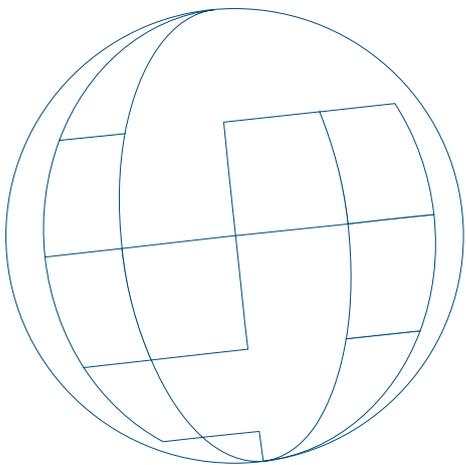


Queensland University of Technology
Library

2003 Annual Report



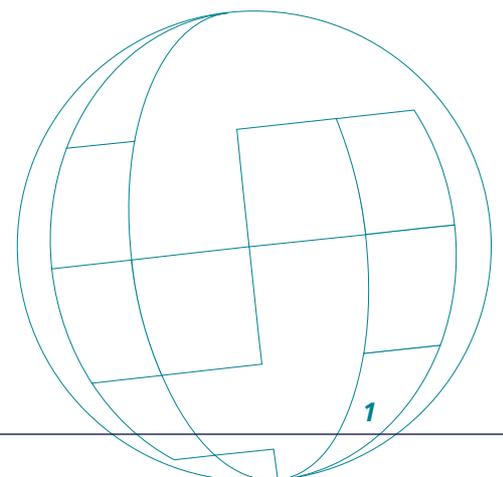


QUT Library Annual Report 2003

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Contents

Highlights of Library Service	
Provision in 2003.....	2
<i>Gaynor Austen looks back on the Library's activities and accomplishments in 2003.</i>	
Vale – Jan Novak	4
Client Charter Report.....	5
<i>A report of the Library's achievements in customer service.</i>	
Teaching and Learning.....	7
Research.....	12
Community Services	15
Resources – Planning and Funding.....	18
Resources – Staffing	23
Branch Library Reports	26
<i>The year in review for each branch library.</i>	
Appendix 1 – QUT Library's Vision.....	32
<i>The Library's Vision has been reviewed to reflect changes in learning and information resource management.</i>	
Appendix 2 – Senior Staff.....	33
Appendix 3 – Members of the Library Planning Forum.....	34
Appendix 4 – Papers and Presentations by QUT Library Staff in 2003.....	35



Highlights for 2003

The Library implemented a number of significant new initiatives during 2003 to further enhance the quality of the services which it offers to the University community. At the same time it continued to meet most of its targets for efficient management of information collection and service.

For four months of this year (February – May), I was seconded to lead the University's Teaching and Learning Support Services Department while a new Director to that department was recruited. During that period the Library was very capably headed by Carolyn Young, while her role as Associate Director (Information Resources) was well filled by Robyn Smith. Several other library staff were able to act in consequential higher-level positions, providing the opportunity for them to develop skills and broaden their perspectives.

Library staff were greatly saddened mid-year by the death of our Associate Director (Development), Jan Novak, who had been on extended sick leave since 2001.

A major activity throughout the year was the redevelopment of the Library's Vision to guide its planning over the next three to four years. This project included conducting several forums to inform and generate internal discussion, and consultation with a number of external stakeholders. The resulting documented Vision Statement will be widely distributed early in 2004.

One of the service initiatives implemented during the year was extension of the Library's Virtual Reference Service. The email reference service was expanded, and an internet 'chat' service piloted in second semester. The technology to enable introduction of Voice-Over-IP interactive reference service was also further explored. The Library participated in the introduction of the combined QUT-Griffith University Nightline service, which extends telephone 'help' assistance for IT and Library queries to span the period 6am to 1am on weekdays.

Library clients made increasingly heavy use of the Library's online databases, as these became a crucial part of resource provision to the University community – the Library's two largest aggregate databases each saw a usage increase of more than 50 per cent over previous years. 'Metafind' single search software was purchased to facilitate searching across multiple databases, and this should be available to clients early in 2004. A major project was also undertaken to improve the user friendliness of the Library's website, especially in the areas of accessibility and database access.

The Library's Course Materials Database (CMD), which is integrated with the University's Online Learning and Teaching system, was expanded. The CMD, which also operates as the University's copyright system for published resources, is being enhanced by inclusion of material held in external studies notes and coursepacks. The project should be completed by mid 2004.

Our active Information Literacy Program continued, with liaison librarians focussing on working with faculty staff to embed information literacy skills within curriculum design. The Information Literacy Program was chosen by the University as one of its nominees for the 2003 Australian Awards for University Teaching.

A number of substantial projects were undertaken to increase support for QUT's research community. Amongst these was a project to place online major components of the Advanced Information Retrieval Skills (AIRS) course for postgraduate research students. The first of these online modules will be released in early 2004. A new Document Delivery System was introduced, improving user tracking of requests. Attendance at the Library's EndNote training programs quadrupled in 2003, and courses were offered at several levels of expertise. A cooperative agreement with Griffith University facilitated the rationalisation of print serial backset retention across the two institutions.

During the year the Library developed and launched QUT ePrints, a web-based service which will enable academic staff to greatly broaden external exposure of their research publication. This initiative has been greatly strengthened by the development, led by the Deputy Vice-Chancellor (Technology, Information and Learning Support), of a University eprint policy. The University has also now mandated electronic lodgement of research theses, and the registration of these (with specified exceptions) via the Library, with the Australian Digital Theses database.

The University Library continued its active involvement in community service initiatives. Provisions for library membership by external organisations and individuals were codified. The Carseldine branch library hosted a networking function for librarians and teacher-librarians within Brisbane's Northern Corridor. The Library also welcomed a number of international visitors, resulting in discussions of mutual benefit. The website of the International Association of Technological University Libraries (IATUL) continued to be hosted and managed by the Library.

Monitoring of the Library's performance in key areas continues to be a focus. A set of Key Performance Indicators (KPI) for service effectiveness and efficiency was distilled from the many already available in the performance matrices maintained for each major library function. These identified KPIs will be measured and reported on regularly from 2004.

The Library undertook a broad client satisfaction survey, with over 4000 responses being recorded online from Library clients. Work is in progress to address the findings of this survey. A comprehensive review of desirable directions for Library Information Desk Service was also undertaken, and this will feed into current broad Divisional examination of future University Helpdesk and Call Centre operation.

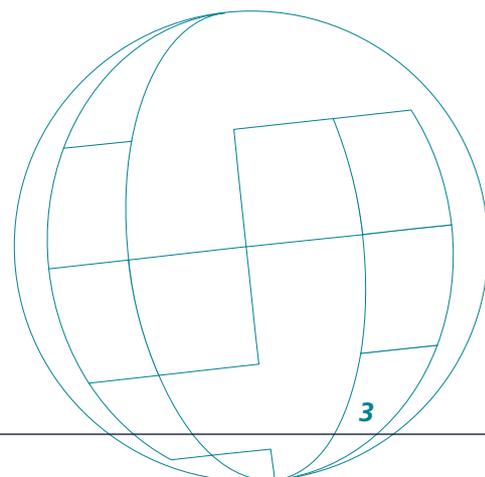
Extensive redevelopment and expansion of the client facilities within the Kelvin Grove Library precinct was planned. The Library also actively participated in the development of the design brief for the new Caboolture Community Campus buildings.

Budget provision throughout the year was closely managed. The improved exchange rate of the Australian dollar, and the injection of some additional funding by the University into the Library Resource Allocation, prevented further erosion of information resource purchasing power. Work continues to ensure that this issue of maintaining purchasing power for resource provision is addressed strategically by the University as part of its regular planning process.

Gaynor Austen



Gaynor Austen.



Vale – Jan Novak



*Jan Novak, BA Indiana, GdipLibSci WAIT, ALIA
5 November 1941 – 27 May 2003*

Jan Novak, the Associate Director, Library Services (Development) died on 27 May, 2003, peacefully at home following a lengthy struggle with cancer. She is sorely missed by her colleagues and friends at QUT where she first joined the staff in 1987, at its predecessor institution – the Brisbane College of Advanced Education.

Jan was born in Chicago, Illinois and gained her BA from Indiana University. Jan was always a free spirit and in her spare time gained her pilot's licence for single engine airplanes and enjoyed riding motor bikes. In 1970 she moved to Sydney with her husband and young daughters where she worked establishing libraries within architectural firms. A fine appreciation of art and architecture remained one of her life-long pleasures. In 1975, Jan moved to Perth where she worked for Council Libraries and became the first Young Adult Librarian in WA. While in Perth, Jan completed her Graduate Diploma in Librarianship. In 1979, Jan moved to Canberra and joined the Australian National University Library as Assistant to the University Librarian. She later became the Life Sciences Librarian. This was the beginning of her long and productive association with university libraries.

In 1987, Jan joined the Resource Centre of the Brisbane College of Advanced Education as the Manager of User Services. When the College merged with QUT in 1991, Jan became an Associate Director of the Library. In addition to coordinating the Library's User Services, Jan played a leading role in developing the Library's strong client service culture and its quality management processes. These remain a lasting legacy of her outstanding contribution to QUT.

Jan had a creative and lively mind. She frequently led her colleagues and friends to innovative insights on vexing problems. All of us here at QUT will miss her kindness, her vibrant personality and her delightful sense of fun.

She was always a 'larger than life' character, who could never seem to make it to meetings on time, but could cut through university bureaucracy – to the Library's advantage – with her charm and wide-ranging wit. She had a wonderfully lateral mode of thinking, and a mind from which ideas fell helter-skelter. Her passions for client service and quality management have left a strong tradition for these issues within the QUT Library.

Jan was a devoted mother of three daughters, whom she raised mostly as a single parent.

We all remember her fondly.

Client Charter Report

At QUT Library we aim to assist our clients to achieve their learning, teaching and research goals. To ensure we achieve these objectives, we set service goals in our Library Client Charter. Each year we check how we have achieved against our 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.

Measure under development:

- A new methodology to measure this target is under development.
- Reading lists and projected student enrolments provided by faculties were used to determine what materials were likely to be most in demand for each semester.
- High-demand materials were placed in Course Reserve or on seven-day loans.
- The Course Materials Database (CMD) provides electronic access to course readings from most units.
- Liaison Librarians monitor the 'items placed on hold' reports from the Library catalogue to inform ongoing collection development.

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

Target not achieved:

- 100 per cent of urgent titles were available within 30 days.
- New strategies are being developed to ensure that this target is better met in 2004.
- Additional staff will be allocated to the area responsible for this function during 2004.

Target: Materials shelved within two days of return or inhouse use.

Target achieved:

- 99.25 per cent of materials were shelved within two days.
- Work practice reviews and hard work by staff in recent years has resulted in this achievement.

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

Target achieved:

- 100 per cent of book titles were placed in reserve collection within the three-day target.
- Course readings were almost always available via the CMD within four days.

Target: 80 per cent of non-fast track Interlibrary Loan requests are filled in 14 days.

Target exceeded:

- 100 per cent supplied in 14 days. Document delivery borrowing functions were centralised in March 2003, resulting in this improved performance. The mean internal processing time between receipt of request and dispatch to supplier is less than one day. The mean external processing time, the time it takes for the item to be supplied is two and a half days. This time is reduced by having a regular chaser procedure and by using suppliers with good track records.

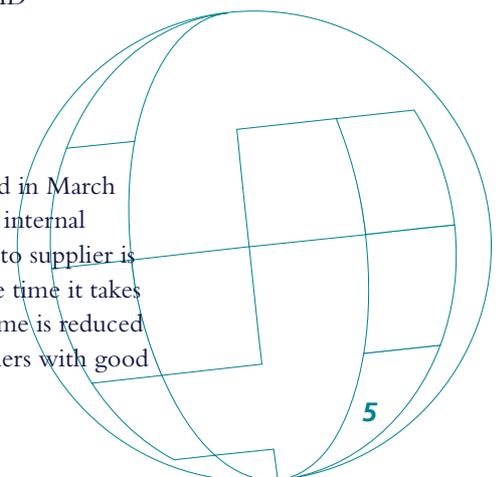
Dear Alice

This is a very belated thank you to you and your library colleagues for the information skills workshop, support and input in the first week of this semester. Your organisation of the workshop activity and process was very effective with the students. It became very purposeful with the activity being placed in the context of the students' research needs for their assessment. With such a large group of students, this approach would not have been possible without the keen support of you and your colleagues.

