

QUEENSLAND UNIVERSITY OF TECHNOLOGY

LIBRARY

ANNUAL REPORT 2002

research
teaching and learning
service
partner
search
client

books
journal
library
information
database
knowl



Library



QUT Library Annual Report 2002

Brisbane: Queensland University of Technology Library, 2003.
ISSN 0819-209X

Table of Contents

Highlights for 2002.....	2	Branch Library Reports	25
QUT's Mission and Goals	4	Caboolture Community Campus	
QUT Library's Vision.....	4	Library	25
Client Charter Report.....	5	Carseldine Branch Library	26
Service Goals and Achievements	5	Gardens Point Branch Library.....	28
Teaching and Learning.....	7	Kelvin Grove Branch Library.....	29
Information Resource Management	7	Law Library.....	31
Information Literacy	8	Appendices	32
Undergraduate Facilities.	10	Appendix 1: Senior Staff.....	32
First-Year Experience	10	Appendix 2: Members of the Library	
Research.....	11	Planning Forum	33
Addressing Research Needs.....	11	Appendix 3: Papers and Presentations	
Information Literacy	12	by QUT Library Staff in 2002	34
Community Services	13	Appendix 4: Library Staff Membership	
International Endeavours.....	13	of University Committees	35
National Endeavours	15	Appendix 5: Membership of Professional	
Local Activities	15	Organisations	36
Resources – Planning and Funding.....	17	Appendix 6: Australian and International	
Strategic Planning	17	Visitors to QUT Library.	37
Promotion and Communication.....	17	Appendix 7: Library Organisational	
Research and Development.....	18	Chart – Reporting Structure	38
Facilities Planning.....	19	Appendix 8: Library Operational Chart	39
Counter Disaster Planning.....	20		
Budget	20		
Resources – Staffing	22		
Staff Profile	22		
Reward and Recognition	22		
Staff Training and Development	23		
Resources – Technology Infrastructure	24		
Web Developments	24		
Single Search Interface and Reference			
Linking Solution	24		
Thin Client Technology.....	24		
Integrated Library Management System....	24		

Highlights for 2002

Welcome to QUT Library's 2002 Annual Report

This report reviews our challenges and successes in 2002, a very eventful year for QUT Library. Contributing to our success in delivering high-quality information resources and services to the University community, we had a particularly strong focus on electronic delivery of resources and liaison with clients. These and other major endeavours are discussed in this report. Some highlights include:

Electronic Delivery of Resources

- 2002 was the first full year of operation for QUT Library's Course Materials Database (CMD). There were 2.4 million requests for documents on the site, and over 6000 new documents added.
- The Library's web site was totally redesigned to incorporate feedback from students and staff, and to follow QUT guidelines on accessibility for users with a disability.
- Focused on continued expansion of the range of full-text electronic journals and indexing and abstracting services, most notably the subscription to ISI's *Web of Science* database.
- Funding the refreshment of the constantly increasing amount of technology provided for client use continues to be difficult for the University. After a trial of thin client technology in 2001, the Library decided to replace all of its publicly available computers with thin client devices.

Liaison with Clients

- Liaison librarians continue to perform a key role by being the personal face of the Library for academics and postgraduates. Library staff, and in particular liaison librarians for the Faculties of Science, Business, Health and Education, were involved in information literacy projects, such as the Faculty of Science Large Teaching and Learning Grant, 'Enhancing the Development of Information Literacy in Science'.

Information Literacy

- Developed online versions of information literacy courses such as the Advanced Information Retrieval Skills course.

Research

- The Library explored the information needs of QUT researchers, and how it satisfies these needs. Information achieved through focus groups was used to develop a strategic plan for library support for researchers and research students for 2003–2006.

Caboolture Community Campus Library

- 2002 saw the commencement of library services for the Caboolture Community Campus, a joint venture between QUT, Brisbane and North Point Institute of TAFE, and the Caboolture Shire Council.
- In July, representatives from the joint library service undertook a study visit to the Rockingham Regional Campus Community Library in Western Australia, to look at a purpose-built three-partner library, and to investigate its development and operational structure.

International Activities

- Director, Gaynor Austen, accepted an invitation to be Second Vice-President on the Board of the International Association of Technological University Libraries.
- Information Literacy Coordinator, Judith Peacock, was invited to undertake a lecture tour of several Canadian university libraries to compare initiatives of QUT Library with those of North American institutions.
- Twenty visitors from nine countries visited QUT Library to learn more about the Library's information literacy initiatives, as well as the staff development program, the Course Materials Database and quality management strategies.

Community Service

- *Outreach 2002* was a collaborative project in which staff from QUT Library and MacGregor State High School sought to align tertiary and secondary understandings of information literacy.

Facilities Planning

- New facilities were provided at the Kelvin Grove Branch Library including two group computer rooms and wireless technology, which provides network access in the Library to increasing numbers of laptop computer owners.
- Library management has drawn the University's attention to increasingly overcrowded conditions in Kelvin Grove Branch Library, which requires more seating and book stack space. This problem will be magnified when the Creative Industries Faculty collections are relocated to the Kelvin Grove campus from the commencement of 2004.
- The Library's Counter Disaster Group provided a full-day hands-on training program for senior Library management and Lending Services supervisors. The intensive training raised awareness of the importance of disaster recovery procedures.

Resources – Planning and Funding

- From 2002, the Library's quality initiatives and strategic planning activities will be based on the Balanced Scorecard framework and its four perspectives – Clients, Internal Processes, Learning and Growth, and Financial.
- An activity-based costing exercise profiled the costs associated with the delivery of each Library service.

Running Costs and Resource Allocation

- A major staffing initiative was the conversion of 67 casual staff roles into 25 ongoing positions as required under the University's Enterprise Bargaining Agreement for General Staff.
- The Library's running expense budget of \$825 000 has been static for a number of years. The Library has regularly reviewed and streamlined processes to remain within budget, including a close examination of all Library print publications, with a view to converting information access wherever possible to web-based format.
- The year 2002 was an extraordinarily difficult one for managing the Library Resource Allocation, which remained at the 2001 figure of \$6 million. A major cancellation of \$400 000 in serials subscriptions was required. Approximately 750 serial titles were cancelled. Of even more concern for University learning and research was the continuing decline in monograph purchasing caused by budget restrictions. As increased percentages of the Library Resource Allocation are required to maintain serial and database holdings, the number of monographs acquired per annum in the last five years has declined from 37 000 to 20 000. This is particularly affecting undergraduate teaching and those disciplines for which research monographs still form an important resource.

Carolyn Young
Acting Director, Library Services



Carolyn Young.



QUT's Mission and Goals

This report has been developed in line with the Queensland University of Technology's (QUT) mission, goals and University strategic plans.

QUT's mission is to bring to the community the benefits of teaching, research, technology and service. Goals relate to the areas of **Teaching and Learning**, **Research** and **Community Service**. This provides a framework for planning at all levels of the Library.

QUT Library's Vision

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 to strengthen its commitment to client-focused services and to continuous improvement. This will be achieved through monitoring and improving service levels as defined within the Library's Client Charter. The Library will also seek to collaborate with other areas of the Division of Information and Academic Services (DIAS) to provide seamless interfaces to service delivery.

Client Charter Report

The Library's Client Charter describes the standards of service that the Library aims to provide for its clients and the ways in which the Library and its clients might work together to ensure that clients are able to achieve their learning, teaching and research goals. Through the service goals set in the Client Charter the Library aims to provide clients with easy and reliable access to information resources all year round. The Library measures its performance against its achievement of the target.

The continuation of the peak loads strategy in 2002 saw more improvements in meeting our client service targets. The peak loads strategy entails closely monitoring client demand and work performance to identify when additional staffing resources or new processes are needed to meet performance targets.

Service Goals and Achievements

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

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

Library staff obtain reading lists and projected student enrolments from faculties so that multiple copies of recommended readings can be ordered and available at the beginning of each semester. High-demand materials are placed in Course Reserve or on seven-day loans. The Course Materials Database (CMD) provides electronic access to course readings for some units. Liaison librarians monitor the hold reports from the library catalogue to inform ongoing collection development.

The methodology used by the Library to measure the availability of materials at the time they are sought is no longer valid given the availability in electronic format of an increasing volume of information resources. Development of a new methodology is planned in 2003.

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

Thirty-five per cent of new materials were available within three weeks of receipt. The remaining items were available within four to seven weeks. During 2002 the Library made a conscious decision to give priority to processing heavily used CMD items over the processing of books and AV materials, on the basis that CMD material was likely to be more in demand than incoming books and AV.

Procedures exist to enable urgent titles to be processed on arrival so that high-demand reading list monographs are dealt with quickly.

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

In 2002, 96 per cent of materials were shelved within two days. This was a very satisfying result as the achievement of this target is a significant challenge for the Library, and one which has been given a high priority in recent years.



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

Book titles were placed in reserve collections within the three-day target. Course readings were usually available via the CMD within five days, although this was longer in peak times. More than 6770 items were added to the CMD in 2002 and more than half of these were received for processing in the first three weeks of each semester.

Due to the need for significant quality control and copyright compliance checks, plus the volume of requests at the beginning of each semester, the Library has revised its target for processing CMD material to four days. It will continue to train extra staff in CMD processing to meet the demands of peak periods and aims to reduce turnaround times in 2003.

Intercampus loan requests for books were processed by all branches within the three-day target. Sixty-five per cent of requests for photocopies of journal articles were supplied within the three-day target. Workflows and staff allocation to improve this service are being examined for 2003.

Goal: Provide services to enable you to access materials effectively.

Target: An information desk which is staffed during the majority of hours the Library is open.

The information desks were staffed for all hours the Library was open. The Library also introduced a web-based email reference service in 2002.

Target: Electronic information services supported by information desk staff who will assist with search strategies.

This target has been achieved.

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

This target has been achieved.

Goal: Provide facilities for the use of materials.

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

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



*Number of people entering libraries:
2 606 370 (8 per cent increase)*

Teaching and Learning

In 2002, about 88 per cent of the student cohort were undergraduates, presenting the Library with a range of challenges to meet their increasing and diverse needs. The Library's focus was on information management processes directed at maximising student access to resources, an expanded information literacy program and improvements in infrastructure in branch libraries.

Information Resource Management

In 2002, the QUT Library continued to focus on its aim to integrate our virtual and physical infrastructure to help support the learning experiences of our students. Along with adding further key full-text electronic products and expanding the Course Materials Database (CMD), the Library has, within a restricted budget, continued to focus on providing monographs for undergraduates as well as improving access to computer facilities within our buildings.

Library's Web Site

The Library's web site was totally redesigned during 2002 with the new site launched in December. The redesign aimed to incorporate feedback from students and staff, as well as QUT's new web template and accessibility guidelines. The result is a more modern, usable and intuitive site, designed for regular users. The web site has increased emphasis on teaching support, information literacy, the Ask a Librarian virtual reference service, and context-specific help.

It is the University's information gateway to international research literature, and provides information to guide QUT students and staff on using information for study and research, and on using QUT Library services and resources.

Hits to home page: 2 000 000+
Hits site wide: 6 650 000
(11 per cent increase)

Course Materials Database

QUT Library's Course Materials Database (CMD), an innovation unique in Australia that was launched late in 2001, was embraced by staff and students in Semester 1 2002. Lecturers added over 6000 new documents to the database, which students accessed more than two million times. Containing readings from book chapters and articles, lecture notes and past exam papers, all in digitised form, the CMD offers students immediate access to course materials from the convenience of their own computers.

The innovative design and client service was recognised when the CMD Operational Team won a University Outstanding Contribution Award (General Staff) this year.

Professor Bill Duncan, Assistant Dean (Post Graduate Studies), Faculty of Law, commented that the CMD put the faculty ahead of its competitors and had elicited very favourable feedback from students.

The popularity of the CMD, as well as the need for significant quality control and copyright compliance checks, caused a new and high workload for the Library's Resources Services and Lending Service staff. However, by Semester 2, staff had improved turnaround times for new requests to four days through the application of peak loads strategies and streamlined workflows.

'In the benchmarking we have done on this with other Australian university libraries, the CMD was the most advanced and elegant product we had seen.'

