secondment with the Information Planning Section of the Brisbane City Council ended in July. A document delivery assistant obtained a twelve month exchange with a staff member at the National Library of Wales beginning in January, and a monographs assistant obtained a secondment with the Oakey Public Library for a year. These placements lead to opportunities for other staff within the Library as resulting vacancies were filled.

Team PPr

In 1999, the Serials Section of the Library conducted the University Performance Planning and Review (PPr) program in team mode. There were several reasons for taking a team approach to PPr:

- to strengthen team interaction and communication
- to clarify goals, strategies, and targets for all team members
- to emphasise the team's performance instead of an individual's
- to promote team commitment to and acceptance of performance levels and outcomes
- to establish an open, transparent process
- to minimise anxiety caused by participating in a PPr scheme
- to provide an effective change mechanism

Staff in the Serials Section chose to continue with the team approach, and the Kelvin Grove shelving team will be moving to team PPr in 2000. Other Lending Services operations are also considering team PPr.

HECE Conversions

Early in 1999, casual staff who were doing continuing work and who had been reappointed on a regular basis for some time were offered the opportunity to become ongoing part-time staff in accordance with the provisions of the HECE award. Many staff chose the ongoing status, and it was only after transition to permanent positions that unanticipated side effects became apparent. As a result of the conversion, both Library staff and supervisors experienced significant loss of flexibility. It was no longer easy to assign extra hours to these staff, as had been done in the past, nor was it easy to alter hours worked as staff were 'locked in' to a set number of weeks and hours.

Reward and Recognition

1999 saw the second annual Reward and Recognition Awards at the Library's Christmas Party. Recipients were:

Library Management Council Award for Outstanding Client Service

- Serials Team (Donna Anthony, Susan Finamor Marina Griffith, Sonya Hansen, Christine Locke, Maryann Loneragan, Cornelia Nielsen, Donna Oakley)

Blackwell's Award for Initiative and Innovation
- Irene Ryan, Reference Librarian

Outstanding Contribution Awards

- David Knight, Lending Services
- Jon Peak, Bibliographic Services
- Gillian Harrison and Jane Turnbull, Lending Service Managers
- Pilot Team (Robyn Tweedale, Alice Steiner, Maria Thompson, Jocelyn Poirier, Stephanie Bradbury, Sue Collins, Martin Borchert, Liisa Isokangas, Peter Sondergeld, Natalie Cuffe, Peter Fell)

The Reward and Recognition program was also reviewed during the year. It was determined that the program had made a positive contribution to the work environment, although the most effective and appreciated source of recognition remains a staff member's individual supervisor. The Library's newsletter, *Linkage*, was identified as the most popular means of publicising achievements to Library staff.

Paula Callan, Reference Librarian Carseldine, won a University Outstanding Staff Contribution Award. Paula was nominated by the Faculty of Arts for her outstanding liaison skills and contribution to the Faculty's programs.

The Serials Team was awarded the Library Management Council's Award for outstanding client service.

Staff Training and Development

The staff training and development budget for 1999 divided into three broad categories:

- Strategic external representation refers to events where management nominates staff to represent the Library at major Australian and overseas conferences and seminars. Thirty-one staff attended eighteen events, four of them overseas.
- Local training consists of staff, self nominated or suggested by their supervisors, attending conferences and training activities in the Brisbane area. The Staffing Issues Committee administers the budget for this training. 133 staff attended thirty training activities.
- Consultancies are arranged when a special need for staff training or development is identified within the Library and specialised skills are required for implementation. There were five such events with 160 staff members participating.

In addition to the three categories above, money is also allocated to backfill staff or to bring staff in for extra hours in order to support specific training initiatives, eg the Library's 'Front of House' training.

The major focus of the staff training and development program in 1999 was upon specially created, intensive training sessions for specific groups of staff. These training consultancies consisted of a Reference Services Retreat and follow-up session, an Information Literacy Retreat; 'Coping With Change' training for Bibliographic Services staff as well as advanced Dewey (cataloguing) training.

QUT In-House Training

A significant amount of training for Library staff is provided within QUT. A total of 148 staff attended training offered by other sections of the University:

- Human Resources – 39 staff attended 19 events
- Information Technology Services – 60 staff attended 15 training events
- Equity Section – 38 staff attended 17 sessions
- Counselling and Health – 11 staff attended First Aid Training.