May I extend my appreciation to all involved and hope that we can continue this valuable professional liaison.

Your sincerely

*Lucienne Camenzuli
Unit Coordinator/Lecturer
Creative Industries Faculty*



Target: Intercampus Loans material is available in three days.

Monograph Requests:

- 100 per cent of monograph requests were available in two days at Gardens Point and Kelvin Grove libraries and 100 per cent of requests were available in three days at Carseldine. The Law Library had 100 per cent of requests available within four days.

Photocopy Requests

- Carseldine, Gardens Point and Kelvin Grove all achieved 100 per cent availability within five days. Law Library had 100 per cent requests available in more than five days. The Library continues to struggle to meet this performance target. However, there has been enormous improvement in turnaround times over the last three years. See Table 1.

	2001	2002	2003
Carseldine	47%	72%	90%
Gardens Point	91%	93%	98%
Kelvin Grove	32%	86%	98%
Law	33%	82%	79%

Table 1: Percentage of intercampus photocopy requests processed within three days.

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.

Target exceeded:

- Information desks were staffed for all hours the Library was open.

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

Target achieved:

- Clients were able to access assistance 24-hours-a-day using the web-based Ask a Librarian service.
- Clients were able to access the information desks for all hours the Library was open.

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

Target achieved:

- Classes were held throughout both semesters, and classes in EndNote and AIRS were held for postgraduate students.

Goal: Provide facilities for the use of materials.

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

- This target was always achieved at the Gardens Point, Carseldine and Law branch libraries. This target was not always achieved at Kelvin Grove, where there is considerable pressure on seating places.

Teaching and Learning

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

At QUT Library, we contribute directly to the teaching and learning objectives arising from this goal. We aim to optimise students' learning experiences and pursue a partnership role with faculties to provide a learning environment that will meet their diverse needs. These links were actively pursued in 2003.

Virtual Reference Services

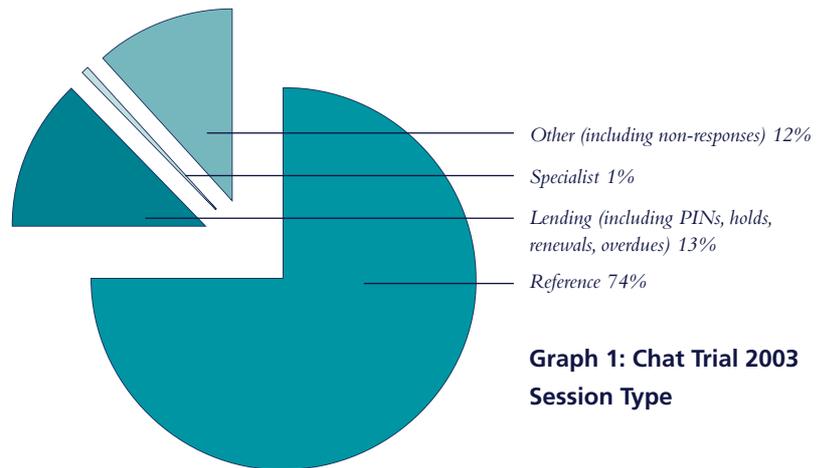
The Library's Ask a Librarian virtual reference services continued to offer staff and students remote access for information enquiries during 2003.

There were 2047 email enquiries received during 2003, almost a 100 per cent increase on 2002. The email service now offers a commitment for a librarian to respond within 24 hours, seven days a week.

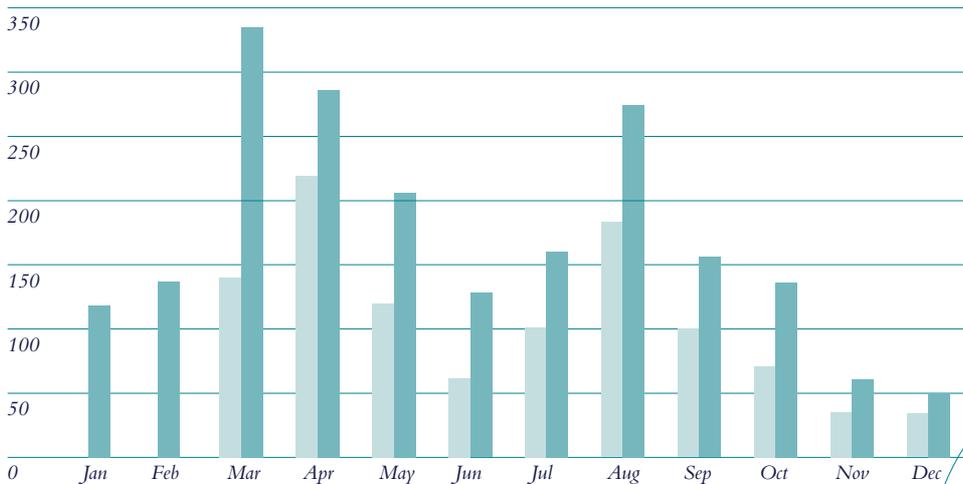
In 2003 the Library also trialled the QuestionPoint virtual reference service developed by the Library of Congress and Online Computer Library Centre. This service offers web email, chat and enhanced communications such as Voiceover Internet Protocol (VoIP), co-browsing and video.

Librarians handled 191 chat sessions during the nine-week chat trial, which was above expectations. Web Chat will be implemented in 2004 for four hours per day from Monday to Friday.

The Library will continue to develop the Ask a Librarian service in order to provide better quality access to information for all QUT staff and students.

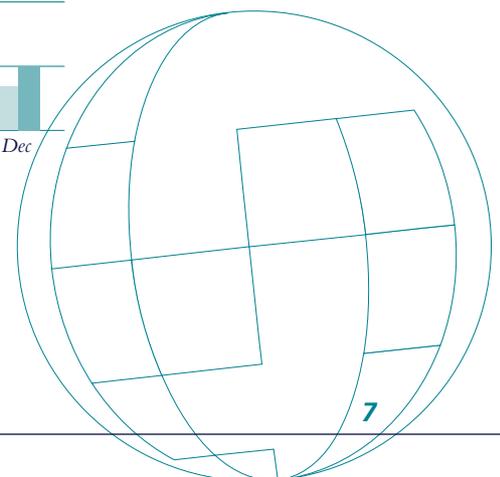


Graph 1: Chat Trial 2003 Session Type



Graph 2: Ask a Librarian Email Enquiry Service 2002-2003: Number of enquiries

2002
2003



Nightline

In 2003 the Division of Technology, Information and Learning Support collaborated with Griffith University to trial an out-of-hours support service for staff and students. Nightline responded to the changing needs of students and staff, who are extending the hours in which they undertake research and study-related activities.

The trial provided telephone support outside of the opening hours for the regular Divisional support services, including IT and Library information. Increased hours provide client access for a total of 19 hours per day Monday to Friday during the semester.

Based on the results of the six-month pilot, it is hoped the service will be extended in 2004, to provide a truly integrated support service for clients of both institutions.

New Loans Policies

Several improvements to services were approved for implementation in 2004, as a result of feedback from students given in the Rodski Client Survey. These include:

- Clients will receive an 'Alert' email notifying them that an item they have on loan is one day overdue. They will be able to renew overdue books online until the second overdue notice is received.
- Clients will accrue higher penalties for overdue recalled items, and penalty points will remain on clients' Library borrowing records for the duration of their studies at QUT. This change is designed to allow all clients better access to valued resources, by ensuring timely return of materials.
- Metropolitan external students will be eligible for mailouts of Library material previously offered only to non-metropolitan students.

Borrowing Forms Online

Online forms are now available for requesting photocopies from other campuses. These forms are emailed directly to the branch library which holds the item. This improved procedure replaces a paper form and has reduced the amount of staff intervention, and greatly improved the turnaround time to the client. The forms can also be emailed from any location, so clients no longer have to visit the Library to submit the form.

Website Review

The Library's Web Reference Group conducted a review of the Library website released in late 2002. Feedback from branch library and academic staff and students was received via the 2003 Rodski Client Survey.

Major changes that resulted focused on the design and layout of the home page to improve readability and navigation, improved help documents, sources, and more customer friendly names for links. The home page was redesigned with a smaller graphic and a much larger space for Library News. A 'New Users Start Here' guide concentrating on navigating the home page and website was added. Work continues on developing integrated help at all levels of the site, especially within the database pages, as clients have indicated they need clear assistance at point of need.



*The CMD Team (l to r):
Susan Creasey, Gillian
Harrison, Bryn Roberts, Jane
Turnbull (Project Manager),
Sarah McCallan, Matt Larney
(absent Bronwyn Johnson).*

Course Materials Database

Stage two of the Course Materials Database (CMD) project began in September 2003 and will continue into 2004. This stage of the project added resources from coursepacks and external studies notes. The expansion benefits both lecturers, who can now place resources on CMD to avoid high-volume printing, and students, who can now access course materials anytime, from anywhere. Comments from the CMD survey of students conducted in 2003 indicate they value this resource very highly.

Web Content Management

The Community Services Librarian assumed a greater role in the coordination and management of web content, establishing a distributed model of content maintenance. Content owners were made responsible for and given access to specific directories and pages within the site. Macromedia 'Contribute' was chosen as the web editing software for both the public website and the Library Intranet because of its ease of use and its level of integration with the standard web pages and templates.

Database of Databases

From mid-2003, one of the key projects for the Library Systems section was the redesign of the 'database of databases' – the main public access menu and search functionality for clients selecting appropriate Library-subscribed databases.

The main aim of this project was to improve the transparency, accessibility, and maintainability of the database menus available via the Library public site.

Important enhancements of the new database menus include:

- introduction of key resources lists in database subject guides
- revised and expanded subject headings, providing access to resources at faculty and disciplinary levels
- improved browsing across resources in related subject areas
- streamlined access to help guides for individual databases

- more prominent information on database status alerts, within database displays
- improved general database help, contextual navigation, and frequently asked questions.

The final version of the redeveloped Library database menus was approved for release to the public from 28 January 2004.

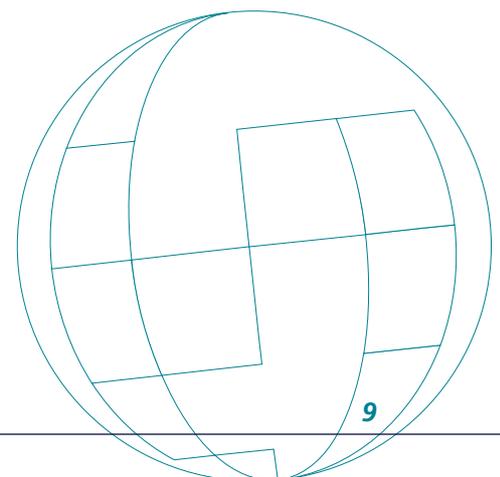
MetaFind: Single Interface Solution

A key area of activity for the Library in 2003 was the continued development of a single search interface capability. The overall aim is to provide the Library's clients with the added option to search a range of databases and other online resources within a common search interface, from a single access point uniformly, regardless of the protocols. The common interface will reduce the learning curve faced by new clients and make searching quicker for all users.

Millennium Access Plus has been selected as the single interface and linking solution for database searching. It comprises several independent components: MetaFind, the single interface product; and WebBridge, the linking knowledge base software.

During 2003 QUT Library continued its collaboration with the vendor, Innovative Interfaces, Inc in developing a remotely-hosted version of MetaFind. This version supports cross-searching over a maximum of 30 databases.

Elsevier, one of the world's largest journal publishers and provider of ScienceDirect, is currently publicising the QUT Library website as a best practice exemplar in its global marketing efforts. The Library website has been featured in presentations throughout Australia in Elsevier's recent Library Connect roadshow series, attended by many university librarians. The brochure 15 Ways to Promote Effective Use of Online Resources (distributed at roadshows and online) features screenshots of the website's FAQ documentation, linked from the Ask a Librarian service. Various other aspects of the website were also praised, including the programs and classes database, and lists of liaison librarians.



