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# UQL ANNUAL REPORT 2009

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## FROM THE UNIVERSITY LIBRARIAN AND DIRECTOR OF LEARNING SERVICES

The University of Queensland Library remained a central provider of learning space, research infrastructure and technology on campus and continued to provide a high-quality environment that encouraged independent learning and peer interaction.

The Library continued to upgrade and remodel its facilities to meet the ever changing client demands. The UQ Gatton Library underwent a refurbishment to provide additional space for the Veterinary Science students who will move to the Gatton Campus in 2010. The Level One link of the Social Sciences and Humanities Library was also refurbished to provide more collaborative learning spaces and to relocate the Library service points. This project was able to be extended and enhanced by the support of the Arts and SBS Faculties who successfully applied for funds from the Enhanced Student Charge.

The largest Library building project for 2009 has been the planning and design of a library in the new Pharmacy Australia Centre of Excellence which will open in early 2010. UQ pharmacy students will benefit from the provision of Library services and access to high quality information, in a first-class learning environment. The new branch will also be an ideal place in which to provide resources for all UQ medical, nursing and allied health students undertaking studies and clinical placements at the Princess Alexandra Hospital. The design of the new facility has been influenced by the results of research into student use of library learning spaces. It also incorporates elements from other branches of the UQ Library that are popular with students.

The Library's 'Late Nights at the Library' initiative, which saw the Biological Sciences Library remain open until midnight during semester in 2008 was maintained in 2009 and later in the year a 24x7 space was made available in the Dorothy Hill Physical Sciences and Engineering Library. This proved extremely popular. More than three million people visited the Library's branches in 2009 (2.48% more than 2008).

The Library continued to play a leading role in defining, creating and managing the University's e-Research infrastructure. Library staff played a key role in assisting the University prepare for the Excellence in Research for Australia (ERA) implementation which will assess research quality within Australia's higher education institutions. The institutional digital repository UQ eSpace, developed and maintained by the Library, was instrumental in the process. UQ eSpace continued to raise the global visibility of UQ research to scholars around the world. The Library also developed a new website on research output and impact for researchers.

In April, the Library was pleased to be a part of a successful bibliometrics conference, jointly organised by Thomson Reuters and The University of Queensland. More than 140 delegates joined international and Australian bibliometricians, research managers, policy makers and librarians to discuss some of the issues and challenges of metrics-based research evaluation.

In 2004 the IFLA Section of Biological and Medical Sciences selected UQ Library to organise the tenth International Congress on Medical Librarianship in Brisbane. After many years of preparation we were delighted to host the Congress which took place from 31 August to 4 September 2009. The program included eminent national and international speakers including Professor Ian Frazer, Director of the Diamantina Institute for Cancer, Immunology and Metabolic Medicine at UQ, Dr Jeffery Drazen, Editor in Chief of the New England Journal of Medicine and many others. Congratulations and thanks go to all our staff who helped make the conference an outstanding success.



Later in September the Library participated in the Brisbane Writers Festival sponsoring the acclaimed author Thomas Keneally who also visited UQ on Monday 14 September to present a talk on writing in Australia.

This year the Library received a number of awards in recognition of the support provided by our staff for learning. In May, Liaison Librarian Helen Cooke was presented with the Australian Library and Information Association Queensland Library Achiever of the Year Award. The UQL Cyberschool was presented with the 2009 Library Board of Queensland Award at the State Library of Queensland Awards in June and a group of our librarians was among the Australian university teaching and support staff honoured with a prestigious Australian Learning and Teaching Council (ALTC) Citation presented at a ceremony at the Gallery of Modern Art, Brisbane, on 18 August. The referencing software support team was recognised for 'ongoing service innovation supporting scholarly writing by providing internationally renowned expertise in support of referencing software, training and individual services for students.'

The Library has achieved a great deal this year and I thank all our talented and committed staff for their excellent work.

**Keith Webster**

**University Librarian and Director of Learning Services**



## OVERVIEW OF THE LIBRARY

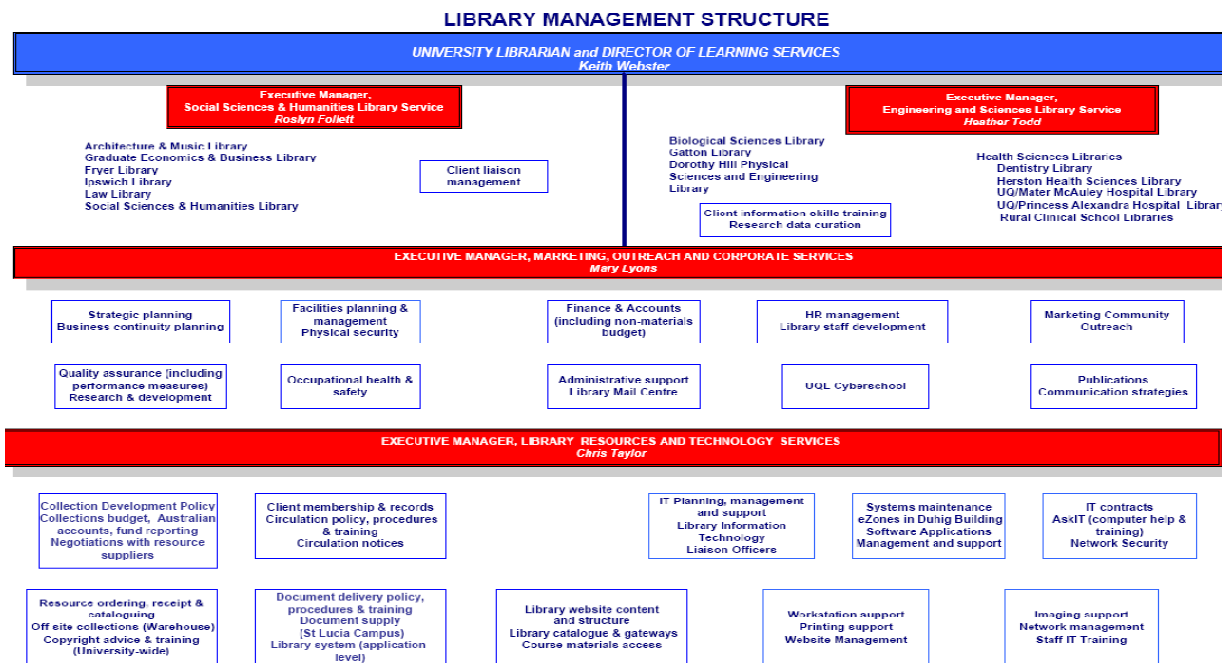
The University of Queensland Library is an important element in the culture of research excellence and innovation at The University of Queensland. It enriches world-class scholarship by working in partnership with the academic community and providing access to quality information and first-class learning and research infrastructure. The Library contributes to the UQ Advantage by providing information resources, training and high-quality resources to coursework and research students.

The Library's collection is one of the largest academic collections in Australia and by far the largest in Queensland. It encompasses more than 2.5 million volumes, a burgeoning online collection of approximately 59,000 electronic journals, 424,000 e-books and over 1,020 networked databases, as well as microforms, videos and manuscripts. It continues to develop collections to support established and emerging research at the University, plays a leading role in defining, creating and managing the University's e-Research infrastructure, provides access to digital material vital for scholarship and research, and uses digitising technology to capture treasures from its collections and showcase these to the world.

The client-base for UQ Library is both large and diverse. Clients included undergraduate students, coursework postgraduate students, research higher degree students, UQ staff, UQ Alumni, staff from the major teaching hospitals, Cooperative Research Centres with which the University has significant involvement, reciprocal borrowers from Australian and overseas universities and the wider community.

The Library comprises 14 branch libraries located in three campuses and in several University health teaching facilities. All branches offer a similar range of services and a variety of learning spaces to suit different learning styles and needs. The Library has some 245 EFT staff who provide a quality client service to over 38,000 students, 5,500 academic and general staff as well as the wider community. The senior Library management structure has been streamlined and is now a matrix that includes two subject based information service delivery managers and two functional support services managers.





## OUR MISSION

### Enriching world-class scholarship

The Library is integral to achieving world-class scholarship at The University of Queensland. We work in partnership with the academic community to provide convenient access to quality information, and to manage and provide access to UQ scholarship. We provide information services which are customisable to individual needs and which recognise disciplinary perspectives and their information requirements. We engage with the community to foster scholarship. We strengthen the culture of collaboration and partnership within the University.

## OUR VALUES

- We are innovative, proactive and flexible in a changing environment.
- We promote and practise open two-way communication for the benefit of all and we respect the opinion of others.
- We act with integrity and demonstrate fairness and accountability.
- We are committed to excellence through reliable, quality customer service, recognising diversity and treating all with integrity.
- We maintain a healthy work/life balance and foster a collaborative working environment.



## LIBRARY COMMITTEE OF THE ACADEMIC BOARD

### TERMS OF REFERENCE OF THE LIBRARY COMMITTEE:

- To advise the Board and the University Librarian on matters relating to the University's requirements with respect to the Library.
- To consider and advise the Board and the University Librarian on library policy matters and the conditions of use of the Library.
- To serve as a means of communication between the University community and the Library.

### 2009 MEMBERSHIP

#### EX OFFICIO

Deputy President, Academic Board: Professor Kaye Basford

University Librarian and Director of Learning Services: Mr Keith Webster

#### OTHER MEMBERS

Two persons elected annually by and from the Academic Board:

- Professor Candi Peterson; Assoc/Professor Stephanie Hanrahan

One representative at a senior academic level from the Queensland Brain Institute, to represent all the University's institutes, nominated by the Deputy Vice-Chancellor (Research) and appointed annually by the Board:

- Professor Pankaj Sah

One representative at a senior academic level nominated by each faculty and appointed annually by the Board:

- Arts Professor Carole Ferrier
- EA&IT Dr Lianzhou Wang
- BEL Dr Alan Davidson
- Science Dr David Wadley
- HS Assoc Prof Lindy McAllister
- NRAVS A/Prof Rob Cramb
- SBS Professor Robyn Gillies

One representative from alumni of the University nominated by the President of the Board and appointed annually by the Board:

- Mr Blair Wilson

Two undergraduate students nominated by the president, University of Queensland Union:

- Mr Paul Patty; Mr Luke Walker

One postgraduate research student nominated by the Postgraduate Students Area Committee:



- Mr Rodney Catling

One postgraduate coursework student nominated by the Postgraduate Students Area Committee:

- Ms Tania Ferreira-Jardim

Secretary:

- Ms Elizabeth Jordan.

