



# QUT Library Annual Report

## 2005



## QUT's Mission

The mission of QUT is to bring the community the benefits of teaching, research, technology and service.

## QUT's Goals

### TEACHING AND LEARNING

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

### RESEARCH

To advance and apply knowledge germane to the professions and to the communities with which QUT interacts and relevant to the enhancement of economic, cultural and social conditions.

### COMMUNITY SERVICE

To contribute to the development of Australia's international responsibility and competitiveness, to enhance QUT's relationship with the professions, and to increase community awareness of issues through professional service and social commentary.



## QUT Library Vision 2004–2007

The QUT Library provides dynamic and innovative access to information resources and services. The Library's educational and information provision activities are supported by the broad knowledge and skills of its staff teams. The quality of library services is enhanced through partnership 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.



## Highlights for 2005

2005 was a year of many highlights for QUT's Library service.

### RECOGNITION OF LIBRARY PERFORMANCE

High quality library performance was formally recognised at several points throughout the year:

- a commendation from the AUQA Panel reviewing the University for the Library's Client Charter, including its vision, objectives and our related performance measurement
- a QUT Institutional Advancement in Learning and Teaching Award for the Library's project to develop an online version of the AIRS postgraduate information literacy program
- an outstandingly high rating for staff commitment and satisfaction in the QUT Climate Survey
- a very high end of year departmental performance rating by the TILS Head of Division.

### INTEGRATION INTO LEARNING, TEACHING AND RESEARCH PROCESSES OF THE UNIVERSITY

Several major initiatives were undertaken in this area, including:

- development and implementation of a strategy to improve the Library's integration into the University's internationalisation agenda
- significant expansion of the e-print repository, through which the Library facilitates showcasing of QUT research to the world
- involvement in QUT e-Research strategy development, including agreement to create a specialist position to coordinate e-Research access across the University
- continued deepening of academic and cross-departmental partnerships with Grant Projects, community engagement and curriculum development.

### IMPROVED CLIENT SERVICES

Initiatives in this area included:

- release and piloting of an online version of QUT's compulsory postgraduate information skills unit, AIRS
- redevelopment of the undergraduate information literacy module, PILOT
- involvement in a pilot integrated helpdesk project at Gardens Point with staff from the Teaching and Learning Support and Printing Services departments
- release of the ALIS combined database access and borrowing service for QUT Alumni
- conduct of a broad-based client satisfaction survey (LibQUAL+), and the benchmarking of its findings against other ATN Libraries.

### IMPROVED INFRASTRUCTURE AND SYSTEMS

The Library also:

- advocated successfully for the inclusion of library building redevelopment and refurbishment in the University's Capital Plan, 2007–2011
- relocated its Caboolture Campus operation to the library facility within the Brisbane North Institute of TAFE Campus, negotiated joint operational processes, and employed additional staff to support growing student numbers
- renegotiated, with Griffith University, a new joint multi-million dollar vendor contract for supply of print serial issues to the two universities.

Having led the development of QUT Library services since 1991, this will be my last full year as Director of Library Services. Over that period, the service offered to QUT staff and students by its branch libraries and 'behind the scenes' support staff has developed to a point where the Library is widely recognised for outstanding performance both within and outside the University. The reasons for this are the exceptional ability and commitment of its staff, together with strong support from University administration and faculties. I leave an excellent service in good hands, and thank all these people for assisting my extended period in this role.



Gaynor Austen

## Quality Management

### KEY PERFORMANCE INDICATORS

During 2005, the Library continued to make improvements in meeting its client service standards. See Appendix 1 for QUT Library's Client Charter achievements.

After a successful pilot using Key Performance Indicators (KPIs) in 2004, the Library reviewed these in early 2005 to ensure they remained realistic yet challenging. The majority of the indicators, which aim to measure the Library's performance level for its most important service areas, required no adjustments. Where considered desirable, some targets were increased and some methodologies were amended.

The Library also developed and tested the Information Literacy Footprint, a methodology for measuring the Library's KPI related to the 'embeddedness' of information literacy within QUT course curricula. The Footprint will help to measure this qualitative concept in a quantifiable way. Data gathered from the 2005 Footprint assessment will be analysed and interpreted in early 2006 with the methodology being improved, where necessary, for ongoing use.



The yearly retreat provides the opportunity for senior staff to identify key issues for the following year and develop annual action initiatives to achieve them, as well as to participate in team building exercises.