Approximately 80 per cent of the 30 selected resources have been configured for meta-searching. Testing and assessment of the interface design, layout and search functionality, as well as remaining database profiling, is planned for the first quarter of 2004 in anticipation of public release to clients.



*Web Reference Group (l to r):
Alex McClintock, Barb Ewers,
Brendan Sinnamon, Kurt
Völlmerhause, Kate Harbison,
Michelle Conkas.*

Electronic Database Usage

Library databases were accessed more than 87 million times during the year. Access to electronic full-text journal articles by QUT staff and students continued to rise substantially during 2003. The number of articles viewed online or downloaded increased by approximately 50 per cent over 2002 figures for the major aggregators ProQuest (940 000) and EBSCOhost (428 000). Journals available via Elsevier's ScienceDirect platform accounted for approximately 180 000 full-text articles, also a sizeable increase over 2002. Particularly notable was usage of the Blackwell Synergy platform, due in part to QUT's new subscription to the *Social Sciences and Humanities* collection. Wiley Interscience also increased in usage by QUT staff and students by about 50 per cent in 2003.

Information Literacy

Building, consolidating and extending collaborative and scholarly partnerships across and beyond the University was a significant characteristic of information literacy initiatives and activities in 2003.

Faculty partnerships

With the QUT Information Literacy Framework & Syllabus (ILF&S) continuing to inform policy and practice within the University, Liaison Librarians continued to work in partnership with faculty individuals and teams on various curriculum projects and initiatives. For example:

- Science – the development of video streaming modules for integration into second and third year units
- Education – development and implementation of a new online student resource called *LIBEDU* to provide a mechanism for all Education students to access broad faculty-related information literacy resources and strategies
- Business – completion of the *Information Literacy Standards Mapping Database*, subsequently endorsed by the Faculty Education Committee and approved for use by other faculties.

Collaboration with faculties was also demonstrated by several papers which were co-authored by Library staff and academics. (See Appendix 4 for details.)

Divisional partnerships

In 2003, an educational services team drawing staff from across the Division of Technology, Information and Learning Support (TILS) formulated an innovative orientation program for students. In a two-day conference-style format, *Getting Started with Learning* was launched in Orientation Week, Semester 1 and replicated in an abbreviated format in Semester 2. The program, attended by some 1000 students, drew facilitators from across the Division, with the Library's teaching librarians facilitating many sessions on writing academically, as well as designing and delivering the information literacy components. Feedback from students was extremely positive.

In partnership with an instructional designer from QUT's Teaching and Learning Support Services (TALSS), Library staff conducted a comprehensive evaluation of *PILOT: Your Information Navigator* using the *Flashlight* methodology. Outcomes and recommendations of the evaluation will be implemented throughout 2004.

Usage of *PILOT*, either on a self-directed basis or as prescribed coursework, continues to rise significantly. Usage patterns would suggest that more students are linking directly to specific modules or sub-components of *PILOT*, rather than working through the tutorial in a linear manner.

Other significant information literacy projects and milestones

In support of the Library’s information literacy practitioners, the *Professional Information Literacy Development (PILD)* framework for training Library staff was further refined and developed throughout 2003, for implementation in 2004.

Table 2: Usage of PILOT, as indicated by all hits to the PILOT web pages.

2002	1.16 million
2003	2.76 million
% Increase	138%

The contribution of the Library in terms of information literacy and learning and teaching at QUT was recognised by a nomination of the Library’s Information Literacy Program by the University for an Institutional Australian Award for University Teaching, under the category *Innovative and practical approach to the provision of support services (on- and/or off-campus) that assist the learning of students.*

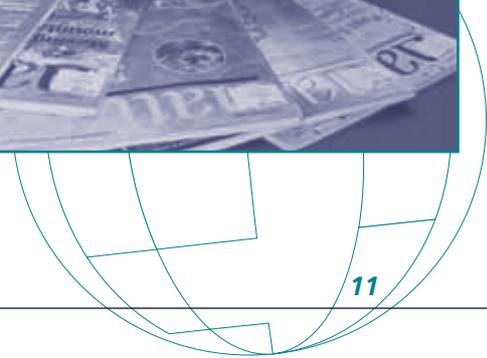
Information Resources and Access

Major Acquisitions

Funds donated by QUT Alumni in 2003 enabled the purchase of the journals *Nature.com* and *Science Magazine Online*. Both researchers and undergraduates use these online journals heavily.

The following databases were trialled during 2003:

- Encyclopaedia Britannica Online
- EngNetBase – A CRCNetBase ebook reference collection for Engineering and Science
- Knovel – eBook reference collection in Engineering and Science
- Mergent Online – Company information and annual reports for 25 000 international companies
- PsycArticles – 55 APA journals online with fulltext – complementary to the PsycINFO database hosted by Ebsco
- Safari Tech Books Online – ebooks relevant to Information Technology, and
- SourceOECD – Electronic publications of the Organisation for Economic Co-operation and Development (OECD).



Research

University researchers and research students are strongly supported by the Library. In 2002, the Library had surveyed its research community on the types of Library collections and services needed in the electronic environment. With this feedback, the Library prepared, on behalf of the Division, a Support Plan for Research Staff and Students 2003–2006. This comprehensive plan covers access to information resources from QUT Library, reciprocal borrowing from other local university libraries and document delivery services. The Division's services to researchers include library liaison, training and updating in information retrieval skills, researchers' centres within the libraries and a high performance computing facility. The QUT ePrints open-access archive of QUT research literature was prepared and launched in 2003. It complements the previously established Australian Digital Theses (ADT) site hosted by QUT. Both archives preserve the output of QUT researchers and make it accessible to a global audience.

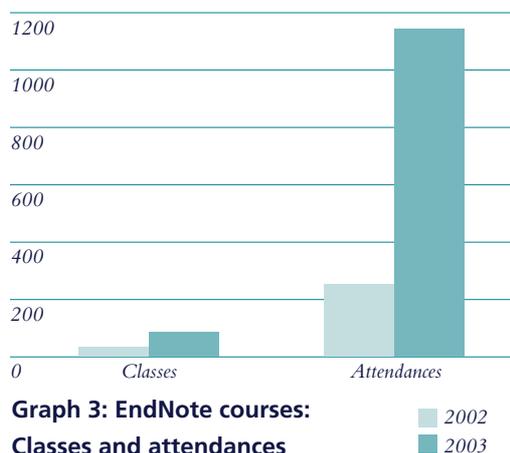
Research Skills Development and Support

EndNote

From February 2003 EndNote courses were offered in Introductory, Advanced and Expert modes to QUT postgraduate students and staff, and were conducted in the Library's training rooms across all campuses. Previously, one generic course had been offered.

Significant development was also undertaken with regard to resource provision and course administration. An automated management system that had been developed in 2002 was implemented to facilitate the registration process for participants. The system provides timely and personalised communication to course participants, monitors enrolments and responds to cancellations, as well as manages waitlists and attendance lists for course trainers.

These changes, and an increasingly greater awareness and uptake of the software by students and staff, encouraged a significant increase in attendances in 2003.



Graph 3: EndNote courses: Classes and attendances

2002
2003

The ability to efficiently locate the appropriate research resources is absolutely vital for a part-time research student. The reduced degree to which part-time students can consult with other students on quality resources and search techniques makes the provision of a grounding in sound information retrieval extremely important. Whilst I am confident in my field and consider myself an adept user of the internet, this course provided me access to skills and insights which I would have spent considerable amount of time trying to develop on my own. I believe the AIRS program is an extremely important resource for students – especially part-time and more 'mature' students...

Feedback received from a Masters (Research) student on the value and quality of the AIRS course.

AIRS Online

Development of the *AIRS Online* course continued throughout 2003, with considerable effort applied to the reconceptualisation and reinterpretation of the base course to form a rich web-based learning environment.

The evolution of the Library's 'for credit' unit, AIRS:IFN001 as an alternate e-learning course continued to raise a number of complex pedagogical, organisational and administrative challenges. To facilitate deep learning, development focused upon creating learning elements which will encourage reflection, discussion, interactivity and communication. In addition to content and format, considerable attention was paid to the design and creation of a functional user-friendly interface, effective

assessment, non-text-based learning components, and a foundation learning management system.

Cross-Divisional curricula and technical partnerships and contributions have been critical to assuring the integrity of the project, and the Library has derived many additional benefits from engaging in such partnerships.

For example, from using *AIRS Online* as a test project in TALSS-based integrated media enriched teaching technology trials and ITS video streaming trials, Library staff have subsequently applied a variety of these learning technologies to enhance undergraduate teaching and learning. It is anticipated that selected *AIRS Online* modules will be available for use early in 2004.

Publishing QUT Research

QUT ePrints Archive

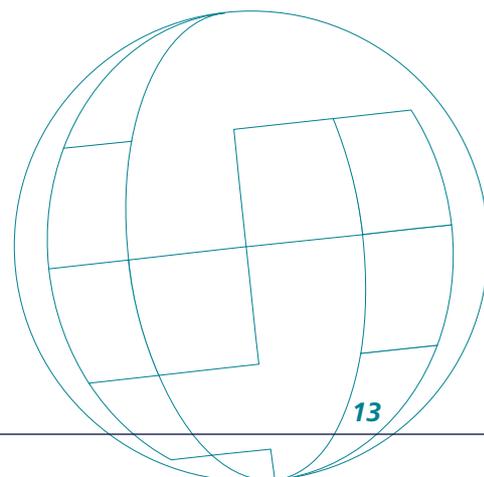
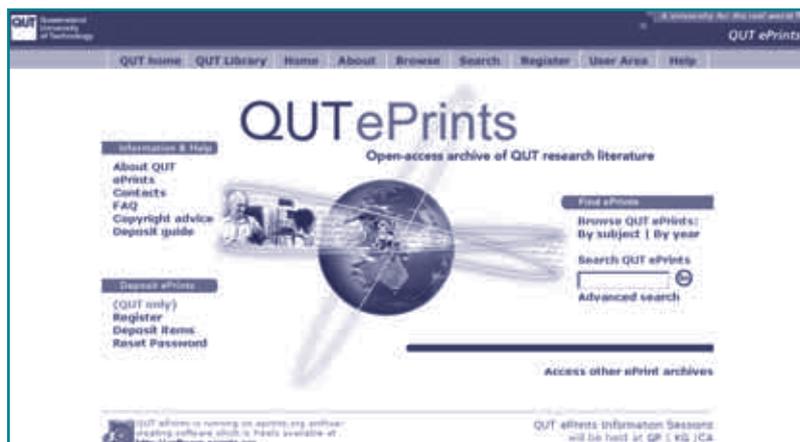
In December 2003, the QUT Library launched an eprint archive, called QUT ePrints (<http://eprints.qut.edu.au>), for QUT research literature. Eprints are electronic copies of academic papers, usually research articles or conference papers, which are made freely available online.

Since the eprint concept is complementary to traditional academic publishing, QUT researchers will continue to submit their papers to scholarly journals for peer review and publication. However, by self-archiving eprint copies of these papers, they will be able to extend their research impact and recognition. As part of a growing international corpus of refereed and other research literature freely available online, QUT ePrints provides a searchable showcase for the quality research and scholarship emanating from QUT faculties and research centres.

The concept was strongly supported by the University's Research and Development Committee and the University's Academic Board has endorsed an eprint policy for QUT (effective from January 2004). This institutional mandate for self-archiving is backed up with promotion, training and support.

Australian Digital Theses Program

In late 2003, the QUT Research and Development Committee approved the mandatory lodgement of both paper and electronic versions of research theses for deposit in the Library. From 2004, new theses (with specific exceptions) will be available from the Australian Digital Theses (ADT) website, searchable globally. This archive complements QUT ePrints, providing worldwide access to the work of QUT's newly qualified researchers.



Information Resources and Access

Researchers' Centres

Use of the Library's two Researchers' Centres at Kelvin Grove and Gardens Point branches decreased when faculties also made office space available for their research students. In 2003, the Library expanded access to the facilities to include Masters by Coursework students. The availability of the Centres was extensively promoted and, as a result, usage improved dramatically during 2003. They were often filled to capacity during peak times, and were particularly popular with international students.



A student at work in the Library's Researchers' Centre.