## REPORT

The Library Committee met three times during 2009 and reported twice to the Academic Board. The Review of the Academic Board conducted in 2008 resulted in the Library Committee continuing in its current form, reporting twice yearly to the Academic Board. In addition, the Committee is to report to the newly constituted Strategic Information Management Committee. The Committee continues to be chaired by the Deputy-President of the Academic Board.

Matters considered by the Committee in 2009 included the Library Budget. A 2.5% increase in the overall budget, accompanied by increases in costs for information resources and a 5% increase in staffing costs, resulted in pressure on the collections budget.

The Committee was kept apprised of preparations for the move of Library collections to Gatton to accommodate the move of the School of Veterinary Sciences, and also the move of Pharmacy collections to the new facility in the Pharmacy Australia Centre of Excellence on the Princess Alexandra Hospital campus.

Mr Webster reported to the Committee that the thrust in the Library over the last three years was to ensure Liaison Librarians were more connected to Schools and Faculties, and not rostered at Desks in the Library buildings waiting for clients to come to them.

He also referenced the work of the Library with the DVC (Research) on University submissions for ERA, gathering publication records and making sure full text of articles being submitted for review is available. The Library also digitised material relating to Queensland history, in conjunction with Q150 events.

Late in 2009, the Library acquired Summon, a web-scale discovery service. This was in response to the need to help people come to terms with the extensive range of electronic resources held by the Library. The Summon product takes a Google-style approach, by building a database of the databases, against which searches are run. Almost all content providers have made their citations available for the database. Mr Webster demonstrated Summon to Committee members and received a very positive response.

## HIGHLIGHTS OF 2009

### 10<sup>TH</sup> INTERNATIONAL CONGRESS ON MEDICAL LIBRARIANSHIP

The University of Queensland Library was selected by the IFLA Biological and Medical Sciences section to host the *10th International Congress on Medical Librarianship*. The congress attracted 500 delegates from over forty-three countries. The 6<sup>th</sup> International Conference of Animal Health Information Specialists and the 4<sup>th</sup> International Clinical Librarian Conference were jointly held with ICML.

### EXCELLENCE IN RESEARCH FOR AUSTRALIA (ERA) AND UQ ESPACE

Library staff played a key role in assisting the University prepare for the Excellence in Research for Australia (ERA) implementation which will assess research quality within Australia's higher education institutions. The University's repository UQ eSpace, developed and maintained by the Library, was instrumental in the process.

### NATIONAL AND INSTITUTIONAL PERSPECTIVES ON METRICS-BASED RESEARCH EVALUATION CONFERENCE

The University of Queensland and Thomson Reuters jointly organized the international conference National and Institutional Perspectives on Metrics-Based Research Evaluation. The conference addressed issues and challenges of metrics-based research evaluation as well as the role of the University Library in supporting research evaluation.

### LIBRARY BOARD OF QUEENSLAND AWARD

UQL Cyberschool was presented with a \$5000 Library Board of Queensland Award for its sustained impact on secondary school students since its inception in 1999.

### FRYER LIBRARY AWARD

The Fryer Library and the Faculty of Arts at The University of Queensland announced Dr Jane Hunt (School of English, Media Studies and Art History at UQ) the recipient of the Fryer Library Award for 2009. Dr Hunt commenced work on Fryer's extensive Daphne Mayo collection.

### 24X7 SPACE

In addition to the Biological Sciences Library being open until mid-night, a twenty-four hour study space at the DH Physical Sciences and Engineering Library opened in September. It has proved to be very popular.

### OUTSELL SURVEY

In September, the Library participated in a research exercise run on behalf of the Go8 Libraries by Outsell Inc, a UK firm which specializes in Library return-on-investment research. Three Go8 Libraries (UQ, Uni of South Australia and ANU) participated in a survey, directed at Academic staff and post graduate students. The survey asked questions about the respondents' perceptions of expenditure on information resources,

and how they would obtain information in the absence of provision by the Library, and what they thought it would cost them to obtain the information.

### AUSTRALIAN LEARNING AND TEACHING CITATION

Library staff training and supporting of students in the use of referencing software were awarded a Australian Teaching and Learning Citation for outstanding contributions to student learning. The citation named UQ Librarians for “almost a decade of providing internationally renowned, unique specialist expertise in the support of referencing software, training and individual services for students.”

### RESEARCH HIGHER DEGREE INFORMATION SKILLS AUDIT

The Research Higher Degree Information Skills Audit was developed for research students in preparation for first semester this year. The audits were placed on the web page and marketed to academics overseeing postgraduate students.

### AUSTLIT

In mid-2009, AustLit was formally restructured into two ‘arms’ or sections:

- the Current Indexing and Bibliographic Projects section, which includes work done both at UQ and by the large distributed national team, situated physically and organisationally in the UQ Library
- the Research Projects and Publications section, situated physically and organisationally in EMSA

### KIRTAS SCANNER

A Kirtas scanner was purchased and UQ RHD content and UQ Press materials digitized which when made available will provide a large local body of Queensland related content to support further research.

### NEW UNIFORMS

A new uniform was rolled out for Service Support Assistants and Ask I.T. staff. The new uniform offers staff a variety of styles of black shirts/blouses to be worn with black trousers/skirts. It was hoped to extend the uniform to all staff in public areas but this proposal was put on hold due to budgetary pressures.

### THOMAS KENEALLY

The Library was fortunate to host a visit to UQ and public lecture by Thomas Keneally, author of the Booker Prize-winning novel *Schindler’s Ark*. The Library sponsored Keneally at the Brisbane Writers Festival where he participated in a panel discussion with writers Paul Kelly and Tim Soutphommasane, chaired by University Librarian and Director of Learning Services Keith Webster.

## REVIEW OF THE LIBRARY TECHNOLOGY SERVICE AND INFORMATION ACCESS SERVICE

An event of significance for two sections of the Library was an external review, conducted in late 2008 and into 2009 by Deloitte. The review resulted in a changed organisational structure, with the two sections joining together in August 2009.

## STAFF HIGHLIGHTS

### Awards

**Helen Cook**, Liaison Librarian in the Social Sciences and Humanities Library, was awarded the ALIA Queensland Library Achiever Award for her development of a liaison program to Indigenous students.

At the University's Safety Week Seminar, the Ergo-bridge invented by **Martin Rhodes** from the Social Sciences and Humanities Library won the UQ Safety Award for 2009. Later that day, the Ergo-bridge was awarded a high commendation at the 2009 Queensland Work Safe Awards.

### Social Activities

Thanks to all who supported the Library's participation in Pink Ribbon Day. The Dorothy Hill and Physical Sciences Library staff raised \$543. The Dentistry Library joined forces with the Learning Support Centre to raise over \$500 and Herston Health Sciences Library raised another \$500 at their morning tea.

The annual Christmas raffle organised by the Information Access Service raised \$1065 for Camp Quality.

## AND IN THE BRANCHES .....

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### ARCHITECTURE AND MUSIC LIBRARY

- New digital microfilm reader purchased and installed
- Wireless connectivity problems resolved
- Digilib, the architectural image library was enhanced by the addition of more images and a redesign of the web interface

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### BIOLOGICAL SCIENCES LIBRARY

- TurningPoint Response System (clickers) used in library workshops for medical students
- Opening hours remained extended to midnight on weekdays with security staff from 7pm
- Laptops installed in group rooms

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## DENTISTRY LIBRARY

- \$104million allocated from the Federal Government to build a new Oral Health Centre at Herston which will include a library space
- Installed an AutoLoan machine

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## DOROTHY HILL PHYSICAL SCIENCES AND ENGINEERING LIBRARY

- A twenty-four hour study space at the DH Physical Sciences and Engineering Library opened in September. Facilities include group and individual study space, computers and wireless network access.
- Installed a new computer pod on Level 2. This pod accommodates 7 PCs

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## FRYER LIBRARY

- Began a new initiative “Treasure of the Month” which involves profiling an item from the library’s collection on the website each month.
- Created major online exhibition of the Daphne Mayo collection
- The transfer of the management of the postgraduate desk and locker keys from Fryer to Ask I.T. significantly enhanced the research environment of the Fryer Reading Room

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## GATTON LIBRARY

- Refurbishment of Level one to cater for the move of the Veterinary School to Gatton. The new space houses a 20 seat eZone and a small group room seating 6 and a large group room seating 10.
- Collections were evaluated and approximately 5000 monograph items were removed and a selection of journal titles were transferred to warehouse to make room for the veterinary science collection.

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## GRADUATE ECONOMICS AND BUSINESS LIBRARY

- eZone refurbished by the School of Economics to create and Experimental Laboratory.
- Turnstile numbers increased despite opening hours being reduced by 6 hours

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## HERSTON HEALTH SCIENCES LIBRARY

- \$194,000 saved as a result of cancelling hospital print journal subscriptions
- These savings to go toward Clinical Librarian Trial
- Host for the Australasian Cochrane Centre’s Author Workshop

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#### IPSWICH LIBRARY

- The first intake of Ipswich MBBS students
- The 10<sup>th</sup> Anniversary of the Ipswich Campus and launch of the Medical School at Ipswich by the Governor of Queensland Her Excellency, Ms Penelope Wensley, AO.
- An online exhibition on the history of the UQ Ipswich site – “UQ Ipswich Campus: Progression of an institution”

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#### JOINT UQ/PAH LIBRARY

- Print journal review resulted in cost saving of \$107,000
- Planning, design and construction of new Health Sciences Library in PACE completed in time for 2010 academic year.

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#### LAW LIBRARY

- Launch of on-line Legal Method package to compliment the face-to-face classes.
- Refurbished the study carrel area on Level 4 to provide quieter individual study spaces with access to power.
- Extensive work was done on Weblaw at the beginning of year including the updating of the contributors’ metadata notes and the editors and contacts page.

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#### UQ/ MATER MACAULEY HOSPITAL LIBRARY

- Functional brief prepared for Queensland Children's Hospital.
- \$65,000 saved as a result of cancelling hospital print journal descriptions.
- Office constructed for Liaison Librarian within library.

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#### RURAL CLINICAL SCHOOL LIBRARY

- Commencement of new librarians in Bundaberg and Rockhampton.
- Library highly rated in client surveys
- Visits to rural preceptors to optimize use of Library resources and services.

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#### SOCIAL SCIENCES AND HUMANITIES LIBRARY

- Introduced self pick up of holds
- Refurbishment of link, loans area and new materials area with support of Faculties of SBS and Arts ESC funds and reference collection moved to Level 2



## LEARNING

In 2009 the Library continued to support teaching and learning at the University through the work of specialist librarians, an outstanding collection, the provision of a range of learning spaces and an array of tools and services which underpin e-Learning.

