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From the University Librarian



Achieving Together was the guiding principle behind the Library's many successes in 2001.

The milestones celebrated in this Annual Report were not just the achievements of a few individuals but the culmination of teamwork, commitment and innovation from all library staff.

The collaborative effort of staff working and achieving together ensured the Library significantly improved the high quality of its services and resources throughout the year, despite a reduction in the annual budget and reduced staffing. The financial cutbacks stemmed from a decrease in government funding and a weakened Australian dollar. As a result, some journal subscriptions were cancelled and, regrettably, 23 experienced and knowledgeable staff left the Library on voluntary separation packages. Their valued contributions to the Library over the years were celebrated at a well-attended farewell party in January.

The Workloads Committee was formed in January to identify ways of addressing workload issues following the departure of the staff members. It was a team effort with committee members evaluating and assessing initiatives generated by staff suggestions to ensure the Library worked 'smarter' and more efficiently throughout the year.

As testimony to this, users rated the Library highly in the Rodski Client Survey, commissioned in August and September. Overall, 71 per cent of respondents were extremely satisfied with the Library and rated it highly across all six Best Practice Categories. Comparatively, these results positioned the Library in the top half of university libraries and in the top 25 per cent of all organisations on the Rodski database.

The opening of the new Princess Alexandra Hospital Library (*see cover*) and the unveiling of the remodelled Architecture and Music Library were among the more visible achievements. The new Princess Alexandra

Hospital Library, officially opened in October by the Queensland Minister for Health, the Hon. Wendy Edmond, and the Chancellor, Sir Llewellyn Edwards, (*see picture below left*) was three times larger than its previous site and featured improved computer, training and study facilities. The completion of the remodelled Architecture and Music Library in July provided improved wheelchair access, more computers, an interactive aural training facility and a dedicated graduate study area.

The Library furthered its commitment to developing the information skills competencies of University students and staff during 2001. Over 46,000 people—a 14 per cent increase on the previous year—attended discipline-related Information Skills classes and workshops.

The success of the school liaison initiative, the UQL Cyberschool, was recognised with the 2001 Australian Library and Information Association (ALIA) Award for Innovation in August. UQL Cyberschool was credited with providing more than 100,000 Queensland high school students with the opportunity to access enhanced online information and experience university research skills. The Library enhanced its efficiency with the installation of five new autoloan machines across library branches and other technology upgrades, including the implementation of the new Millennium Circulation program. In responding to client demand, the Library grew its collection of electronic databases and journals with new additions such as CSIRO Online, Nature Online and NetLibrary.

Further afield, the Library continued to contribute to development projects in overseas libraries in the Middle East and Asia. In Oman, guidelines for establishing the library of the Sohar University were provided and Barbara Thorsen was seconded to their implementation. Assistance was also provided to the national system and standards for Vietnamese libraries.

2001 was a year of joint achievement, of which all Library staff should be proud. I thank all who contributed and look forward to continuing our several developments in 2002.

Janine Schmidt, University Librarian



Special guests at the PAH/UQ Library Opening in October

The Library Committee

The Library Committee provided a link between the Library and the University's academic community as a committee of the Academic Board and included representatives from each Faculty, the Alumni Association, undergraduate and postgraduate students, and the Library.

Terms of Reference

The functions and powers of the Committee were to:

- advise the University Librarian on the library requirements of the University
- consider and advise on the rules and regulations relating to the use of the Library
- consider and advise on such other matters as the Board, the Vice-Chancellor, the University Librarian, the Secretary and Registrar may refer to it
- transmit to the Board a report consisting of the minutes of its meetings, which involve recommendations to the Board or matters to which it desires to draw the attention of the Board.

Major Achievements

The Library Committee met four times in 2001. Its key achievements included:

- organising a two-day Seminar on Scholarly Communication, held in December
- managing the integration of information skills competencies into the University's Statement of Graduate Attributes
- endorsing the Library's initiatives to consolidate services following staff reductions in 2000 and budget cuts
- forming a working party to address funding issues relating to library services for international students and offshore programs
- overseeing the Library's compliance with the new Copyright (Digital Amendments) Act
- monitoring the implementation of the Collection Development Policy following its approval by the Academic Board in February.

2001 Committee Membership

Chair: President of Academic Board
Deputy Vice-Chancellor
The University Librarian
Secretary

Representatives:
Faculty of Business, Economics and Law
Faculty of Natural Resources, Agriculture and Veterinary Science
Faculty of Arts
Faculty of Biological and Chemical Sciences
Faculty of Social and Behavioural Science
Faculty of Engineering, Physical Sciences and Architecture
Faculty of Health Sciences
Academic Board
Academic Board
Alumni Association
Postgraduate Students' Area Committee
University of Queensland Union

Professor Jenny Strong
Professor Paul Greenfield
Mrs Janine Schmidt
Ms Jennifer Croud

Associate Professor George Docwra
Dr Robert Fletcher
Dr Morris Low
Professor Peter Gresshoff
Associate Professor Carmen Luke
Associate Professor Richard Morgan
Professor John Pearn
Professor Philip Almond
Dr Piero Giorgi
Ms Beverley Walker
Ms Eliza Matthews
Mr Christopher Vernon.

The Library: an Overview

As one of the top-ranked academic libraries in Australia, the University of Queensland Library delivered information products, services and programs of the highest quality. In responding to the increasingly electronic nature of modern information resources, the Library continued to invest heavily in its advanced information technology infrastructure. The Library—often known as the Cybrary—combined physical space and cyberspace to link clients with both virtual and real information.

Services

The Library's services extended well beyond the traditional functions of lending, interlibrary loans and enquiries. The Library not only supported the teaching, learning and research needs of the University, but also played an important role in the development of graduate research and information management skills.

Services provided included:

- provision of teaching, learning and research materials in a wide variety of formats for on-site use, off-site access and loan
- access to the global body of knowledge
- assistance with the identification, location and use of information resources
- programs to develop clients' information skills;
- provision of facilities to support effective teaching, learning and research
- 24-hour access to the catalogue and online resources via the Library's website
- *AskaCybrarian* and *AskIT* personalised help services
- electronic updating services
- document delivery services for researchers
- research support and assistance (some on a fee-for-service basis)
- a range of online and printed publications to help customers maximise their use of the library services, including *Use/Its* (guides to using information services) and *Find/Its* (guides to finding information).

Resources

The Library has one of the largest academic collections in Australia and by far the largest collection in Queensland. The collection encompassed more than two million volumes, a burgeoning virtual collection of 9000 electronic journals, 129,000 e-books and 400 networked databases, as well as microforms, videos and manuscripts.

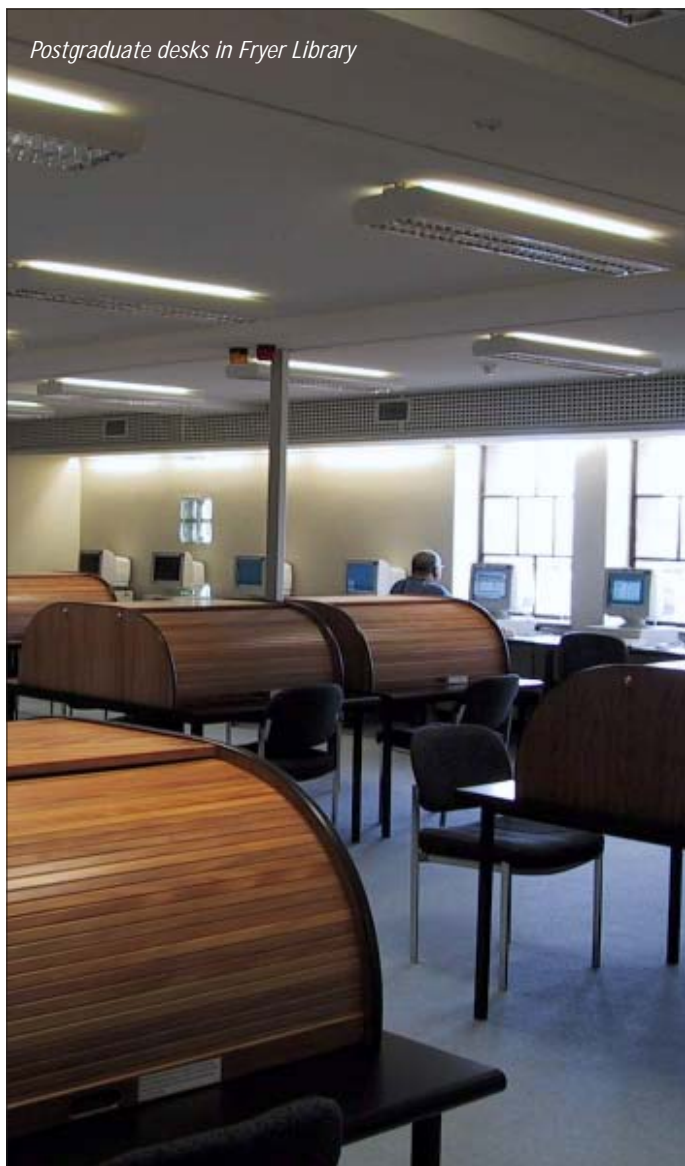
More than 1000 computers were available in branches for public use, while customers accessed the Library's catalogue, online resources and self-guided IT tutorials from anywhere on campus or at home.

Approximately 230 staff worked at more than 20 service points in the 13 branch libraries. All branch libraries, regardless of size or location—across the three campuses, St Lucia, Ipswich and Gatton, in several teaching hospitals and at the Dental School—provided consistent access to resources and services.



UQ Ipswich Reading Room

Postgraduate desks in Fryer Library



Clients

In 2001, the Library had 51,239 registered users, who collectively represented one of the largest library memberships in Australia. Students and staff of the University of Queensland accounted for the majority of clients, but users also included alumni, the wider community, staff from the major teaching hospitals, and research centres that shared links with the University.

The Library assisted other Australian and overseas libraries, universities and organisations through reciprocal borrowing schemes and its interlibrary loans service. Up to 100,000 Queensland high school students gained negotiated discounted access to various online resources thanks to the award-winning UQL Cyberschool initiative.

Library Structure

The University Librarian reported to the University Deputy Vice-Chancellor, Professor Paul Greenfield, and consulted regularly with University senior management—who have oversight of the teaching and learning and research activities—to ensure the University's needs were being met. In addition, University staff were represented on the Library Committee of the Academic Board and advisory committees for each branch library. Library staff also attended Faculty board and committee meetings, and liaison librarians worked with each School.

Within the Library, the 13 branch libraries operated through three main disciplinary areas: Social Sciences and Humanities, Biological Sciences and Physical Sciences and Engineering. In addition, two sizeable warehouses stored less heavily used material. Three centralised sections—the Library Technology Service, Corporate Services, and Information Access and Delivery Service—supported the customer delivery functions of the branch libraries.

The Library Technology Service managed the Library's information technology resources, was responsible for the Electronic Information Centre, and managed the online student help and training service, AskIT.

Corporate Services was responsible for strategic planning, human resource management, facilities planning and management, research and development activities, financial management, coordination of information skills training, and communication activities.

The Information Access and Delivery Service was responsible for obtaining materials and providing the logical organisation and arrangement of these materials within the Library collection. It also provided an effective document delivery supply service to external libraries and managed the collection development and circulation policies of the Library. (See *diagram of the Library's organisational structure on page 34.*)

The Library has built strong networks with professional organisations and other libraries. Partnerships and collaborations are seen as vital.

Extending support for flexible learning

The Library facilitated excellence in teaching and learning by providing innovative products, services and information resource programs, and a wide range of information skills programs at all levels. Learning outcomes related to the graduate attributes in the University's Teaching and Learning Enhancement Plan. The Library employed web-based instructional tools to deliver some programs.

The Library's website provided streamlined access to course materials. Heavily used teaching materials were placed in High Use collections within the library branches. Liaison librarians worked in partnership with academics in the Schools, identifying and responding to needs.

Assistance in locating appropriate information and using it effectively was available to students at the information desks in all library branches. The *AskIT* and *AskaCybrarian* services provided email assistance, training and enquiry services. Many publications within the library branches and details on the Library's website explained services and facilities available. *FindIts* helped in locating information in many subject areas and *UseIts* assisted with specific services and resources.



Liaison librarian Jackie Chamberlin at UQ/Mater McAuley Library

Website

Use of the Library website hit record levels in 2001, with more than 20 million pages used – a 25 per cent increase over the previous year. The website provided students and staff with 24-hour-a-day access to information resources, including course materials and examination papers, databases and e-journals, e-books, and the Virtual Reference Collection, and also provided details of service provision. The catalogue continued to be the part of the website used most often by the Library's clients. This year there was an unprecedented increase in usage of the catalogue, a total of six million searches, resulting in a 35 per cent increase over 2000. Accessing the catalogue from home continued to be a popular option, with 30 per cent of users doing so, up from 25 per cent the previous year. Outside of semester times, home access was even higher, reaching 47 per cent in July.

Improvements and additions to the website included:

- A redesign of the Course Materials Index was introduced to improve access by course name to resources included on reading lists. This followed the University's move to a new system of unitisation.
- Clients were able to make more specific searches by limiting a search to subsets of the catalogue, such as a specific format (databases; all journals; electronic journals; or all electronic resources) or location (St Lucia libraries or Health Sciences libraries).
- New Databases/e-journals pages were created, which improved searching. An additional feature was identification of the top databases in each subject area.
- Help pages were added or updated in many areas, including database help, authentication, Frequently Asked Questions and Finding Resources.
- Additional FindIts or subject guides were added to the website covering a wide range of disciplines, from history to health.
- More than 1000 digitised past examination papers were made available when searching the Cybrary catalogue.
- Bobby compliance—that is, W3C Web Content Accessibility Guidelines 1.0, Level 1—was achieved by systematic addition of alternative text to every image. This improved use by those who had sight difficulties.