Alex Byrne, University Librarian,
University of Technology Sydney



The CMD Operational Team (left to right) Colleen Cleary, Mike Lean, Judy Stokker, Sarah Fredline and Wendy Harper with their award.

Number of documents: 14 680
Number added in 2002: 6775
Number of requests for documents: 2 446 000



QUT Library's web site.

Session	Car	GP	KG	Law	QUT
This year	4974	14 330	6468	2781	28 553
Last year	3467	12 125	5836	2734	24 162
% change	43.5%	18.2%	10.8%	1.7%	18.2%

Table 1

General information literacy: session attendances.

Information Literacy

In 2002, QUT Library again directed much attention and considerable resources towards information literacy initiatives and programs within the University. Efforts were focussed on strengthening intra-curricula, inter-curricula and extra-curricula strategies for learning, and improving the information literacy skills of the QUT community. A number of significant products and outcomes were achieved as a result, and the increasing willingness of faculties to engage in information literacy-related initiatives and activities and embed information literacy into the curricula is testimony to the ongoing success of the Library in this area. Much of the progress made in this area directly related to the use of QUT's *Information Literacy Framework and Syllabus (ILF&S)* and the *Australian Information Literacy Standards* in building information literacy skills profiles across a course or set of units of study.

Noteworthy Initiatives

Faculty of Science Large Teaching and Learning Grant – 'Enhancing the Development of Information Literacy in Science': the first year of this two-year project engaged approximately 25 academic staff across seven subject teams, the Science Liaison Librarians and the Information Literacy Coordinator, in a process of comprehensive curricula profiling and assessment reform. The project is being funded by a central teaching and learning grant of \$150 000, and will be completed in 2003.



Faculty of Science Large Teaching and Learning Grant Project Directors (left to right) Duncan Nulty, Judith Peacock and Noel Meyers.

Faculty of Business first-year core units mapping project: this project aims to develop a mechanism by which information literacy skills can be easily and comprehensively mapped across the new core units in the undergraduate business course. In partnership with the Business Liaison Librarians, the faculty's Instructional Designer created a tool which allows librarians and academics to electronically record and report actual and expected skills development. The Business Liaison Librarians will be testing the instrument throughout January 2003, after which

time it is anticipated that the database and process can be readily transferred to other faculties.

Faculty of Health: the School of Nursing was awarded a Small Teaching and Learning Grant, titled *Building generic skills into undergraduate course IL Standards using the IL Syllabus*, with the object of mapping information skills across the nursing course (to continue into 2003). The Health Liaison Librarians and the Information Literacy Coordinator also conducted a presentation and workshop on information literacy curriculum mapping and analysis to the teaching staff of the School of Public Health and to the Human Movements teaching staff at their annual retreat.

Faculty of Education: the Education Liaison Librarians undertook a number of initiatives throughout the year specifically aimed at embedding information literacy into the new Bachelor of Education course and strengthening the information skills integrity of the assessment, including (i) the successful application for an *Education Faculty Strategic Initiative* grant to develop an information literacy tutorial for multi-modal learning and (ii) mapping the new curriculum content and assessment against the *Information Literacy Standards*.

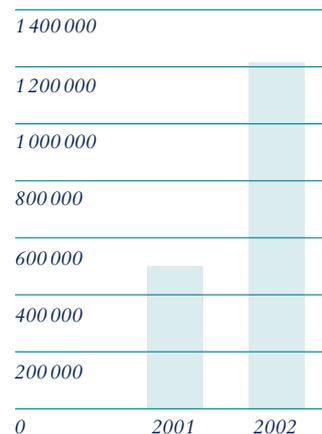
Information Literacy Online

PILOT: Your Information Navigator

PILOT underwent a number of minor enhancements in 2002 relating to pre- and post-test functionality. Diagnostic pre-tests were developed for the eight modules, designed to enable students to gauge prior knowledge before undertaking each module. Each pre-test consists of five multiple-choice questions; on completion, students are directed to complete

Graph 1

Information literacy self-conducted programs: PILOT pages served



the module or progress to the final exercises. The post-test enhancements consisted of the development of eight post-test assessment items for the PILOT modules. These post-tests take the form of multiple-choice questions using QUT's Online Learning and Teaching (OLT) Multiple Choice Quiz (MCQ) software as the technological platform. As a result of this functionality, assessment, marking and reporting of results directly into the student system occurs automatically and requires no staff intervention. This enhancement ensures that independent percentage weightings for discrete information literacy content via PILOT can now become a viable option for academic teaching staff, in addition to that which is desirably embedded and measured as part of student assessment.

Online Learning and Teaching Resources

In 2002, the Library established two generic unit pages on the Online Learning and Teaching (OLT) system, designed to complement the work of the Library and support student learning of information skills. *LIB101* allows librarians to utilise several features of OLT for development and implementation of information literacy-related learning activities, such as MCQ software, discussion forums and chat facilities; all teaching librarians can add material to the site as required. *LIB102* has been designed as a companion site to the Library's public EndNote site (see www.library.qut.edu.au/endnote) and allows students secure access to software, personalised assistance, and up-to-date information regarding the technical and functional aspects of the software. *LIB101* and *LIB102* join with the OLT pages of Advanced Information Retrieval Skills (AIRS) and the Law Library to form a suite of four resources for students.

New Information Literacy Web Site

As part of the Library web site development process, the former eLearn web site underwent substantial redevelopment. Improvements entailed conceptual, textual and navigational modifications, including:

- client-specific 'doorways' – sections for students, academics and visitors which contain information directly pertaining to their specific needs and interests;
- a new and improved program finder and automated registration system;
- emphasis on the teaching and learning applications of information literacy with a focus on academics;
- the 'floating' of tools, such as the information literacy framework and syllabus (ILF&S), to more prominent levels in the structure;
- an improved ILF&S structure, and specifically, a more functional syllabus;
- up-to-date reports and statistics;
- an improved annotated bibliography; and
- a comprehensive staff research and publications section.

Other Information Literacy Projects and Initiatives

To ensure quality teaching and learning outcomes, the Library also undertook a number of related information literacy projects, including streaming technologies and communication and coordination strategies.

Streaming Technologies

In collaboration with Library Systems, the liaison librarians and the AIRS Librarian investigated ways in which the Library could maximise a number of video streaming products recently available to QUT. Web cams and video streaming software were installed on staff computers for testing and development, and Library Systems conducted a series of road shows to demonstrate functionality of the products to the teaching librarians. It is hoped that this technology will open up new methods of facilitating information literacy learning, support and development in 2003.

Communication and Coordination Strategies

The Library continued to utilise a wide range of strategies to ensure clear communication, maximise teamwork and achieve stated outcomes, such as:

- The Information Literacy Advisory Team: responsible for intra-branch coordination of the generic program and general overseeing of Library-wide information literacy projects and tasks;
- *InfoLit News*: a bi-monthly newsletter containing updates and information on QUT, state, national and international information literacy-related initiatives, resources and events;
- qut.info-lit: internal University discussion list to facilitate rapid and comprehensive dissemination of information to staff; and
- The EndNote Advisory Group: responsible for the coordination and development of the Library's EndNote course and teaching and learning resources.

Undergraduate Facilities

Usage of library buildings and physical collections by students clearly supports the Library's belief that it is a core focus in the undergraduate experience. In 2002, 2 606 370 people entered our branch libraries and borrowed 811 290 items.

New facilities were provided at the Kelvin Grove Branch Library including two group computer rooms. These have proved extremely popular and are clearly meeting students' needs for a place on campus for group work.

Wireless technology has been installed in the Kelvin Grove Branch Library and will be installed at Gardens Point in 2003. This is designed to provide network access to the increasing number of laptop computer owners.

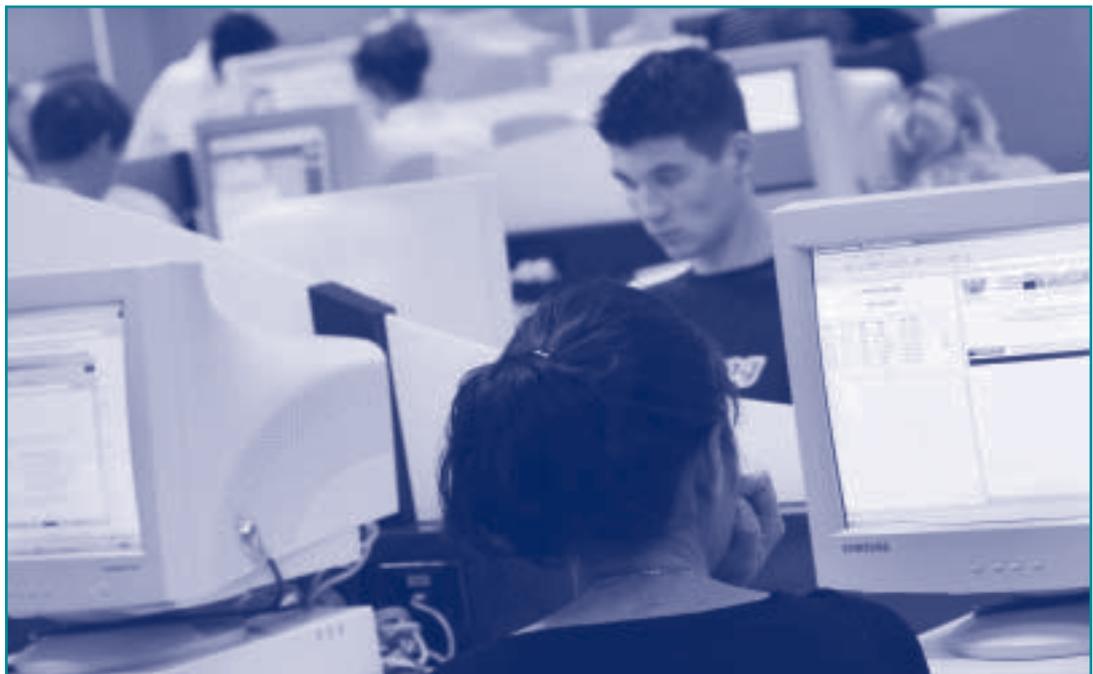
V-lab, the large student computing laboratory within the Gardens Point Branch Library, continues to be well used throughout the year.

In 2002, the high level of usage encouraged the development of more efficient procedures to ensure effective use of the facility. This included a time limit on a PC left unattended.



First-Year Experience

The QUT Library actively participated in the newly developed first-year experience program within the University. Gardens Point Branch Library Manager, Robyn Smith, was a member of the first-year experience committee and co-authored one of the issues papers developed to launch the program. The Library was effectively connected to this program through memberships on key University and divisional orientation committees and through the focus on the undergraduate experience within our processes and services.



Research

The Library is a major support for the University's researchers and research students. This year was marked by a questioning of the Library's assumptions about the needs of our research clients in the electronic environment.

The key elements of the Library's activities for 2002 were:

- Investigation of the information resources and service needs of research students and researchers through focus groups.
- Development of a Strategic Plan for Library Support for Researchers and Research Students 2003–2006.
- Inquiry into the document delivery requirements of researchers and research students.
- Continued expansion of the range of full-text electronic journals and indexing and abstracting services, most notably the subscription to ISI's Web of Science database.
- Developing an online version of the Advanced Information Retrieval Skills course, and improving information literacy courses.
- Further development of the Australian Digital Theses Program in partnership with the Office of Research.
- Investigation of a QUT e-print repository for QUT research.

Addressing Research Needs

Continued Trial and Acquisition of New Databases

A number of new databases were trialled or purchased through the year, almost entirely through a consultative process with academic staff. The Library bought a current subscription and five year back set of the ISI citation database Web of Science as part of a consortium of most of the Australian universities, led by the Australian Vice-Chancellors' Committee.



(Left to right) Postgraduate student, Luke Devitt, Dr Chris Collet and Science Liaison Librarian, Brendan Sinnamon, discuss the benefits of ISI's Web of Science.

Researchers and Research Students Focus Groups

In 2002, the Library investigated the current needs and expectations of researchers for information resources and services to see how they had been affected by the expansion of electronic availability of information. The Library held focus groups in collaboration with the Assistant Deans for Research of each faculty.