Library-based Training

In addition to on the job training and local training sessions within work units, the Library provides training to staff across all campuses. 460 staff members attended training within, or arranged by, the Library on the following topics:

- Front of House training in customer service, lending and reference services for new and returning staff – 76 staff members attended one or more sessions of the three day program.
- Information technology training – 59 staff attended eight training sessions conducted by ACE Training on various information technology topics.
- Kinetica – 67 staff members attended nine training sessions on the National Library's Kinetica system.
- INNOPAC – 65 staff attended seven training sessions on the Library's integrated system.
- *Endnote* – 39 staff attended preliminary *Endnote* training in anticipation of having an instructional role within the University for this software.
- Other training – 120 staff members attended eight training events on topics ranging from Appreciative Inquiry to the QUT Act and the QUT Code of Behaviour.
- QULOC (Queensland University Librarians Office of Cooperation) Training – 34 staff members attended training and development events organized through QULOC, both at QUT and at other universities in Southeast Queensland.

Totals

The Staff Training and Development Budget funded training attendance for 324 staff members. 148 Library staff attended training offered by various sections of QUT. 460 staff members attended further training, which did not require additional payment to external bodies or organisations. The total of 932 attendances averages out to approximately 4.3 special training or development events per staff member (individuals, not equivalents) calculated on peak staffing levels. This is in addition to activities undertaken at sectional or unit level.

Staffing Issues Committee

The Library's Staffing Issues Committee (SIC) consists of ex officio members and staff who are elected to represent their colleagues. Members of the Committee in 1999 were:

- Jess Burke (HEWA 8+)
- Rob Buzacott (Library Staffing Officer)
- Dale Clarke (HEWA 4–5)
- Rebecca Grace (Ongoing part-time and fixed term staff) until March, 1999
- Ken Hartley (HEWA 2–3)
- Anne Lawrence (Library Staff Development Officer)
- Jan Novak (Convenor)
- Peter Sondergeld (HEWA 6–7).

Major activities undertaken by the Staffing Issues Committee on behalf of Library Staff were:

- A review of the Library's Reward and Recognition scheme
- Review and revision of the Library's 'Guidelines for Responding to Difficult Clients'
- Sponsorship of major training events for special groups
- Sponsoring the development of 'Managing Upwards' training, which the Library's Staff Development Officer presented within the Library and at a QULOC Staffing Issues Working Party training session in September.

Front of House Training in customer service – 76 staff members attended one or more sessions of the three day program.

The Library worked with Information Technology Services to allow clients to use a Single-Sign On to electronic services which significantly simplifies the process of authentication for clients.

Overview

A primary focus for Library Systems Support in 1999 was to ascertain the Y2K status of all of the Library's technology, to remediate as required, and to document Y2K compliance prior to the beginning of the University technology freeze on 1 November. This was completed successfully and the Library experienced no problems with the end of year changeover.

A new activity, the Library Systems Open Forum, was introduced in 1999. The forum is a lunchtime meeting, held fortnightly at each campus alternatively, with all staff encouraged to attend. Library Systems Group staff presented a brief session on a topic of interest, but the primary purpose of the forum was to be available to answer questions on any topic relating to technology which staff may wish to ask. Feedback has been very positive and the presentations will continue in 2000.

The Library implemented links with the QUT Access Authentication system, the University's central authentication database in 1998, to allow authentication of students for access to secure Library services. During 1999, the Library worked with Information Technology Services to upgrade this service to use their Single-Sign On process. This means that once clients have authenticated on one secure web server at QUT, they do not need to re-authenticate on other secure servers within the same browser session. This significantly simplifies the process of authentication for clients.

Web Developments

The Library undertook an investigation of a thin client solution to provide access to networked Windows-based databases via the Internet. During 1999, requirements were defined and a company selected to install the system. Final stages of implementation will be completed in early 2000. This new technology will significantly expand access to these products, where licences permit, across the campuses to all labs and desktop PCs, and off-campus to students and staff via the Internet.

During 1999 a new position was created in Library Systems to assist with the development and maintenance of the Library's web services. This position has allowed for a significant increase in the development work possible in this area.