### AUQA AUDIT

The Australia Universities Quality Agency (AUQA) conducted its first quality audit of QUT in April 2005. As part of the audit, the AUQA panel visited Gardens Point Branch Library and the Law Library, and also interviewed nominated library staff and clients. Overall, QUT's AUQA report was very positive. The Library received a specific commendation on its Client Charter including its vision, objectives and performance measurement. The report also commented favourably on the Library's information literacy programs, client surveying, and student perceptions of its collections and services.

### LIBQUAL+ CLIENT SURVEY

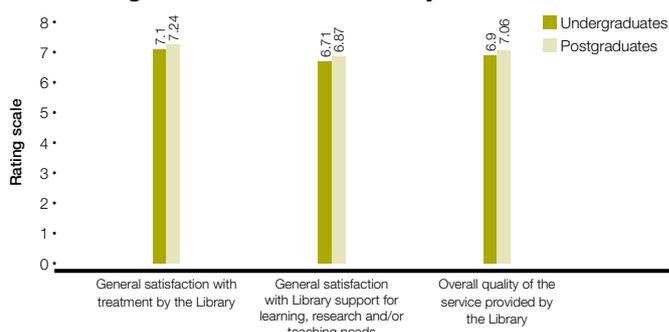
In late September, QUT Library conducted the LibQUAL+ survey for the first time. More than 3400 QUT students and staff responded to the online survey and indicated they were satisfied with QUT Library services overall. In response to 21 of the 22 core survey questions about the Library's information resources, physical environment and staff, respondents indicated the Library was meeting their

expectations. The area where clients expressed a gap in the Library's service was in relation to journal collections.

Survey respondents also provided more than 1500 comments on topics ranging from study spaces, library noise levels, electronic databases, and access to computers.

The Library Planning Forum will continue to workshop the outcomes of the survey early in 2006, and will develop an action plan to follow up on key issues.

### Students' general satisfaction survey



Students overall response indicated they are satisfied with QUT Library services.

### MATERIALS AVAILABILITY SURVEY

In 2005, all QUT Branch Libraries conducted a Materials Availability Survey to determine whether clients found the print materials they were seeking. The outcomes were very positive and indicated that almost 70 per cent of respondents immediately found the material they wanted. This is an improvement on previous availability surveys' results and reflects the Library's efforts to implement strategies for improving availability of its resources.

### TILS SURVEY OF ONLINE SERVICES

Throughout 2005, the Library continued to follow up on the outcomes of the Survey of Online Services, which was conducted in 2004 by the Division of Technology, Information and Learning Support (TILS), the Division of which the Library is part. The Library Planning Forum and key Library committees addressed the major issues raised by the survey findings.

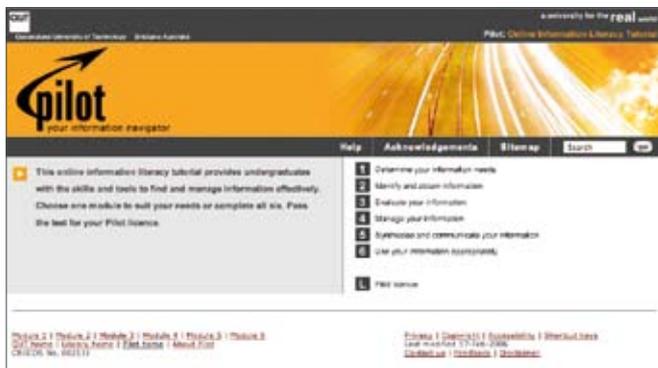
### ATN BENCHMARKING

In late 2005, QUT Library participated in a benchmarking project to establish best practice in quality assurance programs within Libraries of the Australian Technology Network of universities (LATN). QUT Library and Curtin University of Technology Library are co-coordinating the project, which will encompass a review of current practice to identify best practice in quality management programs across ATN libraries. The final, evaluative benchmarking report will be presented to LATN university librarians in early 2006.

## Learning and Teaching

### INFORMATION LITERACY

In 2005 the Library completed a review and redesign of its undergraduate online information literacy tutorial, *PILOT: Your Information Navigator*, to ensure it remained a relevant and effective learning resource. The review realigned the tutorial with new directions in online education and incorporated new technology for engaging students and further enhancing their learning. Outcomes included an updated design; improved discipline-adaptability; greater learner engagement; updated content; more learner-focused features; and increased technical integrity. The new *PILOT* will be released for student access in Semester 1, 2006.



The Library's online information literacy tutorial, *PILOT: Your Information Navigator*, was redesigned in 2005.