The results indicate that research staff prefer the convenience of desktop access to electronic journals over visiting the physical Library. They have come to expect instant access to information resources which may have implications for document delivery services. Most faculties indicated an ongoing need for books in their research. Many of the findings have resulted in recommendations that the Library will progress in 2003.

As a further outcome, the Library has prepared a three-year Strategic Plan for Library Support of Researchers and Research Students for implementation in 2003.

Document Delivery Requirements of Researchers and Research Students

The Library established a taskforce to examine ways to improve provision of document delivery services and remove barriers to their use. The taskforce recommended some improvements in service, upgrading standard service levels to shorten delivery times, and the extension of eligibility to include Honours students. Because the proposals have cost implications for faculties, the Library will be consulting with Deans.

'The Web of Science citation data are as useful as any web based tool I have used to search for research. I have used it several times a week for years. Being able to not only search for an article but to look at reference lists as well as who has cited the work is an invaluable time saver for myself, research staff and PhD students.'

Prof Ross Young, Head of School, Psychology and Counselling, Faculty of Health

Year	QUT
This year	27 854
Last year	17 949
% change	55.2%

Table 2

Full-text electronic journals accessible via Library catalogue.

The number of full text journals available electronically to researchers continues to increase. Nearly 13 000 unique serial titles are now available electronically to QUT staff and students, making over 75 per cent of all QUT's journals available electronically at the researchers' desk tops.

Information Literacy

In 2002, the Library continued to address the changing needs of researchers by improving and enhancing the Advanced Information Retrieval Skills (AIRS) and EndNote courses.

Advanced Information Retrieval Skills

Conceptual and technological planning commenced on the development of an online equivalent to the University's AIRS course (AIRS: IFN001). This initiative arose from the AIRS review conducted in 2001, which recommended that a strong online presence was desirable in order to comprehensively and equitably address the advanced research needs of postgraduate students and staff, facilitate learning outcomes for students and raise the profile of the AIRS course.

The aim of the AIRS online project was to develop an online teaching and learning equivalent to the face-to-face course, thus optimising students' access to the AIRS course and aligning with the University's objectives regarding flexible delivery and online teaching. The development included adapting the current AIRS content to suit an online environment, designing a pedagogically and technically durable learning tool, and creating an interactive and engaging experience for students. Functionality will be supported by multimedia and video streaming technology, and learning features include remodelled assessment requirements, online assignment upload, audio commentary, facilitated virtual classes and multimodal resource demonstrations.

The project was undertaken as a Library strategic action initiative for the year and a project officer and Library Systems Officer were assigned to the project to work with the AIRS Librarian and the Information Literacy Coordinator. Given the pedagogical and technological complexity of the course development, it is expected that the project will continue throughout 2003.

EndNote

Teaching in the use of the EndNote bibliographic management software continued in 2002. Much effort was committed to developing and improving the generic EndNote course and related resources. A number of significant changes to the structure, administration and delivery of the generic course were made in readiness for the controlled release of Version 6 in February 2003. Notably, the existing three-hour course content was revised and extended to that of a six-hour course, divided into three two-hour sessions. Subsequently, in 2003, EndNote training will be offered by QUT Library in introductory, advanced and expert modes to QUT postgraduate students and staff. More information regarding course content and registration processes is available from: www.library.qut.edu.au/endnote

Significant development was also undertaken with regard to resource provision and course administration. An automated management system was developed to facilitate the registration process for participants and teaching librarians. The system, which goes live in 2003, will provide timely and personalised communication to course participants, monitor enrolments and respond to cancellations, manage waitlists, and supply class information to course trainers.

An online teaching page for students and staff, LIB102: EndNote, was made available on the University's OLT system late in the year and will be further developed for Semester 1, 2003. This resource provides students with immediate and up-to-date information regarding filters, software upgrade issues and features, and resolutions to common problems and errors. LIB102 complements the existing Library OLT pages of LIB101, AIRS:IFN001 and the Law Library.

Community Services

The Library continued to offer information services to the local industry, professional and general communities through its membership schemes, continuing education programs and consulting services. In 2002, it also made significant contributions in national and international professional and higher education arenas.

Appendix 3 lists papers and presentations by Library staff in 2002. The Library's level of community service activity increased significantly over that of 2001 (see Table 3), with a 195 per cent increase in the number of hours staff contributed to activities. This increase is partially due to more accurate reporting and data collection. It should be noted that the increase in the number of hours was achieved despite the decrease in the number of staff members participating. Overall, the statistics reflect the Library's commitment to supporting University projects and in seeking out and resourcing library-based community service activities.

International Endeavours

International Association of Technological University Libraries

Director, Gaynor Austen, accepted an invitation to be Second Vice-President on the Board of the International Association of Technological University Libraries (IATUL). She was consequently well placed to encourage continued integration between IATUL and the Libraries of the Australian Technological Network.

The Library also continued its commercial contract to host the IATUL web site and to provide some executive officer duties. In a major project in 2002, Library Systems Officer, Joe Stewart, designed a centralised web-based membership database that has automated many aspects of receiving, approving and processing new memberships and updating the web pages.

Activity	No. of Activities		No. of Staff Involved		No. of Staff Hours		No. of Clients	
	2001	2002	2001	2002	2001	2002	2001	2002
Community service projects (fieldwork placements, tours, memberships, cooperative resource sharing)	14	22	8	12	4892	9256	11 724	14 292
CPE events (EndNote, Advanced Information Skills, Kinetica, bar practice legal research)	16	8	8	6	213	196	285	188
Expert opinion (papers and presentations, consultancy work, hosting visiting colleagues, guest lectures)	58	77	19	11	215	1549	1145	2012
Professional membership (committee and executive positions, editorial positions)	6	7	4	5	325	149	N/A	N/A
Total	94	114	25	21	5715	11 150	13 154	16 492

Table 3

Community Services Activity in 2001 and 2002.

*Dear Judy, Peter, Sonia,
Sue and Carolyn,*

*Thank you very much for being
such friendly and gracious hosts
when we visited QUT recently.*

*The visit was incredibly helpful
to us: it gave us much food for
thought and future action. We
were very keen to hear about
the AIRS programme, PILOT, the
Course Materials Database and
how liaison is done at QUT.*

*Our visit confirmed our belief
that QUT is leading the way in
terms of information literacy
development, so it was a real
privilege to speak with and learn
from all of you.*

*We hope you will visit us at the
University of Waikato, if any of
you are ever in New Zealand!*

*Warm wishes,
Rosanne Jatania and Yvonne
Milbank
University of Waikato Library
New Zealand*

Visitors Welcome

Twenty-three professional colleagues and senior library managers from nine countries visited QUT Library in 2002. The Library's work in the area of information literacy was of particular interest, as was the staff development program, the Course Materials Database and quality management strategies. For a complete list of our overseas and Australian visitors, please see Appendix 6.

Katherine Ball, librarian from the University of Windsor in Canada, commenced a one-year exchange at Kelvin Grove Branch Library. Two QUT Library staff, Jocelyne Poirier and Lynn Evans, exchanged positions with her for six months each.

By Invitation

Information Literacy Coordinator, Judith Peacock, was invited to deliver lectures in a tour of several Canadian university libraries. The tour was organised at the request of the Universities of Guelph, Waterloo, Western Ontario and Manitoba. More than 60 staff members from these

libraries attended the seminars to learn about the integration of information literacy into the curriculum at QUT and to discuss exemplars of information literacy delivery, assessment and strategies for building partnerships with faculties. Judith also visited several United States universities, including University of California Berkley, to compare initiatives of QUT Library with those of North American institutions.

AusAID Placement

Kelvin Grove Branch Library hosted an in-Australia attachment for library assistant Fiona Alau from the University of Goroka, Papua New Guinea. The placement was sponsored by AusAID and organised by the QUT Office of Commercial Services.

The month long placement provided Fiona with a broad understanding of library operations and practices, automated library systems and information services in a university environment. The program was tailored to Fiona's needs and included loans desk duties, shelving, compiling a bibliography of core resources for teacher education, information desk duties and ordering and receipting material. Fiona also visited the QUT Archive and Records Management Unit, Audiovisual Services and other university libraries in Brisbane. Reference Assistant Librarian, Lynda Olive, proved an excellent mentor throughout Fiona's stay at QUT Library.

Travels with a Cataloguer

As Chair of the Joint Steering Committee for Revision of Anglo-American Cataloguing Rules (AACR), Acting Branch Library Manager Ann Huthwaite undertook a tour of South East Asian libraries. She met Philip Hider, Bibliographic Manager of the Singapore Integrated Library Automation Service of the National Library Board of Singapore, to discuss the work on Malay names by the Australian Committee on Cataloguing Rules. She also met Mr Choy Fatt-Cheong, the President of the Library Association of Singapore and a representative of the Congress of Southeast Asian Librarians; and visited a range of public and university libraries. Ann later participated in a workshop at the National Library of Vietnam in Hanoi on the translation of the Dewey Decimal Classification Scheme and AACR into Vietnamese, organised by RMIT International University Vietnam on behalf of the National Library of Vietnam and the Atlantic Philanthropies Foundation.



QUT Library Information Literacy Coordinator Judith Peacock (right) met library staff of the University of California Berkley, including Patricia Iannuzzi, Associate University Librarian, Doe/Moffitt Library (seated in middle) and Beth Dupris, Head of Instruction, Doe/Moffitt Teaching Library (standing in the middle).



National Endeavours

Libraries of the Australian Technology Network

In 2002, Director, Gaynor Austen, assumed the convenership of the Libraries of the Australian Technological Network (ATN) sub-committee.

QUT Library hosted an open day for staff members of other libraries of the ATN who were at QUT attending the Australian Vice-Chancellors' Committee conference on issues affecting university libraries. The open day included tours, presentations and discussions from several QUT library staff members on issues from marketing to electronic resources.

Information Literacy Consultancies

Several organisations in the higher education sector invited Information Literacy Coordinator, Judith Peacock, to share QUT Library's experience in developing the Information Literacy Framework and Syllabus (ILF&S) and its progress in embedding information literacy into curricula. Judith Peacock presented workshops at the following forums:

- Australian National University Library Staff Workshop;
- University of Technology, Sydney and University of New South Wales UNISON Forum;
- RMIT and LaTrobe University Libraries Staff Forum;
- CAVAL Reference Interest Group Workshop;
- Queensland University Libraries Office of Cooperation Information Literacy Working Party Workshop;
- Australian University Quality Agency Conference; and
- University of New South Wales Innovation in Teaching and Educational Technology Fellows Scheme Workshop.

Local Activities

All Aboard!

QUT Innovation Train

The QUT Innovation Train again toured rural Queensland, providing communities from Charleville to Longreach and Nambour to Cairns with an opportunity to see the practical benefits of science technology. Community Services Librarian, Barb Ewers, was asked to be Crew Manager for the Nambour to Gladstone leg and ten other library staff worked as crew members on various legs of the trip.



Top: Inside the QUT Innovation Train.

Above: Prof Graeme George, Dean, QUT Faculty of Science (left) with Queensland Premier Peter Beattie at the launch of the QUT Innovation Train.

Caboolture Community Campus

2002 saw the commencement of library services for the Caboolture Community Campus (CCC), a joint venture between QUT, Brisbane and North Point Institute of TAFE, and the Caboolture Shire Council. For a full report of the CCC Library, please refer to the branch library report on page 25.

'The most important lesson I learned today was the absolute necessity to teach secondary students how to access information on databases/sites (no matter how few the number of databases available) in order to prepare them for university life. Students need to be able to access info in order to survive!'

'I see a real need to explicitly teach students methods of searching and retrieval of information, and not just book them into the computer rooms and assume they can effectively find the best information in the least amount of time.'

Outreach 2002 participant feedback.



Outreach 2002 participants from MacGregor State High School with QUT staff.

Outreach 2002: a Collaborative Schools Project

Outreach 2002 was a collaborative project in which staff from QUT Library and MacGregor State High School (MGSHS) developed models for the design, development and delivery of information literacy within the senior school curriculum. This innovative project sought to align tertiary and secondary understandings of information literacy and to provide senior teachers at MGSHS with an opportunity to experience information communication technologies as they are used in a higher education environment. The program consisted of three one-day seminar workshops which were attended by 15 MGSHS teaching staff.