Document delivery

The Library launched the Document Delivery management module of its web-based Innopac Library management system in March 2003. This was a significant upgrade to the previous

complicated combination of document delivery processes. From their offices, researchers can electronically lodge and track their document delivery requests from within the existing Library system, using their Library PINs. This convenient electronic lodgement meets copyright compliance requirements.

The Document Delivery borrowing service has also been centralised with a team based at the Gardens Point branch library.

Lending services for researchers

In response to feedback from the researchers' focus groups and the Rodski Client Survey, the Library has extended the borrowing privileges of research students and academics. Loan lengths have increased from a standard loan of 28 days, to a standard loan of 60 days with two renewals, subject to recall if needed by another borrower.

Rationalising serial backsets

QUT Library has also collaborated with Griffith University to rationalise the holdings of more than 1300 old and little-used backsets of serial titles held by both libraries. The library with the longest backset retained that title, with any gaps in their holdings made up by the other library. The relinquishing library was then able to dispense with their little-used backset to allow more shelving space. The libraries have noted in the serial records that discard can only occur after consultation. The libraries also revised and improved their existing Special Reciprocal Loans service to supply books and photocopies from each other's collections to staff and students.

Community Services

In support of the University's strategic plan, the Library contributes to the local, national and international communities, enhancing QUT's relationships and giving back to the community the benefits of its information resources and staff expertise.

The community service program is well established as part of the Library's service delivery and each year special initiatives are also undertaken.

University-wide involvement

Again in 2003, the Community Services Librarian represented the Division of Technology, Information and Learning Support (TILS) on the University Community Services Advisory Committee. This working party reviewed community services reporting, clarified the definitions of the reporting categories and provided guidelines on activities appropriate to each.

Consultancy

Consultancy activities conducted during 2003 included:

- Associate Director, Carolyn Young, conducted a review of academic library services for the Christchurch School of Medicine and Health Services. Her recommendations about collection development, electronic delivery, document delivery services and liaison services were accepted by the Dean for implementation.
- Information Literacy Coordinator, Judith Peacock, conducted a strategic planning forum for the University of Waikato Library to help them develop a comprehensive information literacy program.
- Information Literacy Coordinator, Judith Peacock reviewed the University of New South Wales Library's information literacy program, and facilitated a planning session for library staff to implement the recommendations of the review.
- Information Literacy Coordinator, Judith Peacock sat as an External Selection Panel member for the University of South Australia Library for Divisional Academic Librarian positions.

International links

The Library continued to provide web maintenance services to the International Association of Technological University Libraries (IATUL). The Library undertook a project to redevelop the web-based membership database to combine both membership and financial details which will simplify billing procedures.

The Community Services Librarian also undertook some executive officer duties for the Board including checking membership details, responding to queries from members or those interested in joining and answering requests for proceedings. She also produces the IATUL News web pages and IATUL Alert. IATUL Alert is a monthly email bulletin to all interested members highlighting the stories that have been posted to the News site. At IATUL's 2003 annual conference, the Community Services

Librarian staffed an information booth to answer questions about IATUL membership and to help members update their membership details.

The Director of QUT Library Services is a member of the board and second vice-president. She and the Community Services Librarian attend board meetings during the annual conferences and attend via video conferencing at other times of year.

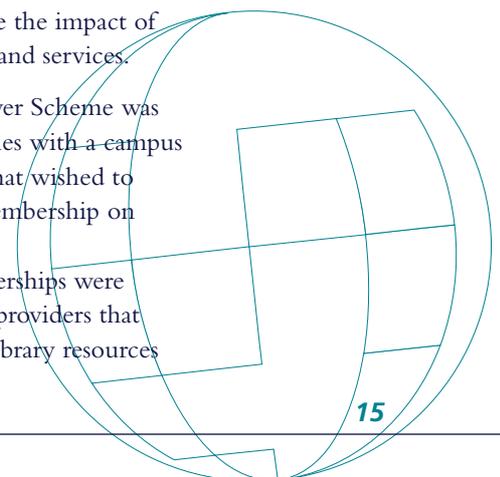


Gaynor Austen, Director, QUT Library Services and Barb Ewers, Community Services Librarian attend IATUL Board meetings via video conference using the University's access grid node facility.

External membership of QUT Library

There are increasing numbers of vocational training and tertiary education providers in Brisbane. The Library developed a series of membership packages to manage the impact of these students on its collections and services.

- The Bulk Reciprocal Borrower Scheme was developed for other universities with a campus or study centre in Brisbane that wished to take out reciprocal library membership on behalf of their students.
- Educational Associate Memberships were designed for private training providers that needed to provide access to library resources for their students.



Both schemes have been very successful for the clients and have helped the Library reallocate resources to meet demand.

- School Associate Membership was also established to provide a discounted membership to students of schools with a particular affiliation with QUT. The scheme aims to allow campus libraries to support relationships fostered by faculties.

Senate Inquiry: Libraries in the online environment

QUT academic and professional staff were well represented at the hearings of the Australian Parliament Senate Inquiry into *Libraries in the online environment*. Academics from the School of Information Systems and the Library's two Associate Directors gave statements to the Inquiry. Associate Director, Development, Jenny McCarthy, spoke of the unique role librarians play as educators of citizens in an information society. Associate Director, Information Resources, Carolyn Young, spoke of issues of access to quality information in the electronic information environment.

NCEP Library Network

Carseldine Library hosted a networking function of libraries in the surrounding area as part of QUT Carseldine's Northern Corridor Educational Precinct (NCEP) initiative. The library networking function brought together school, government and public libraries in the region and enabled QUT Library Carseldine to promote the services they have available to community members. The forum was also used to explore opportunities for collaborative and reciprocal relationships.

Community partnerships

QUT Library's commitment to enhance students' transition into university was further illustrated by ongoing work with local schools and teachers. The Library facilitated a workshop for teaching staff of The Gap State High School. Teachers were introduced to models of, and strategies for, information literacy, teaching and learning, and how these relate to the experiences of commencing students in a tertiary environment.

QUT Library also approved requests from Thuringowa City Library and Southbank Institute Library to adapt the content and structure of *PILOT* to suit the diverse needs of their respective client groups.

Dear Gaynor

Many thanks for the time you and your colleagues put aside last week to make my visit to ATN and to the QUT libraries so useful.

I certainly enjoyed my visits to the two campuses and gained a lot from our discussions and reflections. I was most impressed with your staff and their insightful comments on a wide range of subjects. I was particularly interested in learning how your organisational structure works and am also looking forward to hearing how your secondment goes over the next few months...

I thought QUT hosted the ATN with aplomb – a particular thank you to you for making us so welcome in Brisbane and also for the great job you did as chair of LATN last year – personally I have learned a lot from your approach.

So thank you once again for your hospitality. Please could you also convey my thanks to Carolyn, Barb, Jenny, Judy, Robyn, Ann, Colleen and also to the wonderful staff in the Library Resource Services area at Kelvin Grove who patiently explained many things to me on Friday afternoon.

Please let me know if you or any of your staff visit Perth and I would be very pleased to arrange a visit here if you felt it would be useful.

King regards,

Sue White

Acting University Librarian, Curtin University of Technology



Thuringowa City Mayor Les Tyrell assesses the adapted version of PILOT for their library clients.

Community Service Facts and Figures 2003

- 880 People went on a library tour
- 575 Members of the public became associate members
- 1371 Students living in Brisbane and studying at another university became reciprocal members
- 12 580 Items were lent to other libraries in Australia and overseas
- 1870 Hours of on-the-job training were provided to fieldwork students and others on work placement schemes
- 11 International and Australian professional colleagues undertook a study visit at QUT Library

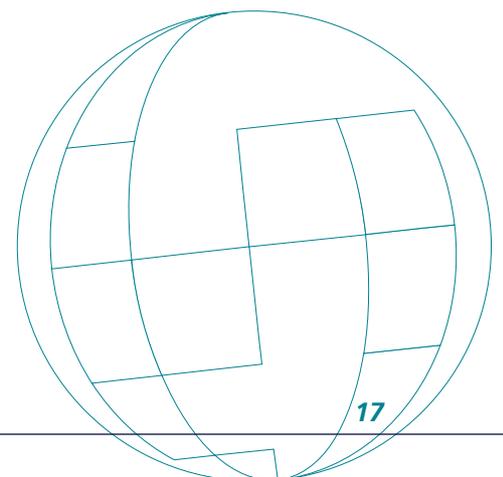
Australian and International Visitors to QUT Library

International

- Katy Nelson Teaching Librarian, University of Victoria, British Columbia, Canada
- Kim Ranger Information Literacy Coordinator, Grand Valley State University, Michigan, USA
- Bill Johnston Centre for Academic Practice, University of Strathclyde, Glasgow, UK
- Nancy Goebel Head Librarian, Augustana University College, Alberta, Canada
- Michelle Shoebridge Associate Director for Learning and Research Support, University of Birmingham, UK
- Inga Lunden Director, Stockholm Public Library, Sweden
- Barbara Lison Director, Bremen Public Library, Germany
- Gill Needham Learning Support Development Manager, Open University, UK

National

- Vivienne Bernath Information Literacy and Reference Librarian, Monash University, Victoria
- Gillian Westera Information Literacy Coordinator, Curtin University, Western Australia
- Sue White Acting University Librarian, Curtin University, Western Australia



Resources – Planning and Funding

In 2003 the Library reviewed and redeveloped its Vision and Strategic Plan to inform and position its direction and growth during the coming three years.

Vision 2004–2007

The Library's Vision redevelopment was integrated with the University's four planning categories – Teaching and Learning, Research, Community Service, and Resources.

Preparation for the new Vision continued in 2003 with a series of 'Future Forums' featuring external speakers held for Library staff. Current and anticipated trends in library buildings and spaces, advances in web technology, teaching and learning, research and staffing were considered at these forums to inform the redevelopment of the Library Vision.



The session on future directions in teaching and learning was conducted by Dr Angela Bridgland, Director, Teaching, Learning and Research Support, University of Melbourne (left), and Don Field, Director, QUT Academic Policy (third from left). They are pictured above with Carolyn Young, Acting Director, QUT Library (second from left), and Jenny McCarthy, Associate Director (Development), QUT Library (right).

In addition, senior members of Library staff interviewed key University stakeholders and circulated discussion papers. Members of the Library Planning Forum had significant input into the Vision with a review of a draft Vision during one of its meetings. Based on the feedback gathered throughout this process the Library's new Vision was finalised, published and is currently being distributed.

Strategic Planning 2003–2004

The Library continues to use the Balanced Scorecard (BSC) quality framework, and this year's Strategic Plan development was managed in accordance with the four BSC perspectives

– Client, Internal Processes, Learning and Growth, and Financial.

The Library Planning Forum's annual retreat was dedicated to considering future directions for the Library's services and developing the Library's three-year objectives. Areas of focus included optimising access to information resources and services for students and researchers, and recruiting, developing and sustaining a highly skilled, flexible and competent workforce.

The annual strategies and initiatives envisioned to assist the Library in achieving those objectives were also prepared at the two-day retreat. Examples of the 2003–2004 initiatives include the design of Library spaces in new facilities to meet anticipated client needs and expectations (including the use of wireless networks) and, in relation to the Library's workforce, an emphasis on relevant staff training and development.

Following the retreat, further feedback sought from internal staff and external stakeholders was considered during the Strategic Plan's last phase of development. The final Strategic Plan was issued to staff in the form of a wall chart to promote the Library's future direction and its current priorities.



Gaynor Austen, Director, QUT Library Services and Barb Ewers, Community Services Librarian, review the Library's new suite of strategic direction publications.

Quality Management: Key Performance Indicators

In 2003, the Library reviewed its performance evaluation program to identify a series of Key Performance Indicators – the most important measures which might be used to quantify the performance of the Library in key areas.

For a number of years, individual functions within the Library have maintained extensive performance indicators, articulated within the Library's Performance Evaluation Matrix. From this matrix, senior staff members identified the Library's key measures, and also developed a series of new indicators for areas that are more difficult

to measure, such as the Library's information literacy programs.

The measures were developed according to the Library's quality framework, the Balanced Scorecard, and were published on the annual Library wall chart distributed to all staff members. Throughout the coming year, the Library's performance will be monitored according to the Key Performance Indicators and our progress reported to the Library Management Group. In 2004, the indicators will be reviewed and adjusted as necessary.