### SUPPORT FOR INTERNATIONAL STUDENTS

The Library undertook a number of initiatives to improve its services to, and links with, QUT's international student body. To guide development of its services, an Internationalisation strategy was developed by Gardens Point Branch Manager, Robyn Smith. A liaison librarian, designated as International Students Liaison Librarian, began a review to internationalise the content of information literacy classes and to develop strategies for greater involvement in University-wide and faculty-specific orientation activities for international students. A new web page, specifically for international students, and a training program educating library staff on the difficulties experienced by international students, are also in development. During second semester, the first training event was held with Dr Carolyn McSwiney, an internationally recognised expert in the area of support services for international students.

### GARDENS POINT INFORMATION DESK INTEGRATION

An integrated information desk was trialled at Gardens Point Branch Library in the information commons (V Lab), where there were previously three separate help service points. The trial was designed to examine the extent to which a combined service model could be offered by the Library, Teaching and Learning Support Services (TALSS) and QUT Printing Services (QPS). The intention of an integrated information desk is to provide a more seamless service to students and to explore potential efficiencies in the deployment of staffing resources. The pilot's outcomes were positive and the integrated service will become permanent in 2006, managed on a day-to-day basis via an operational group of staff from the three areas.



The Integrated Information Desk service staffed by QUT Library, Teaching and Learning Support Services, and QUT Printing Services, provides a more seamless service to clients.

### PARTNERSHIPS

QUT Library's liaison librarians continued collaboration with faculties on a number of Large Teaching and Learning Grant projects. In particular, the Library worked with the Faculties of Creative Industries and Education, and the School of Humanities and Human Services, on the following:

- *Towards critical, collaborative and creative ICT literacies: Integrating innovative on-campus and online learning environments* to embed information literacy within the curriculum
- *Internationalising the curriculum: Attending to cultural diversity in Teaching and Learning across three faculties at QUT*
- *Developing and Enhancing Indigenous Perspectives in the Curriculum* which aims to further embed indigenous perspectives within the curriculum.

## ONLINE LEARNING AND TEACHING CONFERENCE



'Best paper' at the 2005 Online Teaching Conference was awarded to CASE work for counsellors, presented by School of Learning and Professional Studies Lecturer, Marilyn Campbell (centre) and Liaison Librarians, Denise Frost (left) and Joanna Logan (right).

## TRANSNATIONAL INITIATIVES

In response to QUT initiatives to expand its teaching program into Asia, Kelvin Grove Branch Library has worked with the Faculty of Education to explore new ways to support the Faculty's offshore programs in Singapore and Malaysia. The Library has provided advice on access to resources for offshore students, tailored web resources for offshore students and delivered information literacy programs to academic staff who teach in Singapore. In preparation for the new Bachelor of Education (Primary) course in Malaysia, a QUT Faculty of Education Liaison Librarian and an academic staff member travelled to Malaysia to conduct a resources and facilities audit at the two colleges. Collaboration will continue throughout the four-year degree program.



Kelvin Grove Library Manager, Judy Stokker, with Lorna Poon from KLC School of Education, in Singapore.

## LENDING SERVICES

Lending statistics continued to decline in 2005, despite growth in student numbers. The Library has undertaken a comprehensive analysis of trends in Lending Services over the past four years in order to project likely demand for the next two years. This analysis showed that loans have declined 7.5 per cent and shelving has decreased 25 per cent since 2001. These declines are mainly due to the

large increase in availability and use of electronic resources, notably electronic journals.

In 2005, a new methodology to conduct a faculty-based analysis of book loans was adopted. This methodology allows for a more accurate picture of each faculty's reliance on books. The outcomes of the analysis were used to inform annual funding allocations to individual faculties for their coursework book purchases.

Several new types of resources were introduced for loan at Kelvin Grove Branch Library. Playstations and video games were purchased to support new games design technology courses offered by the Creative Industries Faculty. There has already been good uptake of these resources by students. The provision of short-term loan of laptop computers to students was also taken up with enthusiasm. The Library is seeking to extend this service to other branches in 2006.

What are we doing right? Date: 2/11/05

The laptop borrowing system is fantastic. I have a slow internet connection @ home & so it was great to come in & use the wireless connection & be able to download articles I needed onto CD-Rom. I was able to use the "Ask-a-Librarian" function to ask a library question & this meant I didn't have to pack up all my stuff to go downstairs & ask. Thank you

What are we doing wrong? I was also able to use the "Ask-a-Librarian" function to ask a library question & this meant I didn't have to pack up all my stuff to go downstairs & ask. Thank you

Any suggestions for improvements? More laptops. All more people can take advantage of this system.

A response to these comments will be posted on the Library noticeboard on level 2.

