

The University of Queensland Library

Annual Report 2002



THE UNIVERSITY
OF QUEENSLAND
LIBRARY

CYBRARY

We link people with information

We link people with information

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From the University Librarian

In cyberspace and the physical place in 2002 the Cybrary focused on client access and use of information: *any time, any place, any pace.*

The Library continued to use the term 'Cybrary' to describe its combination of physical places and cyberspace, real and virtual information resources and in-person and online assistance. Over 21,000,000 pages of the website were accessed by over 424,000 individual personal computers located within the branch libraries, laboratories and offices at all campuses and the major teaching hospitals, and throughout Australia—indeed the world. The *any space, any place, any time* information resource availability was enthusiastically adopted by our clients. Making the website work well for users was a real challenge. It proved difficult to engage with clients who visit us virtually. However, much work was done on analysing the most heavily used components of the website and re-writing pages to suit new needs. Information most sought in telephone calls and face-to-face enquiries was analysed. Existing library websites all over the world were checked for best practice, and the changes made reflected both the good presentation ideas discovered from others and the needs of our clients.

Virtual use grew but not at the expense of real use. Students and staff continued to visit the branch libraries with over 3,000,000 visitors. Some sought to use the physical resources held: the book is not dead. Some found refuge and took the opportunity for reflection. Some met members of their study groups and worked together on assignment tasks and learning activities. Many used the computers. Many sought assistance from experts on the Library staff. The Library and the Cybrary continued to mean different things to different people.

The international stream of visitors continued. Some came individually or with their colleagues. Some came from contacts through the International Education Office and others directly from

countries ranging from Norway to Japan and Laos to Fiji (see appendix 5).

The book may not be dead but the life of the journal as we have known it appeared to be under threat. Many factors in the global market suggested that competition may not be working effectively:

- prices increased above inflation
- substantial price disparity became more obvious between commercial and non-commercial journals
- high levels of profit became commonplace for commercial scientific, technical and medical publishing (around 5-15% above others)
- bundling of journal titles by large publishers changed the nature of the marketplace.

One initiative to compensate for some of the changes in the scholarly community was the establishment of the ePrints@UQ archive this year. This project trialled storage of papers by UQ academics on a separate database, searchable by Google as well as locally. It assisted access to UQ research output.

None of us is as good as all of us. Our success in information service delivery depends on every member of the Cybrary team and our support from the University community. I thank all those who deliver services of excellence, both frontline and behind the scenes, who were ensuring delivery of world-class services. I also thank the University



Executive, in particular the Vice Chancellor, Professor John Hay, and the Senior Deputy Vice Chancellor, Paul Greenfield, as well as other colleagues within the University for their contributions.

Janine Schmidt, University Librarian

The Library Committee

The Library Committee provided strategic advice to the University Librarian.

The Library Committee met four times during the year and provided a significant link between the Library and the University community as a committee of the Academic Board. Included in the Committee were representatives from each Faculty, the Academic Board, the Alumni Association, and postgraduate and undergraduate students. Acting as an advisory committee to the Academic Board the Library Committee provided a forum for the provision of advice and guidance on the strategic operation and direction of the Library. Matters discussed included services to international students, the move to electronic journal collections, and finalisation of the Conditions of Use of the Library.

Photo above right, top from left: Mrs Noela Yates (Secretary), Dr Leigh Ward, Professor Carmen Luke; Middle: Professor Peter Gresshoff, Dr John Pearn, Dr Keith Fletcher, Dr Piero Giorgi, Associate Professor Veronica Kelly, Dr Nan Bahr; Bottom: Associate Professor Richard Morgan, Mr Simon Ingram, Ms Eliza Matthews, Professor Sue Spence (Chair), Mrs Janine Schmidt (University Librarian).



Terms of Reference

- To advise the University Librarian on the library requirements of the University
- To consider and advise on the conditions of use of the Library
- To consider and advise on such other matters as the Board, the senior executives and the University Librarian may refer to it
- To transmit to the Board a report consisting of the minutes of its meetings, which involve recommendations to the Board or matters to which it desires to draw the attention of the Board.