Client feedback: Rodski Survey

In May, the Library conducted a Library Client Survey as part of an Australia-wide benchmarking project coordinated by Rodski Behavioural Research Group on behalf of the Council of Australian University Librarians.

More than 4000 staff and students completed the online survey to tell us what was important to them, how they felt we were performing, and the areas where they felt we could improve. This was an excellent response rate and represented a record number of responses since the inception of the Rodski survey process in 2001.



Associate Director, Information Resources, Carolyn Young congratulates survey winner, Yip Seng Sum.

To encourage responses, the Library offered three \$100 bookstore gift vouchers. The three delighted winners were Yip Seng Sum, Ngoc Bich Nguyen and F. Price.

The survey asked Library clients to rate 34 statements across five Best Practice categories (communication, service quality, service delivery, facilities and equipment, and library staff) in terms of their importance and how they thought the Library was performing in relation to each statement.

Overall, clients indicated they were generally satisfied with QUT Library. In particular, 42 per cent of respondents identified the Library's level of quality as extremely high (rating of 6 or 7 on a scale of 1 to 7). Only one per cent indicated the Library's level of quality was extremely low (rating of 1 or 2).

Our clients indicated that the most significant area in which QUT Library can improve was in the quantity and quality of our equipment, computer facilities and resources. There were three areas, highly valued by clients, in which the Library was seen to be performing well, namely, 'library staff treat me fairly and without discrimination', 'opening hours meet my needs', and 'library staff provide accurate answers'.

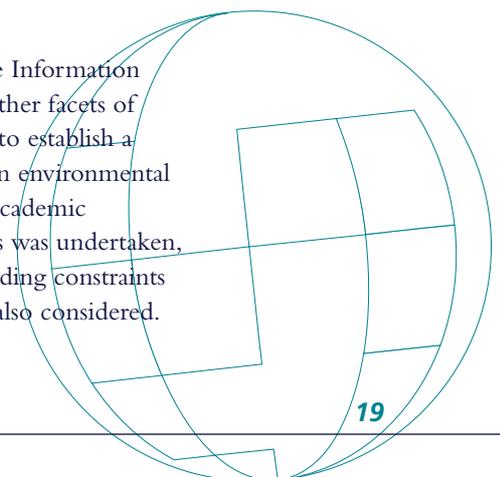
As a direct result of the client feedback provided during the Rodski survey process, the Library has implemented a number of changes: website layout has been improved; online navigation and help guides were enhanced; and access to electronic resources was made easier with a redesign of the databases interface. In 2004, changes will be introduced to QUT Library's borrowing policy to improve access to material for all users and to provide better information about Library loans.

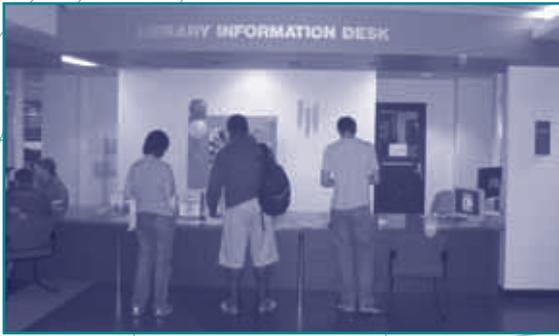
Longer-term strategies are currently being developed to address issues requiring further consideration, including the number of computer workstations available to clients, and the adequacy of the Library's computing equipment and resources.

Information Desk Review

In 2003, the Library conducted a review of its Information Desk service to assess whether the desk-based service continues to meet client needs, and to consider alternative service models that can accommodate the changes in client expectations and librarians' roles brought about by the digital era.

The review did not consider the Information Desk service in isolation from other facets of information service, but sought to establish a vision for the broader service. An environmental scan of Australian and overseas academic institutions' information services was undertaken, and practical factors such as building constraints and organisational factors were also considered.





Information Desk, Gardens Point Library.

The review found that the Library's Information Desk service remains a valued component of a multi-faceted information and help service that includes a variety of options – face-to-face and digital, real time and

referred. It found that the Library's desk-based service has many strengths and continues to fulfil real client needs, regardless of developing digital options. However, in response to client demands and a changing learning environment, it recommended that QUT Library further explore the development of new service components, for example, specialist staffing, tiered desk staffing, integrated desk staffing, centralised phone and related services, changes to hours and scope of service.

The review also prompted an investigation of the relationship of the Library's desk service to other Divisional desk services currently operating in the Library buildings. A discussion paper was circulated to senior staff members within the Division of Technology, Information and Learning Support (TILS) recommending that the possibility of a collaborative, *tiered integrated service point* be explored further. Consequently, a Divisional project to assess this service option was scoped for implementation in 2004. Its objective will be to examine in depth the possibility of establishing integrated information/help desks which could act as a 'one stop shop' for many student advice requirements.

Facilities Development

Kelvin Grove Renovations

During 2003, the University examined the possibilities of a staged extension and renovation at Kelvin Grove campus, incorporating the Library building and two adjoining blocks. The renovation plans, if approved, have great promise for easing overcrowding in the Kelvin Grove branch library.

A proposal was submitted to the University's capital plan in 2003, with further planning and negotiations expected to progress in 2004.

Caboolture Community Campus Building Support

During 2003, planning and negotiations also continued for the construction of a permanent campus building for the Caboolture Community Campus, including a new public library headquarters which will serve QUT and Brisbane Northpoint TAFE students.

The new facility's intensive planning process during 2003 involved a collaboration between QUT, Northpoint TAFE and the Caboolture Shire Council to ensure appropriate access to Library, online teaching, and other required support services. A series of focus groups and discussions with architects and project managers also aided the design brief for the new library and teaching spaces.

Feedback on the initial design and specifications for the new campus was considered and, after some adjustments, the initial concept design has been agreed to. Final planning for the building project is expected to resume in early 2004.

Hub/Library Support

Building renovations within the Library Secretariat in 2003 led to a more integrated support service for clients, allowing the Library to join forces with Teaching and Learning Support Services' (TALSS) section, The Hub, to provide reception, secretarial and administrative support.

The collaboration has enabled the provision of an integrated service that provides a supportive community for Teaching Fellows by allowing them more time to focus on research and student support.

The cooperative venture is one way the Division of Technology, Information and Learning Support (TILS) has streamlined and integrated departmental services for clients.



Teaching and Learning Fellow, Sylvia Edwards has found the integrated service provided by the Library and TALSS invaluable.

Activity-based Costing

For the second consecutive year, the Library participated in a Division-wide activity-based costing exercise aimed at providing an improved understanding of the costs of the Library's services. The data is currently being entered, analysed and interpreted and will provide the Library with an indication of the costs of its major business activities and services.

The collaborative project will assist the Library and other departments within the Division of Technology, Information and Learning Support (TILS) with allocating and monitoring budgets, benchmarking, formulating cost estimates when considering new initiatives, and tracking the cost effectiveness of business process improvements.

Staff salaries and running costs

In 2003, the Library's salaries allocation of \$7 529 316 proved adequate to enable the Library to maintain staffing levels and to provide two salary increases to all staff. From June, staff received a one-and-a half per cent Enterprise Bargaining Agreement (EBA) increase and, late in the year, the University's Vice-Chancellor granted a four per cent salary increase to all University staff.

Towards the end of the year, salary savings in some areas of the Library's staffing establishment enabled funds to be redirected to major projects, including one of the year's key ventures – the relocation of all Creative Industries' materials to Kelvin Grove branch library. This multi-faceted project, which involved space creation activities, reclassifications and an intensive weeding of the collection, required additional staff to ensure it was completed in time for the relocation of part of the Creative Industries Faculty from Gardens Point into the new precinct at Kelvin Grove.

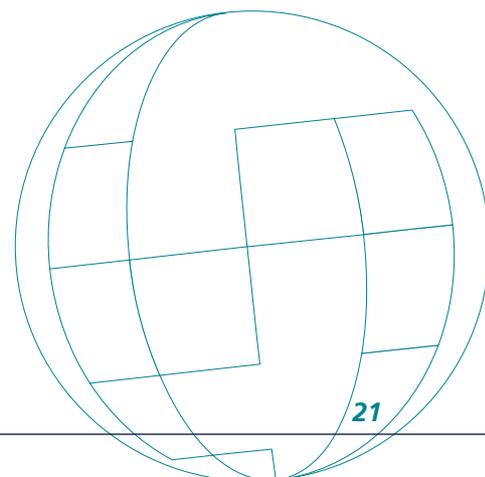
At the end of December, salary expenditure was 100.3 per cent of budget allocation. Following underspending of the salaries budget in 2002, this was an excellent result and was testimony to the improvements made in the management of the staffing budget. In addition, a more systematic approach to salaries' budget management meant the year's unusually high number of staff moves, secondments and backfills within the Library were managed effectively.

Funds of \$851 356 provided by the University for the Library's running costs proved adequate in 2003, with the final budget outcome indicating that 99.4 per cent of the allocation had been expended or committed by the end of December.

Ongoing improvements to the Library's staff development program and a corresponding increase in the number of staff development and training activities during the year meant a higher expenditure of staff development funds than in previous years. In the light of the Library's new Vision and Strategic Plan, increased funding was also allocated for the redesign of a number of Library publications. As in previous years, a significant proportion of the budget was allocated to purchasing computers and other minor equipment.

The Library's 2003 budget also facilitated a number of projects designed to enhance existing services and streamline processes. These projects included trialling the *Ask a Librarian* online chat service, further developing *AIRS Online* and facilitating a number of client and Library staff surveys during the year.

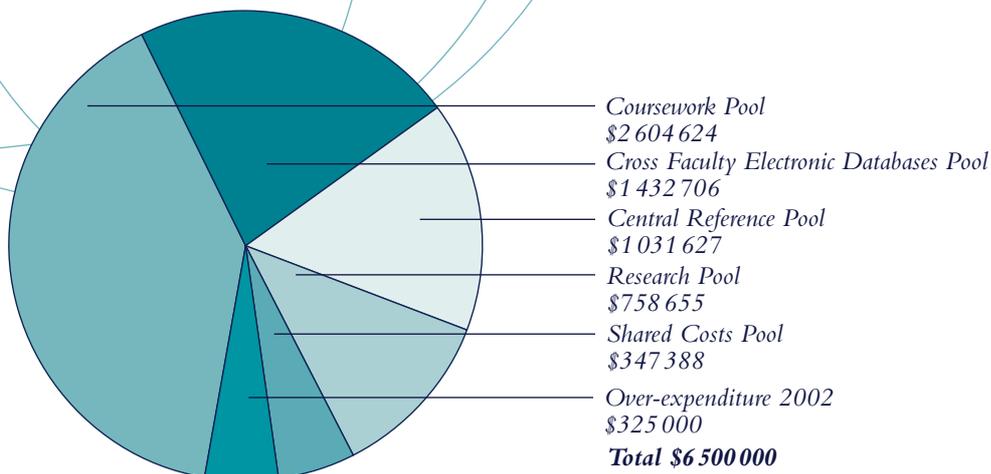
Divisional budgeting and reporting standards, and new intra-Divisional financial management procedures have been designed to improve budget preparation and monitoring, and are expected to have a positive impact on the Library's budget in coming years.



Library Resource Allocation

The year 2003 was characterised once again by volatility in the Australian dollar exchange rate. From a low of US\$0.55 in December 2002, the dollar rose to a six-year high of US\$0.73 in December 2003. Whilst the dollar's rapid rise of 30 per cent during the year was a most-welcome relief in terms of Library materials expenditure, it also led to uncertainty in setting the Library Resource Allocation budget for much of the year. In essence, forced cancellations of serials were a minimal \$54 000 and the ongoing decline in the number of books purchased over recent years was steadied.

The Library Resource Allocation was increased by \$500 000 to \$6.5 million. This increase was offset by an over-expenditure of \$325 000 in 2002, which was carried forward to the 2003 budget. The Library pressed to establish a review mechanism within the University budget process so that the quantum for library information resources would be assessed each year, based on factors such as exchange rates, inflation in publishing and the changing information needs of the University community. In a University-wide climate of budget reform, the Library Resource Allocation is now included in the University's Asset Management Plan, along with IT and capital planning.