Liaison Librarians fostered information literacy among students, providing assistance, training, and access to course materials for students. Help was available in person, via email, online chat and telephone. New technologies including blogs, RSS feeds, twitter, facebook and Blackboard tools were used to communicate with clients.

Training continued to be a priority. Librarians delivered approximately 1,032 information skills classes to more than 18,737 attendees. The Ask I.T. computer help and training service delivered almost 180 training sessions to more than 2,070 students. The training program complemented the help desk service provided in person, via email and telephone, and via the Ask I.T. website. The Library participated in UQ activities including Orientation Week, Graduate Student Week, Research Week and Teaching and Learning Week. It also participated in Open Day and Diversity Week.

The Library continued to run a competition for current students inviting them to create a short video to be used for orientation and promotion. It also presented the Library Excellence Award to three undergraduate students who demonstrated excellence in the use of the Library to enhance their studies.

In 2009 the Library was visited by more than three million people (2.48 percent more than in 2008) visiting 14 Branches. The Library recorded more than 254 million online requests for web pages. It developed virtual tours to assist clients with orientation to the Branches.

Apart from the above undertakings the vast volume of regular services offered by the Library to enrich student learning continued in 2009.

## INFORMATION ENQUIRY SERVICES

By the end of 2009, only one Library, the Social Sciences and Humanities Library, still retained separate desks for Information and Loans services. Plans for a refurbishment in SS&H in 2009 include converting to just the one-desk service point. Balancing this, and consistent with the need to meet the students in the Web 2.0 spaces they prefer, the Ask A Librarian online service was enhanced by having a dedicated team of staff and by changing the hours of operation to 11am to 5pm Monday to Friday. A 24 hour chat service with McMasters University in Ontario, Canada was investigated but due to the time zones differences and lack of real 24 hour coverage, the proposal did not proceed.

## INFORMATION SKILLS SERVICES

The Library's orientation program of talks and tours continued to play a major role in cementing a positive element in first year students' success at university. During the Library's planning process for 2009, staff agreed that a review of the Library's information skills program was needed to ensure that library services remain relevant to today's students, researchers and staff.

Discussions held at the Liaison Librarian fora during the year centred on a model of information literacy which begins with basic library and IT skills that are seen as a prerequisite to the pursuit of other activities

which contribute to the development of information literacy. Two layers of basic skills were identified: generic "how to" abilities such as locating a book in a catalogue or creating a document in Word; and, secondly, UQ-specific knowledge which places generic matters in context with UQ processes and systems.

The Liaison Librarian fora investigated the six standards of information literacy (recognition of the need for information; finding required information; critical evaluation of information and search; management of information collected; use of information to construct new ideas; and the ethical and legal use of information). They then investigated the current role that the Library plays in supporting these standards and planned for future roles.

The six standards may be developed and extended over time, consistent with an individual's progress and proficiency. Traditional generic classes, while necessary in the beginning of Semester 1, are not as successful in furthering information literacy as are embedded classes for cohorts of students. Consequently the Library focussed on extending this role.

In 2009, there was a definite extension of embedded classes. Specific student cohorts were targeted across all of the University's Schools and Faculties. In the Biological and Health Sciences Libraries examples included Marine studies, Graduate entry Masters Programs for Physiotherapy and Occupational Therapy, and the MBBS program. The Gatton campus Library provided a tailored course aimed at postgraduate students. In the Physical Sciences the Engineering Library staff continued teaching the embedded course to support the assignment set for the ENGG 1000 undergraduate course. The Ipswich Campus Library offered embedded courses for Nursing, Human Services and Business as well as their contingent of MBBS students. The hospital libraries offered tailored and in-service sessions in "Evidence-based practice" and for various hospital departments including ICU, Occupational Therapy, Physiotherapy, Perio-operative, and Radiation Oncology.

The Social Sciences & Humanities Library offered the only generic classes in the Library in weeks 1-4 of Semester 1. However their focus remains on offering embedded tailored classes for all 1000 level courses and also into a number of Honours/Postgraduate Research Methodology style courses. The Law Library continued to work with the TC Beirne School of Law to offer embedded sessions and also launched an online Legal Method package to compliment the face-to-face classes.

The Liaison Librarian fora also focused on learning objects, online tools and other resources to replace generic training. In 2009 Library management established four liaison librarian groups to redirect the delivery of information skills. These groups, with representatives from disciplines throughout the Library, developed virtual tours, FAQs and core online tutorials, a one stop shop help website and commenced work on an information literacy policy for the Library. In 2010 the Information Skills and IT Training Advisory Group (ISITTAG) will take carriage of the information literacy redirection efforts.

With an increase in on-line information literacy classes, it was inevitable that the number of information skills classes delivered fell by 16%. At the same time it was curious that the number of participants attending only fell by 2%. This must be due to better attendance figures.

## IT SKILLS SERVICES

In 2009 Ask I.T. ran a total of 116 standard classes and trained a total of 898 students. During the O Week periods Ask I.T. ran an additional 74 courses and for a total of 1091 students. The Computing@UQ and

Introduction to eLearning Blackboard courses were the most popular during O Week and accounted for 82.5% of O Week training.

The number of tailored training in Microsoft Office Suite increased in 2009 with special classes being run for the school of Engineering, Population Health, Archaeology and the Introductory Academic Program. In total Ask I.T. ran 91 tailored courses with a total attendance of 1,258 students.

The Ask I.T. Help service handled 67,493 enquiries. The Duhig Ask I.T. desk experienced a large increase due mainly to the transfer of key lending from Fryer Library to the Ask I.T. desk.

The Library decided to phase out laptop lending, but laptops continued to be available for loan to students from six UQL Branches. Laptop loan activity across all branches dropped slightly in 2009 which may be due to the increase in the number of students bringing their own laptops to the Library.

## COURSE RESOURCES PROVISION

A total of 4,301 records in the catalogue were created by branch library staff for course readings in 2009, an increase of 8.4%. Within the records, there were 2,125 links to subscribed electronic resources (increase of 16.5%) and 1,921 links to journal articles and book chapters, digitised and stored on a library server (increase of 12.7%). Use of these locally digitised materials decreased again this year by 52% to a total of 336,531 requests, showing that while the service is still well used by UQ students, more material is available via subscribed resources reducing the need to scan material to local storage.

## LOANS

Major changes to lending were introduced at the beginning of the year. For most borrowers loan lengths and limits were significantly increased. That is, clients could borrow more for longer. The number of times that borrowed items could be renewed was increased from two to three times. Penalties for overdue items were increased and were applied earlier. Undergraduates were permitted to borrow journal issues for the first time. Overall, the changes were received positively by the Library's clients.

Lending activity (that is the total number of loans plus renewals by clients) decreased by 12.04% in 2009. The most obvious reason for this is the change in lending conditions. Clients could borrow items for longer, which arguably reduced the number of renewals needed to achieve the same loan length. The statistics support this with loans decreasing by 7.84% compared to renewals which were down 18.42%.

## LIBRARY VISITS

More than three million visits to the Library were recorded, an increase of 3% on the previous year. Although loans continue to drop, the number of students entering the library continues to grow. This was a surprising result given the reduction in opening hours in Social Sciences and Humanities Library and Dorothy Hill Physical Sciences and Engineering Library.

## LIBRARY EXCELLENCE AWARD

The Library first introduced the Library Excellence Award in 2006 to acknowledge students who demonstrated excellence in the use of the Library to enhance their studies. This year the Library received

twenty student submissions for the Library Excellence Award. Three students have been selected as the winners of the Excellence Award for 2009: Emily Pitcher, who wrote about how the library had helped her with a music assignment, Raymond Lam, who used the library for his honours study in religion, and Chloe Forsyth, who made good use of library resources to achieve an excellent outcome for an architecture assignment. The winners were presented with their award at a morning tea hosted by the University Librarian and Director of Learning Services on Wednesday 25 November.

## COMMUNICATION CHANNELS

The Library utilized social media to help students learn more about the library resources and services. The Library also worked with the School of Journalism and Communication students to present content for The Library Spot, a program that aired three times a week on JAC Radio and featured interviews with Library staff and writers. JACradio is the School of Journalism and Communication's new student (digital) radio station, which broadcasts 24/7. The Library developed sites on the social networking sites of Facebook and Twitter and used these to share information and promote events.

## DISCOVERY

The University of Queensland Library has one of the largest collections amongst academic libraries in Australia and by far the largest in Queensland. The Library has, in recent years, enhanced its extensive print collections by the provision of a vast range of digital materials. These include substantial archives of journals, archival material and electronic books. In response to user expectations, the Library further expanded its electronic collections during 2009.

The Library participated in Research Week (21-25 September) and Graduate Student Week (21-28 September) with attendance at the Three Minute Thesis Final and displays, workshops and seminars for UQ researchers. A highlight of the program was a talk by University Librarian and Director of Learning Services, Keith Webster, who spoke on new technologies. The talk was well attended by research students and academic staff.

The Fryer Library, the branch of the University of Queensland Library responsible for rare books, manuscripts and special collections, received much valuable and noteworthy material in 2009. It also opened up one of its legacy collections through an online exhibition of the Daphne Mayo collection. The Library again offered a Fryer Library Award to promote scholarship in the arts and use of the collections of the Fryer Library.

The Library continued to play a leading role in defining, creating and managing the University's eResearch infrastructure. This was most evident through the ongoing development of the University's repositories for research data and outputs and the responsibility for the curation of the vast data produced through eResearch.

The Library hosted two information sessions for academic and professional staff, aimed at fostering communication and interaction across the University. UQ staff were invited to attend one of the sessions and hear more about how the Library supports learning, discovery and engagement at UQ.

Each year The University of Queensland celebrates outstanding research during Research Week. The Library participated actively again in 2009, presenting a series of workshops and seminars to academic and research staff as well as postgraduate students.

## BUILDING THE COLLECTIONS

In 2008, the Library set aside funds to support focussed collection development in all formats either to reflect emerging or new research areas where substantial collection development was required or to enhance or fill gaps in existing collections. The success of this activity led to a decision to continue this practice and funds were again set aside. During 2009 selection was undertaken in areas of focus that included music scores, architecture, veterinary science, environmental humanities, Asian religions and Renaissance and baroque art and ebooks.

## PRINT COLLECTIONS

A total of 32,226 new titles (38,983 volumes) were added to the collection in 2009. This was an increase of 8.4% in the number of titles and a decrease of 5.4% in the number of volumes.