2002 Committee Membership

Chair: President of Academic Board

Senior Deputy Vice-Chancellor

The University Librarian

Secretary

Representatives:

Faculty of Business, Economics and Law

Faculty of Natural Resources, Agriculture and Veterinary Science

Faculty of Arts

Faculty of Biological and Chemical Sciences

Faculty of Social and Behavioural Science

Faculty of Engineering, Physical Sciences and Architecture

Faculty of Health Sciences

Academic Board (two)

Alumni Association

One postgraduate student nominated by the Postgraduate Students' Area Committee

One undergraduate student nominated by the President, University of Queensland Union

Professor Jenny Strong (January - June)

Professor Sue Spence (July - December)

Professor Paul Greenfield

Mrs Janine Schmidt

Mrs Noela Yates

Dr Keith Fletcher

Dr Robert Fletcher

Associate Professor Veronica Kelly

Professor Peter Gresshoff

Professor Carmen Luke

Associate Professor Richard Morgan

Dr Suzette Porter

Professor Philip Almond

Dr Piero Giorgi

Ms Fiona Walker

Ms Eliza Matthews

Mr Simon Ingram.

The Library's Purpose

The University of Queensland Cybrary delivers client focused innovative information products, services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities. The Cybrary facilitates excellence in teaching, creates an appropriate learning and research environment, anticipates and responds to student learning and research needs, contributes to positive graduate outcomes and provides the information infrastructure necessary for leading edge research activity. The Cybrary is committed to excellence, and to principles of equity and integrity. The Cybrary depends on teamwork and personal responsibility, encourages flexibility and innovation, promotes open communication, recognises the importance of staff development, and emphasises accountability.

Mission

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

The Library's Priority Areas

- Deliver innovative information products and advisory and consultancy services integrated into the University's teaching, learning, research and community service activities.
- Provide real and virtual collections and physical facilities and infrastructure to support new teaching and learning modes and improve student satisfaction and research productivity.
- Enhance international and postgraduate student experiences.
- Ensure best practice people and resource management and information technology deployment.

Values

Commitment to excellence

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

Teamwork and Personal Responsibility

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

Flexibility and Innovation

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

Open communication

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

Staff development

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

Accountability

We use resources in an effective and efficient manner.

Equity

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

Integrity

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

The Cybrary: an Overview

The Cybrary's charter is to deliver client focused, innovative information products and services and programs of the highest quality that are integrated with, and central to, the University's teaching, learning, research and community service activities.

Clients

In 2002, the Cybrary had 63,368 registered users, collectively representing one of the largest library memberships in Australia. Students and staff of the University of Queensland accounted for the majority of clients, but users also included alumni, the wider community, and staff from the major teaching hospitals and research centres that shared links with the University.

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

Library Structure

The University Librarian reported to the Senior Deputy Vice Chancellor, Professor Paul Greenfield. The Library was represented on all Faculty boards and maintained close links with the Deputy Vice-Chancellor (Research), the Deputy Vice-Chancellor (International and Development), the Deputy Vice-Chancellor (Academic), and Ipswich and Gatton campuses. Liaison librarians worked with Schools to develop library collections, to ensure good understanding and that the needs of teaching and research were met, and to develop course materials for students.

Within the Cybrary, the 13 branch libraries operated through three main disciplinary areas: Social Sciences and Humanities, Biological Sciences and

Library Structure

Biological and Health Sciences Library Service

Biological Sciences Library
Gatton Library
Dentistry Library
Herston Medical Library**
Princess Alexandra Library**
UQ/Mater McAuley Library**

Physical Sciences and Engineering Library Service

Architecture and Music Library
Dorothy Hill Physical Sciences and Engineering Library

Social Sciences and Humanities Library Service

UQ Archives
Graduate Economics and Business Library*
Fryer Library
Ipswich Library
Law Library
Social Sciences and Humanities Library

Library Technology Service

AskIT
Database Management
Electronic Information Centre
Network Management
Staff IT Training
Workstation and Server Maintenance and Support
Website Management

Corporate Services

Communication and Publications
Facilities Planning and Management
Financial Management
Human Resource Management and Staff Development
Information Skills Coordination

Information Access and Delivery Service

Acquisitions
Cataloguing
Document Delivery
Management of the Integrated Library System
Warehouses

** Managed and jointly funded by the Hospitals and the University
* Funded principally by the Faculty of Business, Economics and Law, managed by the University Cybrary

Physical Sciences and Engineering. In addition, two sizeable warehouses stored less heavily used material. Three centralised sections—the Library Technology Service, Corporate Services, and Information Access and Delivery Service—supported the customer delivery functions of the branch libraries (see *table below left on page 4*).