If you would you like a reply to your comments sent to you, please provide the following details:

Name: Michelle Address:

'The laptop borrowing system is fantastic. I have a slow internet connection at home and so it was great to come in and use the wireless connection and be able to download articles I needed onto CD-Rom. I was able to use the Ask-a-Librarian function to ask a library question and this meant I didn't have to pack up all my stuff to go downstairs and ask.' – Michelle.

## CABOOLTURE

In 2005, QUT's Caboolture campus relocated to the Brisbane North Institute of TAFE (BNIT) campus. The TAFE Library facilities were upgraded to allow for the increase in student and staff numbers and to accommodate the QUT collection. Two new staff members were recruited for the Caboolture Branch Library and a review was undertaken to assess the existing staff profile and make recommendations based on the anticipated future requirements of the campus.

Caboolture's collection was significantly expanded during 2005. In particular, new materials were purchased to support the reorganisation of the business degree, and new Caboolture-based courses. An Information Resources plan was also prepared, with a recommendation for increased funding in 2006–2008. This will allow for collection growth to support the expected increase in courses and student numbers during the next three years.

## Research

### E-RESEARCH AT QUT

The Library's outstanding success in ensuring researcher uptake of the QUT ePrints repository has paved the way for its inclusion in strategic planning for e-Research at QUT. The Director of Library Services has been involved in University e-Research developments, is a member of the QUT e-Research Working Party and a member of the national Council of Australian University Librarians (CAUL) e-Research Working Party. At the end of 2005, the Library created an e-Research Access Coordinator position to collaborate with University stakeholders on the development of e-Research at QUT and to support researchers in their uptake of e-Research opportunities.

### AIRS ONLINE

Since 1989, QUT has been offering IFN001: Advanced Information Retrieval Skills (AIRS) as a 4-credit point mandatory coursework requirement of enrolment for PhD students at QUT. Prior to 2005 this course has been offered only in face-to-face classes on-campus, but since February 2005 onwards, AIRS Online has been offered to students in an alternate online mode. It now stands as Australia's first and only accredited compulsory information literacy e-learning course for postgraduates.

The online course content is designed to allow for flexible progression through the content, with milestones incorporated into the course schedule to assist students in managing their progression through the 12-week course. The AIRS Online curriculum addresses advanced search strategies and techniques, mastery of electronic information resources, efficient and effective Internet searching techniques and proficient information management and current awareness strategies. A full evaluation of AIRS Online was completed during October and November 2005 after the first year of implementation, and further improvements are planned for 2006.

The success of AIRS Online was recognised with a 2005 QUT Institutional Advancement in Learning and Teaching Award. AIRS Online is also the basis of the proposed 'Information literacy for the e-Researcher' module of the E-grad School Project, a Department of Education, Science and Training (DEST) funded project being developed by the Deans and Directors of Graduate Studies group of the Australian Technology Network (ATN). This module will be made available to all ATN universities in 2006, and licensed to other universities and research trainers from 2007.



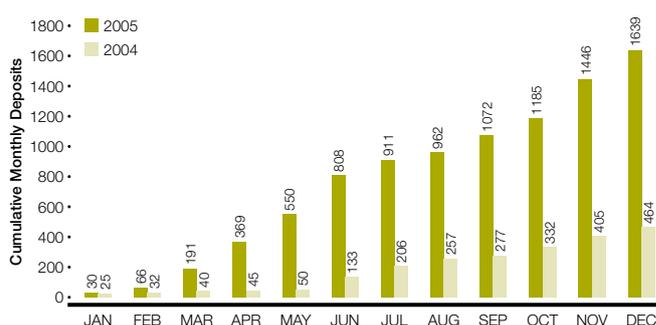
Members of the AIRS Redevelopment Project team were the recipients of a QUT Institutional Advancement in Learning and Teaching Award.

### QUT EPRINTS

QUT ePrints, established only two years ago, is now the fastest growing university e-print repository in Australia with QUT researchers now depositing over 41 per cent of the University's annual research publication output. In terms of the proportion of annual research output being 'self-archived', the QUT ePrints deposit rate is at least four times that of other Australian universities with an e-print repository. By the end of 2005, there were a total of 2133 papers in the repository and 498 individual authors registered as depositors. QUT ePrints is now a valued service that is enhancing the impact of QUT research publications by making them more visible and readily accessible. QUT ePrints is now cited internationally as an exemplar of best practice in the field.

In 2005, the Library began investigating other repository software options that may offer more functionality than is possible with the current software. In December 2005, an allocation of \$87 000 was provided to the Library for the establishment of a repository with alternative software, and for migration of the existing content. The new software will be more user-friendly and will enable QUT ePrints to develop a wider range of services and functionalities that will make the repository even more valuable to the QUT research community in the future.