Towards the end of 1999 the Library began a project to redesign its web services. The new website will incorporate graphical elements designed for the whole Division of Information and Academic Services to ensure that we share a common "look and feel". It will also implement a completely new structure to improve access to electronic information services and information literacy material.

Hits on the Library Web Page in August 1999	
1.1 million	Web pages downloaded from library servers
56 891	Searches on the *eReserve*
75 654	Hits to the Database menu page
160 000	Searches on the Library catalogue
486 000	Catalogue records displayed
161 000	Citations and documents downloaded from ProQuest databases
15 871	Hits on ScienceDirect
1280	Full text articles downloaded from ScienceDirect

The Library web page has become an information gateway for students and staff.
In August 1999, they downloaded over 1400 web pages every hour of the day and night.

Branch Library Reports

- Carseldine Library

- Gardens Point Library

- Kelvin Grove Library

- Law Library

Carseldine Branch

1999 was very much a year of building upon and completing the developments commenced 1998, and of planning and developing new services and facilities for 2000 and beyond. In particular, the redevelopment of Level 3 office areas was completed, work on the new Information Desk commenced and plans for a training room and for the redevelopment of the Course Reserve Room were completed.

Staffing

Regretfully, Bronwyn Meikle, the Branch Library Manager was forced to take leave on health grounds. We were pleased to welcome Colleen Cleary as Acting Branch Library Manager for the year. The year also saw the retirement of Myvanwy Emery as liaison librarian for the Faculty of Business, and the appointment of Stephanie Bradbury to the position.

We were delighted to celebrate the awarding to Paula Callan of the University's Outstanding Contribution (General Staff) Award for 1999 in recognition of exceptional contribution to the University's mission and goals through outstanding achievement and innovation through service.

Facilities

Following a successful bid for an Equity Grant, CARDAX access was installed on the Level 2 (Exit) door, to enable students with disabilities independent entry via that door.

Work continued on the redevelopment of the Level 3 service areas. The new office areas were fitted out and occupied, and the new Information Desk installed.

Work also commenced on the Carseldine training room. The development of this room was planned in consultation with representatives from ITS, TALSS and Facilities Management.

Plans for the redevelopment of the Course Reserve Collection room neared completion, and an electronic security gate was purchased ready for commencement of the building work.

It is planned to officially open the new facilities at the Carseldine Library welcome back function in early 2000.

Customer Service

Liaison

Considerable changes occurred in liaison responsibilities at Carseldine, both in staffing and in the range of schools and faculties with a presence at Carseldine. In particular, teaching of Science commenced at Carseldine mid-year; Business has expanded its offerings to include a Communications major from 2000, and Information Technology will be offered from 2000.

The responsibilities of liaison librarians were adjusted to enable us to continue to offer high levels of service to the academic community.

Paula Callan was awarded a University Outstanding Contribution (General Staff) Award in recognition of her outstanding liaison service.

Orientation and Information Literacy

Carseldine branch continued its active participation in a range of information literacy and orientation programs. Liaison librarians participated with academic staff in the development of a new core unit to be undertaken by all first year Faculty of Arts students at Carseldine from Semester 1 2000. Titled *Applied Skills and Scholarship*, the unit will provide students with a solid grounding in information literacy in an applied environment. Library staff and academic staff will co-teach this unit, which represents an exciting advance in partnership between the Library and the academic community, and in bringing information literacy skills into the academic curriculum.

Orientation and library skills training were conducted for the first semester and mid-year intake of students. Liaison librarians negotiated for further assessable and non-assessable information literacy components to be incorporated into the teaching programs in schools in the Faculty of Arts.

Additional training sessions were conducted for special client groups including Jumpstart (for the School of Human Services); Net.train, Headstart and Q-Step programs. Information and training sessions were run for students and teachers from local schools.

Lending

In 1999 Lending Services experienced a marked increase, with a 5.5% rise in take-away loans, and Inter-Campus Loan (Lending) Requests increasing by 11%. Other increases of note include:

- Special Reciprocal Loan (Borrowing) – up 40%
- Special Reciprocal Loans (Lending) – up 33%
- Store requests – up 39%
- Interlibrary Loan requests – up 20%.

E-Reserve was introduced at Carseldine, and has become increasingly popular with academic staff and students.