The project was funded by an Education Queensland Learning Innovation grant. The course content and format was designed, developed and delivered by the QUT Outreach 2002 project team. Team members were Paula Callan, Liaison Librarian, Humanities and Human Services; Alice Steiner, Liaison Librarian, Creative Industries; Peter Fell, AIRS Librarian; and Judith Peacock, Information Literacy Coordinator.

The evaluation and feedback from participants, both written and verbal, indicates that Outreach 2002 was an extremely successful venture and will improve the articulation between the high school curriculum and QUT.

Resources – Planning and Funding

Strategic Planning

2002 was the year in which the Balanced Scorecard was 'bedded down' as the framework for both the Library's quality initiatives and its strategic planning activity. Throughout the year, planning was managed in accordance with the four Balanced Scorecard perspectives – Clients, Internal Processes, Learning and Growth, and Financial.

The Library revises its environmental scan and vision every three to four years. In preparation for completing such a revision in 2003, a series of 'Futures Forums' featuring external speakers were held for Library staff, to discuss areas likely to impinge on future Library development. These forums related to:

- E-prints and e-books,
- Future facility development,
- Library staffing for the future, and
- Teaching and learning developments.

Issues canvassed during these forums will be fed into the visioning statements to be developed in the first half of 2003.

Promotion and Communication

Integrated Marketing Communication

The Library articulates its client focused orientation through its integrated marketing communication strategies. Through coordinated marketing communication, the library ensures consistent messages are sent to clients regardless of the message distribution channel used. Coordinated publications and promotional activities are supplemented and enhanced through the personal communication of the liaison librarians.

Promotional Campaigns

In 2002, Library promotional activities focused on services for research staff and students. The acquisition of the ISI Web of Science was marked by a luncheon attended by the Pro-Vice-Chancellor (Research and Advancement). ISI product managers demonstrated the database's many features and supplied a wealth of user guides and literature. Over 50 research staff, postgraduates and library staff attended, many of these drawn from the arts and humanities fields.

When QUT's first digital thesis was loaded to the Australian Digital Theses database, publicity was undertaken through the library's newsletter, the web news and the production of bookmarks. At the University's Postgraduate Student Information Evening, Library staff showcased the many services that assist and support postgraduates and found prospective students very interested in the Advanced Information Retrieval Skills (AIRS) classes and the liaison services.

With the physical relocation of Information Technology Services' high performance computing and visualisation staff and facilities adjacent to the Gardens Point Researchers' Centre, reference librarians were involved in several Divisional promotional activities, including the Researchers Expo held in November. They provided an information display and conducted workshops on topics of special interest to research students, such as finding theses and tailoring databases to individual needs.

The Library again made a major contribution to Division of Information and Academic Services orientation activities, providing library tours, staff for the orientation enquiries desk and classes within the 'One-Day Learning Program'.

Branches conducted promotional activities on topics of particular relevance to their campus clients, the most successful of which was the 'Have You Done the PIN Thing' promotion. Designed to encourage clients to sign up for their catalogue PIN number and use the catalogue self-service functions, it was developed and implemented by the Gardens Point Loans Desk Supervisor, Melita Cheetham. After its success at this branch during the first weeks of Semester 1, signs and posters were produced for use throughout all branch libraries.

Publications

Following the success of the Library's guide for undergraduate students in previous years, similar guides were published for staff and postgraduate students. These guides provide a comprehensive overview of all relevant library services, with reference being made to the library web pages for detailed information.



Gaynor Austen, Director, Library Services (left) with Mark Garlinghouse of Thomson-ISI at the launch of Web of Science.

As well as being a 'one stop' information source for clients, the guides also aim to reduce the number and cost of print publications.

The Community Services Librarian became the coordinator of research students' orientation activities and the Library's liaison person with the newly established University Research Students Centre. The improved communication this facilitated has resulted in an increase in contributions to the Centre's newsletter.

The Library newsletter, *Library Directions*, while maintaining a role in informing staff of new resources and services, has become an important vehicle for raising awareness of the strategic issues facing the University with regard to its information needs. Articles covered issues such as the tension of balancing the demands of coursework and research student needs, library

resources funding and continued growth in demand on both physical and electronic services.

Personal Promotion Activities

Liaison librarians continue to perform a key role in our client relationship management strategies by being the personal face of the Library to our clients. They maintain important communication and feedback channels between academics and postgraduates and the Library. In addition to undertaking specific informational and promotional activities in their faculties, providing current awareness services and troubleshooting problems, they also sit on school and faculty research and teaching committees.



Science Liaison Librarian Sonia Smart (left) with the Faculty of Science's Noel Meyers.

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.

Quality Framework

The Library adopted the Balanced Scorecard (BSC) as a framework for its quality management program in 2001. An action initiative for 2002 was to extend its use as a planning and quality framework throughout library operations.

Work began on redesigning the Library's performance reporting to fit the BSC framework. The Division of Information and Academic Services established a working group to develop or select an overarching quality framework for the whole division – Library, Information Technology, and Teaching and Learning Support Services. Work is ongoing.



(Left to right) Margaret Robertson, Barb Ewers, Stephen O'Driscoll and Ann Huthwaite worked on the Balanced Scorecard framework.

Client Feedback

One of the Library's objectives for the 2000–2003 planning period is to maximise client satisfaction. The related action initiative for 2002 was to develop a measurement instrument for researchers' satisfaction with information resources. This broadened into an investigation of the information needs of QUT researchers by means of focus group research. With the support of the Assistant Deans (Research), focus groups were conducted with academic staff and research students in each faculty. Preliminary results were presented to the Library planning retreat and the Library has already acted on many issues. The final report is available on the Library web site. See page 11 for more information.

Performance Measurement

The Library has conducted performance measurement of all functional areas for many years. The performance measurement documentation and indicators, last revised in 1999, were reviewed and placed within the BSC framework. Targets were revised where necessary and the Client Charter updated. A performance measurement matrix was produced for the Course Materials Database. A 'Quality Management' site was established on the Library intranet, where all documentation relating to the Balanced Scorecard and performance measurement is now accessible.

Results of performance measurement are discussed on pages 5–6 of this report.

Council of Australian University Librarians Performance Indicators

The Council of Australian University Librarians (CAUL) developed a suite of three library performance indicators in 1994. The Library has made use of these over the years, in particular those related to document delivery and materials availability. The document delivery indicator is used for both interlibrary and intercampus services for comparison with Client Charter targets for turnaround time, as discussed on pages 5–6.

The Library stopped using the materials availability indicator in 2001 as it was considered that the model of information search and retrieval underlying it had become outdated. The Library is now monitoring developments in performance measurement of client success in accessing electronic resources in the hope of finding an alternative instrument.

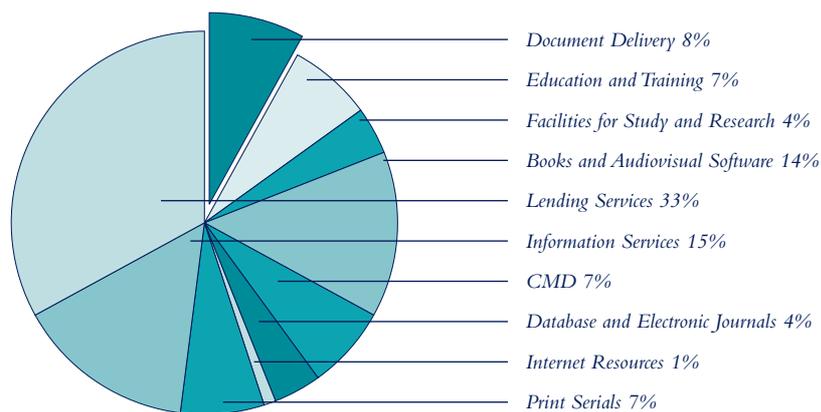
In 2002, the CAUL adopted a new instrument for measuring client satisfaction – an online survey designed and managed by Rodski Behavioural Research Group. The Library plans to conduct this survey in April 2003 as part of an Australia-wide benchmarking project.

Activity-based Costing

An activity-based costing exercise was undertaken in late 2001, with the assistance of external consultants. This exercise provided more accurate costs for providing major services. These services were defined as education and training, information resources – various categories, lending services, document delivery, information service, and facilities for study and research. The results provided a breakdown of costs as shown in Graph 2.

The costs determined by this exercise included library staffing and operating costs only. The costs of information resources acquisition, infrastructure, and equipment for client use are central university costs and were excluded from the model.

The results demonstrate the large continuing investment in the provision of traditional physical collections and face to face services, while at the same time the Library is developing online services.



Graph 2

Activity Based Cost of Library Products and Services.

Facilities Planning

During 2002, planning was undertaken to renovate the Library Secretariat and the Teaching and Learning Support Services Hub. This work will make efficient use of existing staff and provide the opportunity for greater integration of the work of the Library and the TALSS area. Work is expected to take place in early 2003.

A new security gate was installed at Carseldine Branch Library. Planning commenced for the relocation of the Library Store at Carseldine, the existing store being resumed as part of wider campus redevelopment works. Preliminary planning was undertaken for more extensive renovation to the entry and exit zones of Carseldine Branch Library, so that there would be greater integration of the Library facilities with the overall campus redevelopment.

Library management is continuing to press for expansion of user seating and book stack space within the Kelvin Grove Branch Library, which will be severely overcrowded when Creative Industries students and resources are relocated into the building in 2004.



A new information desk was constructed at Kelvin Grove Branch Library early in 2002.

Counter Disaster Planning

The Library's Counter Disaster Group coordinates disaster response preparedness and training. The major achievement of the Counter Disaster Group in 2002 was providing a full-day hands-on training program to senior Library management and Lending Services supervisors. Twenty-three staff members completed the intensive training aimed at highlighting the importance of disaster recovery procedures in the event of a disaster involving water damage. A simulated disaster provided the backdrop for hands-on training in the disaster recovery procedures of salvage, evaluation, cleaning, air-drying,



Training in disaster recovery procedures included a simulated disaster involving water damage.

interleaving and wind tunnel construction. Teamwork was an important part of the day. All activities were conducted within teams and the wind tunnel construction, in particular, promoted strong team building and communication. Feedback from the day was very positive with recommendations for more regular training. The event also provided an opportunity for staff to review the reporting and recovery processes and the contents of the disaster recovery kits.

A full page article in the QUILL (ALIA Queensland Interlibrary Liaison) newsletter by John Anderson documented the disaster simulation event.

Members of the Counter Disaster Group continued to attend sectional staff meetings to raise awareness of training for disaster reporting and recovery processes. The disaster recovery poster was distributed to central service points and high traffic work areas. The poster highlights the initial steps in recovery to water damaged items and the location of the nearest disaster recovery kit. The Library's disaster recovery kits were reviewed and restocked.



Library Counter Disaster Group members (left to right): Robyn Tweedale, Gwyn Simpson, Stephanie Bradbury, Sandra Duffield and Lynn Evans.

Budget

Staff Salaries and Running Costs

The salaries allocation to the Library in 2002 was \$7201 860. This proved adequate to maintain static staffing levels. A major staffing initiative, the conversion of 67 casual staff roles into 25 ongoing positions, was organised to maintain essential budget neutrality. At the close of 2002, the salary budget was 97.6 per cent expended.

This is a lower than normal level of expenditure, and reasons for the expenditure shortfall are being evaluated.

The Library's running expense budget of \$825 000 has been static for a number of years. The Library has regularly reviewed and streamlined processes to remain within budget. In 2002, this review process included a close examination of all Library print publications, with a view to converting information access wherever possible to web-based format. The Library's major budget pressure on this allocation continues to be the cost of rollover and upgrading of equipment, most notably computer-based equipment. Over recent years, the Library has endeavoured to focus expenditure on meeting the University's standard three-year rollover of computer equipment. However, in 2002 the breakdown of a number of printers and scanners across the campuses made it necessary to divert equipment funding to replacement of those items. Staffing numbers ranged from 220 staff (169.5 FTE) at peak times to 176 staff (144.1 FTE) during semester breaks. The 2002 budget was 100 per cent expended at the end of the year.

The use of activity-based costing in 2002 provided an improved understanding of the costs of providing various Library services. Use of this data will assist in fine tuning budget allocation and monitoring in future years.