AskIT

AskIT—the one-stop computer help and training service for University students—continued to expand. AskIT assistance was provided to students face-to-face at service points on each campus, and also by email, phone and detailed information under most heavily sought topics on the website. Hits to the website doubled from the previous year, reaching 275,209. The number of students attending training courses also increased. Enquiries by phone, email and at the desks decreased. These trends indicated that students were choosing self-help methods and resources, including training courses and the website, as opposed to the 'just-in-time' methods of the desk, phone and email.

AskIT Training Courses were offered at St Lucia, Gatton and Ipswich, as well as the teaching hospitals and the College of Tourism and Hospitality (COTAH). *Working with Windows, Computing @ UQ*

and *PowerPoint* classes were the most popular, with as many as 50 classes held for *Computing @ UQ*. Classes were also held for:

- WebCT
- Word/my.UQ/WebCT
- Word Level 1
- Word Level 2
- Excel
- Ask AskIT

AskIT purchased and implemented a new online computing help service, ready for launch in Orientation Week 2002, the *Learningfast* program. This gave students help on commonly used software packages including Office 2000; Office 97; Windows 98, 2000 and ME; MS Project; MYOB and many others. Learningfast proved to be particularly beneficial for students choosing to study off-campus and students in remote areas. Learningfast was chosen to replace the previous online learning package, EasyTutor, which had been implemented at the end of 2000.

AskaCybrarian

Enquiries to the AskaCybrarian service for this first full year of operation showed a steady growth. Around 2635 enquiries were received and more than 50 per cent of these were requesting assistance in finding information. Enquiries regarding borrowing, PINs and passwords continued to be received by this service. The service shifted from Pegasus email to the WREQ (Work request) software, a distributed request/problem tracking system. The new software allowed 'cybrarians' to be logged on concurrently and the forwarding of enquiries to the AskIT service as appropriate. AskIT also used the same work request software. The majority of enquiries continued to be answered within 48 hours. The Library also continued to investigate alternative software throughout the year and will trial 'chat service' in 2002.

With questions ranging from how to choose a database relevant to a topic to how to submit articles to journals, the information service provided via AskaCybrarian represented a very small part of the information assistance currently available from the Cybrary. A total of 346,888 face-to-face or phone enquiries were handled at the information desks located in each branch. Liaison librarians also provided individual assistance to students and staff, in many instances visiting School offices.

Course Materials

Liaison librarians continued to work with teaching programs to select resources to meet curriculum needs and to provide adequate and timely access to learning materials for students. 19,389 book titles and 31,936 volumes were added to the collection this year. Decisions about whether or not to purchase multiple copies were negotiated with Schools. The course materials page of the Library's website was redesigned. Students were able to refer to reading lists, check the availability of items, consult articles available on library databases or the School's website, print out past examination papers and access their WebCT programs.

Multimedia

5673 multimedia titles were requested for the collection, primarily to support teaching programs. Many of these (3260) were recorded off-air, which the university is permitted to do through its agreement with Screenrights. Television coverage of the September 11 attacks and the Australian federal election were among programs used for courses taught by the School of Political Sciences and International Studies.

The Library introduced DVD players to a number of branch libraries, including the Architecture and Music Library, the Social Sciences and Humanities Library and the Ipswich Library. The DVD format offered a high standard of sound and vision. For music, this allowed for more detailed study of performance practices and interpretation because of its enhanced pause capability. For feature films on DVD, the Library was able to provide a lasting, quality product for repetitive use by many clients.

Databases and e-journals

Access was improved to the Library's over 400 databases early in the year. The primary mechanism for providing client access to databases was via the database gateway. While the catalogue also contained the same data and links, anecdotal information suggested that it was little used for that purpose. The continued growth in both demand for and range of databases, and the subsequent battle to provide efficient and reliable access, led to a decision to upgrade the database gateway service. The University of Nottingham software was selected - a very effective outcome of U21 relationships.

MEDLINE Advance continued to record the highest usage of all databases with over six million searches during 2001. Heavy demand continued for the following databases, which support the teaching and learning as well as research imperatives of the University:

- Biological Abstracts
- PsycINFO
- Expanded Academic ASAP
- CINAHL
- Sociological Abstracts
- INSPEC
- ABI/INFORM Global
- AUSTROM:APAIS
- Business Source Premier
- ERIC
- GeoRef

e-books

NetLibrary, a collection of e-books and online resources, was made available to library clients in March. The collection of 111 titles covered a broad range of disciplines including business and IT, agriculture, environmental science, music, literature and mass media. The Library also purchased two electronic readers to evaluate their functionality.

Publications: in print and on the web

The Library produced several series of publications to assist students—*Borrowing Guides*, *Cybrary Guides*, *Customer Guides* and *Cybrary Branch Guides*, as well as a range of flyers—available in branch libraries. Web pages were also developed to convey this information. *FindIts* and *UseIts* available in print and on the web were extended. The Library had over 160 *FindIts* covering most disciplines. Some of the new *FindIts* for 2001 were Asian History, Australian Literature, Geographical Information Systems (GIS), Health Economics, Mechanical Systems Design, Modern British History, Nanotechnology, Oral Health and United States History.

There were around 50 *UseIts* by year's end covering citation style guides; database products including WebSPIRS Silverplatter and ProQuest; and newspaper and map information. The *UseIts* were continuously updated throughout the year as products and services changed.

Developing Information Skills and IT competencies

The University acknowledged the importance of graduates being able to *collect, analyse and organise information* by including these skills in the Statement of Graduate Attributes, revised late in 2001. Meanwhile, the Library focused on expanding the information skills training program and integrating information literacy competencies into its own offerings as well as university course curricula.

More than 46,000 customers, a 14 per cent increase from 2000, attended 2465 information skills tours, classes and workshops held during the year. During the first and second semester Orientation Weeks, more than 2600 students attended library tours and approximately 1600 attended *Surfing the Cybrary* sessions that provided an introduction to new students. From their introduction to the Cybrary, students moved on to course-related information skills programs.

Throughout the Orientation Weeks AskIT offered 70 classes that generated strong attendance. AskIT developed training courses that enabled students to engage *effectively with information and communication technologies*: which linked to the Graduate Attributes. AskIT training courses were integrated into the curricula wherever possible.

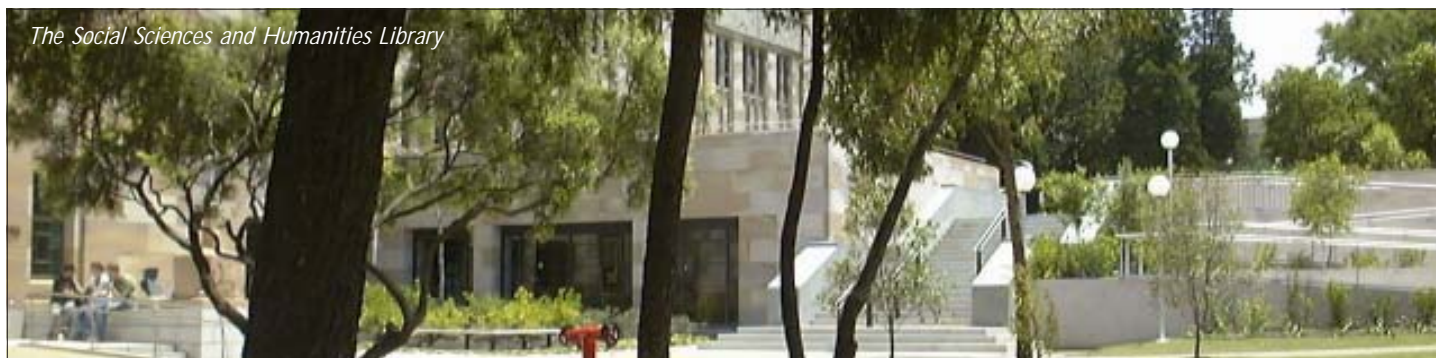
Integration of information skills into curricula

Liaison librarians worked closely with Schools and Faculties to increase the number of information skills sessions offered as part of the course curricula during the year. Library staff trained 31,964 undergraduate and postgraduate students in 2196 classes that were conducted usually as part of a specific course curriculum. Although 40 fewer information skills classes were run in 2001 there were 2534 more attendees than in 2000. This represented an 8.6 per cent increase in the number of attendees.

The Library continued to play a significant role in advancing the information skills competencies of over 750 postgraduate researchers through the delivery of discipline-related Information Skills for Postgraduates and Researchers (ISRAP) sessions. One of the databases recommended for researchers was the Web of Science. Its use in 2001 increased by over 35 per cent compared with 2000.



Given the increasing importance of intellectual property the Library also offered several sessions on how to use a number of patent databases.



Other information skills initiatives during the year included:

- A Librarian in the Classroom program was offered to first year medical students. A liaison librarian was available during tutorial sessions to assist students with learning outcomes focused around a key problem or scenario. In a survey of medical students, 95 per cent responded positively to the initiative, with 80 per cent requesting two to three sessions of this kind in each year.
- Gatton Library undertook a pilot project in August to offer information skills and library services sessions to some of its 1260 external students.
- The School of Mathematics incorporated information skills competencies into its courses as an assessable component for the first time. Students enrolled in MATH1050 attended presentations on searching the catalogue for resources on calculus and learned techniques such as limiting and Boolean logic.
- At UQ Ipswich, information skills classes were taught in class time in every program on the campus, generating a nine per cent increase in attendance. Initiatives included additional classes for hospitality students at COTAH, tutor training for Behavioural Studies students, and classes for Tourism and Leisure postgraduates.
- Legal research training was integrated into LAWS1000 course, a compulsory subject for first-year students. In addition, the Law Library trained participants in the newly established Professional Legal Education and Training (PLEAT) program.

- In a first, Bachelor of Education (dual degree) students attended a series of three library workshops held in tutorial time for each of the compulsory subjects of the degree.
- Information skills training was incorporated into two School of Management programs: first-year entry level subject MGMT1000 and third year exit level subject MGMT3001.
- The Library provided support and information skills training to engineering students on work placements with engineering companies as part of the Undergraduate Site Learning Program.

IT Skills for courses

Throughout the year, AskIT designed and presented specialised classes to meet the IT needs of students, including:

- AskIT training for the entire first year intake of the Biological and Chemical Sciences faculty, some 900 students. Topics included the Apple Macintosh operating system, my.UQ and the Interactive Learning Centre (iLC).
- First year Business, Economics and Law Faculty students undertaking studies at UQ Ipswich were trained in Microsoft Word, WebCT and my.UQ.
- WebCT classes were also conducted for Contemporary Studies students undertaking studies at UQ Ipswich.

University Colleges

The Library forged stronger links with University of Queensland Colleges by providing information sessions for the college principals and training programs for tutors and students.

Learning Environment

Patterns of use

The usage of the collection as measured by borrowing patterns was at a high level, with 34.2 per cent of the general collection (excluding Warehouse, Fryer, reference collection, photocopied articles and on-the-fly journal articles) borrowed during the year. This indicated the Library's success in maintaining a collection that was relevant to the teaching and learning activities of the University. Concomitantly, the 1,513,874 loans for the year were down by two per cent on the previous year's figures. Undergraduate loans accounted for close to 57 per cent of the total loans and postgraduate students 29 per cent. The fall in loans was in part attributed to more information available in digital form on the web, as well as changes in learner behaviour. The improved access to electronic sources of information made ease of access to information a greater determinant of information seeking behaviour than the suitability of the information. The total of 3,173,908 visits to the library remained similar to the number in 2000.

Other trends included:

- Group study facilities continued to be in high demand. The refurbishment of the Architecture and Music Library allowed for more group discussion space. Planning for the new Ipswich Resource Centre incorporated a variety of group study spaces, with and without computer facilities.
- Photocopying and printing decreased in the branch libraries, reflecting greater access to information from homes and student laboratories.
- Student demand for access to workstations continued to increase.
- Student demand for quiet study areas remained constant.
- Training rooms were heavily booked, with demand easing only towards the end of each semester.

Extended opening hours

To cater for the changing needs of the University's teaching and learning community—for example, students studying and working—the Library extended branch opening hours. The Architecture and Music Library opened on Saturday afternoons and the Graduate Economics and Business Library and the Gatton Library underwent a trial of Saturday afternoon opening hours in semester two. Summer semester courses, together with programs offered in intensive mode and professional programs, continued to place increasing demands on library service provision.

Remote Access

EZ Proxy software continued to be the Library's preferred method of authenticating access to the library's online resources from off-campus, via dial-in to the University using commercial ISPs (Internet Service Providers). The Library investigated improvements to the software, particularly in overcoming the existing limitations when linking from one remote host to another.

Independent learners and self-service innovations

Clients appreciated being able to check out books using the new autoloan machines that were made available in the Biological Sciences Library, the Dorothy Hill Physical Sciences and Engineering Library, the Social Sciences and Humanities Library, the Law Library and the Gatton Library. One of the earlier models was relocated to Ipswich to be replaced when the UQ Ipswich Library moves into its new purpose-built building in 2003. The Library received anecdotal evidence that a significant segment of students preferred 'self-service' options and this perception was supported by increased usage of the Library's web services, and autoloan and loan renewal services. Overall, 142,155 loans and renewals were processed on autoloan machines, more than double the number of the previous year. All machines featured an automated renewal option. The possible introduction of an automated telephone renewal system in the new year was investigated.