Information Resource Management

The collection was developed to support new programs being offered at Carseldine, including Road Safety, Environmental Science (Faculty of Science); Communications (Business), Information Technology and the restructured programs offered by the School of Human Services.

Some weeding of the collection took place, particularly in the Reference Collection and parts of the Social Sciences collection. A more comprehensive weeding of the Social Sciences collection is planned for 2000.

Community Services

Library staff continued to focus on promotion of QUT in the northern region, including mounting a display and stall in a courses expo held on campus.

A number of information and training sessions were also conducted for students and staff from local high schools, as part of the Campus' Community Service initiatives.

Library staff and Academic staff will co-teach a new core unit to be undertaken by all first year Faculty of Arts students at Carseldine.

Gardens Point Branch

Overview

The Gardens Point Campus Library is continuing to address measures to provide an excellent level of service to a very large and diverse client base. The Gardens Point campus accounts for 47% of the total student load with both a large undergraduate population and very strong areas of research across the faculties.

This situation means that effective facilities and resources are needed for the undergraduate population as well as balancing the need to meet the research needs of staff and postgraduate students. These challenges have to be met within a tight financial situation.

Information Resource Management

Collection Use

In 1999, 291 705 items were borrowed from the Gardens Point collection (7% increase over the previous year). There was a significant peak load period in semester one, which caused some strain on service delivery. Items shelved increased by 7% to 666 945.

The key areas addressed in improving the use of, and access to the collection included marked improvement in shelving turnaround time and the development of a planned approach to moving material more efficiently through all of the loan processes.

Seven day loans accounted for about 26% of all material borrowed. This short loan facility has continued to support the needs of large class sizes in various undergraduate programs.

Document Delivery

The Document Delivery section processed 8776 requests from QUT researchers to borrow material and 9286 requests for loans from our collection. The web-based Electronic Document Request Service is now in use by the majority of researchers.

The British Library web service *Inside* was trialled with the Faculty of Science to provide direct document delivery services. The take-up of this service was very positively received by the Faculty. In 2000 the use of *Inside* will be extended to all faculties within QUT.

Collection Management

Several major activities occurred in 1999:

- A full stocktake of the collection was completed.
- Significant serial cancellation projects were initiated with the Faculties of Science, Business and Built Environment & Engineering. These were in response to serial price increases and fluctuations in the Australian dollar.
- Several new full-text database products particularly relevant to Gardens Point were added to the collection, including ScienceDirect and EBSCO Business Source Elite.
- Conspectus analyses of the collection in the areas of architecture and information security were conducted. These analyses have contributed to the development of plans to ensure the collection meets the teaching and research needs for these areas.
- 100% of required reading list material was purchased.
- Faculty-level information resource plans were developed to provide the basis for Library resource allocation. These gave an excellent insight to collection development requirements. They will be followed in 2000 with School-level plans.

Liaison

The work of the liaison librarians continued to provide our strongest linking mechanisms to the campus faculties. While there were major Library staff changes during 1999, an excellent level of service was provided.

There was increased involvement of the liaison librarians at the faculty level with all liaison teams taking part in Faculty meetings, retreats and specific activities such as seminars and displays. These included the Dean's Scholars program in Science, a number of major presentations (Science Train) and the Research Development seminar in the Faculty of Business.

The librarians were directly involved in 1999 in the management of the school funds for coursework students. Their direct knowledge of the collection and the areas needing development has led to a much improved approach to the resourcing for coursework students.

Facilities

The major renovation work on the surrounding areas of the Gardens Point Library was completed during Semester 1, 1999. This has placed the Library within a very functional precinct within the campus.

Further refurbishment was carried out on the entry level – a student communication area was developed with e-mail terminals, a wide range of information brochures and a more relaxed seating environment was provided.

In 2000 major work will be carried out on Level 2 to create a large student laboratory including about 400 PCs and a 24-hour computer laboratory. This area will give students direct access to the Information Desk and the Student Computing Help Desk. Additional work will be carried out on Level 7 to expand the facilities to make a larger and more comprehensive Researchers' Centre.

During 1999, 1 276 349 people entered the Gardens Point Library and 291 705 items were borrowed.