IT Infrastructure Funding

The Library has access to the University's central assets management budget to fund major items of client IT equipment. In 2002, \$350 000 was available from this source to upgrade equipment or purchase high priority infrastructure for library client service operations.

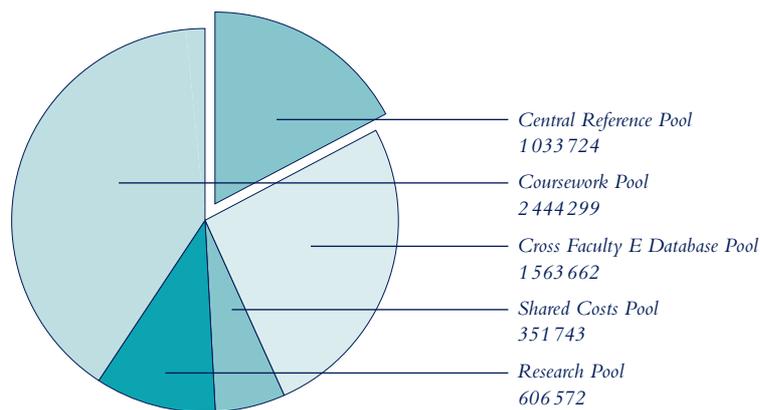
Seventy-five computers were replaced in library computer laboratories and training rooms, in order to maintain the University's three-year rolling upgrade of machines. Two servers to support thin client applications for library catalogue access were also purchased, together with sixty thin client machines to replace previous computers in use for this function. In addition, two replacement data projectors were funded, together with an uninterrupted power supplier to maintain Library database server access. A number of loans desk computers were also replaced.

The new circulations and reports modules were purchased for the Library's INNOPAC system. INNOPAC's Millennium Inter-Library Loan module was purchased to replace the Library's ageing in-house interlibrary loan management software. The Library also purchased Millennium Access Plus, INNOPAC's single search interface, which will greatly simplify searching across a number of databases. Some funding was also provided for enhancing the Library's Course Materials Database system.

Library Resource Allocation

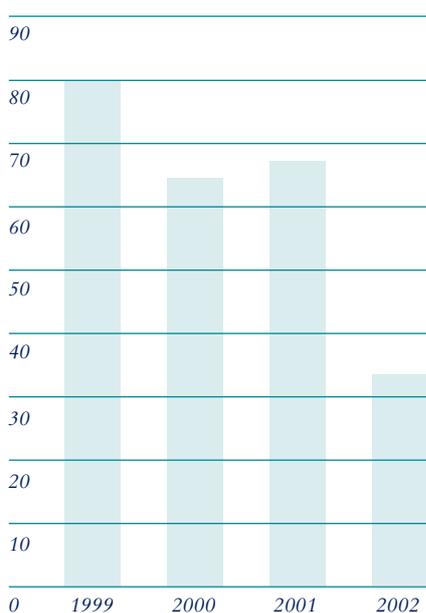
The year 2002 was an extraordinarily difficult one for managing the Library Resource Allocation, which only equalled the 2001 figure of \$6 million (see Graph 3). Unfortunately this static figure needed to be managed in the context of high inflation rates for serial subscription prices, and the continuing low exchange rate of the Australian dollar. This meant that a major serials cancellation process was required. Approximately 750 serial titles were cancelled. Of even more concern for University learning and research was the continuing decline in monograph purchasing caused by budget restrictions (see Graph 4). As increased percentages of the Library Resource Allocation are required to maintain serial and database holdings, the number of monographs acquired per annum in the last five years has declined from 37 000 to 20 000. This is particularly affecting undergraduate teaching and those disciplines for which research monographs still form an important resource. Graph 5 shows the decrease in purchasing power since 1997, and the simultaneous increase in student numbers.

Management of the Library's Resource Allocation was assisted somewhat by the continuing arrangement with the University's resource planning area, which set an agreed exchange rate for the Australian dollar at the beginning of the year for application to major serial purchases later in 2002. This arrangement has brought a greater degree of certainty to Library Resource Allocation budgeting over the last few years.



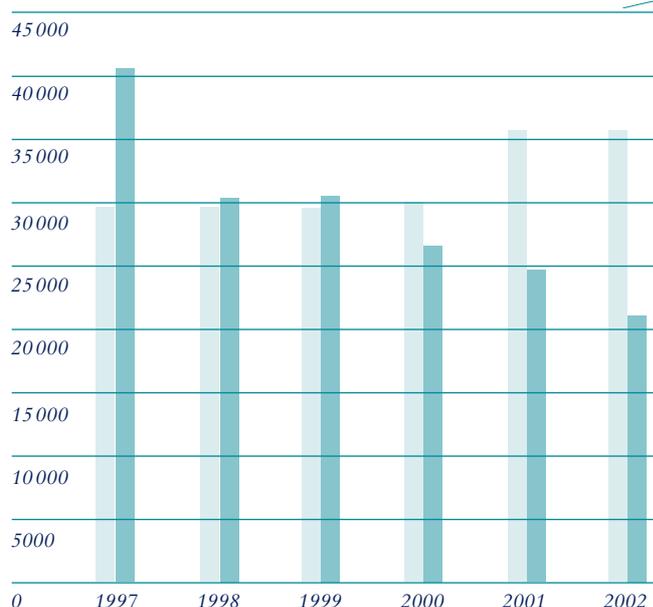
Graph 3

Library Resource Allocation as of July 2002.



Graph 4

New book titles per 100 EFTSU, 1999 to 2002.



Graph 5

Student Numbers and Items Purchased 1997–2002.

■ Student numbers
■ Items Purchased/Donated

Resources – Staffing



Helen Hobbs with her award.

Staff Profile

A key change to the Library's staff profile this year was the creation of 25 ongoing positions that replaced most casual positions. The Library reviewed its workforce in response to changes in the industrial relations environment regarding the employment of casual staff, as well as to ensure that its workforce profile best suited current and emerging requirements. The Library worked with the University's Human Resources Department and consulted with relevant unions to develop a new staff structure. The new positions provide for mainly part-time and semester based employment. The remainder of the casual budget will be used to employ staff on a real casual basis, to cover absences and peak demand periods. Appendix 7 contains the Library's Organisational Chart.

As Liaison Librarian for the School of Learning and Professional Studies within the Faculty of Education, Helen Hobbs had a pre-eminent role in negotiating the embedding of information literacy in the redeveloped BEd and thereby achieving acceptance of the Library as a partner in teaching and learning.

Staff in the Faculty of Education have expressed their appreciation of Helen's work and speak highly of her. Helen places great emphasis on her liaison role and brings to it an academic and professional rigour that has won respect from Library staff, academics and students.

Helen has been able to make a major contribution to the core restructuring of the BEd program, thereby providing the faculty with essential expertise and saving faculty staff many hours of work.

Reward and Recognition

Library Outstanding Contribution Awards

Once again the Library presented awards to staff nominated by fellow staff as having made an outstanding contribution during the year. The award recipients in 2002 were:

Library Management Group Award for Outstanding Client Service

Helen Hobbs, Liaison Librarian, Kelvin Grove

Blackwell's Award for Initiative and Innovation

Melita Cheetham, Loans Desk Supervisor, Gardens Point

Swets/Blackwell's Award for Making a Difference

Teresa Hayward, Document Delivery Supervisor, Gardens Point

Outstanding Contribution Awards

Margaret Robertson, Library Development and Administration Manager

Bruce Nelson, Lending Assistant, Gardens Point

Sonya Hansen, Serials Assistant, Library Resources Services

Kelvin Grove Lending Services Supervisors: Chris Brumm and Lois McMillan

Colleen Cleary, Acting Manager, Library Resources Services

Law Library Team

University Outstanding Staff Award (General Staff)

University Outstanding Staff Awards are presented annually to staff nominated by other staff, general or academic, from within the University.

This year, the Course Materials Database (CMD) Operational Team of Sarah Fredline, Library Systems Manager; Colleen Cleary, Acting Manager, Library Resource Services; and Judy Stokker, Lending Services Coordinator; along with Wendy Harper, ITS; Craig Comerford, TALSS; and Mike Lean, Office of the Pro-Vice-Chancellor (Information and Academic Services) were awarded a University Outstanding Staff Award.

The award acknowledged their work in developing a service which enables students to access electronically most of their lecturer directed readings, lecture notes and past examination papers from one place. For more information on the award and the CMD see page 7.



Members of the CMD Operational team (left to right) Craig Comerford, Judy Stokker and Colleen Cleary.



Staff Training and Development

Staff training and development focused on needs identified through a training needs analysis conducted in late 2001.

Staff participated in 560 individual development and training events.

Of these events 151 were either conferences or training programs offered by external

IT training was in heavy demand for Staff Development Officer Anne Laurence (right).

providers, and the remainder were conducted in-house by QUT trainers.

IT training was once again in heavy demand with the Library's Staff Development Officer offering Basic Windows sessions for many Lending and Shelving staff. A session called How Computing @ QUT Works proved hugely popular with over 50 staff attending. It provided staff with information on a wide range of topics from QUT network configuration to dial-in services to streaming media developments.

Five senior library managers undertook a year long self leadership program and two middle managers undertook a year long Bullet Proof Manager program. Both of these programs were undertaken with colleagues from other departments within the Division of Information and Academic Services.

Staff attended a wide range of external conferences and training including the First International Conference on IT and Information Literacy in Glasgow, the AVCC Leadership Program for Middle Managers, the AVCC Library Conference, CAVAL Knowledge Services Seminar, and the South Pacific User Services Conference.

Two staff members were funded for University Professional Development Programs (PDPs).

- Sarah Fredline, Library Systems Manager, visited various institutions in the United States to develop an understanding of the innovative use of technology in higher education, particularly in regard to real-time reference services, digitisation of print materials, long term preservation of digital formats, cabled and wireless laptop access services, and single interface products.

- Judith Peacock, Information Literacy Coordinator, aimed to extend her professional knowledge, understanding and practice in the area of information literacy. Her program consisted of a range of professional visits with acknowledged leaders in the field of information literacy in the US. In addition to the PDP, Judith undertook an invitational lecture tour to several Canadian libraries speaking on the experiences of QUT Library with regard to information literacy initiatives, issues and challenges.

Staff membership of professional organisations is listed in Appendix 5.

Health and Safety Training

The Library reviewed its health and safety training requirements and developed policies and procedures to ensure that training was delivered and training records kept. Training modules on Workstation Assessment and Back Care and Manual Handling were developed. From 2003, supervisors will be able to deliver these training modules.

Rotating Heads

A senior staff development project undertaken in 2002 was the one-month secondment of each Division of Information and Academic Services (DIAS) department head to another section of DIAS. The Library's Gaynor Austen was seconded to Information Technology Services while Prof Gail Hart of Teaching and Learning Support Services experienced the Library.



(Left to right) Prof Gail Hart, Carolyn Young and Margaret Robertson.

Resources – Technology Infrastructure

Web Developments

During 2002, the Library completely redeveloped its web site, implementing the new QUT corporate style and incorporating comprehensive metadata. For more information see page 7.

Library staff were integrally involved in the development of web accessibility standards for the University, and the new site incorporated all of the features recommended in the standards.

Single Search Interface and Reference Linking Solution

QUT's digital collections have grown extensively over recent years to the point where very few clients have a thorough understanding of the resources available to them. It has therefore become a priority to simplify the mechanisms by which clients discover the resources they require. During 2002, the Library evaluated a range of products that provide a single search interface and reference linking solution. Towards the end of the year, we purchased Millennium Access Plus from Innovative Interfaces Inc. It will be implemented during the first half of 2003.

Thin Client Technology

Funding the refreshment of the constantly increasing amount of technology provided for client use continues to be difficult for the University. After a trial of thin client technology in 2001, the Library decided to replace computers for the public access workstations that are scattered around the Library buildings with thin client devices.

Integrated Library Management System

The Library implemented Millennium Circulation and Millennium Reports during 2002. These were the last two remaining web modules required for our INNOPAC system. In addition the Library selected Millennium Inter-Library Loans as a replacement for our previous management system.