The Collections

The Library continued to play an integral role in contributing to the University of Queensland's position as a leading centre of research. In 2001, the principles guiding the Library's services to research were:

- matching collections to the research priorities of the University
- providing customised information services and facilities to support world-class research
- ensuring researchers gained a high level of information skills to facilitate their gathering of information
- exploiting the research potential of the Fryer collections and the University's archives.

The Collections

The Library's significant collections at research level supported the areas of strength identified in the Faculties' Operational Plans and the Research Management Plan. Despite a very tight budgetary situation, additional sources of funding enabled the Library to significantly expand its research collections. The Deputy Vice-Chancellor, Research, allocated \$750,000 towards the purchase of a number of new databases and packages of electronic journals. These included:

- ProQuest 5000 (*a collection of 18 databases with links to full-text journal articles: during 2001 clients accessed this service over 1.2 million times*)
- CSIRO Online (*online access to 20 journals in full-text published by CSIRO Publishing and produced in cooperation with a number of other scientific societies in Australia and New Zealand*)
- BioOne (*access to 40 peer-reviewed high-impact bioscience journals*)
- Nature Online (*access to the 14 Nature publications*)
- Source OECD (*the online publications portal of*

the Organisation for Economic Cooperation and Development, providing full-text access to OECD periodicals, books and statistics, grouped in 19 subject themes).

The collections were strengthened by a Research Infrastructure Funding grant of \$50,000 to start collecting in the emerging area of Islamic Studies. The Library worked with the School of History, Philosophy, Religion and Classics to identify the relevant research materials.

A Research Infrastructure Funding grant of \$80,000 was used to further build the Library's collection of feature films in languages other than English. The Library and the School of Languages and Comparative Studies worked closely in identifying and acquiring films in Chinese, Japanese, Korean, Indonesian, French, German, Russian and Italian.

Fryer Library acquired a number of manuscripts under the Cultural Gifts Program, including additions to existing collections from Tom Shapcott, Bruce Dawe and Pat Corrigan. The purchase of Peter Carey's notebook for *Oscar and Lucinda* was a major addition to Fryer Library's extensive holdings of the author's papers. Other donations included the

records of the TN! Theatre Company. This comprehensive archive augmented Fryer Library's already significant holdings of theatre company records.

Researchers in Marine Studies were supported by the increased collections at both the Heron Island and Stradbroke Island Research Stations.

Physical Sciences staff consulted with academic staff and postgraduate students from the Physics Department about usage patterns of electronic journals, sources, benefits, problems and restrictions. Results were collected for a study by the Australian Library Collections Task Force.

Although researchers were quick to take up use of electronic resources the demand for print resources remained strong, with postgraduate students accounting for 29 per cent of the loans. Researchers accessed material not held in the Library via the document delivery service, available gratis for all researchers. During the year over 29,000 items were requested from other Australian and overseas libraries, a reduction of 14 per cent. The extensive collections held were not able to support all research demands.

Growth of the Collection

With the fall of the Australian dollar and a reduced annual budget, the Library was unable to increase its collections at the rate of previous years. New acquisitions for 2001 included:

- 87 journal subscriptions, with 116,600 print issues of journals received
- 1602 e-journals, bringing the total collection to 9032
- 30 additional database subscriptions
- 19,389 book titles and 31,936 volumes
- 5673 multimedia titles.

The Library enjoyed generous support from staff, University of Queensland research centres, alumni and the community, receiving 3256 donations for the year (*see Appendix 4 on page 42*).

Online Information Resources

In response to increased customer demand for virtual resources, the Library expanded its collection of online programs, databases and journals. New additions included:

- NetLibrary
- GBIP Online
- Science Online
- RILM Abstracts of Music Literature
- New Grove Dictionary of Music and Musicians
- Australia New Zealand Reference Centre
- JSTOR – Ecology and Botany Suite
- JSTOR – Business Collection
- PsycInfo
- AMED (Alternative Medicine)
- Ullman's Encyclopaedia of Industrial Chemistry
- CLIVE project
- Cancer handbook
- Encyclopaedia of Chemical Technology
- Dow Jones Interactive
- Kirk-Othmer Encyclopaedia of Chemical Technology.

Journal Cancellations

To fund the purchase of new journals, given the overall budget decrease, the Library cancelled 541 journal titles totalling \$610,301. The Library consulted with Faculty staff to select the journal titles for cancellation that were not heavily used.

In addition, the Library confirmed it would cancel Elsevier science journal subscriptions to the value of \$500,000, effective from 2002. As a consequence of the cut in expenditure, Elsevier indicated it would revoke its ScienceDirect service, which had provided full-text electronic access to more than 1000 Elsevier journals. To minimise the impact on teaching, learning and research, the Library implemented a new unmediated document delivery service to provide researchers with access to the most useful articles in the titles no longer available via ScienceDirect or in print.



Researchers at Herston Medical Library

Displays

From the maladies of the Moulin Rouge era to alternatives in veterinary medicine, displays helped to educate customers about the Library's collections and services in 2001.

Library Exhibitions Space

The general exhibition space in the Library Duhig Building featured three main exhibits during the year: *The Centenary of the Federation of Australia*, *Treasures from the Fryer Collection* (which was regularly updated during its installation) and *Asia - items from the collection*. All attracted much interest.

Branch displays

In addition to displays highlighting its services and resources, the Dorothy Hill Physical Sciences and Engineering Library showcased the work of three research centres in two displays. The *Earthquakes in Queensland* display, set up in conjunction with the Queensland University Advanced Centre for Earthquake Studies (QUAKE), featured information on earthquakes, equipment and tools that QUAKE uses to measure earthquakes. The Nanomaterials Centre and the Nanotechnology and Biomaterials Centre set up a display on nanotechnology and nanomaterials.



The Architecture and Music Library Display Wall

The Law Library had two special displays during the year, one on Sir Samuel Griffith, and one about the Law Faculty's history for the Law Alumni weekend.

Fryer Library provided support to the Eleanor Dark conference by mounting a display on the author.

Herston Medical Library held monthly displays on topics ranging from anthrax and deep vein thrombosis to child hearing problems and the Meningococcal disease. Staff from the Marks-Hirschfeld Museum of Medical History set up a display on penicillin, while Library staff supported the Queensland Cancer Fund Daffodil Day with a display exploring advances and techniques in cancer research.

Topical displays were held in the Biological Sciences Library to coincide with major events, including World Forestry Day, National Science Week, Kidney Week, Red Nose Day, National Diabetes Week and Save the Koala Day. The display on alternative and homeopathic veterinary medicine generated strong interest.

UQ/Mater McAuley Library collaborated with the UQ Centre for Ageing to stage a display during Seniors Week, while the UQ Centre for Online Health promoted its activities with a display on telehealth.

In the Architecture and Music Library the first display in the new glass display wall (*pictured at left*) was titled *Queensland Architecture - from federation to the future*, and featured architectural models supplied by the Department of Architecture, and a PowerPoint presentation using images from the Digilib database.

To coincide with the release of the movie, *Moulin Rouge*, the Princess Alexandra Hospital Library erected a display on the medical aspects of the famous Parisian theatre.

Poster Sessions

As well as inhouse displays, many posters were prepared for conference presentations, on subjects such as the UQL Cyberschool, AustLit gateway, Australasian Virtual Engineering Library, WebLaw and A String of PURLs. Posters were also used for display purposes in many of the branches for Library Week, Orientation Week and Open Days.

Strengthening Support

EndNote

In order to strengthen its support to researchers the Library, in partnership with the Office of Postgraduate Studies, subscribed to a site licence for the personal reference database software, EndNote. This was made available gratis to postgraduate students and staff and proved very popular, with over 3500 copies (in both Windows and Macintosh format) distributed throughout the year. Liaison librarians led training sessions to teach researchers how to use the software effectively.

Improving awareness

The Library, in partnership with the Library Committee of the Academic Board, hosted the Scholarly Communications Crisis conference in December. Academics, researchers, authors and editors from across Australia examined the decline in traditional methods of scholarly communication and the impact on libraries and Australia's information resource economy.

Online theses

The Library continued to support the Australian Digital Theses (ADT) program in 2001 and was asked to present workshops on ADT and how to submit theses during Postgraduate Week in first and second semesters.

Latch On Program

The Library continued to collaborate with the Schonell Special Education Research Centre in the *Latch On* program, which is the Centre's Literacy and Technology course for Downs Syndrome students. Four classes were conducted. As well, this year's program included a visit to the Toowong Public Library where students were shown the library catalogue and services including email facilities.

Collection Development Policy

The University's Academic Board approved the Collection Development Policy in early 2001 to give clear guidelines to Library staff and academics on the appropriate decision-making techniques and processes for expanding the collection. Specific collection policies for each branch library and subject were to be continually adapted to reflect changes and innovations in both the availability of and demand for information resources.



Gateways

The Library was instrumental in the development of several electronic gateways in 2001.

Centre for Online Health

The Library continued its support of the Centre for Online Health, a centre set up by the University Faculty of Health Science to pursue improvements in health care through the application of information technology. The Library provided a half-time librarian and contributed funds to expand the Centre's collection in e-healthcare and telemedicine. It was a successful year with librarian Andrew Heath developing an online gateway to health and information resources.

AustLit

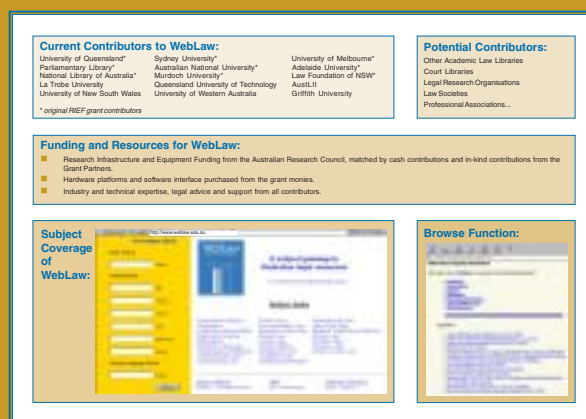
Fryer Library staff and senior Library staff were actively involved in the development of the Australian Literature Gateway—scheduled for launch in 2002—as one of the best sources of biographical information, analyses and criticisms. The project was a collaboration between eight Australian universities and the National Library, and, in preparation for the launch, was trialled by potential subscribers in late 2001.

WebLaw

By the end of 2001, the development of WebLaw—a subject gateway for Australian secondary legal resources—was almost completed. The Library had been awarded a grant in late 2000 to create the gateway in collaboration with the University of Sydney, University of Melbourne, Murdoch University, National Library of Australia, Australian National University, the Commonwealth Parliamentary Library and the Law Foundation of NSW. The Library Technology Service won the tender in August 2001 to undertake the site's technical development. The gateway contained around 450 records by year's end.

AVEL

About 1400 new records were added to the Australasian Virtual Engineering Library (AVEL) site, which won the International Association of Web



Masters and Designers Gold Web Award for excellence in design, originality and content in 2001. Two new services, the Engineering and IT News Directory and the e-Newsletter Archive, were also added. By the end of the year, the site had almost 4000 records and had received more than 175,000 hits, a significant increase over the previous year.

PictureAustralia

The Library continued to contribute to the award-winning PictureAustralia website, adding the Digilib collection of 1000-plus images of Queensland historic buildings, available through the Architecture and Music Library. Hosted by the National Library, Picture Australia's collection of images covers all aspects of Australiana. The Hume collection was earmarked for addition in 2002.

Exploiting existing research material

In partnership with the Distributed Systems Technology Centre (DSTC) the Library launched a searchable, web-based digital oral history resource, based on the stories and images of women's achievements in the Queensland Labour movement between the 1930s and 1970s. The digital collection *From Lunchroom to Boardroom* proved to be an invaluable research collection.

To ensure that deteriorating films and videos were preserved, the Library investigated the best ways to enhance access to these materials by converting 'at risk' resources to digital formats.



From Lunchroom to Boardroom logo



Community Involvement

The Library strengthened its links with external partners and continued to play an active role within the University and the wider community throughout 2001. Whether participating in charitable events or providing access to information resources, the Library maintained a high community profile.

Alumni Reunion

The Library joined in the celebrations as part of the Alumni Association's Reunion held in conjunction with the University's 90th birthday. Included in the festivities were afternoon tea, tours and presentations by the University Librarian.

High school initiative applauded

The UQL Cyberschool's success in linking more than 100,000 Queensland high school students with online information resources was recognised with the 2001 Australian Library and Information Association (ALIA) Award for Innovation in August.

The award-winning UQL Cyberschool program and its qualified and experienced teacher-librarians provided:



Children from the Mater Special School with their Christmas artwork

- negotiated discount purchase prices for school access to quality information resources, e-journals and online databases
- a website with links to valuable Internet sites, a Virtual Reference Collection, authoritative e-resources for each of the key learning areas and the Cybrary online catalogue
- advice, support and solutions to technical problems
- training and regular updates for teachers, teacher-librarians and students
- tours and guidance in the use of relevant information resources.

The program was credited with giving students the opportunity to experience university research skills to become more information literate and to gain significant access to additional information resources.

Friends of Fryer

Friends of Fryer—a support group of the Fryer Library open to members of the public and the wider university community—once again commenced activities. At its first function in November Associate Professor Clive Moore and Dr Ray Evans explored the history behind some of Fryer Library's historical Australian studies collection in their talk, *Federation: a Queensland Spin*. Federation-related items were also on display.