Kelvin Grove Branch

Information Resource Management

Changes to the management of the Library resource allocation saw increased involvement by the branch library manager and liaison librarians in the administration of these funds. Detailed information resource plans for each faculty or faculty area on the campus were developed for the first time. Whilst this process resulted in a more focused collection development strategy overall, particular attention was paid to the upgrading of the following areas:

- Curriculum Collection – the area of the collection which supports the practical components of teacher education.
- Academy of Arts, in particular the CD collection supporting Music, and resources to support the new Communication Design teaching strand.

The management of the collection to ensure that sufficient copies of reading list titles are reasonably accessible to on- and off-campus students continues to be a major focus for liaison librarians working closely with lending services staff.

Facilities and Equipment

The shelving team undertook the mammoth task of respacing the collection following the 1998 review of the collection. Space is now available in high growth areas of the collection to accommodate expansion for the immediate future.

The Library computer laboratory was refitted with 16 new multifunction PC's late in the year. Three standalones were also purchased and are ready for installation.

Electronic Information Services

InfoQuest

Liaison librarians continued to work with colleagues from Griffith University to develop the InfoQuest subject gateway service. Substantial growth in all subject areas was achieved.

Full text databases

Trials of Science Direct, Education Complete, Professional Development Collection and E★Subscribe were conducted and it is anticipated that as on- and off-campus clients become more aware of these full text services usage will increase. There is particular interest in the E★Subscribe service which aims to substantially replace the ongoing microfiche component of the ERIC service.

Electronic Reserve

Lecturer and student use of the Library's electronic reserve service continued to grow during 1999, with a 39% growth in the number of files placed on the service in Semester 2, 1999 over the same period in 1998.

External Library Services

1999 saw the introduction of an External Students Orientation Program initiated by Kelvin Grove Campus Library and delivered as a Division of Information and Academic Services' program. The first program on Saturday, 1 March was a one-day program with 120 registrations for a variety of plenary and workshop sessions covering a range of information giving and skills development areas. In response to evaluation of this program, a second extended program was offered to external and part-time students over two days of the weekend of 31 July – 1 August. 150 registrations were received.

A review of the Subject Search Service was undertaken with the view of encouraging more independent information seeking skills in postgraduate external students. The changes in this service together with changes in overall loans policies necessitated a review of the *External Library Guide* for 2000.

Information Literacy

Liaison librarians continued to offer both generic and school-specific information literacy classes at the beginning of semester, and lunchtime sessions of specific electronic information services throughout the semester. Extended promotion of these activities throughout the year resulted in increased attendance.

Branch staff were actively involved in the development of PILOT, the Library's web based information literacy program, and in the Teaching & Learning Support Services' TECHLIT (Technology Literacy) program.

Work begun in 1998 on the development of Unit Resource Pages to support online units in the School of Early Childhood continued in 1999, and extended to Library involvement in the development of a School Based Course improvement project focusing on developing generic skills of students including information literacy skills.

Usage Patterns

1999 saw some variations in usage patterns of the Library, with slightly fewer queries to the Information Desk and Loans. This change is most likely due to an increased uptake of technology-based information access services. Staff report a change in the nature of queries coming from both on- and off-campus students. Increasingly, students are asking questions which have their basis in how to access and manipulate the increasing number of electronic information services.

Students enthusiastically embraced the newly introduced online Hold function in the Library's catalogue, resulting in a 27% growth in demand over 1998 in the number of titles supplied to other branch libraries from KG Library. Similarly, special reciprocal borrower requests from Griffith University supplied from Kelvin Grove increased by 44% over 1999. Inter Library Loan requests to Kelvin Grove increased by 7%, whilst Kelvin Grove requests to other libraries fell by 8%. These figures are an indicator that

Detailed Information Resource Plans for each faculty or faculty area on the campus were developed resulting in a more focused collection development strategy overall.

collection development in recent years has been targeting the campus teaching and research needs reasonably effectively.