Branch Library Reports

Caboolture Community Campus Library

2002 saw the commencement of operations for the Caboolture Community Campus (CCC) Library. The campus is a joint venture between QUT, Brisbane and North Point Institute of TAFE (BNPIT) and the Caboolture Shire Council (CSC). QUT Caboolture Librarian, Nicole Franks, was responsible for establishing the new services, facilities and procedures within the existing public library service.

The library service for the campus was integrated into and operates from the existing public library service. All circulation processes are provided by the Caboolture Shire Council, while QUT and BNPIT Library staff provide reference and information services.

Teaching and Learning

A major focus for 2002 was providing information literacy courses for students. In-class teaching has been provided regularly and a weekly 'common time' was also established, where students could attend to gain new skills in areas of academic and information literacy. Weekly sessions were developed in conjunction with staff from Teaching and Learning Support Services, and academic staff strongly encouraged students to attend.

Generic information literacy sessions were also provided in conjunction with the BNPIT staff for all students undertaking courses at the campus.

Information Resources

The CCC collection comprises resources provided by QUT and BNPIT. This integrated collection comprised 1945 items in February and over the course of the year increased to 2670. At this stage, the collection is available for loan to students and staff of the CCC only. There were a total of 224 borrowers registered, and they borrowed a total of 2418 items from the collection. It is expected that the collection and corresponding loans will grow in the future as the number of students studying at the campus increases.

Services

Throughout the year a number of service developments were implemented. One initiative was the integration of the Caboolture Shire Council reference desk with the CCC information service. Now staff from both the Council Library and the Community Campus conduct a joint information service to all clients.

Community Service

During 2002 the CCC Library staff were involved in a number of official events, including the official opening of the campus, and a Community Campus Celebration.

The official opening was held on 30 April. Library staff were involved in setting up the event, providing a display and conducting tours through the Library.

The Campus Community Celebration was a major highlight of 2002. It was held in the town square and the Library was responsible for providing an information display about the campus and integrated Library service.

In July, representatives from the joint Library service undertook a study visit to the Rockingham Regional Campus Community Library in Western Australia, to look at a purpose-built three-partner library, and to investigate its development and operational structure. The visit was very productive and the investigative team came back from the trip with many new ideas which will assist in the planning of the new facilities currently under consideration.

Towards the end of 2002 the QUT Library information literacy retreat was held at the CCC. This was a highly productive day, and was a great way to introduce other Library staff to the CCC Library.



(Left to right) Kym Corfield, BNPIT Librarian; Nicole Franks, QUT Caboolture Librarian; and Lillias Connell, Caboolture Shire Council Librarian.

Carseldine Branch Library

Student numbers continue to grow at Carseldine, and this is reflected in the number of patrons entering the Library and using our facilities. Gate counts indicate a significant increase over the previous year, while in Lending Services, loans and shelving have increased by 8.7 per cent and 12.8 per cent respectively on 2001 figures.

Teaching and Learning

The Course Materials Database (CMD) continues to be heavily used by students, and this has become a significant resource. Inter-campus loans continue to form a significant component of Lending Services activity, rising 16.6 per cent this year. This made Carseldine the highest lender of all the branches in 2002, accounting for 40 per cent of the total ICL traffic between the branches (see Graph 6).



(Left) Stephen O'Driscoll and Brian Rice from Carseldine Branch Library.

Information literacy classes have been extremely popular, with a 43.5 per cent increase in take up over the previous year.

During the second half of the year, the Humanities Liaison Librarian was a member of the project team for the *Embedding Indigenous Perspectives into the Curriculum* teaching and learning grant. Paula Callan undertook an evaluation of the collection's indigenous holdings as part of an audit of unit outline content.

Several significant projects were also undertaken as part of the reorganisation of the branch collection. With the move of the Creative Industries Faculty to Kelvin Grove, a relocation of parts of the Carseldine collection was undertaken to provide resources for teaching and research in these areas. Subsequent to this, a major reorganisation of the general and print serial collections on Level 2 was undertaken, in order to open up these areas and make them more accessible to users.

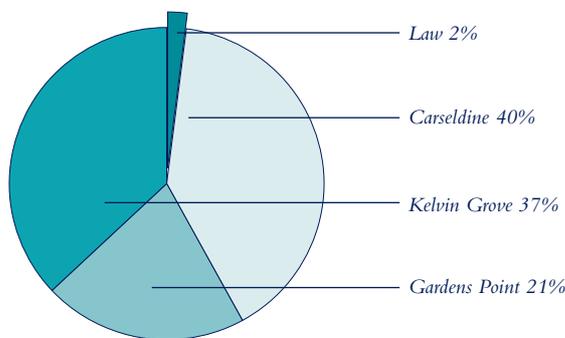
As part of the campus development program, several staff were involved in focus groups that looked at planning for the new teaching and learning building and precinct that is to be constructed in 2003.

Research

Support for research students and academic staff continued to be a significant role for the liaison librarian, with regular EndNote and research skills classes, individual consultations and regular input into School Education Committees. Staff were also asked to prepare supporting documentation for the development of the new doctorate in social sciences which will be offered for the first time in 2003.

As part of the Library's research project on the needs of researchers, Carseldine academic and research staff joined staff from the Library in undertaking focus groups to investigate how research is undertaken and how the Library can support this appropriately. The feedback from the groups and the final report showed that our clients were pleased with our efforts and generally have high levels of satisfaction and appreciation for the support provided. See page 11 for more information.

A major expansion in research resources was provided this year when a significant backset of psychology journals from ScienceDirect was purchased. This was achieved due to the support and financial assistance of the School of Psychology and Counselling and the Faculty of Health. This electronic service provides access to 31 titles, some stretching back to the early 1930s, and provides further strengthening of the Library's collection in this area.



Graph 6
Intercampus Loans by Branch
– Items Despatched 2002.



Community Service

The Branch Library was active in the promotion of community events, a major priority for the campus. As part of the developments in regional community engagement, many high schools from the local area were given library tours and information sessions throughout the year. Staff also participated in promotional events and the careers information evening organised by the campus. In particular, there was participation in Campus Alumni Day, where Carseldine staff and students from the last 25 years were invited to return as part of the campus celebrations. Staff created a display of the Library's facilities then and now, highlighting the changes that have occurred.

Staffing

The Caboolture Community Campus opened in 2002 and a librarian was recruited to fill a Divisional support role. After significant increases in workload over the past few years, the document delivery position was increased to full-time. Additionally, several staff from Lending and Reference Services were involved in secondments and projects at other branches throughout the year. Utilisation of funding from the Library's peak loads strategy was very successful and resulted in significant improvements in the branch's performance indicators over the previous year.

Infrastructure

The second half of the year saw the replacement of the existing catalogue terminals with new thin client devices. These allow access to printing facilities for QUT staff and students via an authentication process, while allowing public users access to the Library catalogue. Funding was also made available to replace the security system at the Library exit, and this was purchased and implemented during the year.



(Left to right) Colin Bain, Robyn Smith and Jane Turnbull of Gardens Point Branch Library.

Gardens Point Branch Library

In 2002, the Gardens Point Branch Library maintained its central position on the campus – the Library is the longest opening facility on the campus and during the year entries to the building reached 1 649 427 in total.

The heavy usage of the campus has led to clear challenges for the Library. The key issue has been to maintain effective service and a client focus in an extremely busy campus environment.

Teaching and Learning

Over half of QUT's EFTSU are enrolled at Gardens Point, with the majority being undergraduate students. The key issues for the Branch Library involve:

- Providing required reading materials to large classes.
- Meeting the needs of the increasing number of international students. More focussed work will need to be done in supporting these students in 2003.
- Providing information literacy classes and working with academics to embed information literacy into curricula.

In 2002, the usage of computing facilities within the building was usually at maximum level during semesters. There was an increase in the use of laptops and extra ports will be installed in 2003 to meet this need, along with the installation of a wireless network.

An effective relationship has been established between Library staff and the student learning advisors from Teaching and Learning Support Services (TALSS). The learning advisors work next to the Information Desk and referral of issues between the areas has been very successful. During the year, a learning advisor was located in an office within the Library to meet with clients. It has proved very successful to co-locate this

client service within the Library and this should be expanded in 2003.

The embedding of information literacy skills into curricula was very successful in 2002. The liaison librarians for the Faculty of Science were active participants in the outcomes of a large teaching and learning grant, undertaking a comprehensive profiling of curricula in terms of information literacy. In addition all the first year units in the Faculty of Business were mapped across the QUT Information Literacy Framework and Syllabus. Also, free library retrieval and information skills classes were attended by 14 330 students.

The Library now has a representative on the teaching and learning committees of three of the four Gardens Point faculties. This is a very effective network to link the Branch Library more directly to the teaching and learning environments.

Research

The Gardens Point campus has the highest level of research within the university, largely arising from the Faculties of Science and Built Environment and Engineering. Regardless of this, usage of the new Researchers' Centre in the Library did not reach the level required in 2002. This arose from the development of competing facilities across the campus. Extension of the categories of students who can use the centre is expected to increase usage levels in 2003.

Level 7 of the Library has been refocussed as a research floor, incorporating high performance computing, the new access grid node (high performing video conferencing), the office of the Postgraduate Students Association and the facilities of the Researchers' Centre.

In addition researchers have direct access to their liaison librarians and high-grade facilities where training activities are undertaken for researchers and their supervisors by the Office of Research.



Kelvin Grove Branch Library

The central location of the Kelvin Grove Branch Library, adjacent to the courtyard, campus services and coffee shop, reinforces its position at the heart of the campus experience, serving a diverse and lively student community. The year 2002 brought challenges and opportunities for Library staff. Increased student numbers on the campus stretched Library resources and services, but new services and internal process improvements, combined with genuine commitment, enabled staff to maintain a high level of customer service throughout the year.



(Left) Ann Huthwaite and Ellen Thompson of Kelvin Grove Branch Library.

Teaching and Learning

Clients made heavy use of both physical and electronic information resources. Seating and work spaces in the Library were at a premium during peak

times, particularly in the computer lab. Further pressure on existing facilities is anticipated when the Creative Industries Faculty relocates disciplines from Gardens Point and Carseldine in 2003. New facilities were provided to enhance the teaching and learning experience. A new Information Desk with two separate consultation areas was deemed a success by Library staff and clients. Two group computer rooms, with equipment and furniture selected and designed specifically for group work, proved very popular with students and also attracted interest from academic staff exploring new kinds of learning spaces for their students. Laptop ports and wireless facilities were installed throughout the building to provide a flexible learning environment for clients with their own laptops.

Student Learning Advisors from Teaching and Learning Support Services (TALSS) worked from a help desk adjacent to the Information Desk during peak periods, providing students with an integrated suite of learning support opportunities.

Liaison librarians continued to work with academic staff on embedding information literacy skills into curricula. A particular focus this year was the embedding of information literacy into the reconceptualised Bachelor of Education program. Generic information literacy sessions were well patronised by students, with



Kelvin Grove Researchers' Centre.

6 468 attendances throughout the year. Discipline-specific courses were also in high demand.

The Library continued to make a significant contribution to the programs of the International College. A number of tailored information literacy sessions and tours for students from the college were conducted throughout the year.

Research

The focus group research conducted by the Library in 2002 on services to researchers revealed a high level of satisfaction with the support provided by the liaison librarians. The liaison librarians at Kelvin Grove continued to give a strong emphasis to support for research, and one-to-one consultations with researchers registered an increase this year.

The liaison librarians for the Faculty of Education made a significant contribution to the professional doctorate program, participating in the summer and winter schools, and conducting classes during semester.

Support for research in the Faculty of Creative Industries was significantly enhanced through the purchase of access to two additional online databases: RILM Abstracts of Music Literature, and Design and Applied Arts Index. Subscriptions were established to eight new fashion design periodicals, including three important fashion forecasting resources that will assist researchers in the Creative Industries Research and Applications Centre.

Dear Jess,

As I have been singing the praises of the Researchers' Centre to all and sundry it is probably appropriate that I forward them to you as well. I finished my Masters in 1996 – which doesn't seem all that long ago – until I arrived back on the campus in 2002 to find the 'look' of the library catalogue had changed and I felt as though I couldn't even look up a book. As many of your staff are aware my learning curve has been steep and sometimes fraught. I bless the day Alice Steiner referred me to the Researchers' Centre and I have used it continuously ever since. Part of my thesis is that the opportunity to do research should be counted as a privilege – and as a service. But I am enabled (and encouraged) by the service of others – my supervisors, their administration staff, and most of all at this point in my PhD program, you and the staff in the Library.