Charitable efforts

From shaving their heads to making cups of tea, Library staff went to great lengths to raise money for charity this year. On the *World's Greatest Shave for a Cure Day* in March, four staff shaved their heads to raise \$3500 for the Leukaemia Foundation. This was the third year that library staff participated in this national fundraiser.

For the first time, staff from Herston Medical Library took part in *Australia's Biggest Morning Tea*. Their tea-making efforts raised money for the Queensland Cancer Fund.

UQ/Mater McAuley Library staff went the extra mile when they participated in the Mater Hospital's *5Ks for Kids* walkathon, and raised funds for the annual *Jeans for Genes* day.

Children from the Mater Special School spread Christmas cheer with a display of their hand-made

decorations in the foyer of the UQ/Mater McAuley Library (see picture on page 18). In appreciation, the Library hosted a Christmas party for the children and their parents.

At Easter, the Herston Medical Library staged a party for students from the Royal Brisbane Hospital Special School.

The PAH Library took part in the Nurses Education Expo and opened its doors to the public during the Hospital's Open Day in June.

The UQ/Mater McAuley Library, in partnership with the Mater Education Centre, hosted a session at the Brisbane Writers' Festival in October. About 75 people attended the *Creative writing in medicine and education* session.

University Events

Thousands of people toured the Library's branches during the University's Open Days, Postgraduate Week, Careers Fair, Gatton Open Day, UQ Ipswich Open Days, and Parents, Partners and Friends Day. Many visitors took advantage of the free *Surfing the Cybrary* sessions held. Library staff distributed brochures and demonstrated services.



Library staff members Michael Stewart, Michael Fagg, Louise Rodgers and Michael Manning at the UQ Ipswich Golf Day

Working with others

The Library enhanced its research and networking capabilities by liaising with other key groups.

Contributions to library committees

The Library was an active member in the state and national library community, contributing to many committees including the Queensland University Libraries Office of Cooperation (QULOC), Council for Australian University Librarians (CAUL), and the Australasian Innopac User Group.

The University Librarian was elected as convenor of QULOC for the 2000 to 2002 period. In her final year as convenor, University Librarian Janine Schmidt launched a new initiative, the inaugural QULOC University Librarians' Forum. The theme of the forum was *The Big Picture*, where librarians shared with a large audience their involvement in information economy issues at a national level. Given the event's success, it was decided to make it a permanent feature on the QULOC calendar. The Library's other contributions to QULOC during the year included developing a new QULOC website and organising several seminars. The e-books and copyright sessions in particular attracted strong attendances.

Conference participation

Library staff presented papers and led panel discussions at many conferences. The four-day Educause conference held at the Gold Coast in May was particularly significant. The theme of the conference was *The Power of Three – bringing together teaching, learning, library and information technology*. Delegates had the opportunity to discuss the effective use, management, and planning of services, and information and communication technologies in the education sector. Library staff were heavily involved in planning, participating in paper presentations and attending.

Funding bids

The Library was successful as a partner in a Western Australian University bid for Systemic Infrastructure Initiative Funding to compile the Australian Research Libraries Collection Analysis Report. A consortium of university libraries has commenced a detailed comparison and analysis of their holdings relating to South East Asia, South Asia, southern and eastern Africa and the Indian Ocean islands, for benchmarking against the collection of the University of London's School of Oriental and African Studies.

A bid for infrastructure funding to provide rural medical students with improved library and information services was submitted to the Commonwealth Committee, pending a decision in 2002. The Library developed the bid in collaboration with the Library Managers of the Rockhampton Base Hospital and the Toowoomba Hospital to offer library services as part of the new School of Medicine's rural clinical schools based in those towns. Other successful bids included the Australian Literature Gateway.

Presentations and Training

PAH Library hosted an Evidence-Based Practice skills workshop run by ALIA's Queensland Health Libraries section. UQ/Mater McAuley Library staff briefed library studies students from the Charles Sturt University on the library and the challenges of managing jointly-funded libraries. Library staff made many presentations to local and international visitors.

Resource Sharing

The Library continued to support resource sharing amongst libraries, both nationally and internationally. Its extensive, and in some areas, unique, collections remained in demand. The Library's holdings were highly visible via the web through ongoing contributions to the National Bibliographic Database.



Visitors from Hanoi University

(Kinetica), OCLC (the largest catalogue in the world), as well as direct access to the Cybrary catalogue. 27,028 items were supplied on interlibrary loan to other libraries.

Consultancies

The University Librarian and senior library staff were regularly invited to undertake consultancy activities for other university and research libraries. One such activity was the strategic review of the University of New England Library's Technical and Collection Service. The review encompassed improvements to the service's practices, technology and structure.

Other highlights

- The Library joined 20 other Australian universities in launching the University Library Australia initiative in July to enable staff and students from Australian Vice-Chancellors Committee member universities to borrow in person from any other university library in Australia.
- The existing QULOC reciprocal borrowing agreement was modified to correspond with the new national borrowing scheme. The main change was that borrowers would pay a charge at the host rather than their home library. The University of Queensland, along with other university libraries, adopted a registration charge of \$50.
- Five fieldwork students and three rehabilitation trainees were provided with the opportunity to develop skills during work placements in the Library during the year.
- About 40 delegates from the Australian College of Health Service Executives conference included a tour of the PAH Library.

- 60 delegates from the South Pacific User Services Conference toured the Library. The visitors were members of computer help service teams from Australian and New Zealand universities.

Working with Business

Professional groups continued to look to the University for training and development of its staff. A group of physiotherapists, psychologists and occupational therapists from Suncorp Metway took part in information skills sessions run by the Biological Sciences Library.

Herston Medical Library provided information skills training on a user-pays basis to external partners, such as the Queensland Ambulance Service, Sullivan Nicolaides Pathology, Australian Medical Council and Darta Medical.



Hanoi University visitor, Mr Man Quang Huy, meeting the kangaroos at Lone Pine Sanctuary

Taking the Cybrary to the World

The Library cemented its position as a world-class academic library in 2001, attracting many international visitors and contributing to development projects in overseas libraries. Enticed by the website, or colleagues' reports, and coming in groups or individually, overseas librarians conducted brief visits or undertook professional practice placements, participating in seminars and workshops, and visiting other libraries. In a reciprocal vein, UQ Library staff took the Cybrary to the world, speaking at international conferences, conducting reviews of libraries, and spending time in academic libraries overseas to assist in systems development, collection development and staff training.

Oman

The University Librarian, Janine Schmidt, and librarian Barbara Thorsen were instrumental in setting up the library of the Sohar College of Applied Sciences in Oman during its transition to university status. Janine Schmidt completed an assessment of the required library facilities, and was followed by Barbara Thorsen, who spent six months developing them. The work was part of the University of Queensland's five-year partnership with the Sohar University—now Oman's first private university—to advise on university governance and administration, curriculum development, teaching and learning strategies, delivery of English training programs, academic standards, professional accreditation and library services.

Vietnam

The Library continued to play an active role in advancing Vietnamese libraries. In October, the University Librarian, Janine Schmidt, and librarian Liz Jordan participated in a workshop to plan for the national systems and standards for libraries in Vietnam.

The development of the library collection at the University of Danang was completed. Over the previous two years, University of Queensland Library staff had contributed to the selection, acquisition and cataloguing of 4500 items in Danang University's new Information Resource Centre, working in a successful partnership with the University of Queensland Bookshop. Two Library staff members travelled to Danang to assist in the receipt of the collection, the installation of the database software, and the training of library staff.

Brunei

The University Librarian delivered a paper on Information Technology applications in libraries at an international conference at the University of Brunei Darussalam, site of one of the University's twinning programs.

Malaysia

Librarian Liz Jordan presented a paper on the Library's inservice education program for professional librarians from developing countries at the International Conference for Library and Information Science Educators at Petaling Jaya, Malaysia, in June.

Library System

Carolyn Jones, Manager, Innopac Services, was invited to the Innopac Users Group Conference in South Africa to present a paper and offer advice on innovative uses of the library system, Innopac.

Training opportunities

Five staff from the Hanoi Agricultural University Library and Information Centre took part in the training course, *Cybrary Skills in the Tertiary Environment*, with three staff staying on to do work experience. A librarian from the International Water Management Institute in Sri Lanka undertook a customised training program. A group of marine studies students from the University of California took part in information skills classes run by the Biological Sciences Library. The students were undertaking extensive field work the University's Moreton Bay and Heron Island Research Stations.

Budget

In a year of diminishing resources the Library applied a number of strategies to enhance productivity and efficiency.

Funding Allocation

Like other parts of the University, the Library received a 3.3 per cent cut in its funding allocation in 2001, with the annual budget totalling \$21.5 million. The reduction in funding was further compounded by a carry-forward debt of \$408,000 from the previous year, resulting from voluntary separation packages, which had been negotiated with staff, and a weakened Australian dollar. As the Library accounted for more than 50 per cent of the University's overseas expenditure, it was affected greatly by the currency fall-out. While additional funds from various sources brought the total to \$24,388,694, new approaches were obviously necessary.

Expenditure

The Library faced the challenge of decreasing expenditure without adversely affecting the quality of its services. Through careful management and the cutbacks outlined below, the Library reached the end of the year with a reduced deficit of \$131,521.

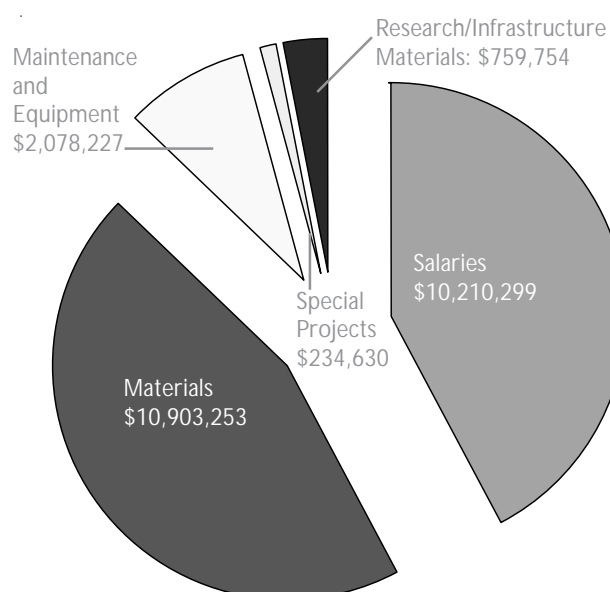
Budget measures taken included:

- Salary expenditure was cut by 4.94 per cent; 23 staff accepted voluntary separation packages at the end of 2000 in preparation for the cutback.
- Discounts were negotiated for advance payments of journals and materials.
- 541 journal titles, valued at \$610,301, were cancelled. This cutback exceeded the original target of \$500,000 and the additional savings were used to purchase new titles.

In addition, the Library cancelled \$500,000 worth of Elsevier Science journals, effective from the start of 2002.

Table 1: Library Budget

The Library received funding of \$24,388,694 in 2001 of which \$24,186,163 was spent as follows:



Staffing

The Library began the year facing the immediate challenge of reduced staffing levels. At a farewell party in January, Library staff acknowledged the considerable contributions made over the years by their 23 departing colleagues.

Workloads Committee

In January the University Librarian formed the Workloads Committee to investigate workload issues arising from the loss of staff. The committee comprised the University Librarian, Corporate Services Manager, elected staff representatives, union officials and Personnel staff from the University employee relations area. It reviewed work practices and Library processes and investigated self-service options and activities the Library could cease doing. Sub-committees also looked at efficiency improvements in material returns and staff email usage. Suggestions were sought from staff.

Many successful initiatives were introduced. These included the introduction of more autoloan machines and self-service renewals to reduce lending workloads, and remodelling the returns areas of the Social Sciences and Humanities Library.



Staff Organisation Structure

During the year, the organisation structure was remodelled with the merger of the management of the Fryer Library and the University Archives, and the introduction of a new team structure in the Social Sciences and Humanities Library. The merger did not impact on the quality of service provision, but new rosters were developed to accommodate the changes in staffing.

Under the revised team structure for the Social Sciences and Humanities Library, staff operated in three teams aligned to the faculties supported by the branch library: Arts, Social and Behavioural Sciences, and Business, Economics and Law. This resulted in four new appointments: Eileen Boyldew as Manager, Fryer Library and Archives; Karen Borchardt as Manager, Faculty of Business, Economics and Law Library Service; Ros Follett as Manager, Faculty of Arts Library Service; and Bill Beach as Manager, Faculty of Social and Behavioural Sciences Library Service.

To coordinate the University's compliance with the new federal Digital Agenda Act, a position of Copyright Coordinator was created.

In the Library Technology Service, Cindy Bukbardis filled a new position to develop support material and training programs for the Star Office software suite after the University signed an agreement with Sun Microsystems for the free distribution of the software.

The Manager of the Physical Sciences and Engineering Library Service, Gulcin Cribb, left to take up the position of Director, Library Services, at Bond University and Michael Manning became acting manager

from September. The Manager of the Architecture and Music Library, Mary O'Mara, retired after 30 years service, and Jan Rees became the new Manager of the Law Library.

During 2001 there were considerable staff movements, including:

- 25 resignations
- 52 appointments continuing
- 64 fixed-term appointments
- 23 reappointments
- 7 transfers
- 21 changes of hours.

Staff Awards

Liaison Librarian Kaye Lasserre won a recognition award from the PAH Health Service District for her exceptional and valued contribution to library services at the Hospital.

Herston Medical Library's Ruth Foxlee won the Alumni Association's Margaret Waugh Bursary for library staff development and used the funds to present a paper at the 9th ALIA Health and Law Libraries Conference in Melbourne.