Graph 4: Library Resource Allocation as at July 2003.

Resources – Staffing

Staff Training and Development

Staff training and development in 2003 focused on needs identified through a training needs analysis conducted in late 2002, and also on training needs identified for individual staff through the University's Performance Planning and Review scheme. Staff development at QUT Library focuses on ensuring that the organisation has staff with the skills to enable it to achieve its long-term and short-term goals.

One significant goal for the Library is to ensure our services are relevant to the teaching and learning goals of the University. We have focused throughout the year on integrating IT skills into curricula. For Liaison Librarians to be able to do this they need a good understanding of the pedagogy of adult learning. Several librarians, therefore, are undertaking or have undertaken a Graduate Certificate in Higher Education to address this need.

Staff participated in 831 individual development and training events, an average of 4.7 sessions for each staff member. Of these events 171 were either conference or training programs offered by external providers, and the remainder were conducted in-house by QUT trainers.

Attendance at external events included:

- AUS WEB, SPUSC, ALIA Library Technicians, IFLA and IATUL conferences
- Aurora Institute
- ATEM Client Service Training
- Australian Copyright Council
- events organised by QULOC and CAVAL.

Following the success of a year-long Self Leadership program in 2002, a second program was offered in 2003 with senior library staff joining with colleagues from the Division of Technology Information and Learning Support (TILS) and Griffith University for the activity.

The Library – with the advice and support of the QUT Health and Safety section – had developed its own training modules for back care and manual handling and workstation assessment in late 2002. During 2003 supervisors delivered these modules to staff in the workplace: 27 training sessions were run for a total of 212 participants. The Library has a three-year cycle for refresher training for Health and Safety.

QUT's Equity Section provided training in the areas of cultural diversity and supporting students with a disability. This was another area where the Library placed emphasis on staff training during 2003.

Organisational Review

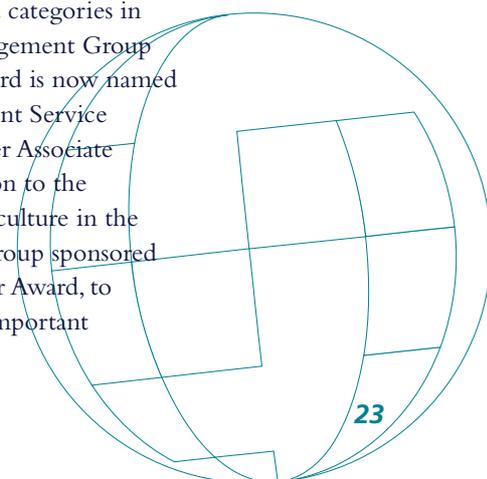
During late 2002 the Library replaced most of its casual positions with 25 ongoing part-time, part-year positions. This was a significant change in the Library's workforce profile and management of the new arrangements at section level was a challenge for supervisors. A review of the change in 2003 indicated that the change has met its main objective, that is, staff indicated that they feel more secure in their jobs and identify more with the Library. Some internal administrative arrangements with respect to rostering and streamlining of pay arrangements need to be addressed by the Library in 2004.

Workload Management

Workload management has become an area of concern for managers and supervisors. During 2002, and again in 2003, this matter was given a high profile within the Library, with regular discussion at management and section meetings. Supervisors were encouraged to 'keep workload on the agenda' in their sections, creating a climate where the matter can be openly discussed by staff with supervisors and team members. In late 2003 managers and supervisors attended a session on Workload Management conducted by an external consultant.

Staff Reward and Recognition

Once again the Library presented awards to staff nominated by fellow staff as having made an outstanding contribution during the year. There were some changes to the award categories in 2003. The former Library Management Group Outstanding Client Service Award is now named the Jan Novak Outstanding Client Service Award, in memory of our former Associate Director's significant contribution to the development of a client service culture in the Library. Library Management Group sponsored a new award, the Quiet Achiever Award, to provide recognition for a very important category of our staff.



Library Outstanding Contribution Awards



Jan Novak Award for Outstanding Client Service – Justine Wilkinson, Lending Services, Kelvin Grove

2003 award recipient Justine Wilkinson was nominated for her consistent excellence in client service.



Swets Making a Difference Award (Wizard Award) – Joe Stewart, Library Systems

Joe Stewart's technological knowledge, skills and expertise have made a difference to the Library and Library Systems with enhancements to processes and service.



Library Management Group Quiet Achiever Award – Natalie Matthews, LRS Monographs Unit, Kelvin Grove

The inaugural award winner, Natalie Matthews is known for undertaking unpopular tasks voluntarily and with a smile. She undertakes time consuming work selflessly and with high standards.



Blackwell's Giraffe Award for Initiative and Innovation – Virtual Reference Team

The Virtual Reference team was awarded for their contribution to innovation in the Library, by creating and developing an efficient, responsive, innovative, user friendly Virtual Reference Service.

Members of the Virtual Reference Team were (l to r) seated: Michelle Conkas, Alex McClintock, Irene Ryan; standing: Margrethe Gould, Brendan Sinnamon, Colin Bain, Lynn Evans, Kurt Völlmerhause. Absent: Judy Stokker.



Outstanding Contribution to the Library – Gardens Point Document Delivery Team

The Gardens Point Document Delivery team displayed a positive and professional attitude throughout the implementation of the new Millennium Inter-Library Loan system and centralisation of Document Delivery services at QUT.

Members of the Gardens Point Document Delivery team were (l to r) seated: Neil Booth, Jane Hayes, Sharon Uthmann, Narelle McCaffrey, Veronica Lo; standing: Marie Carstens, David Knight, Chris Mason, Cameron MacLeod, Teresa Hayward, Janine Riviere.

Divisional Awards



TILS Pyramid Award (General Staff) – Library Systems Group

Each year, the Deputy Vice-Chancellor (TILS) awards the Pyramid Award to a staff member or section in recognition of outstanding service provision and/or development. The 2003 award recognised the work of the Library Systems Group, specifically in developing the new Library website and generally for the quality of their ongoing work.

Members of the Library Systems Group were (l to r) seated: Sarah Fredline, Jacky Doherty. Standing: Greg Dawson, Michelle Conkas, Julian Kapitzke, Kurt Völlmerhause, Rick Trenaman. Absent: Joe Stewart, Ursula Domin, Daniel Fraser, Craig O'Neil, Aaron Hawes, Ying Yang, Martin Borchert.

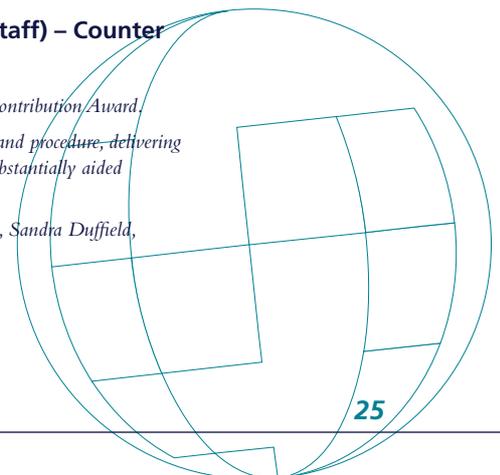
University Awards



University Outstanding Contribution Award (General Staff) – Counter Disaster Group

The Library's Counter Disaster Group was awarded a University Outstanding Contribution Award. The award acknowledged the group's behind-the-scenes work in developing policy and procedure, delivering training, and raising awareness in the area of Disaster Recovery. Their work has substantially aided protection of the University Library's Assets.

Members of the Library's Counter Disaster Group team were (l to r): Lynn Evans, Sandra Duffield, Stephanie Bradbury, Robyn Tweedale, Gwyn Simpson.



Branch Library Reports

Carseldine Branch Library

Carseldine campus continues to expand with further increases in student numbers in 2003. Construction began on the new Teaching and Learning building and, as a result of this, the Library store was relocated.

Teaching and Learning

Reference staff were heavily involved in teaching and learning activities. These included the *Getting Started with Learning* orientation program undertaken at Carseldine and Gardens Point campuses prior to the commencement of Semesters 1 and 2, and the Library-wide 'Virtual Reference' pilot.

Faculty partnerships continued with input into the Applied Skills and Scholarship unit and involvement in School Education committees.

The second stage of the transfer of monograph and periodical material to Kelvin Grove to support the teaching and research of the Creative Industries Faculty was undertaken. Simultaneously, there was a significant weed of the general collection and a stocktake of the branch's collections.

Research

Liaison Librarians were involved with EndNote classes for academic staff and postgraduate students, as well as supporting research undertaken in the Schools and Research Centres. One staff member was seconded for six months to establish and develop the QUT ePrints archive initiative. A second staff member was seconded towards the end of the year to continue work on the *AIRS Online* project.

Community Services

The Library's annual 'Welcome Back' function for Carseldine staff was a very successful start to the academic year, with more than 80 academic and general staff attending.

In June, the branch hosted a networking function and seminar for about 40 librarians from the local area as part of the Northern Corridor Education Precinct initiative.

The branch regularly hosted visits from schools in the Northern Corridor area, and three Library Science students undertook their fieldwork placements within the branch.

Resources

Preliminary planning was undertaken for the renovation of the building's exit and possible reorganisation of the audiovisual area on Level 2.

The Library store was demolished and relocated to a newly renovated area. Simultaneously, some contents were transferred to Griffith University as part of a title rationalisation project.

Several staff undertook secondments to other campuses during the year. These included two staff acting in management roles at Gardens Point in Semester 1, two staff seconded to work on Departmental and Divisional projects, and some part-time staff backfilling the liaison positions within the branch in Semester 2.

With the decision to centralise Document Delivery, the branch position was relocated to Gardens Point. There was a reorganisation of the part-time reference positions with the transfer of two positions from casual to fixed-term ongoing. There was also a transfer of a lending position from Kelvin Grove to cover the loss of the Document Delivery position.

2003 also saw the implementation of training and development programs for staff to undertake Workplace Health and Safety and Equity training.

The Branch Library Manager continued his role of overseeing the development and operations of the QUT presence within the Caboolture Community Campus Library.

A new security gate was purchased for the exit in late 2002 and this was installed prior to the commencement of Semester 1. A Patron Self Checkout Unit was purchased for the branch in late 2003 and will be installed and ready for use in 2004.



Professor Ruth Matchett in discussion with forum attendees.

Caboolture Community Campus Library

The Caboolture Community Campus (CCC) celebrated its first birthday on 24 February 2003, with a large birthday cake, media event and community celebrations.

Throughout 2003 planning for the new community campus building formed a major focus of activities. This included developing a design brief and detailed schematic designs and discussing room requirements.

The QUT Caboolture Librarian has been heavily involved in providing information literacy courses for the CCC QUT students, with 405 students attending 21 sessions. Seven of these sessions were integrated into Caboolture subjects.

A project was also undertaken to map information literacy standards for courses across both educational partners teaching at the campus.

Information resources for Caboolture students also increased in 2003. The collection for the Caboolture Community Campus is an integration of resources provided by QUT and Northpoint TAFE. This integrated collection comprised of 2670 items at the end of 2002 and during the course of the year it has grown to a total of 3490. Loans of items from the CCC collection totalled 2060, from a total of 313 borrowers.

The QUT Caboolture Librarian also undertook a secondment to Gardens Point in late November to undertake a project to develop a *Teaching Capabilities Framework Resource Guide*.

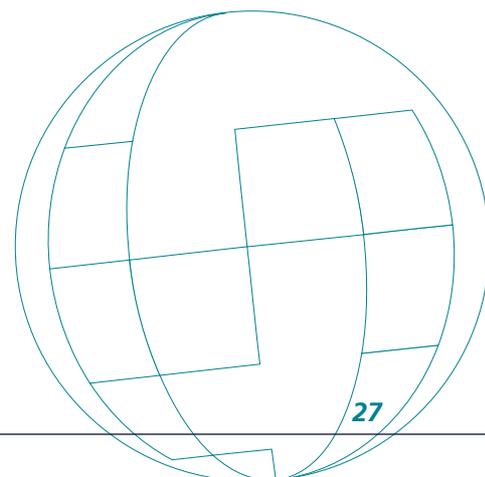
The QUT Caboolture Librarian co-presented a paper at the EDUCAUSE 2003 conference in Adelaide in May 2003. The paper was co-written with the Northpoint TAFE Caboolture and Caboolture Shire Council librarians.