After doing Peter Fell's AIRS programs – or 2 of them so far – I feel as though I am getting better at this business. The availability of a Reference Librarian if I get stuck is invaluable. I thank you all for your patience, the quiet of the Researchers' Centre, and the trees I can look out on.

*Sincerely
A less fraught
Libby Woodhams*

Community Service

The Library made its regular contribution to Children's Book Week activities. A display of award-winning books was mounted, and story-telling was arranged for children from the Kelvin Grove Child Care Centre.

Lynn Evans, Liaison Librarian, continued in her role as a local training agent for Kinetica, the national database administered by the National Library of Australia. Demand for training from the library community was strong in 2002; courses included a training program by request for public, TAFE, and special librarians in Mackay.

The Reference Section welcomed Katharine Ball, a librarian on exchange for nine months from Windsor University in Canada. Katharine was assigned to the Faculty of Health liaison team, working with the Schools of Public Health and Nursing.

The Library contributed to a partnership between the Faculty of Education and the University of Goroka in Papua New Guinea through the four-week placement in the reference section of a library assistant from the University of Goroka. For more information see page 14.

A number of staff made contributions to activities in the Australian Library and Information Association (ALIA) and other professional organisations. In particular, Acting Branch Manager, Ann Huthwaite, continued her role as Chair of the International Joint Steering Committee for the Revision of the Anglo-American Cataloguing Rules.



Long-serving QUT staff member Lyn Linning retired in 2002. Lyn made a major contribution to the development of the branch library's curriculum collection, which has been named after her.



(Left to right) Ann Huthwaite, Branch Library Manager; Jess Burke, Reference Services Manager; Fiona Alau, Library Assistant, University of Goroka; and Lynda Olive, Reference Assistant and mentor to Fiona.



Law Library staff (left to right) Back: Patricia Zeghici, Katherine Kellet, Jennifer Aumann, Jan Scholz. Front: Richard Parkin, Susan Carter, Barbara Flowers.

Law Library

The Law Library continues to be a space students like to inhabit and where face-to-face contact is valued.

In 2002 the Law Library gate count rose by 36 per cent over the 2001 count, to 220 015. As well, the Law Library Information Desk, with an increase of almost 4 per cent on 2001 statistics, was the only Information Desk across the four branches that experienced an increase in queries.

Teaching and Learning

Teaching and Learning Development Large Grant

The Faculty of Law have undertaken another Teaching and Learning Development Large Grant in 2002. The title of the project is 'Assuring Quality in the Assessment of Social Relational and Cultural Generic Capabilities in the Faculty of Law'. The Law Library Manager is a member of the Project Reference Group, and attended meetings throughout the year.

Community Service

Industry Collaboration

During 2002, QUT Law Library and a local law firm commenced investigations into the feasibility of the Law Library providing legal information access to local firms on a commercial basis. The investigation was still in progress at the end of 2002.

Regional and Cross Sectoral Collaboration

The Law Library also initiated a proposal for a feasibility study into increased regional and cross sectoral collaboration in the provision of legal information access in Southeast Queensland. A number of individual projects have been flagged.

Dear People

My name is Virginia Allen and I am a first year, mature-age law student.

I wish you all to know how much I appreciated the professional and patient assistance I received this year, especially this semester with LWB143, from the law librarians.

I couldn't have done as good a job without them. They were wonderful. Nothing was ever too much trouble.

Best wishes for the Summer Holidays.

*Virginia Allen
7 Nov 2002*

Appendices

Appendix 1

Senior Staff

DIRECTOR, LIBRARY SERVICES

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

ASSOCIATE DIRECTOR, LIBRARY SERVICES
(DEVELOPMENT) (Acting)

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

ASSOCIATE DIRECTOR, LIBRARY SERVICES
(INFORMATION RESOURCES)

C Young, BA *Qld*, AALIA

SYSTEMS MANAGER

S Fredline, BAgSc *Qld*, GDipLibSc *QUT*, AALIA

MANAGER, LIBRARY RESOURCE
SERVICES (Acting)

C Cleary, BA *ANU*, GradDip Ed *CCAE*,
GradDip LibSc *QIT*

BRANCH LIBRARY MANAGERS

Carseldine

S O'Driscoll, BA, BSc *Qld*

Gardens Point

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

Kelvin Grove (Acting)

E A Huthwaite, BA *Qld*, DipEd *ArmidaleCAE*,
GDipLibSc *QIT*, MappSci(Info Stud) *CSU*, AALIA

Law Library

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



Senior Library Staff (left to right) Back: Robyn Smith, Cathy Crawford, Gaynor Austen, Colleen Cleary, Jenny McCarthy. Front: Carolyn Young, Ann Huthwaite, Stephen O'Driscoll.

Appendix 2

Members of the Library Planning Forum

Gaynor Austen	Director, Library Services (Chair)
Colin Bain	Reference Services Manager, Gardens Point
Sharon Benstead	Staff representative
Martin Borchert	Electronic Information Services Librarian
Jess Burke	Reference Services Manager, Kelvin Grove
Dale Clarke	Staff representative
Colleen Cleary	Acting Manager, Library Resource Services
Cathy Crawford	Law Library Manager
Richard Dean	Staff representative
Glenda Drezek	Library Collections Officer
Sandra Duffield	Deputy Manager, Law Library
Barbara Ewers	Community Services Librarian
Nicole Franks	Caboolture Librarian
Sarah Fredline	Systems Manager
Margrethe Gould	Acting Lending Services Manager, Gardens Point
Gillian Harrison	Acting Deputy Manager, Library Resource Services
Ann Huthwaite	Acting Branch Library Manager, Kelvin Grove
Craig O'Neil	Systems Officer
Jenny Mccarthy	Acting Associate Director, Library Services (Development)
Stephen O'Driscoll	Branch Library Manager, Carseldine
Judith Peacock	Information Literacy Coordinator
Brian Rice	Reference Services Manager, Carseldine
Margaret Robertson	Development and Administration Manager
Robyn Smith	Branch Library Manager, Gardens Point
Ellen Thompson	Acting Lending Services Manager, Kelvin Grove and Staff representative
Alice Steiner	Staff representative
Jane Turnbull	Lending Services Manager, Gardens Point
Kathy Wheeler	Acting Lending Services Coordinator
Carolyn Young	Associate Director, Library Services (Information Resources)

Appendix 3

Papers and Presentations by QUT Library Staff in 2002

Austen, Gaynor. *Library Networks: the Academic Library Perspective*. Presentation to QUT Librarianship students, October 2002.

Austen, Gaynor. *Report on the Council of Australian University Librarians Study Tour of Canadian Academic Libraries*, December 2002.

Austen, Gaynor. *Partnerships and Collaboration: the future for academic libraries?* Presentation to the University of Queensland Library staff, October 2002.

Borchert, Martin. *Australian Digital Theses Project at QUT Library: Poster presentation*. AusWeb Conference, August 2002.

Borchert, Martin. *Digital library practices and management in the electronic information marketplace*. Presentation to QUT School of Information Systems librarianship students, September 2002.

Borchert, Martin. *Digital library practices and management, and the information marketplace*. Presentation to Charles Sturt University librarianship students, September 2002.

Evans, Lynn. *Library Exchange with a Canadian University Library*. Presentation to QUT School of Information Systems librarianship students, May 2002.

Ewers, Barbara. *Virtual and Reality: Academic Library Services in the Electronic Learning Environment*. Presentation to Charles Sturt University librarianship students, September 2002.

Ewers, Barbara. *Promotion and Communications Planning at QUT Library*. Presentation at the Libraries of the Australian Technology Network Open House, August 2002.

Ewers, Barbara. *Marketing and Promotion at QUT Library*. Presentation to QUT librarianship students, September 2002.

McCarthy, Jenny. *Double the strength; Maximum gain: optimising student learning via collaborative partnerships at QUT*. Paper presented at 1st International Conference on IT and Information Literacy, Glasgow, 20–22 March 2002.

Peacock, Judith. *Development and implementation of the Information Literacy Framework, Syllabus and Standards: an overview of the Information Literacy Program at QUT Library*. Seminar delivered to Australian National University Library Staff, Canberra, April 2002.

Peacock, Judith. *Development and implementation of the Information Literacy Framework, Syllabus and Standards: an overview of the Information Literacy Program at QUT Library*. Seminar for the Libraries of the Australian Technological Network Open House, August 2002.

Peacock, Judith. *Integrating Information Literacy into the Curriculum*. Presentation at QULOC Workshop on Information Literacy, sponsored by QULOC Information Literacy Working Party, Brisbane, October 2002.

Peacock, Judith. *Information Literacy in Higher Education: an insider's perspective*. Presentation to the annual Brisbane Teacher Librarians conference, August 2002.

Peacock, Judith. *Reinventing the Reference Librarian: information literacy as change agent*. Paper presented at ACURIL XXXII: the new librarian.com, Jamaica Grande, Ochos Rios, Jamaica, 27 May–1 June 2002.

Peacock, Judith. *Information literacy standards and curriculum development: Seminar and workshop* UNISON Forum, jointly sponsored by UTS and UNSW libraries, Sydney, September 2002.

Peacock, Judith. Seminar and workshop on *Information Literacy Standards and curriculum development* for RMIT/LaTrobe Libraries Information Literacy Forum, jointly sponsored by RMIT and LaTrobe libraries, Melbourne, November 2002.

Peacock, Judith. *Road Fill or Road Kill: progressing along the Information Highway*. Presentation at CRIG Information Literacy Workshop, sponsored by the Caval Reference Interest Group (CRIG), Melbourne, November 2002.

Peacock, Judith. *Information Literacy: A Quality Issue*. Presentation and workshop at the Australian University Quality Agency, September 2002.

Peacock, Judith. UNSW ITET Information Literacy Forum for ITET Fellows and UNSW Teaching Librarians. Facilitator and workshop presenter on *Information Literacy Standards and curriculum development*. Sponsored by the UNSW Innovative Teaching and Educational Technology Fellowship Scheme, Sydney, September 2002.

Young, Carolyn. *Budget Management and Planning in Academic Libraries*. Presentation to QUT librarianship students, October 2002.

Young, Carolyn. *Changes to Copyright in Universities*. Presentation to the Senior Library Staff Conference of the Australian Vice-Chancellors' Committee Professional Development Program, March 2002.

Young, Carolyn and Lean, Michael. From Faith to Certainty: the changing face of managing copyright compliance in an Australian University. *AARL: Australian Academic and Research Libraries*, v.32, no. 4, Dec. 2002, pp 258–268.



Judith Peacock presenting at ACURIL.