IT trainer Denise Frost was named runner-up in the University's Affirmative Action and Equity Award for her role as coordinator of the Library Information Technology Liaison Officer (LITLO) program. The workplace training initiative enabled women in the Library to increase their skills and confidence in the areas of IT and computer support.

Table 2: Future Focus Sessions
Conference and Course Feedback Session: Information 2000, Information Online 2001, Asia Pacific WebCT, Ausweb, AVCC Effective University Leadership, Aurora Leadership Institute UQL Staff Conference Participants
Back to Basics - using values to position environment Janice Rickards, Pro-Vice Chancellor, Information Services, Equity, Griffith University
Digital Rights Dr Renato Iannella, Chief Scientist, IPR Systems Pty Ltd
Teaching and Learning Developments at the University of Queensland Professor Margaret Gardner, Pro-Vice Chancellor (Academic)
Role of Academic Board Professor Ian O'Connor, President, Academic Board
Money from Idea\$ - the role of the Faculty Innovation and Commercial Development Managers Beryl Morris (BACS), David Israel (Arts), Andrew Cecil (NRAVS), Howard Leemon (EPSA), Mark Harvey (Health Sciences)
A Director's Delusions Alisdair McClintock, Director, Property and Facilities



Communication

With changes brought about by the Library downsizing and the Library Workloads Committee's review, open communication with staff was a major priority during the year. The staff intranet was redeveloped to become a more immediate and reactive communication tool. The expanded site included updates from the Workloads Committee, urgent notices, operational plans, policies and procedures, latest statistics and committee minutes. The fortnightly staff newsletter, *Links*, continued to keep staff informed about developments within the Library and the wider University. Staff also attended the twice-yearly staff update sessions presented by the University Librarian.

Staff development

The Library increased its spending on staff training and development during the year. An additional 13 per cent was spent on training courses and many staff attended conferences as both participants and presenters (*see Appendix on page 38*). The development of staff IT skills remained a priority. In addition to external courses, 173 staff attended 22 in-house IT training workshops run by the Library Technology Service. With the new federal Digital Agenda Act coming into effect from March, staff also attended a QULOC seminar to learn about the implications for libraries.

Improving the welfare and health of library staff was a focus area in 2001, with the launch of the Wellness Program. Health experts gave presentations to staff on issues such as effective time management techniques, coping with stress and lifestyle improvements (*see Table 3 above right*).

The Future Focus sessions presented by leading academics and professionals during the year helped staff to broaden their knowledge of key issues affecting the Library and the academic sector (*see Table 2 on page 25*).

Senior staff—HEW 7 level or above—attended the regular 'Seven-Up' sessions to develop their skills. Group members took part in training sessions, including an organisational development activity to further their knowledge of personnel matters.

Table 3: Wellness Sessions

Wellness - the basics for health and lifestyle Dr Tony Arklay, Director, University Health Service
Wellness - how you can make a difference to your life! Lyn O'Donohue, Consultant Psychologist
Time Management Daryl Krook, CPEM Consulting
Neck and Back Injury Prevention and Exercise Associate Professor Gwen Jull, School of Physiotherapy
Managing under pressure Daryl Krook, CPEM Consulting



A staff development session in progress

With a commitment to continuous improvement the Library continued its benchmarking activities and the initiatives of the Quality Advisory Group.

Accreditation

The Australian Council on Healthcare Standards accredited the Princess Alexandra Hospital and the Library for four years. In the Council's report, the Library was described as 'impressive'.

New Quality Advisory Group

In early 2001 the Quality Advisory Group was formed to replace the defunct Benchmarking Priority Group. The functions of the group included advising the Library Management Group on library-wide quality issues and operational matters; identifying quality initiatives and providing advice and a forum for discussion on matters concerning quality; disseminating information on quality issues to library staff; and fostering the implementation of quality-related policies and procedures.

Key activities in 2001 included:

- auditing the Library's document delivery requesting service and compiling a report recommending quality improvements
- undertaking a library-wide survey of clients and
- developing a cohesive set of organisation-wide performance measures, which were pending approval by the Library Management Group.

Document Delivery Benchmarking

The Library was an active member of the *National Resource Sharing Working Group*, which addressed Australia-wide interlibrary loan and document delivery issues. A major achievement was the launch and successful implementation of the Interlending and Resource Sharing Code. In a benchmarking study by

the *National Resource Sharing Working Group*, the Library's document delivery service compared favourably with other Australian libraries. The service was above average for its turnaround time and unit cost.

Customer Survey

To find out what services clients rate highly, the Library again conducted a biennial customer survey, analysed by the Rodski Behavioural Research Group. The survey instrument used was similar to that used by CAUL (Council of Australian University Librarians) and allowed comparison and benchmarking of results amongst university libraries, particularly Universitas 21 (Melbourne, New South Wales and Auckland).

The top factors for improvement were determined on the basis of a gap analysis which compared client perceptions of Performance and Importance. While five factors were listed for improvement—number of computer workstations, photocopying facilities, email facilities, electronic equipment and rapid materials processing—only one had a gap of significant statistical significance: *the number of computer workstations is adequate*. In response to this the Library continued to upgrade and purchase more computers. However, with the ever-increasing demand it is unlikely that demand will ever be met.

Universitas 21

The ongoing development of a 24 hour a day-seven day a week reference service and virtual reference collection was among the major projects of the Universitas 21 Libraries Group. The Library began work on the project in collaboration with other Libraries Group partners. The Libraries Group provided a framework for identifying and disseminating best practice and for fostering collaborative strategies for information service delivery.

Facilities

The Library continued to expand and upgrade its facilities. The openings of the Princess Alexandra Hospital Library and the newly refurbished Architecture and Music Library were among the major milestones of building improvement programs.

Princess Alexandra Hospital (PAH) Library

The new Princess Alexandra Hospital Library opened to clients in April. The library's premises—three times larger than its previous site—featured an on-site collection of more than 3000 books and 400 journal titles, individual and group study areas, 12 networked computers, and state-of-the-art training rooms. As testimony to the quality of the new facility, the number of hospital staff using the library increased by 19 per cent and attendees at training sessions rose by 23 per cent during the year. The Minister for Health, The Hon. Wendy Edmond, and the University Chancellor, Sir Llewellyn Edwards, officially opened the library in October (*see photo on page 2*).



The refurbished Architecture and Music Library

Architecture and Music Library

The completion of the remodelled Architecture and Music Library in July provided clients with access to more computers, an interactive music training facility and a dedicated graduate study area. A key feature of the six-month renovation project was a new entrance which improved disabled access and a versatile glass display wall (*see picture on page 14*).



Princess Alexandra Hospital during construction



UQ Gatton's autoloan machine

UQ Gatton Library

A two-year upgrade of the UQ Gatton Library was completed in February. The revamped branch featured a landscaped garden near the entrance, additional signage and an autoloan machine.

UQ Ipswich Library

At the Ipswich campus branch, the Library installed an autoloan machine, additional computers, and 24 shelving bays to house the Hospitality and Leisure Management collection, some of which had been transferred from the Gatton campus. Planning began for further expansion of the campus library with the construction of the \$8 million Resource Centre in 2002 approved in December. This followed a year-long consultation with key stakeholders. The Centre will be a one-stop shop for students and will house the Library, Health Services, Student Services, the Student Union and Support Services.

Branch Expansions

The proposed expansion of the Biological Sciences Library gained momentum, with staff contributing ideas at a planning session during the year.

Plans to extend the Dorothy Hill Physical Sciences and Engineering Library received a boost, with Capital Management Funds contributing \$300,000. The project—funded primarily by a bequest from Emeritus Professor Dorothy Hill—was scheduled for commencement in 2002 to expand the Library's fifth floor to incorporate a new conference room, opportunities for indirect interaction, group study and postgraduate student facilities.

While the redevelopment of the Royal Brisbane Hospital continued, a proposal to expand the Herston Medical Library was finalised. The concept plan recommended increasing the current library site to accommodate additional training areas, quiet study booths, collection and display areas, Evidence-Based Practice room, desktop publishing services and an additional processing area for staff. The Herston Medical Library Advisory Committee and its Collection Advisory Committee endorsed the plan.

Branch Improvements

The Fryer Library microform collection was re-housed in new cabinets in January and February and the Social Sciences and Humanities Library loan desk was modified to accommodate new autoloan machines and improved item returns.

Staff workstations were upgraded with Library Technology Service installing 238 new Dell Optiplex GX240 PC workstations. The new stations enabled staff to maximise use of the millennium features of the Innopac system.



UQ Ipswich Library

Planning the future

The Library took a consultative approach to planning and priority setting in 2001, encouraging all staff to contribute to the process.



Keeping a close watch on future planning

Planning Sessions

At the annual planning session, *2001: UQ Library into the next millennium*, held in late 2000, priority working groups were formed, with the purpose of identifying priority projects for implementation in 2001. The priority working groups consisted of Seven-Up members and other library staff.

Some of the resulting achievements of priority working groups during the year were:

- The Knowledge Management Priority Group redeveloped and launched the staff intranet site, Sirius, with the aim of improving ease of access to Library corporate information; and began planning for the rationalisation of the content of the Library's main computer drive.
- The Staff Wellness Program was launched.
- The Library's document delivery processes were reviewed with the aim of reducing workloads.

Other priority groups that continued with projects from 2000 were Digitisation, Cybiz, AskaCybrarian and High Use Heaven.



Service provision at UQ Gatton Library

Processing

Major system improvements were undertaken in 2001 to enhance the efficiency of the Library's processing services.

System Improvements

Improvements included:

- upgrading from Innopac Release 2000 to Release 2001 early in the year
- installing five new Autoloan machines across the Social Sciences and Humanities Library and the Law, Gatton and Ipswich branches
- implementing the Millennium Circulation program on loan desks
- uploading the Archives collection onto the Innopac system
- installing a new Innopac server in December.



Library shelvee at work

Document Delivery

The document delivery service continued to be streamlined and standardised across the branches. One of the major improvements was the upgrade to the web-based Millennium ILL system. The system boasted many improvements such as the ability to search and sort every file to locate interlibrary loan requests more easily.

The document requesting operations in branches were audited, with a view to comparing them and identifying issues to be addressed.

SI-net

The new student administration system SI-net which was launched early in 2001 had a major impact on the Library, as data from the student system is used to create and maintain the Library client database. The Library made every effort to ensure that despite changes at the student system end it still received the required data to provide ongoing service.

1: Statistics

1. Funding

	2001	2000	1999
Operating Grant	21,475,000	22,189,420	21,588,164
Carry Forward	- 180,392	900,683	201,742
Ipswich	1,061,000	985,000	864,000
Additional Income	1,273,332	1,050,000	126,940
Research Infrastructure	759,754	250,000	263,075
Total	24,388,694	25,375,103	23,043,921

2. Expenditure

Salaries	10,210,299	10,994,762	10,415,456
Materials	10,903,253	11,110,295	9,944,139
Maintenance and Equipment	2,078,227	2,813,173	2,536,216
Strategic Development			18,084
Special Projects	234,630	14,554	38,287
Research/Infrastructure Maintenance		209,695	254,926
Research/Infrastructure Equipment			133,488
Research/Infrastructure Materials	759,754	251,202	
Total	24,186,163	25,393,681	23,340,596

3. Library Staff

Professional Library Positions	83.15	81.79	85.02
Library Support Staff	153.74	169.27	166.01
Total	236.89	251.06	251.03

4. Services

Items Lent	1,535,391	1,566,968	1,596,529
Items Shelved	2,689,024	3,035,781	3,194,334
Items lent to outside libraries	27,015	28,337	30,664
Items borrowed from outside libraries	54,130	35,798	34,469
Information Skills classes held	2,465	2,475	1,966
Information Skills program attendees	46,057	40,355	34,015
Normal Opening Hours per week	81	81	81
Queries answered	346,884	344,359	292,233
Turnstile counts	3,173,908	3,186,699	2,957,086

5. Collections

	2001	2000	1999
Books: total volumes	1,305,438	1,275,568	1,238,414
Periodicals: total volumes	778,062	73,522	757,442
Total Bound Volumes	2,083,500	2,049,090	1,995,856
Individual print and non-print serial titles	15,512	16,138	15,880
Individual electronic serials titles	403	4,756	1,509
Titles within a single publishers collection	1,546	2,029	352
Titles within aggregations	25,154	24,759	13,354
Total Current Serial Titles	42,615	47,682	31,095

(Note: 2000 and 2001 figures include some duplication between electronic services)

6. Branch Library Statistics

Library Branch	Monograph Volumes	Journal Volumes	Total Volumes	High Use Loans	General Loans /renewals	Total Loans /renewals	Doc Del Supplied	Doc Del Received
Social Sciences and Humanities Library Service								
Economics and Business	13,052	13,481	26,533	749	8,934	9,683	68	-
Fryer	85,748	9,251	94,999	-	36,959	36,959	166	-
Ipswich	23,203	1,141	24,344	5,531	34,221	39,752	405	868
Law	28,512	55,604	84,116	35,090	40,064	75,154	458	-
Social Sciences and Humanities	639,894	190,881	830,775	151,537	558,659	710,196	8,174	8,640
Physical Sciences and Engineering Library Service								
Architecture and Music	52,442	13,422	65,864	16,112	36,951	53,063	480	424
Dorothy Hill Physical Sciences and Engineering	83,039	105,292	188,331	18,017	114,215	132,232	3,531	3,234
Biological and Health Sciences Library Service								
Biological Sciences	84,002	81,296	165,298	24,213	146,397	170,610	6,784	6,501
Dentistry	4,154	3,598	7,752	-	13,814	13,814	198	259
Gatton	45,076	14,935	60,011	3,013	46,288	49,301	727	1,312
Herston Medical	19,913	46,217	66,130	-	34,593	34,593	3,320	5,209
Princess Alexandra Hospital	2,085	8,955	11,040	-	20,746	20,746	732	1,887
UQ/Mater McAuley	6,702	10,286	16,988	-	15,124	15,124	595	1,826
Warehouse	217,616	223,703	-	-	-	-	1,390	-
Other Loans and Renewals	-	-	-	-	152,647	152,647	-	-
TOTAL	1,305,438	778,062	1,642,181	254,262	1,259,612	1,513,874	27,028	30,160