By the end of 2009, the number of print journal subscriptions managed by the Library had fallen to 5,331. This was due in part, to the continued move from print + electronic to electronic only status and in part to a rationalisation of the print subscriptions required and paid for by Queensland Health. During 2009, 45,939 journal issues were accessioned. A total of 34 new subscriptions were placed. Some examples included:

- Journal of green building
- Journal of media law
- Indian journal of Australian studies
- Australian literary studies
- Australasian journal of psychotherapy
- Extempore
- Polis

### Gifts

The University community, graduates and the greater community helped the Library expand and enrich its collections through generous donations of money and resources. Of the 2,775 items donated in 2009, significant items included:

- The year of the wombat : England : 1857 by Francis Watson
- Dangerous wives and sacred sisters: social and symbolic roles of high-caste women in Nepal by Lynn Bennett.
- Incurable sneezes : selected poetry and lyrics 1978-1998 by Clay Djubal
- Voices from the wings : a connoisseur's collection of great theatrical and showbiz anecdotes by Ned Sherrin.
- How to insult, abuse & insinuate in classical Latin by Michelle Lovric & Nikiforos Doxiadis Mardas.
- Map of the Trans-Antarctic Expedition, 1957-1958
- Sacred masterworks [sound recording] = Chefs-d'œuvre sacrés = Sakrale Meisterwerke by Johann Sebastian Bach

## ELECTRONIC COLLECTIONS

For the second year in a row the Library undertook a project to examine databases to ensure users have access to relevant services with superior coverage. Products were identified for cancellation including Gartner Research, Index to Foreign Periodicals and Redbook Online. However, overall the number of databases increased to 1,020 in 2009.

New databases included:

- Web Of Science Conference Proceedings Citation Index
- Aerospace Structural materials Database
- ECCO II
- Library of Latin Texts. Series A & B
- United Nations Law Collection (Pt 2)
- JAMAEvidence
- PEP (Psychoanalytic Publishing)
- Counseling Therapy in Video (streaming format)
- Century of Social Science (ISI)

- Bibliography of British and Irish History (BBIH) – Brepols
- International Monetary Fund (IMF) e-Library
- Classical Scores Library
- Counseling and Psychotherapy Transcripts, Client Narratives, and Reference Works
- Social Theory full-text database
- Perdita manuscripts : women writers, 1500-1700

The favourable currency exchange rate in the latter half of 2009 provided the Library with the opportunity to purchase various prestigious historical databases which will significantly enhance existing collections. Products include:

- Foreign Office Files for China, 1949-1976 (Sections I-III)
- Nixon Years 1969-1974
- Digital Library of the Catholic Reformation
- Periodicals Archive Online – sections 1-7
- Eighteenth Century journals portal: Sections 3 and 4
- 17th and 18th Century Burney Collection Newspapers
- 19th Century British Library Newspapers
- 19th Century U.K. Periodicals; Module 1 New readerships & Module 2 Empire
- Making of the Modern World

During 2009, the Library sought electronic journal archives to extend access to subscribed e-journal content. Archives were purchased to extend the following publishers packages:

- Cambridge University Press
- Walter de Gruyter
- New England Journal of Medicine
- Media International Australia
- Times Literary Supplement
- Institution of Civil Engineers Proceedings

The purchase late in 2009 of the Blackwell Reference Online library will enhance the reference collection by giving access to scholarship across the humanities and social sciences.

## EBOOKS

UQ Library clients now have access to over 424,000 electronic books. Liaison Librarians continue to actively seek titles to add to the collection particularly to support teaching and learning. Platforms of choice for titles purchased individually vary but to date, the majority of ebooks used were on the following platforms:

- NetLibrary
- EBL
- StatRef
- Safari
- AccessMedicine
- OVID

New collections and packages of ebooks included:



- Oxford Scholarship Online – Social Work (56 titles)
- Wiley/Blackwell Ecology package (20 titles)
- Wiley/Blackwell Geography package (66 titles)
- Wiley/Blackwell Veterinary Medicine package (111 titles)
- Emerald Business Management and Economics (280 titles)
- Springer 2009 imprints ( 3,370 titles)
- Springer 2010 imprints ( estimate of 3,500 titles)

## MULTIMEDIA COLLECTIONS

Some 9,349 new multimedia titles were added to the collections. The project to update material from the outdated video format to DVD format continued.

## SPECIALISED COLLECTIONS

The Fryer Library manuscript and rare book collection was enhanced with addition of several significant collections including:

- Howard & Ken were a double act : wood engravings / written & illustrated by David Frazer.
- Additional papers to the Judith Rodriguez collection
- Peregrin codex :James Gleeson by Lou Klepac (including a limited edition aquatint entitled Surge (2007)
- Papers of Ernestine Hill. Collection of mss of published and unpublished work, working drafts, background research material; large collection of photographs taken during her many long tours of outback Australia. Many mss are in her own version of shortland. The collection includes material on the life of Daisy Bates, and plans for a film based on her life; also two complete unpublished novels.

## DIGITISATION

The Fryer Library continued to pursue an intensive digitisation program, opening up more of its specialist collections to a wider researching audience. This year focus was given to its major photographic collections, with its collection of UQ historical photos all digitised in preparation for the UQ Centenary in 2010 and being gradually added to UQ eSpace. A project is now nearly complete to ensure regular harvesting of Fryer images from UQ eSpace by Picture Australia. A new finding aid for photographs has just been posted to the Fryer homepage. Fryer also continues to link digital versions of texts scanned by Archive CD to its records for print holdings.

In the Architecture and Music Library, staff enhanced Digilib, the architectural image library by the addition of more images and a redesign of the web interface.

Fryer created one major online exhibition on the Daphne Mayo collection in 2009 and began a new initiative known as the “Treasure of the Month”, which involves profiling an item from the library’s collections on the website each month, in conjunction with a small physical display in the Reading Room. This initiative is designed to publicise the library’s holdings and catch the attention of potential researchers. JAC Radio has taken an interest in this initiative and Fryer librarians gave three interviews talking about the “Treasure of the Month.”



Since September of 2008 the Manager Fryer Library has been seconded from Fryer to a project entitled “Queensland’s Past Online”, an online gateway digitising source material on Queensland history and governance. The project is being coordinated jointly by the Library and the Centre for the Government of Queensland and funded with a grant from the Premier’s Department. Queensland State Archives, The State Library of Queensland, Queensland Museum, Queensland Parliamentary Library, and the Supreme Court Library are also partners. It is one of a number of projects with which the Centre is involved, including Queensland Places, Queensland Historical Atlas and an oral history and biographical research project recording interviews with prominent Queensland political figures. Content for the gateway includes the full text of out of print books on Queensland history, University of Queensland research higher degree theses, out of print University of Queensland Press books, Fryer Library political ephemera and other materials. The resource will be available to members of the public. A Kirtas APT 2400 book scanner has been purchased to assist with the bulk digitisation. This digital scanning robot performs high speed bulk digitisation of bound books. Web design and design of the work processes for the digitisation of the material are ongoing. The resource is expected to be launched in the first half of 2010.

## AUSTLIT

In mid-2009, AustLit was formally restructured into two ‘arms’ or sections :

- the Current Indexing and Bibliographic Projects section, which includes work done both at UQ and by the large distributed national team, situated physically and organisationally in the UQ Library
- the Research Projects and Publications section, situated physically and organisationally in EMSA

The restructure was in a transitional phase for most of 2009 and thus many of the activities covered here relate to the whole organisation, rather than just the library section. During 2009 AustLit continued to build a world-class information resource. AustLit is an independent, non-profit collaboration with UQ as the lead institution. It supports research and teaching in Australian literary, narrative and print cultures and provides authoritative information on creative and critical works relating to Australian writers and relevant cultural organisations.

A new federated search was developed in 2009. In addition to AustLit works, agents and full texts, the federated search returns results from the several online data sources including AusStage, Picture Australia, People Australia and Google Books. More data sources will be added as the project progresses.

AustLit’s structure, with specialist subsets/datasets, allows users to customise and restrict their searches to particular areas of interest, for example Children’s Literature, Multicultural Literature.

## DOCUMENT DELIVERY

The Library’s document delivery service continued to provide UQ staff and students with access to resources not held in the UQ collections, held in UQ Library’s closed access collections (Warehouse) or on another UQ campus.

This year there was an increase in the use of the service. A total of 44,254 requests were received (up 8.78% from previous year). This increase can partly be attributed to the service being opened to undergraduate students at the beginning of the year, although there was also a slight increase in requests received from other UQ clients.

Undergraduate students made 2,537 requests (or 5.7% of total requests) during the year. There was a steady uptake of the service throughout the year with 454 students using the service during first semester and 493 in second semester. The average number of requests made per undergraduate student was 2.7.

Of the requests received from all UQ clients, 20,432 were filled externally (i.e. from non-UQ collections). This represents an increase of 15.65% on the previous year. The number of requests filled internally decreased (12 761, down 13.68%).

Supply by Australian libraries was up by 14.27%. Supply from overseas libraries was also up by 17.67%.

## COPYRIGHT

2009 witnessed a growing trend of Schools and individual staff seeking copyright guidance on making content publicly available, particularly through the Web. The trend was reinforced by the University's joining of iTunes U, in particular to showcase the University's teaching, learning and research activities. The rules relating to password-protected and public-access content are very different and staff are increasingly going to need assistance to move seamlessly between both environments.

Additional copyright "Quick Guides" were added to the suite of titles available on the Library website. Designed to deliver digestible copyright information on significant day-to-day topics, they have been well received by academics and librarians.

The Copyright Coordinator worked with the School of Journalism and Communication in the production of a series of copyright vodcasts designed to provide their teaching and support staff with new-media resources to answer copyright queries. This project is likely to be the first of many using new technologies and delivery methods.

During the year the Copyright Coordinator also spoke at many Schools and Centres on a wide range of topics, and also addressed postgraduate students on a number of occasions. As well, the day-to-day demand for one-off advice continues to remain strong as University staff try to make sense of their rights and responsibilities.

## ENGAGEMENT

The Library's primary users are the staff and students of the University, and the staff of hospitals in which joint university/hospital libraries operate. Beyond that, the Library also works closely with other universities, cultural and heritage organisations, and research agencies. Strong links are maintained with other organisations associated with the University including secondary schools, alumni and the wider community. Library staff also participate in a number of local, national and international professional forums, with an anticipation of mutual benefit as the outcome.

## BRANCH ENGAGEMENT

### BIOLOGICAL SCIENCES LIBRARY

The Library hosted a number of visits and tours throughout 2009. Architects, IT managers and buildings personnel from RMIT visited BSL in February to view the refurbishment and facilities. A delegation from Chongqing Jiaotong University in China visited in November. Other tours in 2009 included school groups from Yeronga and Proserpine high schools and a tour by teachers from Brisbane Grammar School in January.