Law Library

Teaching and Learning

The Law Library continues to support the strategic teaching and learning goals of the Faculty of Law. In 1999 this manifested in the following projects:

- Providing library training sessions to Q-Step students involved in the joint Griffith University/ QUT bridging program;
- Collaborating in the delivery of electronic legal database skills training to fourth year LWB434 students;
- Involvement in the review of the LLB program to integrate generic capabilities throughout the degree;
- Providing an external library service to Faculty of Law external students;
- Selecting free legal internet resourxces to enrich online offerings at the postgraduate and undergraduate level;
- Supporting and providing input into a policy and procedures manual for new staff joining the Law School;
- Presenting a proposal on how the Law Library could assist with Justice Studies integration;
- Assisting with the creation of cOLT units by locating URLs for cases and legislation referred to in lecture materials. The Assistant Dean Teaching and Learning, and Law Library Manager have overseen this project which will probably become routinised in the future.
- In response to a request from the Assistant Dean Teaching and Learning, working with Faculty staff on a submission to create a Law Faculty/Law Library Research web page which could be linked to by all, or any other law cOLT units. The project is likely to be finalised early in 2000.

The Law Library was the site chosen by the Division to trial remote docking facilities for laptops, known as 'Plug and Play'.

Research

- Law Library staff provided one-on-one training to international postgraduate students.
- The Faculty provided funding for Room 520 in the Law Library to be refurbished and allocated to the sole use of international postgraduate law students.

Information Resources Management and Services

In September 1999 the Law Library supported the *LEXIS.com* trial by ensuring that academics were aware of its existence and encouraged in its use. In Semester 2, QUT Law Library undertook a trial of LBC online which provided access to a number of Law Book Company products available via the internet. The trial was very positively received by students and staff.

The Reference Librarian (Collections) completed a Library Impact Statement (LIS) for the new Legal Practice offering for 2000. This document provided some valuable information about the collection including ideas for some useful strategic directions for the Legal Practice Library.

The QUT Law Library external student service continued to grow. The graph below charts its growth in terms of clients' requests over the three years of its existence.

This chart reflects a big increase in 1998 over 1997 as the service was extended to include postgraduates in that year. The difference between 1998 and 1999 is less substantial. Demand has been such that service delivery has been extended to include the Summer Program.
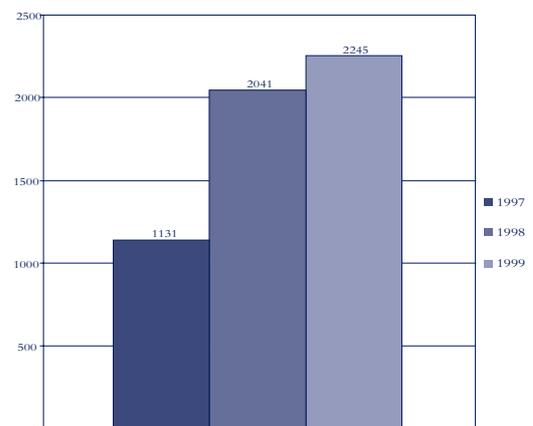
Law External Library Service
Number of requests – 1997, 1998, 1999.

The graph opposite tracks peak periods of service provision.

Loans

Law Library clients do not rely heavily on borrowing library books as a great proportion of the material is not for loan and has to be used on site. Furthermore, set texts are available to students within the Library.

This has the interesting result that, while the collection does not "circulate" heavily in terms of being borrowed, it certainly is heavily used.

Staffing

In May 1999, the Deputy Law Library Manager was seconded to the position of Manager, Serials Section.

Additional funding was provided for the January, February and December 1999 summer semesters. This enabled the Law Library to open until 10.00 pm two nights of the week, and to open on Saturday and Sunday.

Additional funds were made available to the Law Library to replace a staff member seconded to undertake resource selection and identification for the coordinated online teaching (cOLT) units the Faculty was preparing during 1999.

Information Technology Infrastructure

The Law Library was the site chosen by the Division to trial remote docking facilities for laptops. This was known as the *Plug and Play* project. This project is likely to result in similar facilities being introduced in other divisional facilities.

Community Service

On Friday 12 November, the Industrial Moot Court in the Law Library was officially declared open by Mr David Hall, President, Industrial Court of Queensland. This Moot Court Room includes furniture sourced from early Queensland court rooms.