### QUT ePrints Deposit Rate 2004 v 2005



Monthly deposits to QUT ePrints have increased dramatically over the past two years.

## RESEARCH QUALITY FRAMEWORK

In response to the imminent introduction of the Federal Government's Research Quality Framework (RQF), several liaison librarians investigated ways in which researchers in various subject disciplines could demonstrate the quality and impact of their nominated research outputs during the assessment period. Success in responding to the RQF is of the greatest importance to researchers. Library staff will collaborate closely with the Office of Research staff to share their expertise with the research community.

## INFORMATION RESOURCES

The Sugar Research Institute, based in Mackay, joined QUT in mid-2005 and will relocate to Gardens Point campus in 2006. The Institute's Library collection, built up over 50 years makes a significant addition to the QUT Library's collection in this specialist area.

Some significant new electronic resources were added to the library collection in 2005:

- Taylor and Francis: Science, Technology and Medicine and Social Sciences full-text journal packages.
- PsycBOOKS. *American Psychological Association 1806–2004*.
- RTCA Inc. Online Store. *Specialised content on communications, navigation, surveillance and air traffic management*.
- WARC.com.database. *A full-text database on marketing communication. World Advertising Research Centre*.
- Naxos Music Library. *Streamed sound recordings of music*.
- Various new e-reference resources to the value of \$35 000.

## RELATIONSHIP WITH QUT RESEARCH INSTITUTES

QUT has established a number of major cross-disciplinary research institutes. These new institutes provide challenges to the way the Library has traditionally supported researchers in faculties. One of the earliest institutes, to be located in a new purpose-built building at Kelvin Grove, is the Institute of Health and Biomedical Innovation (IHBI). The Kelvin Grove Branch Library staff worked with the IHBI Executive exploring service model options that will provide IHBI researchers with expert information discovery and resource support. Liaison librarians assigned to the faculties on which the IHBI research domains draw, will work collaboratively across campus and faculty boundaries to ensure they identify and meet the information needs of the IHBI researchers.

## SELECTION OF VENDORS FOR SERIALS SUPPLY

QUT and Griffith University Libraries collaborated on the selection of vendors for the supply of shelf-ready serials, selected electronic subscriptions and related services. The principal objectives of the exercise were to achieve cost-effective arrangements for the two universities and to minimise risk.

Following a joint Request for Offer, both institutions signed identical but separate contracts with two vendors: Swets Information Services and EBCSO Information Services.

## RESEARCH ASSISTANTS' INFORMATION LITERACY PROGRAM

In response to a request from the Faculty of Education, liaison librarians developed an innovative information literacy program for research assistants to enhance the Faculty's overall research productivity and quality. In collaboration with QUT's Information Technology Services (ITS) and Teaching and Learning Support Services (TALSS) departments, the liaison librarians developed the seminar 'Promotions, Publications, and Citations'. It was conducted six times throughout the semester and attended by more than 50 research assistants and other academics. The workshop now forms part of the Faculty's RA-pid program (Research Assistant Professional and Intellectual Development Program). In addition, an EndNote QandA session was conducted and liaison librarians also promoted library resources and answered questions through the Faculty's Research Assistants' email list. This pilot program is under consideration as a model to develop programs for research assistants in other faculties.

## Resources – People

### QUT CLIMATE SURVEY

In late 2004 the University conducted a survey of staff satisfaction with a range of areas relating to their employment at QUT – the QUT Climate Survey.

Library staff indicated an overall satisfaction rate for working at QUT of 84 per cent, with only three per cent negative feedback. The Library's highest positive results were in:

- Awareness of QUT Code of Conduct (90 per cent)
- Work area teamwork (88 per cent)
- Satisfaction with online technology (87 per cent)
- Personal commitment (87 per cent).

The highest negative results were 'Workload' (48 per cent), 'Career and Promotion' (24 per cent), and 'Pay and relativities' (23 per cent).

In comparison with the Library's results from the 2002 QUT Climate Survey, the outcomes showed a considerable improvement in library staff satisfaction.

Library staff feedback was also substantially more positive than that from other professional staff areas of the University.

### SECONDMENTS

A number of library staff members took inter-departmental secondments in 2005. This broadened their horizons and facilitated improved collaboration with other parts of the University.

- Judy Stokker, Judith Peacock and Helen Hobbs all undertook secondments to the Teaching and Learning Support Services (TALSS) Department.
- Sarah Fredline acted as an Information Analyst for three months in TALSS.
- Stephen O'Driscoll's secondment as Project Manager for the Caboolture Campus was extended to August 2005.