### HEALTH SCIENCES LIBRARIES

In 2004 UQ Library was selected by the IFLA Section of Biological and Medical Sciences to organise the tenth International Congress on Medical Librarianship (ICML) in Brisbane. After many years of preparation we were delighted to host the Congress which took place from 31 August to 4 September 2009. The program included eminent national and international speakers including Professor Ian Frazer, Director of the Diamantina Institute for Cancer, Immunology and Metabolic Medicine at UQ, Dr Jeffery Drazen, Editor in Chief of the New England Journal of Medicine and many others.

The Congress commenced on Sunday, 31 August 2009, with an outstanding seminar on Bibliotech Botanica presented by Professor John Pearn (ICML Patron) and Mr Ross McKinnon (Curator-in-Charge) at the Brisbane Botanic Gardens. This was followed on the Monday and Tuesday with an excellent Continuing Education program of twenty workshops and training sessions, undertaken at UQ venues, and attended by 300 delegates. BSL librarians presented or co-presented professional development sessions on EndNote, the measurement of research impact, and systematic reviews. The Wednesday to Friday of the Congress week took place at the Brisbane Convention & Exhibition Centre, where more than 500 delegates from 45 countries met together to attend seven world class keynote talks, select from 150 oral presentations by delegates and more than 50 poster presentations. A full social program showcasing Brisbane and the surrounding region coincided with the Congress for delegates and accompanying persons. A reception hosted by the Governor of Queensland, Penelope Wensley AO, was held at Queensland Government House for selected delegates on the Wednesday evening. A gala Congress dinner on the Thursday evening was another highlight. The event finished off in true Queensland style at the Australia Zoo on the Saturday. Even with an economic downturn and a pandemic outbreak of swine flu, through the hard work of many UQ staff, sufficient funds were made to provide scholarship funding for the next ICML in 2013. Congratulations and thanks go to all our staff who helped make the conference an outstanding success.

The UQ Health Sciences Libraries were represented on the QULOC Health Reference Group. In 2009, this group commenced work on a Student Placement wiki designed to assist students on placement at QH facilities.

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#### DENTISTRY LIBRARY

The Dentistry Library continued to support the information needs of the Australian Dental Association (Queensland). Services included book loans, the supply of journal articles and responding to reference queries as well as including several literature searches.

The Library and Learning Support Department jointly organized a morning tea to support the Queensland Cancer Council and raised over \$500.

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#### HERSTON HEALTH SCIENCES LIBRARY

Library staff provided input into the development of a Scholarship of Teaching and Learning (SOTL) Sharepoint site with staff from the Faculty of Health Sciences. They also provided input to an Australian Primary Health Care Research Institute Systematic review headed by Professor Robert Bush entitled: *Advancing health literacy through primary health care systems*.

Library staff were involved in a Systematic Review run by Associate Professor Roslyn Boyd from the Department of Paediatrics and Child Health. The course ran over three months with eight individual three hour sessions.

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#### PRINCESS ALEXANDRA HOSPITAL LIBRARY

Library staff continued to support the Diamantina Institute's SPARQed program for high school students by introducing the services and resources of a Research Library and delivering biological sciences oriented information literacy training. During 2009, nine training sessions were delivered, attended by a total of 38 students and 12 teachers.

PAH Library arranged a tour of the State Library of Queensland Manuscript Collection and talk by SLQ conservation staff for Diamantina Healthcare Museum Committee members, to introduce them to archival and conservation practices.

Library staff continued to contribute to the monthly [WHISPAH](#) newsletter, circulated throughout PAH.

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#### IPSWICH LIBRARY

Links were established during the year with former staff members from the Challinor Centre. This began initially as part of the project *UQ Ipswich Campus: Progression of an Institution* but the links were maintained through Library Manager Marg Schindler, Senior Library Assistant Jill Maalsen and former Matron at the Centre Mrs Lenie van Wijk. The Library will continue to host an annual luncheon for the group.

The St Edmund's College Mentoring Program was launched at a breakfast at Brothers Leagues Club on 15 May and Marg Schindler attended at the invitation of Ms Josephine Griffiths, the Program Coordinator. The Year 10 boys were paired with a mentor at the breakfast, generally a professional person in their chosen field of interest. They then worked closely with this person over the next six months, carrying out work experience as well as observing and recording information about their mentor and their profession. The program culminated in the Awards Evening held in the UQ Ipswich Library on Tuesday 8 September when five of the boys delivered presentations on their experience. The program has been supported by the Office of the Pro-Vice-Chancellor for the last four years.

On 8 July, Marg Schindler was the judge for the student section of the Ipswich City Council Awards for Excellence. Three submissions had been received by Council - *West Moreton Anglican College: Our Indigenous Garden*, *Woodcrest College Garden of Hope* and *Karalee State School Land for Wildlife*. All three schools were awarded a gold commendation and the winner, Karalee State School, was presented with a cheque for \$2000 by the Governor of Queensland, Her Excellency Ms Penelope Wensley AO at the Excellence Awards Ceremony on 18 August 2009.

There were also a range of other visitors to the Ipswich Library throughout the year. These included visitors from RMIT University Library and Lyons Architects in Melbourne, where a refurbishment was being planned; Delegates from Deagu National University of Education (DNUE), Korea who visited to see how technology had been incorporated into our Library spaces; The Ipswich Plant Society who toured the Library and showed very keen interest in our indoor garden and Academic staff from the University of Glasgow who attended a luncheon provided by the School of Nursing and Midwifery in the Library.

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#### FRYER LIBRARY

In December 2009, Fryer Library received a special letter of thanks from Janet Prowse, State Archivist, for the assistance it provided to Dr Murray Johnson as he researched the Queensland State Archive's exhibition *Top 150: Documenting Queensland*. This exhibition was seen by tens of thousands of Queenslanders in 2009 and won a Recognition of Excellence Award from the Department of Public Works. It profiled the top 150 documents in the history of the state. Fryer contributed 12 items, including 3 items of political ephemera.

Fryer Library worked closely with Dr. Peter Spearritt and staff of the UQ Art Museum to contribute material to the *Triumph in the Tropics: Selling Queensland* exhibition held at the UQ Art Museum in April/May 2009. The exhibit explored popular and promotional images of Queensland over the last 120 years, particularly in relation to migration, tourism and investment. Fryer Library's collection of late 19<sup>th</sup> and early 20<sup>th</sup> century immigration handbooks proved invaluable for the exhibition.

Fryer Library lent material from its collections to both the Supreme Court Library and Queensland Performing Arts Centre in 2009 for exhibitions.

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#### RURAL CLINICAL SCHOOL LIBRARY

The Rural Clinical School Library visited regional preceptors to optimize use of library services: Boonah, Beaudesert, Mt Tamborine, Tara, Surat, Roma, Miles, Chinchilla, Milmerran, Goondiwindi and St George.

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## SOCIAL SCIENCES AND HUMANITIES LIBRARY

Tours were provided throughout the year to various overseas agents for international universities.

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## COLLEGE LIAISON

Liaison Librarians liaised with students from most of the residential colleges at St Lucia (The Women's College, St Leo's College, Union College, Duchesne College, International House, St John's College) and the residential colleges at the UQ Gatton campus. Liaison Librarians will be identified for Grace College, Kings College and Cromwell College for the beginning of 2010.

Publicity material for orientation weeks and training posters were supplied to the Colleges throughout the year.

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## DISPLAYS

The branch libraries extended their outreach to visitors in 2009 by the curating many displays covering a variety of topics.

In **SS&H** displays in the Level One exhibition space included *Orientation, Triumph in the Tropics, Open Access, St Lucia Trees, UQL Cyberschool, National Archaeology Week, Diversity Week and NAIDOC Week*.

In **Law** eight displays were mounted during the period. Highlights included the *University of Queensland Notable Graduates; Entertainment and the Law, 150 years of Queensland, UQ's Mooting success and "Santa: the law breaker?"*.

**Ipswich** has had a number of displays during the year to coincide with events in the University calendar and to focus on particular services and events. The highlight was the historical display *UQ Ipswich campus: Progression of an Institution* which ran for 5 weeks from 19 January onwards. Others included The School of Business display on employment options for UQ graduates; *Flu Hygiene; National Diabetes Week* and *Guitars*, a display to promote the Campus jam sessions.

In the **Economics and Business Library** several displays were set up throughout 2009. They included a permanent display established and maintained by the BEL Faculty Employment Service; a Career and Employment Display set up by the BEL Faculty Employment Service and monthly themed displays of books from the collection.

In the **Health Sciences Libraries** a diverse range of **displays** were mounted. Topics included: *Breast cancer awareness* (Pink Ribbon Day), *a history of the UQ Medical School* (celebrating its 150 year anniversary) and the Herston site, to welcome ICML delegates to Herston; *Welcome to new staff; What's healthy – then and now; Lymphodema; H1N1 influenza; Child protection; Breastfeeding awareness; Medieval and military medicine; Movember, (Sisters of) Mercy Week; How do you mend a broken heart; Art therapy artifacts; Diversity, Incontinence; Recreational reading; Halloween; Prostate cancer; Speech pathology & hearing awareness* and *Christmas*

The Library also used digital displays as a key communication device in 2009. It introduced a Treasure of the Month program to showcase material from the collection of the Fryer Library. These included the Yusuf (Hijacker) Manuscript, entertainment programs, *Building the Bridge* by Robert Emerson Curtis (1933), Thea Astley's Hermes 'Baby' typewriter, humorous material from World Wars 1 and 2, the

architectural drawing and photograph of the Luck Family Home in Camp Hill, Brisbane (c1935), the Daphne Mayo manuscript collection and drawings by James Gleeson while on holiday at Peregrine Beach.

## LIBRARY SERVICES OUTREACH

### ALUMNI

In 2009, changes were made to the membership fee and lending conditions for this group. One membership fee now applies to both UQ Alumni Association members and other UQ graduates (\$140 for 12 months or \$90 for six months). These clients can now borrow twice as many items for twice as long (30 items for 28 days with 3 renewals). There were 345 fee-paying Alumni members (up 26.38%).

New graduates continued to be offered one year's free membership as part of the pre-graduation information package. There were 1216 new graduate members in 2009 (up by 22.62%).

The marked increase in both new graduate and other Alumni membership may be partly due to the new borrowing conditions. However, it is most likely the result of changes in the way that member numbers were counted in 2009.