Library tours and introductory legal research talks were provided to local high school year 11 students. In 1999 these included Rosewood State High School and Chisholm Catholic College.
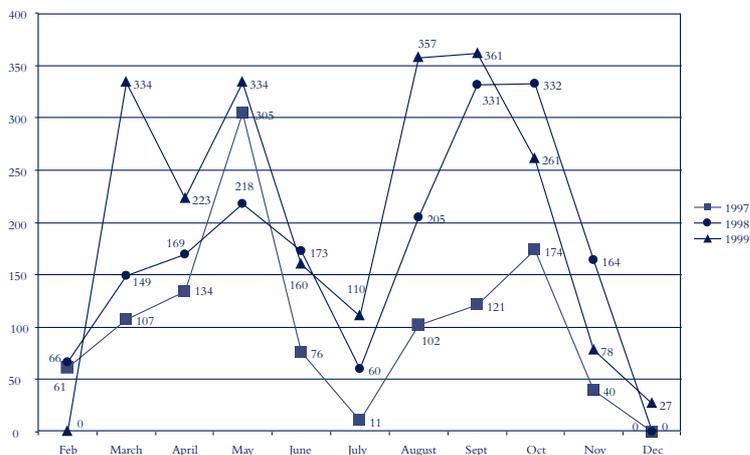
Law External Library Service
Number of requests – 1997, 1998, 1999

Legal research training was provided to solicitors from the Criminal Justice Commission in July.

In August, the Law Library Manager attended the *8th Asia and Pacific Specials Conference* in Hobart where she presented a paper on copyright law and electronic databases of legal materials.

The Law Library continued its participation in the Bar Practice course conducted at QUT by providing database training to the readers in both June and December of 1999.

Divisional Liaison

On Tuesday, 20 April the Divisional Liaison Team for Law conducted an EXPO of divisional services in Level 7, C Block Common Room of the Faculty of Law. All Law Library liaison librarians were actively involved in this event which was very well received.

The Industrial Moot Court in the Law Library was officially declared open by Mr David Hall, President, Industrial Court of Queensland.

Appendices

Appendix 1

Senior Library Staff 1999

DIRECTOR, LIBRARY SERVICES

G M Austen, BA(Hons) *Melb*, DipLib *Canb*, MBA *Qld*, ALIA, AIMM

ASSOCIATE DIRECTOR, LIBRARY SERVICES (DEVELOPMENT)

J Novak, BA *Indiana*, GDipLIbSc *WAIT*, AALIA

ASSOCIATE DIRECTOR, LIBRARY SERVICES (INFORMATION RESOURCES)

C Young, BA *Qld*, AALIA

ASSISTANT DIRECTOR, LIBRARY SERVICES (SYSTEMS)

W Fraser, BSc *Qld*, MACS

MANAGER, BIBLIOGRAPHIC SERVICES SECTION

E A Huthwaite, BA *Qld*, DipEd *Armidale CAE*, GDipLibSc *QIT*, MAppSci(Info Stud) *CSU*, AALIA

MANAGER, SERIALS SECTION

C Cleary, BA *ANU*, GDipEd *CCAE*, GDipLibSc *QIT*, AALIA

BRANCH LIBRARY MANAGERS

Carseldine

B Meikle, BEd *BCAE*, GDipTLib *BCAE* (until May)

Gardens Point

R Smith, BA *Qld*, GDipMgt *Capricornia*, MBA *UCCQ*, AALIA

Kelvin Grove

J McCarthy, BA *Qld*, GDip Lib *NSW*, AALIA

Law Library

C Crawford, BA *Qld*, LLB *Qld*, LLM *QUT*

Appendix 2

Staff Membership of University and Faculty Committees

GAYNOR AUSTEN	QUT Equity Board (Chair)
	Division of Information and Academic Services Advisory Committee
COLIN BAIN	Faculty of Business Academic Board
	Division of Information and Academic Services Equity Committee
PAULA CALLAN	Faculty of Arts Teaching and Learning Committee
	Faculty of Arts Curriculum Committee
	School of Humanities Research and Postgraduate Studies Committee
	School of Humanities Teaching and Learning Committee
CATHERINE CRAWFORD	Faculty of Law Academic Board
	Faculty of Law Teaching, Learning and Curriculum Committee
	Faculty of Law Research Committee
	Law School Undergraduate Staff/Student Liaison Committee
GRAHAM DAWSON	University Council
LYNN EVANS	Faculty of Health Teaching & Learning Committee
	(alternately with Ms Graham)
BARB EWERS	QUT Community Service Advisory Committee
	University Course and Careers Day Committee
	QUT Orientation Committee
WARREN FRASER	Senior Faculty Computer Systems Officer Forum
ANN-MAREE GRAHAM	Faculty of Health Teaching & Learning Committee
LIISA ISOKANGAS	Bachelor of Education (Preservice) Course Coordination Committee
	Master of Education (Research) Course Coordination Committee
	Faculty of Education's Master of Education Course
	Coordination Committee (visiting member)
JENNY McCARTHY	Faculty of Education Academic Board
	Faculty of Education Teaching and Learning Committee
	Faculty of Health Teaching and Learning Committee
BRONWYN MEIKLE	University Health and Safety Committee
	Faculty of Arts Academic Board
JAN NOVAK	QUT Professional Development Program (General Staff)
JUDY PEACOCK	QUT Orientation Committee
	DIAS Literacies Working Party
ROBYN SMITH	Faculty of Science Academic Board
ROBYN TWEEDALE	Faculty of Information Technology Teaching and Learning Committee
	Information Systems Management Research Centre Colloquia