In addition, several staff members were seconded into the Library, bringing fresh ideas for service improvement. Jill Rowe, of TALSS, worked on the *PILOT* redevelopment project. Gina Paterson, from the University of Queensland (UQ), spent three months as part of the Library Systems team, while Denise Frost, also from UQ, continued her secondment to Kelvin Grove User Services.

### STAFF DEVELOPMENT

The Library's 2005 Training Needs Analysis (TNA) identified the key training areas required to equip staff with the skills to enable the Library to achieve its short and long-term goals. The TNA process focused on training for 'job families', with individual development needs being identified by the supervisor and the staff member via the University's

Performance Planning and Review (PPR) process. Training delivery was achieved by a number of different sources and strategies, including:

- management development programs by internal and external providers
- personal programs supported by the University's Professional Development Program
- national and international seminars and conferences.

### STAFF AWARDS

Library staff were recognised for outstanding service by the Library, the University, and externally during 2005.

### LIBRARY'S REWARD AND RECOGNITION PROGRAM

In 2005, the Library recognised the contribution of the following staff (from left to right):



Gwyn Simpson (Blackwells Giraffe Award for Initiative and Innovation), Jenny Clouston (Library Management Group Quiet Achiever Award), Richard Parkin (Swets Wizard Award for Making a Difference), Debbie Smith (Jan Novak Award for Client Service).

### QUT AWARDS

QUT Outstanding Contribution Award for Professional Staff

- Sarah Fredline – member of the Flexiprint Project.

Vice Chancellor's Institutional Advancement in Learning and Teaching Award

- Stephanie Bradbury, Peter Fell, Judith Peacock, Robyn Tweedale and Kurt Vollmerhause – AIRS Online Development Team.

### EXTERNAL AWARD

Sharon Uthmann was the recipient of the 2005 ALIA Dunn and Wilson Scholarship. This biennial scholarship is awarded to a Library Technician by the Australian Library and Information Association (ALIA).

## Resources – Infrastructure

### FACILITIES

Maintaining an inviting and functional learning environment is a critical part of an effective library service. QUT Library branch buildings have not been refurbished for a number of years and, as a result, are not fully meeting the needs of students and researchers. During 2005, a submission on this matter was developed for the University's Physical and Virtual Committee. As a result the University has agreed to include substantial refurbishment of Library buildings in its 2007–2011 Capital Plan. In order to develop plans to inform this process, refurbishment design briefs were commissioned for the Law Library and the Gardens Point Branch Library.

Access to \$200 000 from the University's Central Learning and Teaching Environments allocation provided the much-needed upgrading of furnishings and benchwork in all branch libraries. In addition, the Library itself set aside funds to improve the general appearance of its buildings through the addition of artwork and small building enhancements.

The upgraded furnishings have already drawn positive feedback from students, as the comments from the LibQUAL+ survey below indicate.



Wireless access throughout the library buildings allows students to study wherever they are comfortable.

### FUNDING

The Library's final salaries budget for 2005 was \$8 605 509. At the close of the year, this budget was 98 per cent expended. General operational expenses were allocated \$1 027 677, and final expenditure of this fund was 103 per cent of budget. 2005 was a difficult year for budget management. Changes in the University's overall financial position resulted in reduction in the Library's allocation at both May and August budget reforecasts. As a result, the Library delayed the filling of some positions, and reduced spending in other areas. Combined salaries and non-salaries budget expenditure at the close of the year was within 1.6 per cent of target, a good result given the circumstances.

The Library Resource Allocation (LRA) for 2005 was \$7 216 000. Like other Library budgets, the LRA was subject to reductions in May and August, requiring a reworking of the division between agreed funding pools (see diagram). The University continues to guarantee a set percentage of its budget to the LRA, which ensures an acceptable growth in this important resource, although, with in-year reductions, this was not sufficient to maintain its effective purchasing power for overseas material. At the end of 2005 combined expenditure and encumbrance was 100.38 per cent of budget, with expenditure of 89.96 per cent (against a target of 90 per cent) – an excellent outcome and a tribute to all those involved in its management.



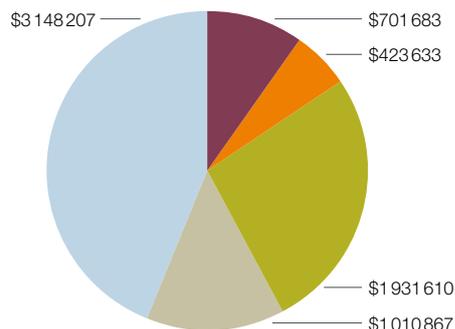
'The new lounge area on level three of Kelvin Grove library is fantastic.'



'I like the new addition of lounge chairs to the Library, and I encourage more comfortable reading areas like it.'