Appendix 4

Library Staff Membership of University Committees

Gaynor Austen	University Equity Committee (Chair) QUT Archives Committee
Colin Bain	Faculty of Business Academic Board
Jess Burke	Faculty of Health, Teaching Learning and Courses Committee
Sue Collins	Faculty of Business Education Committee
Cathy Crawford	Faculty of Law Academic Board Faculty of Law Teaching, Learning and Curriculum Committee Faculty of Law Research Committee
Lynn Evans	School of Nursing Teaching and Learning Course Committee
Barbara Ewers	University Community Services Advisory Committee Outstanding Contribution Award for General Staff Committee 2002
Sarah Fredline	University Information Technology Consultative Group
Ann Huthwaite	Faculty of Education Teaching and Learning Committee Creative Industries Faculty Academic Board
Jenny McCarthy	University Teaching and Learning Committee QWIL (QUT Women in Leadership) Committee
Stephen O'Driscoll	QUT Carseldine Coordination Group School of Humanities and Human Services Academic Board QUT Caboolture Coordination Group
Judith Peacock	Teaching and Learning Large and Small Grant Support Network Faculty of Education Teaching and Learning Large Grant Reference Group Human Resource Development Strategic Reference Group
Jocelyn Poirier	School of Civil Engineering Teaching and Learning Committee School of Construction Management and Property Teaching and Learning Committee
Irene Ryan	Bachelor of Education (Preservice) Course Coordination Committee Graduate Diploma (Teacher Librarianship) Course Coordination Committee
Sonia Smart	Faculty of Science Teaching and Learning Committee
Robyn Smith	Faculty of Science Academic Board
Alice Steiner	Creative Industries Faculty Teaching and Learning Committee
Carolyn Young	Professional Development Program (General Staff) Committee OLT Steering Committee

Appendix 5

Membership of Professional Organisations

Gaynor Austen

Second Vice-President
International Association of Technological
University Libraries

Member of the Editorial Board
Australian Academic and Research Libraries

Member
Publicity Sub-Committee of the 2004 Australian
Library and Information Association Biennial
Conference

Colleen Cleary

Treasurer
Collection Access and Management Group (Qld),
Australian Library and Information Association

Ann Huthwaite

Chair
Joint Steering Committee for Revision of
Anglo-America Cataloguing Rules

Australian Representative
Australian Committee on Cataloguing (ACOC)

Continuing Education Officer
Collection Access and Management Group (Qld),
Australian Library and Information Association

Judith Peacock

Committee Member
Australian/New Zealand Institute of Information
Literacy (ANZIIL) Reference Group

Margaret Robertson

Member
Quality Assurance Working Party of Queensland
University Libraries Office of Cooperation

Carolyn Young

Sponsorship Officer
2004 Australian Library and Information
Association Biennial Conference

Appendix 6

Australian and International Visitors to QUT Library

International

Cliff Haka, Director of Libraries, Michigan State University, USA

Kamaluddin Rafi, Manager, Automation Section, Singapore Polytechnic Library, Singapore

Jennifer Gan, Manager, Reference and Information Services, Singapore Polytechnic Library, Singapore

Rae Gendall, Science Liaison Librarian, Massey University Library, New Zealand

Bill Johnston, Centre for Academic Practice, University of Strathclyde, United Kingdom

Sheila Webber, Dept of Information Science, University of Sheffield, United Kingdom

Doreen Bailey, Acting Library Manager, Universal College of Learning, New Zealand

Karin Bystrom, Faculty Librarian, Uppsala University Library, Sweden

Ulrika Haak, Faculty Librarian, Uppsala University Library, Sweden

Elizabeth Fong, Deputy University Librarian, University of the South Pacific, Fiji

Ane Teilauea, Associate Librarian, University of the South Pacific, Fiji

Aishah Mohd.Nasir, Perpustakaan/Library, Kolej Universiti Sains Dan Teknologi Malaysia (Kustem), Malaysia

Kalsom Sharif, Deputy Librarian, International Islamic University, Malaysia

Mrs Faridah, Chief Librarian, Technical University College, Malaysia

Birgitta Hansson, Senior Librarian, Örebro University Library, Sweden

Olle Rimsten, Senior Lecturer (Law), Örebro University Library, Sweden

Gloria Edwards, Head of Circulation, Library Te Whare Pukapuka, University of Waikato, New Zealand

Dr Karen de Jager, Associate Librarian, University of Cape Town, South Africa

Inga Lunden, Director, Stockholm Public Library, Sweden

Barbara Lison, Director, Bremen Public Library, Germany

National

Ray Choate, University Librarian, Adelaide University

Cathrine Harboe-Ree, University Librarian, Monash University

John Rodwell, University Librarian, Fisher Library, University of Sydney

Kate Sexton, Associate Librarian (Humanities and Social Sciences), Fisher Library, University of Sydney

Debbie Kirkbride, Lending Services Manager, Central Queensland University

Barbara Cotton, Client Services Branch, Northern Territory University

Elise Costello, Document Delivery Section, State Library of Queensland

Sue White, Acting University Librarian, Curtin University of Technology

*Prof R. Dennis Gibson,
Vice-Chancellor,
Queensland University of
Technology*

Dear Prof Gibson,

We are sending our Library staff on a study tour of several Australian university libraries. We looked at your Library web site and are impressed by your Library's customer focus and services provided to support teaching and learning.

We would appreciate if our staff members, Mr Kamaluddin Rafi (Manager, Automation Section) and Ms Jennifer Gan (Manager, Reference and Information Services) could visit QUT Library ...

*Thank you,
Yours sincerely
Mrs Margie Teo
Director, Library
Singapore Polytechnic*

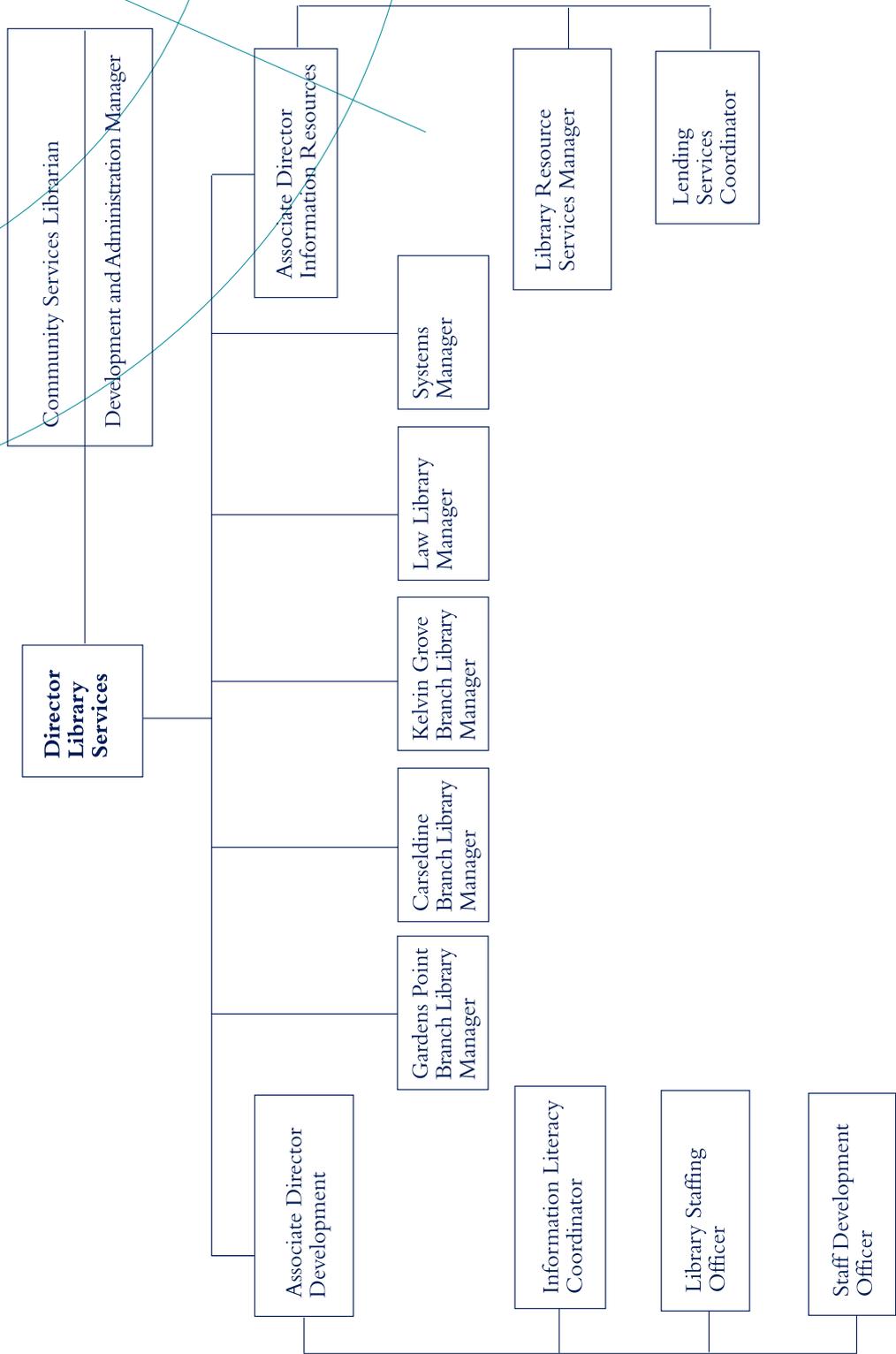
Dear Gaynor

We would like to thank you very much for the short meeting with you and the excellent way your colleagues took care of us. We are very impressed by the way the library have worked with information literacy and the way Judy works. It was a great visit to your library and a great visit to Australia. It should have been longer!

*Best regards
Olle and Birgitta
Örebro University Library,
Sweden*

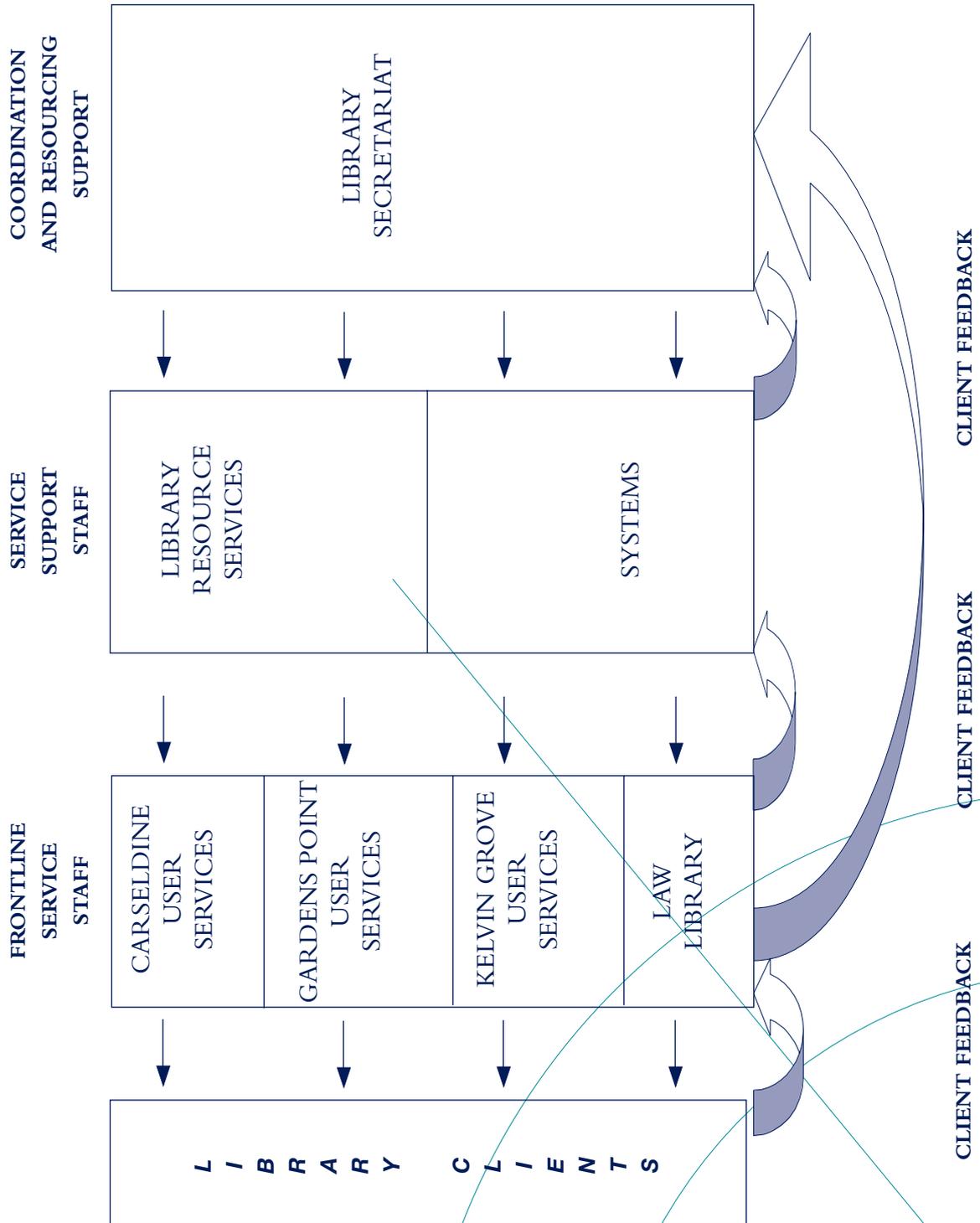
Appendix 7

Library Organisational Chart – Reporting Structure



Appendix 8

Library Operational Chart





Your Partner in Learning