### OTHER LIBRARIES

UQ continued to provide membership to reciprocal borrowers from Australian and overseas libraries. There were 489 reciprocal borrowers (up 37%). They borrowed a total of 12,200 items (or an average of 25 loans per borrower – down 23%).

### GENERAL PUBLIC

Members of the general public were welcome to use any one of the 14 subject-based branch libraries, located on the St Lucia, Gatton and Ipswich campuses and in three teaching hospitals.

"Community" membership is also offered to members of the general public, for a fee. This entitles them to borrow from the collection. In 2009, the fee was reduced by almost 60% (from \$495 per year to \$200 per year). In keeping with the strategic objectives of the University, it is hoped that this will encourage stronger links with the wider community.

Retired UQ staff moved to this category in 2009, bringing the total to 1,628.

## UQL CYBERSCHOOL



The UQL Cyberschool continued to support the University's priority of engagement by providing access for secondary school students to selected, quality online and print resources to enhance their learning. In 2009 the number of schools in the Cyberschool community exceeded 400. The Library celebrated ten years of the UQL Cyberschool and was delighted to be presented with the 2009 Library Board of Queensland Award at a gala event held at the State Library of Queensland in June. Cyberschool staff attended the Guidance Officers Conference held at the UQ Centre and the Parent Information Evening that followed.

Key events for 2009 were the Update attended by more than 70 teacher-librarians in March and the Seminar in August, attended by 130 teacher-librarians and held at The Women's College at St Lucia. A highlight was a session about new technologies by Keith Webster, University Librarian and Director of Learning Services and a session by Professor Phil Long, Director of the Centre for Educational Innovation and Technology at UQ which included an interactive component using iPod Touch devices on loan by Apple for use by attendees. The program also included presentations by:

- Patricia Carmichael Teacher-Librarian and ILC Manager, Concordia Lutheran College
- Dr Mandy Lupton Lecturer in Teacher-Librarianship, QUT
- Lea Giles-Peters State Librarian, State Library of Queensland
- Karen Stone, Resource Discovery, State Library of Queensland
- Dan Walker Deputy Principal, Brisbane State High School
- Judy O'Connell Head, Library and Information Services, St Joseph's College, Hunters Hill

#### Q150 PORTAL

As 2009 was the year of Queensland's sesquicentenary, the Library worked on a project in collaboration with other Queensland collecting agencies to establish an online Q150 portal of Queensland Government information. Funding was also obtained to expand the Digilib Architecture Image Library collection *Queensland Country Towns*. These images will be available through the National Library's PictureAustralia service, as well as the Q150 portal.

#### QUEENSLAND'S PAST ONLINE

The Fryer Library and the Centre for the Government of Queensland combined skills and resources to produce Queensland's Past Online, a web gateway to unlock sources and scholarship on Queensland. The library worked in partnership with the State Library of Queensland, Queensland State Archives, the Queensland Museum, the Parliamentary Library, the Supreme Court Library and the Royal Historical Society of Queensland. With the cooperation of those and other prominent cultural institutions, rich collections will be available to a wider audience and delivered in full-text online.

A Kirtas APT 2400 book scanner has been purchased to assist with the bulk digitisation. This digital scanning robot performs high speed bulk digitisation of bound books. Web design and design of the work processes for the digitisation of the material are ongoing. The resource is expected to be launched in the first half of 2010.

#### FRIENDS OF FRYER





The Friends of Fryer held eight successful events in 2009, with Tom Keneally's lecture at UQ on 14 September following his appearances at the Brisbane Writer's Festival being a particular highlight. Keneally packed the IMB Auditorium with a capacity crowd. Keneally's appearance at the Brisbane Writers Festival was sponsored by Fryer Library and consisted of a panel discussion with writers Paul Kelly and Tim Soutphommasane, chaired by the University Librarian and Director of Learning Services.

There were several Meet the Author events featuring UQ alumni Kate Morton, Kim Wilkins and Humphrey McQueen, and Emeritus Professor Laurie Hergenhan AO. The Friends of Fryer hosted a morning tea to celebrate the launch of Dr Stephany Evans Steggall's new Ginninderra Press biography of Queensland poet Bruce Dawe, *Bruce Dawe: Life Cycle*. Both the author and her subject attended and spoke at the event.

## MANAGEMENT AND RESOURCES

Three of the priorities of the Library's Strategic Plan are clustered under the Management and Resources heading: *Provide convenient and customised access to information; Practise ethical and accountable governance; Develop and support our people.*

### PROVIDING CONVENIENT AND CUSTOMISED ACCESS TO INFORMATION

#### MANAGING THE COLLECTIONS BUDGET

The overall budget trajectory remained difficult – the Library's income increased by around 2%, but staffing costs (which represent almost half of our total spend) increased by 4.5 %. Inflation rates for books and journals ranged from 5% to 8%. As a result in 2010 Library staff will have to identify journals and databases for cancellation, and will be able to purchase fewer books than in previous years.

In 2008, the Library introduced a new approach to allocating the University Library's collections budget. The increasingly artificial divide between research and teaching collections was removed and a contestable fund enabling significant purchases to support new courses and emerging research priorities was introduced. This approach was successful and continued in 2009.

The contestable fund was particularly appreciated by academic staff and was used to support the purchase of a substantial range of electronic and print materials which would, otherwise, have been difficult to fund.

This 2009 collection funds were apportioned as follows:

Subscriptions, including databases, print and electronic journals, electronic book packages (81.9%)

- Non-subscriptions, including print books and multimedia (11.6%)
- Contestable fund (3.7%)

The remaining 2.8% of the budget supports document delivery, binding, repairs and stationery.

Below is a breakdown of the 2009 Library collections budget (all sources of funds):

Allocations	\$
Subscriptions	15,564,304
Non-Subscriptions	2,212,899
Contestable fund	700,000
Document requesting	232,180
Binding	211,830
Processing, postage, labels etc	80,000
Total	19,001,213

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## MANAGING EXPENDITURE

Internationally, the Library community was greatly concerned about the global financial crisis. CAUL was a signatory to the International Coalition of Library Consortia statement supporting an international effort to make publishers and others aware of the likely impact of the global financial crisis on the higher education institutions that are the major source of revenue for scholarly publishers. As a result many publishers either significantly reduced their price rises, or in some cases froze prices at 2008 levels.

The Library undertook two major precautionary measures in an attempt to manage the financial situation. Firstly, as a hedge against currency fluctuations, the Library took out “forward currency” contracts in all two of the major currencies. Currencies to the value of US\$4. Million and GBP 200,000 were contracted. Secondly, in May, the Library was able to negotiate an “early payment” discount for Elsevier and Wiley/Blackwell subscriptions which helped defray the contracted 5% price rise.

By the third quarter, when the major payments commenced, the exchange rates were favourable. The value of the Australian dollar did not maintain the low levels projected by the financial pundits. All measures resulted in the Library achieving 100% expenditure of the Library Materials budget and did not over-expend.

It is worth noting that the implementation of the University’s new financial system, UniFi, had a significant impact on IAS. Very early in the implementation it became obvious that the Library’s requirements had not been accurately scoped particularly in relation to the payment of library resources which are not ordered via the UniFi system. Staff worked extremely hard on changing fund and vendor records to reflect the UniFi structures. There were also difficulties in changing the output accounting parameters to enable the electronic transfer of payment files. Eventually all issues were resolved.

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## COLLECTION VALUATION

The methodology used by the University to value the Library collection for inclusion in the University’s Asset Register in 2008 was accepted by QAO in January 2009. Thus the collection of 2009 data was straight forward. The Fryer Heritage and Art collections revalued during 2009 and the updated figures included in the submission.

There has been a change in the recording the value of theses. To comply with Queensland Treasury guidelines a decision was made to ascribe a value to both hard copies and digital copies. There had been few digital copies prior to 2009 when changes to submission guidelines made it mandatory for electronic submission of all theses.

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## UPGRADING THE WEBSITE

As part of its priority to provide more convenient access to information, the Library introduced a new service – My Favourites. Users can easily save their favourite links, either from the Library’s website or from any website. Their favourite sites are then conveniently available from the home page. The take up of the service rose steadily throughout 2009.

In mid-year, the Library migrated its website to the new templates developed by the University's Office of Marketing and Communication. The purple and green was a major visual change from the Library's colour scheme of many years – red, white and blue.

The Library decided against having differing navigation bar contents for major branches of the website. Our website users seemed to prefer a consistent navigation bar across the entire website.

There was some concern about users confusing the website search-box in the header with search options in specific pages, including the home page. We eventually decided to change it searching the catalogue. However, this did not meet with universal acceptance by our users, with many expecting it to search the website. The issue will be re-examined at the beginning of 2010.

We also responded to user feedback by moving the metasearch (Research Pro) out of the database tab into its own tab on the home page as it was being confused with the former search of the database gateway.

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## WEB DISCOVERY SERVICE

In October the Collection Development Priority Executive made a decision to subscribe to a newly released web discovery service entitled Summon. Produced by the Serials Solutions arm of the ProQuest Company, Summon targets the search on a consolidated database maintained by Serials Solutions - an approach similar to that adopted by Google. That database draws together content supplied by major academic publishers and database vendors. Results from the Summon search link to the native full-text on the publisher's web-site.

A project was initiated and the implementation process commenced in late October with the submission of catalogue mapping data. The product was delivered in late November at which time the implementation work commenced in earnest. It is hoped to have a soft launch early 2010 and a public launch by the commencement of first semester.

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## LIBRARY SYSTEM

The Millennium Library Management System was upgraded to Release 2007 1.3 in June 2009 and the server was migrated to VM ware in July 2009. The Research Pro server was migrated to local VM ware in January 2009.

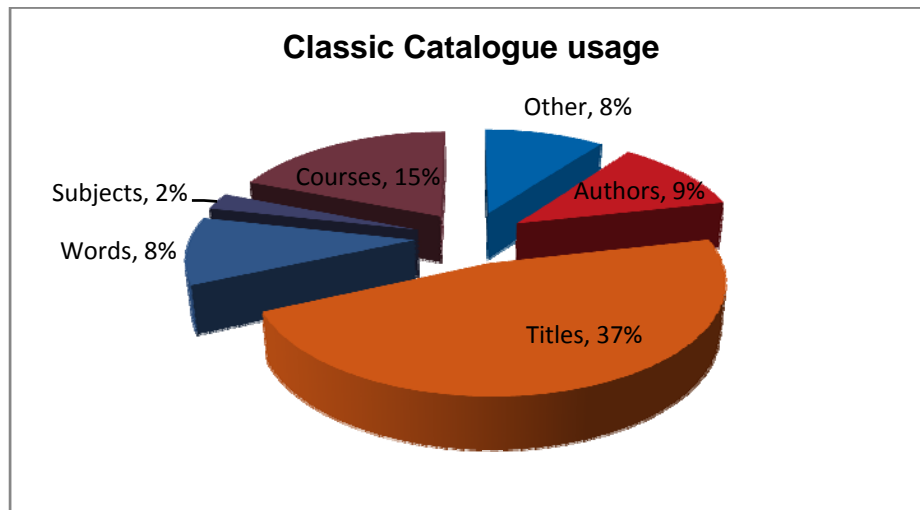
The Encore discovery service was upgraded to 3.0 in June 2009. New features included a Location facet, context-sensitive linking with WebBridge, ratings and community reviews.