### Library Resource Allocation 2005 – \$7.216m

Coursework Pool Specialist Resources Pool Shared Costs Pool  
Cross-Faculty Electronic Databases Pools Central Reference Pool



## Library Community Engagement

In 2005, the Library released ALIS: Alumni Library Information Service, a library borrowing and database access subscription service for QUT Alumni, enabling them to access high-quality library resources at a reasonable cost. ALIS is one of a suite of services offered to QUT Alumni by the Division of Technology, Information and Learning Support and was launched by the Deputy Vice-Chancellor, Tom Cochrane, at a function for QUT Alumni Board members.



DVC Tom Cochrane (at right) with President of QUT Alumni, Brett Hooker, and DVC Sandra Harding at the launch of the ALIS service.

As an initiative of the University's Northern Corridor Educational Precinct, the Caboolture Librarian conducted the QUT Library Outreach Program: Information Literacy for Senior School Teachers. Through these workshops QUT Library staff help senior school teachers develop ways to improve their students' information literacy skills in readiness for university study. As well, teachers had an opportunity to experience ICTs as they are used in a tertiary environment.

The Library hosted study visits by several overseas individuals and delegations. Mr Junmin Fang, from the Chinese Academy of Science Chengdu Library, undertook a ten-week placement with Gardens Point Reference. During this time, he was able to observe and participate in multiple facets of the Library's operations and was especially interested in the e-print repository, the AIRS (Advanced Information Retrieval Skills) program and the library liaison service. Mrs Margaret Ninsin spent six weeks at the Law Library studying law library systems and processes in preparation for establishing a new library at the Ghana Law School. The Library also hosted a one-day visit by a delegation from the UK's Society of College, National and University Libraries (SCONUL). The group was very interested in QUT ePrints, the Library's quality management and planning cycle, and strategies being used to embed information literacy into teaching and learning.

Library staff again contributed their time and expertise to the international and national professional communities. Library Director, Gaynor Austen, continued her term as President of the International Association of Technological University Libraries (IATUL); and her active participation in the Council of Australian University Librarians (CAUL) and the Libraries of the Australian Technology Network (LATN). Information Literacy Coordinator, Judith Peacock, was invited to be keynote speaker at the Orebro University Library Information Literacy Forum for Swedish university libraries and to be facilitator of two Information Literacy in Academic Libraries workshops held by the University of Toronto and the University of Alberta, Canada. She also continued as an executive member of the Australian and New Zealand Institute for Information Literacy (ANZIIL). Library staff members were also involved in many cooperative activities arising from the Queensland University Libraries Office of Cooperation (QULOC) working parties; while the Law Library continued its participation in OzCase, a cross-regional, cross-sectoral collaboration to improve access to legal resources for South-east Queensland researchers.



Mr Junmin Fang,  
Chinese Academy of Science



Mrs Margaret Ninsin,  
Ghana Law School



A delegation from the UK's Society of College, National and University Libraries (SCONUL), pictured with the Deputy Vice-Chancellor (TILS) and the Director, Library Services.

## Appendix 1: Client Charter Report

### SERVICE: PROVIDE MATERIALS NECESSARY FOR TEACHING, LEARNING AND RESEARCH. THIS MEANS WE WILL BUY IT OR BORROW IT IN PRINT OR ELECTRONIC FORMAT.

Target	Achieved
100 per cent of obtainable items on reading lists held by the Library or on order and 90 per cent of information resources sought by undergraduates held in print or electronic collections.	Targets met.  It is part of the liaison librarians' role to monitor subject reading lists and catalogue reports to ensure these items are included in the collection. Print materials which are in high demand are placed in the Course Reserve Collection, or on seven-day loan. The Course Materials Database (CMD) provides electronic access to course readings for most units.
90 per cent of new books and audiovisual material available for use within three weeks of receipt by the Library.	Target not met.  The average time from receipt in Library Resource Services (LRS) to despatch was 42.5 days.
100 per cent of materials shelved within two days of return or in-house use.	Target met.
90 per cent of high-use materials placed in Course Materials Database (CMD) within four days of notification from academic staff.	Target not met.  82 per cent of new requests sampled were available in CMD within four working days of notification. A median of three working days was achieved.
95 per cent of intercampus loans processed within two working days.	Target exceeded.
80 per cent of interlibrary loans obtained from other libraries within seven calendar days.	Target exceeded.
95 per cent of information resources sought by researchers are accessible in print or electronic collections, or are available through document delivery.	Target met.