2: Organisation Structure

University Librarian <i>Janine Schmidt</i>				
Manager, Social Sciences and Humanities Library Service <i>Anne Horn</i>		Manager, Biological and Health Sciences Library Service <i>Heather Todd</i>		Manager, Physical Sciences and Engineering Library Service <i>Gulcin Cribb / Michael Manning</i>
<ul style="list-style-type: none">■ Economics and Business Library■ Fryer Library■ Ipswich Library■ Law Library■ Social Sciences and Humanities Library■ University Archives		<ul style="list-style-type: none">■ Biological Sciences Library■ Gatton Library■ Health Sciences Libraries:<ul style="list-style-type: none">◆ Dentistry◆ Herston Medical◆ UQ Mater McAuley◆ Princess Alexandra Hospital		<ul style="list-style-type: none">■ Architecture and Music Library■ Dorothy Hill Physical Sciences and Engineering Library
Manager, Library Technology Service: <i>Michael Manning / Andrew Bennett</i>				
<ul style="list-style-type: none">■ Planning, Management, Support of IT■ IT Contracts	<ul style="list-style-type: none">■ Multimedia Support■ Library Information Technology Officers	<ul style="list-style-type: none">■ Imaging Support■ Network Management	<ul style="list-style-type: none">■ Workstation Support■ Printing Support■ IT Help: AskIT	<ul style="list-style-type: none">■ Systems maintenance■ Electronic Information Centre
Manager, Corporate Services: <i>Mary Lyons</i>				
<ul style="list-style-type: none">■ Administrative support■ Business Continuity Planning■ Customer information skills training■ Community Services	<ul style="list-style-type: none">■ Facilities planning and management■ Security■ Commercial activities■ Research and Development	<ul style="list-style-type: none">■ Finance and accounts (including non-materials budgeting)■ Publications■ Communication strategies■ Mail Centre■ Shelving coordination	<ul style="list-style-type: none">■ Personnel Resources■ Library Staff Development■ Quality Assurance (includes performance measures)■ Marketing	<ul style="list-style-type: none">■ Strategic Planning■ Occupational Health and Safety■ Freedom of Information■ Public Relations■ Market Research
Manager, Information Access and Delivery: <i>Chris Taylor</i>				
<ul style="list-style-type: none">■ Lending policy■ Cooperative activities■ OPAC access management	<ul style="list-style-type: none">■ Document Delivery■ Electronic Resource Delivery	<ul style="list-style-type: none">■ Innopac■ Negotiations with materials suppliers■ Cataloguing	<ul style="list-style-type: none">■ Collection development policy and implementation■ Materials budgeting■ Acquisitions	<ul style="list-style-type: none">■ Copyright■ Collection management■ Selection and deselection of resources

3A: Staff List

Corporate Services

University Librarian	Janine Schmidt
Personal Assistant	Cheryl Byrnes
Executive Manager	Mary Lyons
Personal Assistant	Suzanne Green
Human Resources and Staff Development Coordinator	Joanne Rutherford
Personnel Assistant	Judy Ashwin
Facilities Coordinator	David Smith
Administrative Officer, Facilities	Fiona Marshall
Financial Services/Projects	Jennifer Croud
Accounts Officer	Don Smith
Clerk	Michelle Woods
Publications and Promotions Coordinator	Suzanne Parker
Information Skills and Community Outreach Librarian	Deborah Turnbull
Librarian - QULOC Executive Officer	Liz Jordan
Librarians - UQL Cyberschool	Liz Blumson
Librarians	Noeleen Fleming
	Cath Connolly
	Noela Yates
Library Assistant	Alan Basford
Shelving Coordinator	Eva Lewandowski
Administrative Assistants	Leona Katzer
	Karen Platz
	Cheryl Swenson
	Roxanne Taylor
	Peter Gate

Library Technology Service

Executive Manager	Michael Manning/ Andrew Bennett
Fileserver and Network Coordinator	Andrew Bennett
Fileserver Support Assistant	Justin Desfontaines
Coordinator, IT Training	Denise Frost
Project Development Librarian	Kingsley Gurney
Database/Web Access Librarian	Warren Ham
Database Coordinator	Eric Hornsby
Library Technology Support Assistants	Janelle Dwyer
	Karen Dwyer
	Adam Lee
Workstation Support Officers	Jacqueline Aberdeen
	Mark Conlon
	Mandy Fisher
	Jeanette Treanor
Supervisor, AskIT Help Desk	Wendy Fitzmaurice
Trainer, AskIT Help Desk	Alex Rohan

Information Access and Delivery

Executive Manager	Chris Taylor
Collection Development Librarian	Jocelyn Priddey
Senior Librarian - Catalogue	Dagnija McAuliffe
Document Delivery Librarian	Margaret Gauld
Innopac Librarian	Carolyn Jones
Librarians	Barbara Freeman
	Mary Kenyon
	Rosemary Meiklejohn
	Dell Schramm
	Noela Stallard
	Helen Stephanos
	Penelope Verrall
Senior Library Assistants	Kerry Brezac
	Weng Christian
	Helen Cook
	Barbara Heath
	Wendy Penboss
	Gisela Possin
	Margaret Powell
	Michael Stewart
	Jane Warnick
Library Assistants	Helen Bourne
	Maria Campbell
	Janice Creedon
	Linda Cross
	Susan Davidson
	Julie Drew
	Patricia Gollschewski
	Andrea Keioskie
	Hilary McLachlan
	Pauline Napier
	Julie Pratt
	Anne Smith
	Annette Steen
	Leslie Tow
Service Support Assistants	Irene Bull
	Louise Fathers
	Naminda Peiris
	Lynne Reid

Biological and Health Sciences

Executive Manager

Heather Todd

Biological Sciences Library

Senior Librarian
Librarians

Irene Sachs
Sue Curlewis
Greg George
Karen Joc
Mary Kenyon
Margaret Sloan-McDonald
Margo Till
Susan Sawyer
Barnaby Casson
Lisa Clayton
Joyce Davies
Lynette Wilson
Petula Clarke
Christian Giffing
Greg Hillcoat
Michael Sullivan
Austin Terry

Senior Library Assistant
Library Assistants

Library Attendants

Dentistry Library

Librarian
Senior Library Assistants

Nicola Foxlee
Jenny Taylor
Stephanie Wright

UQ Gatton Library

Gatton Librarian
Senior Librarian
Librarian
Library Assistants

Karen Seymour
Maria Chalmers
Margaret Schindler
Judy Anderson
Jennifer Charles
Elizabeth Reaves
Shirley Hudson

Library Attendant

Herston Medical Library

Health Sciences Librarian
Librarians

Senior Library Assistant
Library Assistant

Lisa Kruesi
Stephen Anderson
Ruth Foxlee
Andrew Heath
Judith Turner
Deborah Arthur
Thelma Campbell
Isabelle Davies
Jennifer Long
Dianne Waters

Library Attendant

UQ/Mater McAuley Library

Senior Librarian
Librarian
Senior Library Assistants

Jackie Chamberlin
Di Thornthwaite
Kaye Cumming
Jenny Hall

Princess Alexandra Hospital Library

Senior Librarian
Librarian
Senior Library Assistants

Library Assistant

Robyn Spooner
Kaye Lasserre
Susan Beckinsale
Micheline McDonald
Werona Armstrong



The entrance to the Biological Sciences Library

Physical Sciences and Engineering

Manager Gulcin Cribb/ Michael Manning

Architecture Music Library

Music Librarian Mary O'Mara/ Alice Steiner
Librarian Cathy Bauer
Library Assistant Beverley Tuck

Dorothy Hill Physical Sciences and Engineering Library

Librarians Cindy Bukbardis
Anne Draper
Diana Guillemin
Sean Monaghan
Larah Seivl-Keevers
Jan Sullivan
Leith Woodall
Nicole Clark
Pauline Lister
Gaby Cueva
Edina Fazekas
Dot Gollner
Ivana Mimovic
Ron Henderling
William Murdock

AVEL Project Coordinator
Senior Library Assistant
Library Assistants

Library Attendants

Social Sciences and Humanities

Executive Manager Anne Horn
Personal Assistant Nea Daniels

Economics and Business Library

Librarian Tanya Ziebell
Senior Library Assistant Fei Yu

Fryer Library/UQ Archives

Manager Eileen Boyldew
Archivist Megan Lyneham
Librarians Catherine Leutenegger
Maira Turaidis
Rose Wade
Joan Keating
William Dealy
Christine Hale
Margaret Rose
Emma Rowlings

Senior Library Technician
Senior Library Assistant
Library Assistants

UQ Ipswich Library

Library Coordinator Beth Crawter
Librarian Miranda Newell
Senior Library Assistant Jill Maalsen

Law Library

Manager Jan Rees
Librarian Barbara Thorsen
Senior Library Assistant Liza Lee
Nichola Williams
Library Attendant Deidre Long

Social Sciences and Humanities Library

Manager, Social and Behavioural Sciences Bill Beach

Manager, Business, Economics and Law

Manager, Faculty of Arts Karen Borchardt
Senior Librarians Ros Follett
Mark Cryle
Sue Macaulay
Joanne Ritale
Michael Fagg
Krisainne Abbott
Jana Atrens
Helen Cooke
Birgit Culloty
Dale Drysdale
Wai Wai Lui
Louise Rodger
Pam Schindler
Belinda Weaver
Robin Anderson
Tricia Bichel
Rebecca Carter
Karen Crouch
Tracey Matthews
Rosalind Roche
Alison Stewart
Gail Tattam
Davina Bailey
Adelaide Beecroft
Sarah Bennett
Donna Clifford
Hilary Collins
Marie-Ange Fauvaux
Kerrie-Ann Fitch
Vanessa Galloway
Kevin Kearney
Margaret Keys
Bernadette Lane
Val Lawson
Georgina Paterson
Virginia Reis
Peter Wade
Michaela Zincon
John Brown
Margaret Wilhelm
Cameron Allen
Emma Collier
Fiona O'Rourke
Kieran Ramsey
Trevor Staines
Andrew Steen
Loretta Sykes
Julie Murray

Multimedia Librarian
Librarians

Senior Library Assistants

Library Assistants

(Staff List current as at 31 March 2001)

3B: Staff Papers and Presentations

Liz Blumson

- 'UQL Cyberschool'. Presentation at the Catholic Education Conference, Wilston, 17 May.
- 'UQL Cyberschool'. Presentation to the School Library Association of Queensland, Toowoomba, 7 June.
- 'UQL Cyberschool'. Presentation at the HERDSA Conference, University of Newcastle, 9 July.
- 'UQL Cyberschool'. Presentation at the Inside Out Higher Education Community Conference, UQ Ipswich campus, 18 July.

Karen Borchardt and Jennifer Croud

- 'Digital Reference Service: a new service, or the next logical step?' Paper presented at the Educause in Australasia 2001 Conference, Gold Coast, 20-23 May.

Clare Cappa

- 'The WebLaw Gateway Project – a Project-in-Progress'. Paper presented at the Australian Law Teachers' Association annual conference, July.
- 'WebLaw: a Subject Gateway to Australian Legal Resources'. Paper presented at the ALIA 9th Specials conference, Melbourne, August.
- 'WebLaw: a Subject Gateway to Australian Legal Resources'. Paper presented at the AustLII 3rd Law via the Internet Conference, University of Technology, Sydney, September.

Clare Cappa and Sue Scott

- 'WebLaw: a Subject Gateway to Australian Legal Resources'. Article printed in The Australian Law Librarian, Volume 9 (4), 2001.

Clare Cappa, Anne Horn, Kerry Kilner and Nicole Van Kempen

- 'Subject Gateway Developments and the University of Queensland Library'. Poster presented at the Educause in Australasia 2001 Conference, Gold Coast, 20-23 May.

Nicole Clark

- AVEL poster session presented at the 12th Annual Conference, Australasian Association of Engineering Education, Brisbane, 26-28 September.

Gulcin Cribb and Janine Schmidt

- 'The role of the library in a strategic alliance between the University of Queensland and industry'. Paper presented at the Rivers of Knowledge, 9th Specials, Health and Law Libraries Conference, Melbourne, 27-29 August.

Gulcin Cribb, Chris Taylor and Nicole Van Kempen

- '2001, From Subject Gateway to Dynamic Web Space: the Evolution of the Australasian Virtual Engineering Library'. Paper presented at the Digital Dancing: new steps, new partners Information Online 2001 Conference, Sydney, 16-18 January.

Ann Draper and Karen Borchardt

- 'Cybrarians providing new directions in a digital environment: virtual reference services at the University of Queensland'. Paper presented at the Revelling in Reference 2001, RAISS - Reference and Information Services Section Symposium, Melbourne, 12-14 October.