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## CATALOGUE USE

The Library catalogue remains popular with the University community. The decision to have UQuicksearch (Encore) as the default search in the classic catalogue led to a decrease in the number of searches from 13,805,063 to 8,097,847. Encore does not count statistics in the same way, so there is no way to compare usage.

In the classic catalogue, the most popular search was titles at 37%. Other search strategies included courses at 15%, authors at 9% and Words at 8%.



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## WAREHOUSES

All three Warehouses remained at full capacity. At the end of 2009, the breakdown of the collection remained at:

- 249,000 monographs
- 294,000 journals
- 6,700 microforms
- 2,500 multimedia
- 14,000 maps

While the move to e-formats of journals is reducing future space requirements, there is still a need for expanded storage of print materials. In addition, there is a growing need for the Library to re-purpose Library spaces. Based on the existing retention policy, the last copy of each title is retained and thus a small percentage only of material is discarded. In order to achieve a steady state in open access collections, material must be transferred to purpose built storage.

The Library submitted a proposal to the Space Planning and Management Committee (SPAMC) in 2009 but was unsuccessful. A revised plan will be submitted early in 2010. While there has not been a resolution to this problem, ongoing initiatives continued in 2009

- Assigned custodian libraries for journal titles with duplicate holdings.
- Go7 Last Copy Collection Retention Strategy Working Group.
- Examined the retention policy is under consideration.

An outbreak of mould at the Ipswich Warehouse resulted in the closure of that facility for almost three months. A specialist firm was contracted to remove the mould and with the exception of some newspapers, was able to restore items to the collection mould free. It was ascertained that the humidity control in the air conditioning system was faulty. This has been rectified and daily humidity checks scheduled and monitored.

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## DOCUMENT SUPPLY

There was a decrease in the number of document delivery requests received by the Library from both Australian and overseas libraries:

- Total requests received – 25,176 (11.8% decrease)
- Requests received from Australian libraries – 18,573 (11.4% decrease)
- Requests received from overseas libraries – 6,603 (12.88% decrease)
- Theses requests 275 (12.7% decrease)

UQ's holdings on Libraries Australia were temporarily removed at the end of the year to allow for records to be updated and this may have contributed to the decrease. However, the similar decrease in requests from overseas libraries points to a decrease across the board. Document delivery requests have been decreasing steadily for the last five years, but this year's figures represent a more dramatic fall.

Material held at the warehouse at Ipswich was unavailable for some time during the year. Customers who may have normally sent requests for material held in this collection may have chosen not to and this may have also contributed to the decrease.

The fill rate for both Australian libraries and overseas libraries remained stable at 75% and 43% respectively. The low fill rate for overseas libraries can continue to be attributed firstly, to the high proportion of requests submitted for items not held and secondly, to the move to electronic format for journals, as electronic resources have restricted access due to licensing agreements.

## GOVERNANCE

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### LIBRARY ORGANISATIONAL STRUCTURE

Following reviews of the Library Technology Service and the Information Access Service by external consultants from Deloitte, the two services were combined into one under the Executive Manager, Chris Taylor. Deloitte highlighted a number of areas where closer collaboration would be beneficial and this would be best achieved by the amalgamation of the services.

This new structure reduces the overall numbers in the Library Executive team from six to five.

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## FINANCE

Library equipment was enhanced during 2009. Two large purchases, a Kirtas scanning system and IMacs for public work stations, contributed to increased expenditure on equipment to \$1.7M for the year. This increase was offset by savings in salaries and materials purchases. The overall Library operating result was \$517k over budget. This deficit was funded from accumulated savings carried forward from previous years.

Finance and Business Services rolled out the UniFi system in January 2009. The system was initially problematic, but has now evolved into a useful transactional processing system. UniFi exports financial data to Business Objects for Library reporting. The efforts of Library staff from MOCS, IAS and LTS to integrate UniFi into Library processes was greatly appreciated.

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## PLANNING

The Library's Operational Plan for 2009 had been developed in the second half of 2008. Based on this, branches and sections developed their own action plans. The mid-year review of the 2009 operation plan was completed and submitted to the University Planning Office on time, using the newly developed template prepared by the Office. A Planning exercise was held in July to review the 2009 plan and to prepare for 2010. Again, this had to conform to a new template. The Plan was submitted on time to the Planning Office.

The Library Services Portfolio, Library Charter, and Library Core Service Standards were developed during the fourth quarter. The first is an internal document, for the information of all Library staff. It shows the range of activities and services undertaken across the Library, and the interdependencies which exist. The Charter and Core Service Standards will be public documents, and will be ready for wide distribution at the beginning of Semester 1, 2010.

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## STATISTICS

A number of enquiries and suggestions about the Library's statistics collection led to the establishment of a review of practices. Representatives from all parts of the Library were appointed to a review group. An initial meeting was held in May. A LibNet site was set up to seek feedback from all parts of the Library on each of the categories of statistics currently collected as well as comments and suggestions for future practice. This elicited considerable response and several issues were identified. A major factor is clarifying the relationship and interaction of the various databases the Library maintains, which all collect figures to some extent.

The Review of Statistics was completed in November, with implementation scheduled for completion by January 2010. A major outcome of the Review will be the implementation of Eventum for recording enquiries by all staff at all locations across the Library.

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## QUALITATIVE DATA COLLECTION

The results of the Library's first LibQual+ survey were received late in 2008, and work on analysis and interpretation of the data proceeded in the early part of 2009. The object was to identify possible responses to the feedback, for the Library as a whole and for individual branches. A half day working session was held with branch managers to produce their reports to a prepared template, making use of the results datasets provided. Branch staff then decided on responses. A publicity campaign, including posters, a hot spot on the website pointing to a full report, screen savers on all computers, was prepared to be in place by late March. This coincided with the visit of the AUQA panel to the University. The Library Executive decided that the InSync survey would not be conducted in 2009.

A project to research the information seeking practice of academic staff was launched early in the year. Ethical clearance was obtained as there is a prospect of publishing results. Focus groups will be held with invited academics, the invitees being those who have been recognized in recent years for excellence in teaching or research.

In September, the Library participated in a research exercise run on behalf of the Go8 Libraries by Outsell Inc, a UK firm which specializes in Library return-on-investment research. Three Go8 Libraries (UQ, University of Adelaide and ANU) participated in a survey, directed at academic staff and post graduate students. The survey asked questions about the respondents' perceptions of expenditure on information

resources, and how they would obtain information in the absence of provision by the Library, and what they thought it would cost them to obtain the information. The final report from Outsell was received in December.

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## PROJECTS MANAGEMENT

The Library began the year with fifty new projects. These had been proposed by staff and endorsed by the Library Executive late in 2008. As well as new projects, there were three unfinished projects carried forward from 2006, nine from 2007, and nineteen from 2008. By the end of 2009, all 2006 projects had been completed, two remained from 2007, eight from 2008, and 28 from 2009. Thirty-one new projects for 2010 were approved by the Library Executive.

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## FACILITIES

Maintenance and improvement projects carried out in 2009 included:

- Planning, design and fitout for the PACE Library and SSAH refurbishment
- Treatment of extensive mould growth on the Ipswich Warehouse collection
- Planning and design for a conveyer, returns and sorting system for the SSAH Library (will go to tender in 2010)
- Established 24x7 area on Level one of the DHPSE Library
- Update self-check units in SSAH and ARMUS Libraries and establish a self-check facility in the Dentistry Library
- Assist in formulating the Library Warehouse proposal
- Relocation of Veterinary Science collection from BSL to the Gatton Library

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## WORKPLACE HEALTH AND SAFETY

Summary of workplace health and safety incidents for 2009:

Type of incident	Number of occurrences
Slips, trips and falls	8
Manual handling issues	4
Motor vehicle accidents to and from work	3
Existing medical condition	2
Trapped in lift	2



Insect bite	1
Near miss – motor vehicle incident	1
Struck on head	1
<b>Total incidents</b>	<b>22</b>

For many years, the Library's incident rate was approximately 50 each year, with half of these relating to manual handling issues. As the above statistics show, great improvements have been made.

At the University's Safety Week Seminar, the Ergo-bridge invented by Martin Rhodes from the Social Sciences and Humanities Library won the UQ Safety Award for 2009. Martin received a certificate and registration to the 2010 Queensland Safety Conference.

Later that day, the Ergo-bridge was awarded a high commendation at the 2009 Queensland Work Safe Awards. This was a significant achievement with over 600 nominations in the category "Best solution to an identified workplace health and safety issue".

Martin's Ergo-bridge has improved the task of wheeling heavy library trolleys into the book lift in the Social Sciences and Humanities Library. Before the Ergo-bridge, trolley wheels would fall down the gap between the floor and lift. When this occurred the operator had to exert force on the loaded trolley to manoeuvre it into the lift. The Ergo-bridge provides a platform over this gap that engages when the doors of the book lift are opened. Schindler Lifts have now incorporated the Ergo-bridge into the design of the book lift.

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## IT INFRASTRUCTURE

**Storage and backup infrastructure refresh.** The Library's CX500 SAN (Storage Area Network) array passed its end-of-life and was replaced with a Sun ST6140 SAN array and SL500 tape library with three LTO4 tape drives. This provides us with an initial 40+ TB of disk tier and 60+ TB of tape tier storage (using SAM-FS hierarchical storage management technology), which can easily be expanded for both capacity and performance. One of the SL500 drives is partitioned for use with our backup server, replacing the end-of-life Dell 132T LTO2 tape library. The LTO4 tape technology and an upgrade of the backup server to Backup Exec 12.5 has significantly increased backup capacity and reduced backup times.

The Win 2000 cluster which provided some fileserver and other services from the CX500 array has been replaced with a Win 2003 cluster attached to the new array. Two Sun x4200 servers also provide access to the new storage using the SAM-FS and ZFS file systems, which have been chosen as ideal technology for long-term digital preservation.