Professor Ruth Matchett (Director Northern Campuses, QUT); Cr Joy Leishman (Mayor, Caboolture) and Mr Phil Clarke (Institute Director, Brisbane North Institute of TAFE), with students.



From l to r: Professor Ruth Matchett (Director Northern Campuses, QUT); Professor Peter Coaldrake (Vice-Chancellor, QUT) and Mr Phil Clarke (Institute Director, Brisbane North Institute of TAFE).



Gardens Point Branch Library

The Gardens Point Campus continues to be a busy and dynamic environment with the Gardens Point branch library partnering with four faculties – Business, Science, Built Environment and Engineering, and Information Technology. These faculties provide challenges for the Library in resource provision. In 2003, more than 1.7 million people entered the Gardens Point Branch Library, providing some stress on the facilities, including the computer laboratory.

The high use of Library facilities has been effectively managed by the branch staff who met all peak load targets during the year.

Teaching and Learning

Gardens Point Campus accounts for 46 per cent of QUT student enrolments, with the majority being undergraduate students (12 045).

Work continued on the embedding of information literacy into the curricula. During 2003, Liaison Librarians worked with academics in the four faculties at Gardens Point. All the program development occurred with the first year or core units initially. Major restructuring of the Bachelor of Engineering degree began in 2003 and will actively involve Liaison Librarians during 2004 and 2005.

The librarians in the Business team with TALSS Academic Learning Advisor, Amanda Cassidy, developed generic units in information literacy and learning skills for Brisbane Graduate School of Business courses. The librarians delivered the material as six tailored sessions. This was a very successful exercise and will be continued in an expanded program in 2004.

In 2003, 13 381 students attended generic Information Literacy classes. In addition a wide range of faculty-based classes were given. The Gardens Point Library also linked in with Teaching and Learning Support Services (TALSS) in a combined orientation program for Gardens Point students.

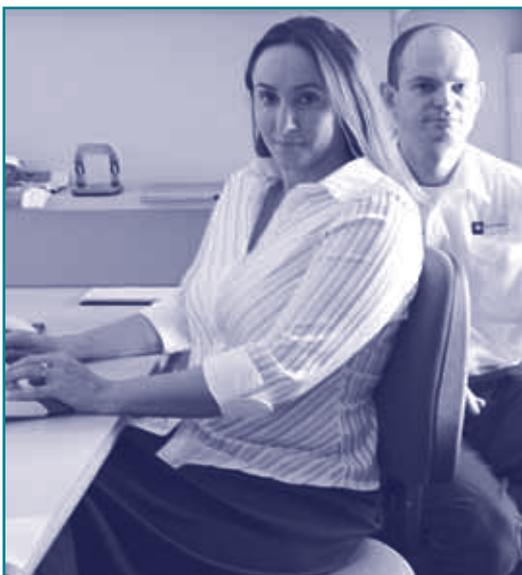
Representation on faculty teaching and learning committees continued to be a direct and important link to faculty programs at Gardens Point.

Research

In 2003, along with the rest of the Library, Gardens Point branch addressed the outcomes of research focus groups conducted in 2002. The Faculties of Science and Built Environment have the highest number of research degree courses completions in QUT.

The Gardens Point Library directly focuses on the major research components on the campus. In 2003, a significant amount of the Liaison Librarians' time was spent on one-on-one consultations with researchers. Further links were created through attendance at faculty retreats, presentations and committees.

The access to the Researchers' Centre was expanded in 2003 to include additional groups of Masters students. Usage of the Centre increased dramatically and was at maximum capacity during the later part of 2003. In 2004 it is planned to create an area in the Centre for quiet individual work. The Library's links with the Research and Advancement Division were maintained and enhanced in 2003 through conducting relevant training sessions and significant use of the facilities in the Gardens Point Library (Level 7).



Liaison Librarian, Michael Whiteway, and Learning Advisor, Amanda Cassidy, reflect on the success of the BGSB learning units.

Kelvin Grove Branch Library

The focus at the Kelvin Grove branch library was on the provision of improved spaces for teaching, learning and research. Staff in all areas collaborated on a number of projects aimed at improving access to the physical collection and creating new spaces for learning and reflection.

Teaching and Learning

Significant progress was made with the embedding of information literacy into the curricula in all faculties. Further consolidation took place of the program to embed information literacy in the reconceptualised Bachelor of Education, with the highlight being the development of an online tutorial for a core unit, using funding provided by a faculty Strategic Initiatives project. The Creative Industries Liaison Librarian worked on a number of embedding projects in collaboration with TALSS and the Faculty. The Reference Services Manager and the Health Liaison Librarians worked with the School of Public Health on the preparation of two Small Teaching and Learning Grant applications for curriculum development.

New facilities were provided to enhance the teaching and learning experience. A new reading lounge was created on the third level adjacent to the print periodicals collection; the newspaper collection and the display of recently received monographs were moved to this space for ready access. A new compact teaching room was installed as a joint use facility, to be made available to students for group and individual work when not being used for teaching.

Research

Eligibility for access to the Researchers' Centre was extended to Coursework Masters and Honours students and, as a result, usage increased significantly.

The Liaison Librarians for the Education Faculty continued to make a significant contribution to the professional doctorate program, participating in the summer and winter schools, and conducting classes during semester.

Resources

A number of projects were undertaken to improve access to the physical collection. The print Reference Collection was rationalised to concentrate its focus on core reference resources to complement the electronic reference collection.

Material supporting the Creative Industries Faculty was moved from the Gardens Point and Carseldine Libraries and integrated with the collection at Kelvin Grove. Students and staff from the Faculty now have the benefit of a consolidated collection to support their teaching and learning activities at the Kelvin Grove campus.

Out-of-date material was removed to make the general collection and the Curriculum Collection more relevant and accessible, and to create space on the shelves for the Creative Industries material moved from other campuses. Over 62 000 outdated items were withdrawn in consultation with faculty members.

New compact teaching room at Kelvin Grove Library.



Kelvin Grove Library's new reading lounge.

Law Library

The Law Library experienced a significant increase in overall first year student load in 2003. The Faculty of Law responded by providing seven additional PCs for the Law Library computer laboratory and providing top-up funding for casual staff.

Despite increased student numbers, by the end of the year statistics did not reflect any major systemic impacts. There were statistical increases in information literacy training participation and take-away loans, and decreases in shelving and Information Desk queries.

Teaching and Research

The Law Library received a significant donation from the late David Rapoport QC of law reports from Australian and overseas jurisdiction. A launch of the collection was held in the Law Library in June.

A web-based resource, the Legal Research Guide, was completed to first draft stage and made accessible via undergraduate and postgraduate law Online Learning and Teaching (OLT) websites. It contains information on legal resources in the QUT Law Library and on the Internet covering the Commonwealth and all Australian state jurisdictions as well as international ones.

A project to map the Faculty of Law's graduate attributes to the QUT Information Literacy Framework was undertaken. The Law Library now has a document that relates the information literacy skills identified in Faculty documentation to the Australian Information Literacy Standards. The Library has also identified the units of study at all year levels in the LLB program where information literacy in the form of legal research skills are required. This now forms the basis for planning and designing Law Library information literacy activities that support student learning needs.

Stage one of a project to analyse the age of the Law Library collection was completed. The records have been retrieved from INNOPAC. The next step will be to group the records to reflect units taught in undergraduate and postgraduate Law at Gardens Point as well as research strengths of law academics. A collaborative consultation process will then take place to work on updating library resources where required.

The David Rapoport QC collection.



Not unexpectedly, due to funding constraints, the last five years reflect a marked decrease in monograph acquisition.

Community Service

The OzCase Project, a project initiated by the Law Library Manager, to examine regional cross sectoral collaboration for the provision of a range of legal information resources across south east Queensland was further scoped in 2003. Further activity on this project is planned in 2004.



The Law Library's new computer lab.

Dear Patricia

The Vice-Chancellor recently forwarded to me a copy of a letter from Dr Sharon Dekkers, an external student in the Law course, commending the high level of service provided by certain administrative and academic staff in the Faculty of Law and the Law Library. The Vice-Chancellor also added his comments on the 'great job' done by staff mentioned in the letter.

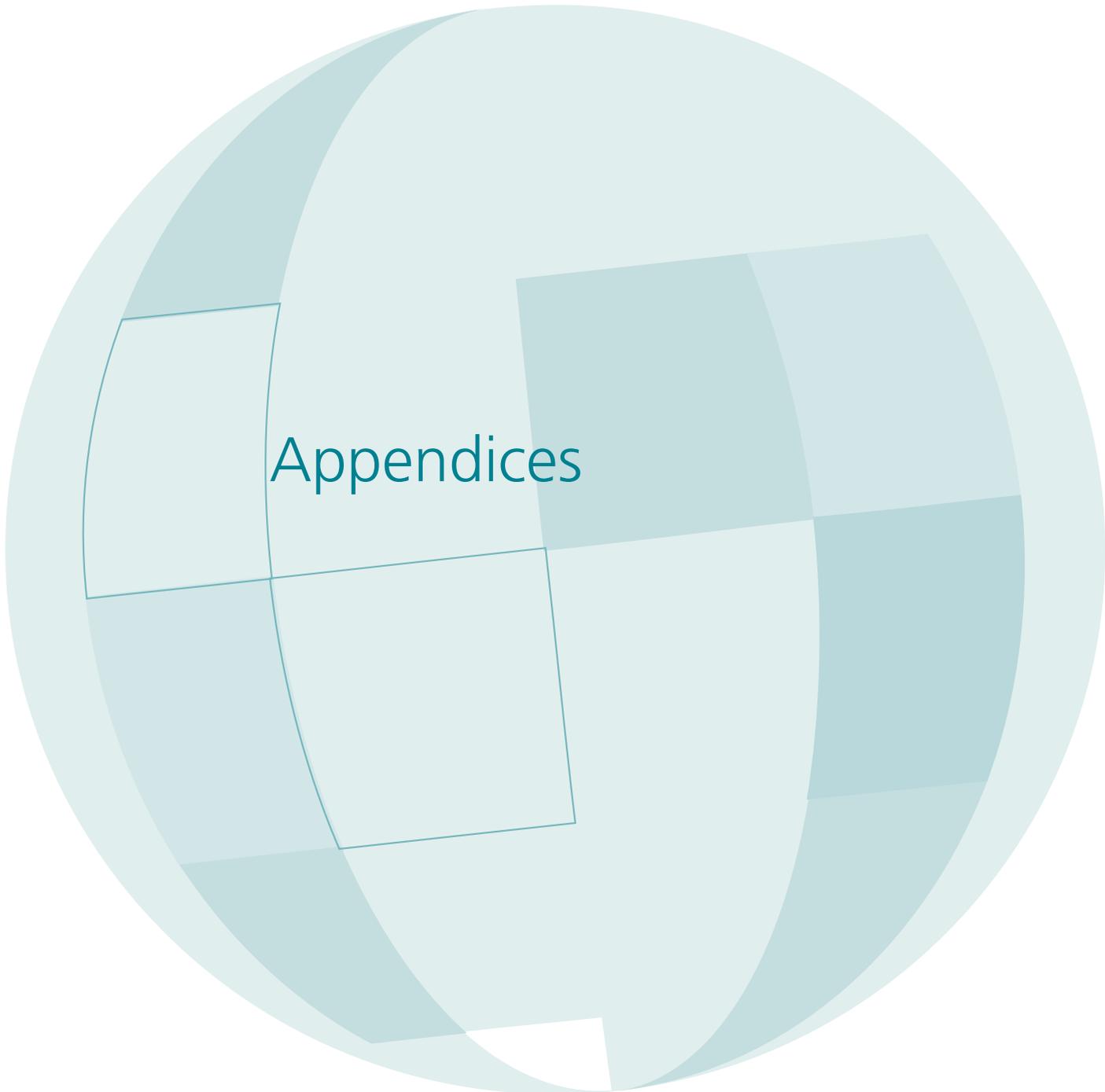
You have been mentioned as a member of staff in the Law Library who has provided excellent service to students and it is very pleasing to note that a Law student has taken the time to write a letter of appreciation to the Vice-Chancellor.