Wendy Fitzmaurice, Alex Rohan, Denise Frost and Michael Manning

- 'AskIT to Learn'. Paper presented at the Educause in Australasia 2001 Conference, Surfers Paradise, 20-23 May.

Nicola Foxlee

- 'Dentistry on the Internet: A Beginner's Guide to the Painless Extraction of Information'. Paper presented to the School of Dentistry Continuing Education Committee, University of Queensland, 23 July.

Nicola Foxlee and Lisa Kruesi

- 'Whet your Appetite with a Smorgasbord of Rich Research Delights'. Paper presented at the AstraZeneca Densply School of Dentistry Research Day at Riverglens Conference Centre, Geelong, 24 August.

Ruth Foxlee and Diana Guillemín

- 'Having a point of reference: Liaison, Marketing and Communication as the cornerstone of reference work'. Paper presented at the Revelling in Reference 2001, RAISS – Reference and Information Service Section Symposium, Melbourne, 12-14 October.

Denise Frost

- 'Australasian Virtual Engineering Library'. Presentation at the Cyberschool Update, University of Queensland, St Lucia, 27 November.

Denise Frost and Michael Manning

- 'A LITLO goes a long way: distributed IT support in the University of Queensland Library'. Paper presented at the Educause in Australasia 2001 Conference, Gold Coast, 20-23 May.

Audience at the Scholarly Communications Conference at UQ Library



Anne Horn and Michael Fagg

- 'Lunchroom to Boardroom: an audiodigitisation project'. Paper presented at the Computing Arts 2001: Digital Resources for Research in the Humanities Conference, the University of Sydney, 26-28 September.

Karen Joc and Kaye Lasserre

- 'A new breed of doctor? Lessons learned and changes made to library services for the MBBS program at the University of Queensland'. Paper presented at the Rivers of Knowledge, 9th Specials, Health and Law Libraries Conference, Melbourne, 27-29 August.

Elizabeth Jordan

- 'Inservice education for Cybrary skills in the tertiary environment'. Paper presented at the International Conference for Library and Information Science Educators, Petaling Jaya, Malaysia, 11-12 June.

Michael Manning

- 'Recent trends in Knowledge Management: centralised access to distributed collections'. Presentation at the National Minerals Industry Guidelines Workshop, Brisbane, 15 October.

Pauline McLeod

- 'UQL Cyberschool'. Presentation at the Logan-Beaudesert District Professional Development Day for Teacher-Librarians, Shailer Park State High School, 16 March.

Pam Schindler and Karen Borchardt

- 'I want that! - teaching the Internet and email to a group of clients with intellectual disability'. Paper presented at the Revelling in Reference 2001, RAIS - Reference and Information Service Section Symposium, Melbourne, 12-14 October.

Janine Schmidt

- 'Good practice, good research'. Article in *inCite*, Volume 22, page 14, April.
- 'Leadership style appropriate within the University culture: a practitioner's perspective'. Presentation at St John's College, Brisbane, April.
- 'From POP (print on paper) to WOW (words on the web): Will the book survive?' Presentation to The Lyceum Club, Brisbane, July.
- 'Whingers: strategies for dealing with a culture of complaint'. Presentation to QULOC Seminar, Brisbane, July.
- 'Reaching out from the Cybrary'. Paper presented at the Inside Out Conference, University of Queensland Ipswich Campus, Brisbane, July.
- 'Unlocking staff potential: the secret of success'. Paper presented at the Conference on New Information Technologies, University of Brunei, Darussalam, Brunei, July.
- 'Unlocking the Library: Marketing Library Services: a case study approach'. Paper presented at the IFLA pre-conference and Satellite Meeting, Quebec, Canada, August.
- 'Collection development in a changing world'. Paper presented at the Vietnam Workshop on Library Services, Standards and System Planning, Hanoi, Vietnam, September.
- 'Logistical IT Issues Facing Universities'. Presentation to the Senior University Women *Women, Technology and Education Workshop*, Brisbane, September.
- 'Leadership and Management in an E-Everything Environment'. Presentation to the Women in Leadership group, Brisbane, October.
- 'From POP to WOW: Changes in libraries, their contents and their services'. Presentation at the Unimutual Workshop, Surfers Paradise, October.
- 'Presenting the Definitive Conference Paper: the pitfalls and the pleasures'. Presentation to the ALIA Breakfast Session, Brisbane, November.
- 'Safari Tour: Wildlife at the University of Queensland'. Paper presented at the South Pacific User Services Conference 2001, Brisbane, November.

Chris Taylor

- 'Gateways: a cottage industry going places?' Presentation to the ALIA Untangling the Web, State Library of Queensland, 8 August.

Margo Till, Karen Joc and Kris Abbott

- 'A String of PURLs: Linking your customers to quality information'. Poster session and presentation at the 'Rivers of Knowledge' - the 9th Specials, Health and Law Librarians Conference, Melbourne, 26-29 August.

Isabella Tranh, Jennifer Croud, Karen Kealy and John Hayward

- 'Analysing the quality gap: reflections on results from an Australasian Universitas 21 Libraries standard survey of survey quality'. Article in *Australian Academic and Research Libraries* 32 (2), June.

Nicole Van Kempen

- 'AVEL: Australasian Virtual Engineering Library - Dynamic Webpace for Engineering and IT Professionals'. Paper presented at AUSWEB 01: The Seventh Australian World Wide Web Conference, Coffs Harbour, 21-25 April.

Nicole Van Kempen and David Radcliffe

- 'Collaborative Partnerships: Creating and Enhancing the Australasian Virtual Engineering Library as a Dynamic Webpace for Engineers'. Paper presented at the 12th Annual Conference, Australasian Association of Engineering Education, Brisbane, 26-28 September.

Belinda Weaver

- 'The fewer the facts, the stronger the opinion'. Article in *eJournalist*, Volume One, Issue One, 2001.
- 'Weaver's Web'. Regular column published in *inCite*, January - December.

Leith Woodall

- 'Introduction to Professional Engineering - the WebCT Way'. Paper presented at the 2001 Asia Pacific WebCT Conference, Adelaide, 10 April.

3C: Staff on Committees External to the Library

Stephen Anderson

- ALIA Queensland Health Libraries Group

Andrew Bennett

- UQ Ipswich IT Working Party
- QULOC Networking Working Party (*chair*)

Eileen Boylew

- Queensland Branch, Australian Society of Archivists (*convenor*)

Clare Cappa

- Executive Committee of the Australian Law Librarians Group (ALLG) Queensland
- WebLaw group
- UQ Law School's Teaching and Learning Committee
- UQ Law School's Research Committee

Jackie Chamberlin

- ALIA Queensland Health Libraries Section (*treasurer*)
- Biological and Health Sciences Librarians Committee
- UQ/Mater McAuley Library Collection Development Committee and Advisory Committee

Beth Crawter

- Ipswich Program Directors
- Information Technology Working Group
- Tourism and Leisure Management Teaching and Learning Committee
- Behavioural Studies Ethics Committee
- Open Day Planning Committee
- Orientation Week Planning Committee

Gulcin Cribb

- Faculty of Engineering, Physical Sciences and Engineering Board, and its Teaching and Learning Committee
- Architects, Construction and Consulting Specialist Services (ACCESS)
- Australasian Virtual Engineering Library (AVEL) Committee
- International Association of Technological University Libraries (IATUL) Conference Program Committee
- Academic Board Postgraduate Studies Committee
- Australian Subject Gateways Forum
- UQ Australian Digital Theses (ADT) Group

Jennifer Croud

- Queensland University Libraries Office of Cooperation (QULOC) Quality Issues Group (*chair*)

Mark Cryle

- School of History, Philosophy, Religion and Classics Teaching and Learning Committee, Postgraduate Studies Committee, and Research Committee
- School of Language and Comparative Cultural Studies Teaching and Learning Committee, and Postgraduate Studies Committee

Wendy Fitzmaurice

- AskIT Advisory Committee
- Self Directed Learning Centre Management Committee

Roslyn Follett

- Faculty of Arts Postgraduate Studies Committee
- School of Language and Comparative Cultural Studies Postgraduate Studies Committee, and Honours Committee

Nicola Foxlee

- Dentistry Library Advisory Committee
- Foundation Biological Sciences for Dentistry Committee
- School of Dentistry Board of Studies
- School of Dentistry Web Communications Committee
- Australian Library and Information Association (ALIA) Asia Pacific Special Interest Group (*webpage editor*)

Ruth Foxlee

- Royal Children's Hospital Clinical Guidelines Working Party
- Cochrane User Group
- ALIA Queensland Health Libraries Section

Margaret Gauld

- Smartcard Working Party (*until April 2001*)
- National Resource Sharing Working Group
- Queensland Kinetica User Group
- QULOC Document Delivery Working Party

Jenny Hall

- MBBS Librarians Committee

Andrew Heath

- Cochrane User Group

Anne Horn

- Australian Literature Electronic Gateway Management Committee
- Board of Studies for the Bachelor of Arts
- Faculty of Arts Board
- Faculty of Social and Behavioural Sciences Board
- Faculty of Business, Economics and Law Board
- Faculty of Arts Research Committee
- School of Languages and Comparative Cultural Studies Research Committee
- UQ Ipswich Program Directors' Committee

Carolyn Jones

- Student 2000 Project Implementation Coordinators Committee
- Output Accounting Project with Expenditure to stream payments by transferring data from Innopac to Masterpiece
- National CJK Consortium User Group
- Executive Committee, Australasian Innopac User Group
- Queensland Kinetica User Group
- Functional Expert for ILL module, Innopac User Group

Liz Jordan

- All QULOC working parties (*executive officer*)

Lisa Kruesi

- ALIA Queensland Health Libraries Group
- Dentistry Library Advisory Committee
- Faculty of Health Sciences Teaching and Learning Committee
- Clinicians Knowledge Network Steering Group
- Medical Board of Studies Committee
- Herston Medical Library Advisory Committee
- UQ/Princess Alexandra Hospital Library Collection Development Committee
- UQ/Mater McAuley Hospital Library Collection Development Committee

Susan Lockeridge

- School of Human Movement Studies Board of Studies

Mary Lyons

- UQ Committee Against Racism
- UQ Marketing Committee
- UQ Smartcard Working Party
- UQ IT Staff Training Advisory Committee
- UQ Student Centre Reference Group
- UQ Orientation Week Working Party
- QULOC Staffing Issues Working Party (*convenor*)

Jill Maalsen

- UQ Ipswich Marketing Committee

Michael Manning

- AskIT Advisory Committee
- QULOC Networking Working Party

Jocelyn Priddey

- Output Accounting Project with Expenditure to streamline payments by transferring data from Innopac to Masterpiece
- QULOC Cooperative Resources Working Party

Alex Rohan

- AskIT Advisory Committee
- eLearn Committee

Joanne Rutherford

- QULOC Staffing Issues Working Party
- UQ Staff Induction Project

Janine Schmidt

Within the University of Queensland

- Academic Board and its Learning, Teaching and Learning, and Research Committees
- AskIT Advisory Committee
- Information Technology and Services Policy and Planning Committee
- Library Management/Advisory Committees for Joint UQ/Princess Alexandra Hospital, Herston Medical, UQ/Mater McAuley, Dorothy Hill Physical Sciences and Engineering, Biological Sciences, Law, Dentistry, Economics and Business, and Social Sciences and Humanities libraries
- UQ Secretaries and Office Professionals Association (*patron*)

External to the University of Queensland

- AICTEC Standards Sub-Committee
- Australian Federation of University Women, Queensland Branch (*deputy chair*)

- Australian Library and Information Association Board of Education
- Board of Trustees, Brisbane Girls Grammar School
- Council of Australian University Librarians (CAUL)
- EdNA Higher Education Advisory Group
- National Colloquium of Senior Executives in Higher Education
- National Library of Australia: Australian Libraries Collections Taskforce
- Planning Committee for Australian Library and Information Association Biennial 2004 Conference (*convenor*)
- Queensland University Libraries Office of Cooperation (QULOC) (*convenor*)

David Smith

- Academic Services Workplace Health and Safety Committee

Robyn Spooner

- UQ/Princess Alexandra Hospital Collection Development Committee, and Management Committee
- Biological and Health Sciences Libraries Committee
- Princess Alexandra Hospital Transition Coordinators Group
- Diamantina Healthcare Museum Association

Chris Taylor

- Australian Committee on Cataloguing
- Australian Subject Gateways Forum
- AVEL
- Web Interface Working Party
- UQ Metadata Working Party
- UQ Research Solutions Advisory Committee

Di Thornthwaite

- UQ/Mater McAuley Library Collection
- UQ Workplace Health and Safety Committee

Heather Todd

- Faculty of Biological and Chemical Sciences Board
- Faculty of Health Sciences Board
- Faculty of Natural Resources, Agriculture and Veterinary Science Board
- Postgraduate Studies Committee
- QULOC Cooperative Resources Working Party
- Library Management/Advisory Committees for the Biological Sciences, Dentistry, Gatton, Herston Medical, UQ/Mater McAuley, UQ/Princess Alexandra Hospital libraries

Deborah Turnbull

- UQ Teaching and Learning Chairs Committee
- UQ Orientation Week Working Party
- UQ Study Expo Working Party
- QULOC Information Skills Working Group

4: Gifts and Bequests

The community, past graduates and the University community helped the Library achieve its commitment to continuous growth and improvement through the donation of money and resources. The Library extended its appreciation to the following donors:

Community and past graduates

Australian and New Zealand Solar Energy Society, Mt Gravatt, Queensland

Claire Murdoch, St Leonards, New South Wales

Dr Dexter Yeo, Aspley, Queensland

Dr Jim Cairns, Narre Warren East, Victoria

Dr John McGrath, Wacol, Queensland

Dr Kwaku Atuahene-Gima, Kowloon, Hong Kong

Dr Linda Shields, Mater Children's Hospital, Queensland

Dr Manicka Dhanasekar, North Rockhampton, Queensland

Dr Michael Walker, Department of Psychology, The University of Sydney

Dr Paridah Abd. Samad, Selangor, Malaysia

Dr Sherif Mohamed, Griffith University, Gold Coast

Dr Cedric Axelsen, Palm Beach, New South Wales

Mr Akil Ladak, Fountain Institute for Islamic Studies, London

Mr Alan Crooks, Jindalee, Queensland

Mr Andrew Knight, Western Australia

Dr Andrew LeCompte, New Hampshire, USA

Mr B. Dellal, Australian Multicultural Foundation, Victoria

Mr C.D. O'Keefe, Toowoomba, Queensland

Mr Christopher D. Martin, School of International Business, University of South Australia

Mr Colby McDougall, Oregon, USA

Mr Constantine Andoniou, Brisbane City Council, Queensland

Mr Felix Chong, St Lucia, Queensland

Mr George D. Terry, Libraries and Instructional Services, University of South Carolina, USA

Mr Graeme Busby, Toowoomba, Queensland

Mr Graham Spark, Toowong, Queensland

Mr Ian Milburn, Wavell Heights, Queensland

Mr John Boyd, Asian Development Bank, Manila, Philippines

Mr John F. Ashton, Acacia Ridge, Queensland

Mr Jon Morgan, Mt Coolom, Queensland

Mr Ken Bradshaw, Carlton North, Victoria

Mr Kim Yong-Jik, Korea Translation Foundation, Seoul, Korea

Mr Koichi Natori, National Cooperative Association of Squid Processors, Tokyo

Mr Len Bessell, Coorparoo, Queensland

Mr Mark Vodicka, South Yarra, Victoria

Mr Norman Richardson, Henley Beach, South Australia

Mr Norman Smith, Buranda, Queensland

Mr Paul Gavel, Australian Medical Workforce Advisory Committee

Mr Peter Browne, Education Department of Western Australia

Mr R.E. Burns, Huntfield Heights, South Australia

Mr Ray Kerkhove, Woombye, Queensland

Mr Steve Crimp, Queensland Department of Natural Resources and Mines

Mr Terry Murphy, Western Australian Drug Abuse Strategy Office

Mrs Edith Hart, Grafton, New South Wales

Mrs Jan Cooke, Kenmore, Queensland

Mrs Jenny Wallis, Hong Kong Economic and Trade Office, Sydney, New South Wales

Ms Anne Woolley, Queensland Department of Natural Resources and Mines

Ms Cheryl McRae, Biosecurity Australia, Canberra, Australian Capital Territory

Ms Deborah Smith, Sheriar Foundation, South Carolina, USA

Ms Diane Keogh, Queensland Centre for Climate

Applications, Toowoomba, Queensland

Ms Gloria Roser, Townsville, Queensland

Ms Heather Pollock, Queensland Fertility Group, Brisbane

Ms Helen Thompson, Canberra, Australian Capital Territory

Ms Hiroko Kogen, Brisbane, Queensland

Ms Jill Earl, Tennyson, Queensland

Ms Leonie Wing, Australian Bureau of Statistics, Australian Capital Territory

Ms Lisa Findlay, Queensland Health, Brisbane, Queensland

Ms Margaret Byrne, Taringa, Queensland

Ms Margaret Helfgott, Israel

Ms Marney Dunn, Toowong, Queensland

Ms Mimi Iakovidis, CHISIG – Ergonomics Society of Australia, Downer, Australian Capital Territory

Ms Nilda G. Didone, Universidad Nacional del Sur (CERZOS), Argentina

Ms Olivia Jenkins, Lindfield, New South Wales

Ms Priti Kotecha, Brisbane Meditation Group of Self-Realisation Fellowship, Kenmore Hills, Queensland

Ms Roma Drysdale, Fairfield, Queensland

Ms Tracey Hunter, ADDISS, Milton, Queensland

Ms Wendy Miller, Australian and New Zealand Solar Energy Society, Queensland Branch, Red Hill

Ms Wendy Moore, Wellers Hill, Queensland

Ms Yee Kun Wong, St Lucia, Queensland

Professor Dr Guy Wilems, Leuven, Belgium

Professor Gary Moore, Faculty of Architecture, The University of Sydney

Professor Harvey Whiteford, Toowong, Queensland

Professor Kazuo Misono, Kanto Gakuin University, Yokohama, Japan

Professor Naoki Toshima, The Makishima Shoji Memorial Foundation, Science University of Tokyo in Yamaguchi, Onoda-shi, Japan

Professor Percy Allan, Balmain, New South Wales

Professor Stamos Metzidakis, Washington University, St Louis, USA

Professor Thomas A. Lysaght, Zwettl, Austria

Professor Tu Yung Wen, Qianna Normal College of Nationalities, Duyun City, China

Professor L. Clive Bell, Kenmore, Queensland

Roma Foley-O'Brien, Sandgate, Queensland

Sr Mary Regis Dunne, Mater Hospital, Queensland

University of Queensland staff

Dr Michael Apthorp, School of English, Media Studies and Art History

Mr Charles Arcordia, School of Tourism and Leisure Management

Ms Linda Barrett, Oncology Department, Princess Alexandra Hospital

Dr Robin Burgess-Limerick, School of Human Movement Studies

Dr Carol Christensen, School of Education

Dr Sophie Cockcroft, School of Commerce

Professor Alex Crandon, Obstetrics and Gynaecology Department, Royal Brisbane Hospital

Associate Professor D. P. Doessel, School of Economics

Ms Cathie Doherty, School of Education

Professor Ken Donald, Graduate School of Medicine

Emeritus Professor Peter Edwards, School of English, Media Studies and Art History

Professor John Elkins, Fred and Eleanor Schonell Special Education Research Centre

Professor Bryan Emmerson, School of Medicine, Princess Alexandra Hospital

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Professor Terry Freer, School of Dentistry

Professor John Hay, Vice-Chancellor's Office

Dr David Hyndman, School of Social Sciences

Professor Barrie Jamieson, School of Life Sciences

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Dr Chi-Kong Lai, School of History, Philosophy, Religion and Classics

Dr Richard Lane, Graduate School of Management

Professor Michael Lattke, School of History, Philosophy, Religion and Classics

Dr Alan Lougheed, School of Economics

Professor Allan Luke, School of Education

Mr Cameron Mackay, University of Queensland Medical Society

Dr Michael Mahoney, School of Dentistry

Sr Anne Matyear, Health Service, Ipswich Campus

Dr P Newcombe, School of Psychology

Professor John Pearn, Department of Paediatrics and Child Health, Royal Brisbane Hospital

Dr Demetrios Patrikios, School of Dentistry

Dr Paul Reynolds, School of Political Science and International Studies

Associate Professor Peter Roeser, Queensland Education Medical Council, UQ Medical School

Dr Ian Scott, Medicine Department, Princess Alexandra Hospital

Associate Professor Geoff Stokes, School of Political Science and International Studies

Professor Roly Sussex, Centre for Language Teaching and Research

Professor Richard Tinning, School of Human Movement Studies

Mr Sean Ulm, Aboriginal and Torres Strait Islander Studies Unit

Dr Christa van Kraayenoord, Fred and Eleanor Schonell Special Education Research Centre

Dr Phillip C Vecchio, Medicine Department, Princess Alexandra Hospital

Dr David Wadley, School of Geography, Planning and Architecture

Professor Laurie Walsh, School of Dentistry

To individual branches

The Fryer Library acquired a number of manuscripts under the Cultural Gifts Program, including additions to existing collections from Tom Shapcott, Bruce Dawe and Pat Corrigan. Another significant donation was the painting by Ray Crooke, which was reproduced on the cover of the first edition of *Poor fellow my country* by Xavier Herbert. The painting expands the Fryer Library's collection of Xavier Herbert papers (*see picture below*). Other donations included the TN! Theatre Company records and papers relating to Sister Elizabeth Kenny, donated by her daughter and son-in-law Mr and Mrs S McCracken.

The Royal Australian and New Zealand College of Ophthalmologists donated books to the value of \$2700. Dr Geoffrey Bourke and Dr John Thearle donated titles of historical importance.

The Centre for Palliative Care Research and Education provided \$5000 to support the development of the Herston Medical Library's palliative care collection. Wyeth Pharmaceuticals provided funding to purchase *Journal of Antimicrobial Chemotherapy*.

The University's Department of Paediatrics and Child Health donated two wooden glass-fronted bookcases to the Library to house old but valuable material.

The Australian Dental Association (Queensland branch) increased its annual contribution to the Dentistry Library from \$3000 to \$5000.



The Ray Crooke painting used for Xavier Herbert's book, Poor fellow my country, and donated to Fryer Library

5: Visitors to the Cybrary

The Library and its reputation for world-class facilities and practices continued to attract visitors from across Australia and around the world in 2001, including the following:

His Excellency Major General Peter Arnison, AO (*Governor of Queensland*) and Mrs Arnison

Associate Professor Chieko Seta (*National Institute of Multimedia Education, Chiba, Japan*)

Mr Benjamin de la Cueva (*UQ Agent, Mexico*)

A delegation of the International Development Program
Counsellors from the Netherlands, United States, Brazil, South Africa, People's Republic of China, Indonesia, India, the Philippines, Vietnam and Suva

Professor Warwick Gould (*University of London*)

Alain Dorison (*L'Ecole des Mines d'Albi-Carmaux, France*)

Six delegates from the AusraLearn: North American Centre and the South American Education Mission

17 Chinese Education counsellors

Delegation from Liaoning Technical University, China

Mr Richard Martin (*Australian Education International, Vietnam*)

Ms Roschong Nimsakul (*Providence Foreign Education Centre Section, Chiangmai Thailand*)

Sue Heaton (*University of Otago, New Zealand*)

Phillip Chin (*Singapore Polytechnic*)

Anthony Chan (*HELP Institute, Malaysia*)

Delegation from Oman, including representatives from the Ministry of Higher Education

Delegation from the Chinese Service Centre for Scholarly Exchange, including the Deputy Director General of the Ministry of Education and regional directors from Beijing, Shanghai, Quandong and Jiangsu

Nancy Maly and Allan Maly (*European Council of International Schools*)

Professor Liu Guodao (*Chinese Academy of Tropical Agricultural Science*)

Professor Yu Rangshui (*South China University of Tropical Agriculture*)

Visitors from Joong Ang Ilbo ITEA, Korea

Visitors from the Hanoi Agricultural College

Dr Ester Williams, Ganeshan Rao and Joan Yee (*University of the South Pacific*)

Michele Shoebridge (*University of Birmingham, UK*)

Paige Gibbs (*Dartmouth Library, University of Massachusetts, USA*)

Delegation from Kyushu University Library

Sally Hernando (*Information and Library Services Development, Frenchay Hospital Bristol*)

Heather Jenks (*AUT Library*)

Delegates from Kyushu University Library, Japan

Professor Keishiro Wada (*Director, Kanazawa University Library, Japan*)

Gulcin Cribb, Joanna Richardson, Beres Hogan (*Bond University*)
Jill More, College of Arts Librarian (*University of New South Wales*)
Fides Lawton, Library Resources Unit (*University of Technology, Sydney*)

Janet Prowse, Director of the State Archives, Queensland
Vic Elliot (*University of Tasmania*)

Derek Whitehead (*Swinburne University of Technology*)

Five Directors from the University of Melbourne
Members of the Australian Association of Social Workers Review Committee

Richard Martin (*Australian Education International, Vietnam*)

Ed Dryhurst, Architect

Paul Crice, Architect



From left: University Librarian Janine Schmidt, Deputy Vice-Chancellor Professor Trevor Grigg, His Excellency Peter Arnison, Chancellor Sir Llewellyn Edwards (partially obscured) and Mrs Arnison admiring some of the Library's rare books

Mission, Vision, Purpose, Values

Mission:

We link people with information, enabling the University of Queensland to achieve excellence in teaching, learning, research and community service.

Vision

The University of Queensland Library provides innovative information services and programs of the highest quality, which:

- focus on client service
- anticipate and respond to client needs
- and
- are integrated with and central to the University's teaching, learning and research activities.

Purpose

The Library facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes, and provides the information infrastructure necessary for leading edge research activity.

The Library is committed to excellence and to principles of equity and integrity.

The Library depends on teamwork and personal responsibility, encourages flexibility and innovation, promotes open communication, recognises the importance of staff development, and emphasises accountability.

Values

In achieving this vision, our shared values are:

Commitment to excellence

We provide the best possible service to our clients, with a high degree of professionalism and commitment.

Teamwork and personal responsibility

We recognise that attaining the Library's vision depends on both individual effort and teamwork. We work together to meet our clients' needs. Each individual takes personal responsibility for her/his own work and the success of the team.

Flexibility and innovation

We approach change positively, anticipate trends and respond to new challenges.

Open communication

We promote open and timely communication among all our staff and our clients.

Staff development

We provide opportunities for staff to develop their knowledge and skills. We require individual commitment.

Accountability

We use resources in an effective and efficient manner.

Equity

We treat each other and our clients with respect and tolerance.

Integrity

We value honesty, reliability and the maintenance of confidentiality in our relationships with staff and clients.



Annual Report 2001

The University of Queensland Library

We link people with information



THE UNIVERSITY
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