### SERVICE: PROVIDE SERVICES TO ENABLE YOU TO USE MATERIALS EFFECTIVELY

Target	Achieved
An Information Desk which is staffed during the majority of hours the Library is open.	Target met.
Electronic information services and assistance available 24/7 through the library website.	Target met. In addition to the electronic help guides, the Library offers a web chat reference service and an email reference service. In 2005, the availability of the web chat reference service was extended to service clients from 9am–5pm, Monday to Friday, during semester.
Information literacy instruction freely available, face to face and online.	Target met. The Library offers a variety of generic information skills workshops, held at all branches during the year, as well as providing the self-paced online tutorial PILOT. Print publications are available from display stands and at the Information Desks in library buildings. Postgraduate students are also able to enrol in Advanced Information Retrieval Skills (IFN:001 AIRS) and EndNote classes.

### SERVICE: PROVIDE FACILITIES FOR USE OF MATERIALS

Target	Achieved
A suitable study place always available to you when the Library is open.	Target met. In Semester One, a seating survey was conducted and the results indicated that seating is available at all branches. However, group study rooms continue to be heavily booked in all branches.

## Appendix 2: Published Papers Authored by QUT Library Staff

- Austen, G. and Young, C. (2005). Out of the stack and into the Net: international perspectives on academic reference resources. *Reference Librarian*, 91/92, 23–28, also published as Frost, W. J. (Ed.), *The Reference Collection: From the Shelf to the Web* (pp. 23–28). Binghamton, New York: Haworth Information Press.
- Callan, P. and Cleary, C. (2005). Digital Repositories at Queensland University of Technology, In Huthwaite, A. (Ed). *Managing Information in the Digital Age: ATN libraries respond to the challenge* (pp. 1–13). Adelaide: University of South Australia Library for Librarians of the Australian Technology Network.
- Levinge, L. (2005). Information Management in the Library: Are we minding our own business? In Huthwaite, A. (Ed). *Managing Information in the Digital Age: ATN libraries respond to the challenge* (pp. 68–81). Adelaide: University of South Australia Library for Librarians of the Australian Technology Network.
- Logan, J., Frost, D. and Campbell, M. (2005). CASE work for counsellors. In *Proceedings OLT 2005 Conference* (<http://eprints.qut.edu.au/archive/00002184/>) Brisbane: Queensland University of Technology.
- Logan, J., Hobbs, H. and Keeffe, M. (2005). Online Dialogue and Critical Reflection in an International Inclusive Education Context. In *Proceedings OLT2005: Beyond Delivery Conference*, (pp. 1–9), Brisbane: Queensland University of Technology.
- McCarthy, J. (2005). Planning a Future Workforce: An Australian Perspective. *New Review of Academic Librarianship*, 11(1), 41–56.
- Peacock, J. (2005). Information literacy education in practice. In Levy, P. and Roberts, S. (Eds), *Developing the New Learning Environment: The changing role of the academic librarian* (pp.153–180). London: Facet Publishing.
- Peacock, J., Tweeddale, R., Fell, P. and Vollmerhause, K. (2005). Bounding Borders, Building Bridges: partnering for quality outcomes in the online learning of information literacy. *Educause Australasia Proceedings*. Auckland, New Zealand: Educause Australasia.
- Poirier, J. (2005). Connecting to Great Minds: an Information Literacy Framework For Final Year Students. In *ASEE/AaeE – The 4th Global Colloquium on Engineering Education Proceedings*, Sydney, Australia: Engineering Education.
- Poirier, J. (with Messer, D. and Kelly, P.). (2005). Engineering Information Literacy and Communication. In *The Twelfth International Conference on Learning Proceedings*, Granada, Spain: Common Ground Publishing.
- Prasolovas, N.V. (with Xu, Z.H. and Lundkvist, K.). (2005). Genetic variation in foliar nutrient concentration in relation to foliar carbon isotope composition and tree growth with clones of the F<sub>1</sub> hybrid between slash pine and Caribbean pine. *Forest Ecology and Management*. 210, 173–191.
- Prasolovas, N.V. (with Xu, Z.H., Beadle, C.L. and Hunt, M.A.). (2005). Canopy distribution of physiological traits in 4 to 8-year-old hoop pine (*Araucaria cunninghamii*) trees in relation to season, fertiliser application and growth. *XVII International Botanical Congress Proceedings* (Paper No 2005-A-1795-IBC). Vienna, Austria: International Botanical Congress.
- Prasolova, N.V. (with Xu, Z. and Simpson, J.). (2005). Fertilization impacts on tree nutrition and growth of a slash pine plantation and on soil fertility at the end of 33-year plantation rotation in subtropical Australia. *The International Forestry Review*, 7(5) (28), 108.