**Server virtualization continues.** Consolidation of Library physical servers onto virtual machines running on ESX platform progressed – including virtualization of Library webserver cluster, Millennium, ResearchPro and all server components of UQ eSpace.

**Public workstation fleet refresh started.** The entire public fleet (Dell GX520 and GX745 machines) was replaced with iMacs (and Mac Minis where appropriate). Duhig eZones, Fryer and Social Science and Humanities Libraries were completed in December. All other branches will be completed before the start

of Semester 1 2010. The new iMacs have been deployed with a Standard Operating Environment (SOE) consisting only of Windows XP. This will become a dual-boot SOE to include Mac OSX before the end of 2010.

**Upgrade to public printing.** After protracted testing and liaison with Unicard, migrating from OCS to Pcounter has provided improved flexibility and manageability of public printing and enabled printing from laptops on wireless networks direct to Library print queues.

**Upgrade of application deployment technology.** Migration from Novell Netware to Zenworks was completed, providing improved flexibility and auditing of application deployment to public workstations along with a cost-per-seat decrease from about \$60 to \$11. The NAL (Netware Application Launcher) in the public SOE was replaced with the ZAP (Zenworks Application Portal) and the transition was relatively transparent to end users.

**Change of Anti-Virus.** In line with the UQ-wide change from Symantec to Sophos for anti-virus software, Sophos anti-virus was successfully installed on all Library-managed machines. The Library was the first UQ organizational unit to achieve the change.

## DEVELOP AND SUPPORT OUR PEOPLE

### RECRUITMENT AND SELECTION

Due to the Library's staffing model, recruitment activities throughout 2009 were focused on filling HEW 1 to HEW 6 casual and fixed term positions with notable exceptions being five continuing appointments of Senior Web Developer, Library Assistants at Herston Health Sciences Library and Gatton, a Monographs Order Technician and a Librarian at UQ Mater/McAuley.

As a result of Lucy Peachey taking parental leave, Lars Eriksson was appointed acting Senior Librarian and Justin Clark acting Librarian, Herston Health Sciences Library.

Towards the end of 2009, a great deal of internal movement resulted from the appointment of Heather Todd to the acting role of Program Director, ERA for 12 months. Due to Heather's move, the following acting appointments were made:

- Lisa Kruesi Executive Manager, Engineering and Sciences Library Service
- Majella Pugh Manager of Health Sciences Libraries
- Lucy Cartmel, Manager of UQ/Mater McAuley Library
- Liz Jordan, Manager of Dorothy Hill Physical Sciences and Engineering Library
- Belinda Weaver returned after a secondment to the UQ International Office to take up the role of Manager, Biological Sciences Library.

### Placements within the Library

The Library organised three rehabilitation work experience placements in Library Technology Service, Dorothy Hill Physical Sciences and Engineering Library, Princess Alexandra Hospital Library, and the Biological Sciences Library. The success of these placements was largely due to the pre-placement planning activities undertaken by the host Supervisors and Managers which involved interviews with the Rehabilitation Consultants and participants and the development of a thorough work plan. Since the completion of these placements, participants have been encouraged to register their details on the Library's Casual Database with the hope of gaining further experience as casual or fixed term staff.

The Library hosted eight library science students as part of the Professional Placement Program in 2009. Students participating in the program came from Charles Sturt University, Queensland University of Technology, Curtin University of Technology and Southbank Institute of Technology. Host libraries were Fryer, DHPSE, SSAH and UQ Mater / McAuley Library.

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## STAFF DEVELOPMENT AND TRAINING

There has been a renewed emphasis on staff development in 2009 with the creation of the Staff Development Consultant role. Now that there is a position dedicated solely to staff development new programs can be developed and greater time put into the staff development and training function.

In a large decentralised environment it can be difficult to provide access to staff development activities to those staff who work in remote locations like Rockhampton, Bundaberg and Toowoomba. It can also be difficult for staff located in smaller libraries on the non St Lucia campuses to attend due to operational staffing requirements. Many staff development activities are now being recorded and made available on LibNet so that those staff unable to attend on the day can access the session at a later date from their desktop.

The Training Class Bookings system was extended to include online bookings for in house staff development classes. An additional feature was added into the system whereby class attendance records are exported from the system into Excel or any other program that is required. The Staff Development Consultant is investigating whether it is feasible to download these in house training records into the Aurion HR system so that Library staff are able to access all of their training and staff development history via ESS in Aurion (UQ staff system).

A Library Calendar was developed and put up on the Library intranet, LibNet. The Library Calendar includes all Advisory Group meetings, staff development courses, Library events and important UQ dates.

The LibNet pages for staff development and training have been upgraded this year and have more detailed program information available on them than in the past.

In 2009, two new staff development series were launched – the LibInform Series and the Showcase Series. The **LibInform Series** (see Appendices) aims to provide professional development opportunities to Librarians and other staff through information sessions on a very regular basis throughout the year.

The **Showcase Series for Library Support Staff** provides Senior Library Assistants, Library Assistants, Service Support Assistants and other support staff with the opportunity to visit sections of the Library and to hear about the services provided in those library sections. These sessions take the form of demonstrations, information sessions and tours.

Two areas of the Library were showcased in 2009 with multiple sessions held for each area. The first of the series was on Multimedia, digitisation and the Kirtas scanner - this was an information session on multimedia and digitisation in SSAH Library - what is collected and how it is processed and a demonstration of the Kirtas scanner. The second activity in the series was on Fryer Library and its special collections - this session provided an overview of the Fryer Library and its special collections. Participants were able to view some of the Fryer collections and learn about what is involved in cataloguing, storing and preserving these collections.

The **Future Focus Program** continued to provide Library staff with the opportunity to hear about current developments and trends within the University and the wider community. In 2009 speakers presented on a wide variety of topics – from the UQ Centenary Celebrations, the establishment of s.p.a.c.e – a community centre for people with disability in Kenmore, to Thomas Keneally speaking about his new book and writing in Australia. Sessions have been well attended. (See Appendices)

The **Library Wellness Program** is one of the most successful staff development initiatives provided by the Library. The program has now been running for nine years and is well regarded as a model for the rest of the University. This program continues to provide information sessions and learning opportunities to Library staff to benefit their health and well being. Sessions in 2009 ranged from sessions of managing conflict, stress management techniques, impression management through to skills for parenting of teenagers. (See Appendices)

**Induction** - Work has commenced on revising the Induction Modules. Face to face class format will continue to be used for the Customer Service, Introduction to Information Technology in the Library and Workplace Health and Safety modules. Learning objects are being created to cover a wide range of information topics for new staff. These learning objects will replace the class format presentation that has been used in the past and will be accessible from LibNet. Learning objects are being developed for Staff Development and Training, Copyright, Code of Conduct and Staff responsibilities, Corporate Documentation, Membership and Misconduct as well as a Welcome to New Staff and an Overview of the University Library.

It has been agreed that each member of the Library Executive will be videoed for the new Induction area on LibNet. The segments will be in an “interview” style format with photographs of parts of their Library service incorporated into the video.

#### **Other staff development activities**

A variety of workshops, classes and information sessions were held throughout 2009 as part of the Library Staff Development Program.

An eight week Auslan Signing training program was provided to a group of Social Sciences and Humanities (SSAH) Library and Corporate Services staff to assist them to communicate with a staff member with hearing impairment. Aspergers Syndrome awareness sessions were also held for staff in the SSAH Library so that they had better awareness of how people with Aspergers Syndrome experience the workplace and the difficulties that many people with AS experience navigating the social world.

Sessions on Turning Criticism into Feedback were held for Managers and Supervisors. A workshop of Negotiation and Assertiveness Skills was well attended, and the session of Create Lists in Millennium was so popular that two sessions were scheduled. Greg Cook from the Centre for Leadership and Management assisted the 7Up group with its annual planning day. Demonstration sessions on Digitisation – Kirtas, ERA and the Retrospective UQ RHD theses project were also held for Librarians.

The Staff Development and Human Resources Consultant revised and ran the How to Get that Job Workshop for Library staff in July. This workshop was well received with positive evaluations. They were also involved in developing and presenting a team building program in one Library branch which will be a model for use across the Library system as required.

The Staff Development Consultant ran Projectivity sessions for all of the Marketing, Outreach and Corporate Services staff. These sessions included the development of action plans by each group within MOCS to address areas requiring improvement and strategies to maintain strengths.

Library staff also attended numerous workshops, seminars and courses presented by external organizations such as ALIA, ATEM and the Queensland University Libraries Office of Cooperation. Courses available from the University's Staff Development Program administered by TEDI were also popular.

Attendance and presentation of papers at both national and international conferences is encouraged and supported. Significant conferences attended by Library staff in 2009 included Information Online in Sydney, the 75<sup>th</sup> IFLA General Conference, Milan, the ALLA Evolution Conference in Darwin, CAVAL's People in the Information Profession Conference in Melbourne, the Tertiary Education Management Conference in Darwin, the Online 2009 Conference, London and the International Congress of Medical Librarianship in Brisbane. Several Library staff were involved in the organization of, which was a very successful international event.

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## STAFF ICT TRAINING

The Library license for the ICDL was renewed until 1 March 2010 after a number of difficulties regarding testing and Microsoft Office 2007 were overcome. The issue of continuing with the ICDL qualification was considered by the Library Executive early in 2009. It has been decided that the Library will not be renewing the ICDL license beyond the expiry date of the current license. Those staff members who have yet to complete the tests for certification have been notified that they must do so before March 2010.

The 23 Things Web 2.0 Online Learning Program was trialed in a project in 2008. A small number of staff members completed the program in 2008. It was decided to continue to offer this program to all Library staff with priority being given to Liaison Librarians. The 2009 23 Things Program commenced on 23 April with 20 participants. Time to work through the modules has been allocated as part of the staff roster to assist staff to complete the assessment requirements within the 10 week block. Additional groups of staff have been participating in the *23 Things* Program throughout 2009. By the end of the summer break 2010 some 70 library staff will have completed this program. It will continue throughout 2010.

The Library IT Trainers continued to offer a wide range of courses to UQ students and staff throughout the year. They offered 78 classes to UQ staff and 28 classes specifically to Library staff. There were 901 staff members who attended these classes in 2009. These are in addition to *Ask/IT* classes for students which are reported elsewhere.

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## SECONDMENTS

Two Library staff remained on external secondment during 2009 being Pat Loria at Griffith University and Amy Cross at Queensland University of Technology. Belinda Weaver returned back to the Library on 19<sup>th</sup> December 2009 after completing her secondment to UQ International.