Appendix 3

Presentations and Publications by Library Staff in 1999

NATALIE CUFFE

"Information and information technology use in undergraduate legal education", Fourth National Information Literacy Conference 1999, *Concept, Challenge, Conundrum: From Library Skills to Information Literacy* (University of South Australia City West Campus, Adelaide, 3–5 December, 1999)

SARAH FREDLINE and
BRIAN REIS

"InfoQuest: Collaborative Development of a Subject Resource Gateway", EDUCAUSE in Australasia Conference (Sydney, 18-21 April 1999)

"InfoQuest: Collaborative Development of a Subject Resource Gateway" in *The New Review of Information Networking* Volume 5, 1999.

ANN HUTHWAITE

Opening address. 13th National Cataloguing Conference, Charting the Information Universe (Brisbane, 13-15 October 1999:)

"Professional Activities and Opportunities". Presentation given to library science students in School of Information Systems, QUT (Brisbane, 24 August 1999)

JUDITH PEACOCK

"From Trainers to Educators: Librarians and the challenge of change", Fourth National Information Literacy Conference *Concept, Challenge, Conundrum: From Library Skills to Information Literacy* (University of South Australia, City West Campus, Adelaide, 3-4 December 1999)

"Overview of Information Literacy theory and practice at QUT Library: Experiences from the field", Information Literacy Seminar (Southbank TAFE Library, Brisbane, 23 July 1999)

"Characteristics of employees: What employers are looking for in new graduates", Presentation at ALIA Recruitment evening (Brisbane, 22 March 1999)

CAROLYN YOUNG

"Budgeting in Libraries", presentation to librarianship students at QUT School of Information Systems (Brisbane, July 1999)

"Electronic Journal Publishing", presentation to librarianship students at Charles Sturt University (Bathurst, April 1999)

"Electronic Journal Publishing", presentation to TAFE Librarians Continuing Education Program, (Brisbane, 14 September 1999)

Appendix 4

Offices Held by Library Staff in Professional Organisations

GAYNOR AUSTEN	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
CATHERINE CRAWFORD	Joint Editor Australian Law Librarian
NATALIE CUFFE	Member of Editorial Committee Australian Law Librarian
ANN HUTHWAITE	President Joint Steering Committee for the Revision of Anglo American Cataloguing Rules
	President, Cataloguing Section (Qld Group) Australian Library and Information Association
	Member Australian Committee on Cataloguing
JENNY McCARTHY	Board Member, Board of Education, Australian Library and Information Association
ALICE STEINER	Member of the National Executive Art Libraries Society Australia and New Zealand
ROBYN TWEEDALE	Secretary, Qld Branch Australian Library and Information Association, Qld Branch
CAROLYN YOUNG	Treasurer and Immediate Past President Australian Library and Information Association, Qld Branch
	General Councillor Australian Library and Information Association

Appendix 5

QUT Library Organisational Chart

Library Organisational Chart – Reporting Structure

Director
Library
Services

Secretarial Support
Community Services
Librarian

Associate Director
Library Services
(Development)

Information Literacy Coordinator
Staffing Officer
Research and Development Officer
Staff Development Officer

Branch Library Managers

Carseldine

Gardens
Point

Kelvin
Grove

Law
Library

Associate Director
Library Services
(Systems)

Associate Director
Library Services
(Information Resources)

Lending
Services
Coordinator

Manager
Serials
Section

Manager
Bibliographic
Services