I wish to add my personal thanks for your service to students in the Law Faculty.

Congratulations on a job well done!

Regards,

Professor Malcolm Cope



Appendices

Appendix 1

QUT Library Vision

The QUT Library provides dynamic and innovative access to information resources and services. Its educational and information provision activities are supported by the broad knowledge and skills of its staff teams. The quality of its services is enhanced through partnerships with clients, University colleagues and external organisations.

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 the agreed library service values of:

- Flexibility
- Responsiveness
- Innovation
- Commitment to agreed service standards
- Awareness of 'the big picture'.

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

Appendix 2

Senior Staff

Director, Library Services	Gaynor Austen, BA(Hons) <i>Melb</i> , DipLib <i>Canb</i> , MBA <i>Qld</i> , AALIA
Associate Director, Library Services (Development) (Acting)	Jenny McCarthy, BA <i>Qld</i> , GDip Lib <i>NSW</i> , AALIA
Associate Director, Library Services (Information Resources)	Carolyn Young, BA <i>Qld</i> , AALIA
Systems Manager	Sarah Fredline, BAgrSc <i>Qld</i> , GDipLibSc <i>QUT</i> , AALIA
Manager, Library Resource Services (Acting)	Colleen Cleary, BA <i>ANU</i> , GradDip Ed <i>CCAE</i> , GradDip LibSc <i>QIT</i>
Branch Library Manager – Carseldine	Stephen O’Driscoll, BA, BSc <i>Qld</i>
Branch Library Manager – Gardens Point	Robyn Smith, BA <i>Qld</i> , GDipMgt <i>Capricornia</i> , MBA <i>UCQ</i> , AALIA
Branch Library Manager – Kelvin Grove (Acting)	Ann Huthwaite, BA <i>Qld</i> , DipEd <i>ArmidaleCAE</i> , GdipLibSc <i>QIT</i> , MappSci(Info Stud) <i>CSU</i> , AALIA
Branch Library Manager – Law Library	Cathy Crawford, BA, LLB <i>Qld</i> , LLM <i>QUT</i>



The Library Management Group in 2003 (l to r) back row: Cathy Crawford, Jenny McCarthy, Carolyn Young, Stephen O’Driscoll, Sarah Fredline, Robyn Smith; seated: Ann Huthwaite, Gaynor Austen. Absent: Colleen Cleary.

Appendix 3

Members of the Library Planning Forum

Director, Library Services (Chair)

Associate Director, Library Services (Information Resources)

Associate Director, Library Services (Development)

Branch Library Manager, Gardens Point

A/Branch Library Manager, Kelvin Grove

Branch Library Manager, Carseldine

Library Systems Manager

Law Library Manager

A/Manager, Library Resource Services

Development and Administration Manager

Information Literacy Coordinator

Lending Services Coordinator

A/Deputy Manager, Library Resource Services

Electronic Information Services Librarian

Reference Services Manager, Gardens Point

Reference Services Manager, Kelvin Grove

Reference Services Manager, Carseldine

Deputy Law Library Manager

Library Collections Officer

Community Services Librarian

Lending Services Manager, Gardens Point

Lending Services Manager, Kelvin Grove

Computing Systems Officer

Caboolture Librarian

Elected Staff Representatives

Gaynor Austen/Carolyn Young

Carolyn Young/Robyn Smith

Jenny McCarthy

Robyn Smith/Stephen O'Driscoll

Ann Huthwaite

Stephen O'Driscoll/Judy Stokker

Sarah Fredline

Cathy Crawford

Colleen Cleary

Margaret Robertson/Leanne Levinge

Judy Peacock

Judy Stokker/Margrethe Gould

Gillian Harrison

Martin Borchert/Kurt Vollmerhause

Colin Bain

Jess Burke

Brian Rice

Sandra Duffield

Glenda Drezek

Barbara Ewers

Jane Turnbull/Margrethe Gould

Ellen Thompson/Theresa Hayward

Craig O'Neil

Nicole Franks

Dale Clarke

Richard Dean

Rob Jackman

Margrethe Gould

Appendix 4

Papers and Presentations by QUT Library Staff in 2003

Borchert, Martin and Conkas, Michelle. *A web accessibility case study: QUT Library*. Proceedings of the AusWeb Conference, Gold Coast, 5–9 July 2003.

Bradbury, Stephanie and Peacock, Judith. *Queensland University of Technology & QUT Library's Information Literacy Framework: A Submission for the Australian Award for University Teaching 2003*. Institutional Award/Category 1 – Innovative and practical approach to the provision of support services (on-campus, and/or off-campus) that assist the learning of students, 2003.

Callan, Paula and Croft, Waveney. *Implementing an applied skills & scholarship unit as a means of developing generic skills*. Paper presented at the 7th Pacific Rim First Year in Higher Education Conference, Queensland University of Technology, Brisbane, Australia, 2003.

* Waveney Croft is an Associate Lecturer, School of Humanities and Human Services, QUT Carseldine.

Corfield, Kym; Franks, Nicole and Jensen, Fiona. *Caboolture Community Campus: A case study of a pioneering partnership*. Paper presented at Educause in Australasia 03: Expanding the Learning Community, Meeting the Challenges, Adelaide, 6–9 May 2003.

* Kym Corfield is Campus Librarian; Caboolture Community Campus and Tallon Street, Caboolture; Brisbane North Institute of TAFE.

* Fiona Jensen is Central Branch Librarian, Caboolture Shire Council.

Dawson, Graham and Brown, Richard. *Action Research for Generic Skill Development: an integrated curriculum approach to develop information literacy, critical analysis and English expression of engineering students (utilising triangulated assessment)*. Presentation at the Australasian Association for Engineering Education (AaeE) Conference, Melbourne, 29 September – 1 October 2003.

* Dr Richard Brown is a Lecturer, School of Mechanical, Manufacturing and Medical Engineering, Faculty of Built Environment and Engineering.

Hobbs, Helen and Aspland, Tania. *Bedding down the embedding: IL reality in a teacher education programme*. Paper presented at the 2nd International Conference on Information and IT Literacy, Glasgow Caledonian University, Glasgow, Scotland, 11–13 June 2003.

* Dr Tania Aspland is a Senior Lecturer, School of Learning and Professional Studies, Faculty of Education.

Hobbs, Helen and Aspland, Tania. *Bedding down the embedding: IL reality in a teacher education programme*. *The Australian Library Journal*, 52 (4) pp. 341–351, 2003.

Fell, Peter; Bradbury, Stephanie; Vollmerhause, Kurt and Peacock, Judith. *Pedagogy first, technology second: Teaching and learning information literacy online*. In (Ed, Petrolito, A.) *OLT 2003 Excellence: Making the connections*, Department of Teaching and Learning Support Services, Queensland University of Technology, Brisbane, pp. 121–127, 2003.

Hart, Gail; McCarthy, Jenny and Peacock, Judith. *Double Strength, Maximum Gain: optimising student learning via collaborative partnerships @ QUT*. *Library Review*, Vol 52 (9) 2003 pp. 433–437.

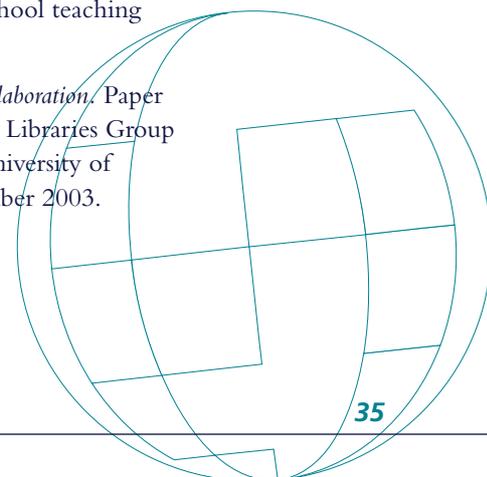
* Professor Gail Hart was the Director, Teaching and Learning Support Services, QUT.

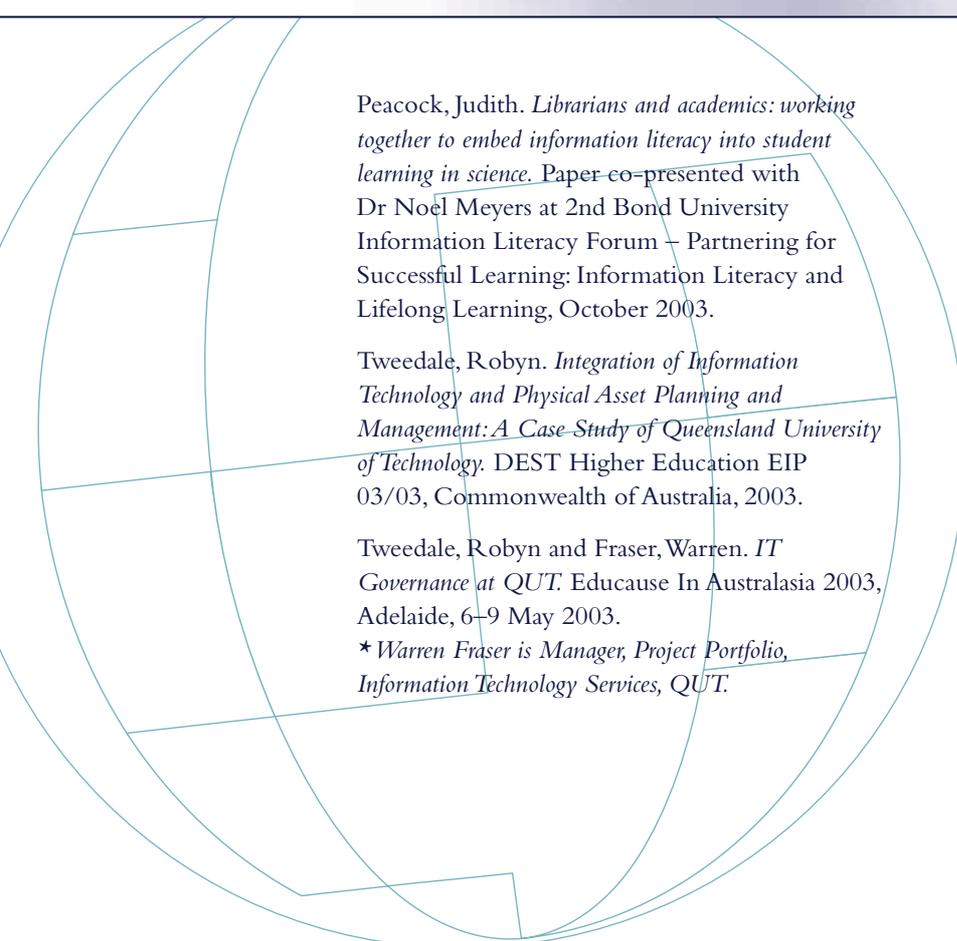
Peacock, Judith. *Librarians and academics: working together to embed information literacy into student learning in science*. Paper co-presented with Dr Noel Meyers at ANZIIL Symposium No.1, Brisbane, July 2003.

* Dr Noel Meyers is a Lecturer, School of Natural Resource Sciences, Faculty of Science.

Peacock, Judith. *Integrating Information Literacy into the Curriculum* – Staff Development workshop delivered to GAP State High School teaching staff, July 2003.

Peacock, Judith. *Catalysts for Collaboration*, Paper delivered at the Tertiary Alliance Libraries Group Information Literacy Forum, University of Waikato, Hamilton, NZ, September 2003.





Peacock, Judith. *Librarians and academics: working together to embed information literacy into student learning in science*. Paper co-presented with Dr Noel Meyers at 2nd Bond University Information Literacy Forum – Partnering for Successful Learning: Information Literacy and Lifelong Learning, October 2003.

Tweedale, Robyn. *Integration of Information Technology and Physical Asset Planning and Management: A Case Study of Queensland University of Technology*. DEST Higher Education EIP 03/03, Commonwealth of Australia, 2003.

Tweedale, Robyn and Fraser, Warren. *IT Governance at QUT*. Educause In Australasia 2003, Adelaide, 6–9 May 2003.

*Warren Fraser is Manager, Project Portfolio, Information Technology Services, QUT.