The Library Technology Service managed the Library's information technology resources, was responsible for many eZones (computer facilities), and managed the online student help and training service, AskIT.

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

The Information Access and Delivery Service was responsible for obtaining materials and providing the logical organisation and arrangement of these materials within the Library collection. It also provided an effective document delivery supply service to external libraries and managed the collection development and circulation policies of the Library. In 2001 a strategic decision was made to employ a Copyright Coordinator. The candidate took up the position in 2002, providing the Library with accurate information on changing copyright policies and procedures (see *diagram of the Library's organisational structure on page 42*).

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

Services

The Library continued to deliver high quality services to staff and students of the University of Queensland and visitors to the Library, including:

- provision of teaching, learning and research materials in a wide variety of formats for on-site use and loan
- access to the global body of knowledge
- access to eBooks, eJournals and multimedia purchased for use at UQ
- 24-hour access to the catalogue and online resources via the Cybrary's website

- assistance in the use of information resources
- provision of information skills programs leading to lifelong learning
- provision of facilities to support effective teaching, learning and research—including over 1100 state-of-the-art personal computers
- document delivery services for researchers
- electronic updating services
- electronic and print publications and pamphlets outlining services, including *FindIt* guides to specific subject areas and *Uselts* for particular information resources
- research support and assistance, some on a fee for service basis
- AskaCybrarian and AskIT personalised information services
- formal and casual seating
- individual and group study spaces and rooms
- Graduate Study Centres in all branch libraries
- off-air recordings of free-to-air and cable television
- email facilities
- eZones containing computers for student access to the UQ network and applications software e.g. *Word*, *Excel*, *PowerPoint* and *Access*
- provision of EndNote gratis to researchers, and training in its use.

Resources

The Cybrary's collection was one of the largest academic collections in Australia and by far the largest in Queensland. It encompassed more than two million volumes, a burgeoning virtual collection of just over 10,000 electronic journals, 145,000 eBooks and almost 600 networked databases, as well as microforms, videos and manuscripts.

More than 1100 personal computers were available in branches for public use, while customers accessed the library catalogue, online resources and self-guided IT tutorials from anywhere on any of the campuses or at home.

Approximately 225 staff worked at more than 20 service points in the 13 branch libraries. All branch libraries, regardless of size or location—across the three major campuses, St Lucia, Ipswich and Gatton, in several teaching hospitals and at the Dental School—provided consistent quality access to resources and services.

Self Directed

Learning Centre



The Self Directed Learning Centre at the Ipswich Campus Library, with AskIT staff member, Michelle Lee

Supportive Learning Environment

The Cybrary's website provided a 24x7, efficient and effective means of information access and use, and guided students and teachers to resources and services required, supporting *any time, any place, any space learning*.

The Cybrary supported teaching and learning at the University of Queensland through its services, facilities, training programs, implementation of information and communication technologies, and its extensive collection of print and electronic resources. The physical spaces provided an opportunity for individual study, peer interaction and a place for social gathering.

Extending and integrating information skills

The University acknowledged the importance of students being able to collect, analyse and organise information by including these skills in the Statement of Graduate Attributes, revised late in 2001. The Cybrary focused on the expansion of information skills training programs and integrating information literacy competencies into University course curricula. The Cybrary provided training to almost 45,000 staff, students and other clients.

Information skills programs fell into three broad categories - generic, integrated subject specific, and discipline based. The generic programs throughout the year covered:

- Orientation overviews with tours and *Surfing the Cybrary* presentations
- *Getting started in the Cybrary*: using the Library's website including the catalogue
- *Going further in the Cybrary*: using databases for finding information for assignments
- *Going further still*: using the Net for research, effectively identifying and using relevant Web resources.

AskIT computer training programs and software ensured students were able to use computers effectively.

Liaison Librarians

Liaison Librarians worked closely with Schools and Faculties. They were involved in the selection of materials, provided general and subject or project specific information skills classes, and assisted academics with discovering appropriate course materials. The training sessions offered as part of course curricula during the year continued to increase. Staff trained 31,637 undergraduate and postgraduate students in 2231 classes or workshops, usually as part of specific course curricula in all Faculties.



Staff at the Gatton Campus assisting a client

Incorporating Multimedia

As a dynamic resource for teaching and learning, the use of multimedia grew. Staff throughout the University incorporated commercial videos and off-air recordings from television programs in their teaching. Some 6900 new multimedia items were added to the collections, mostly videos.

The University's statutory licence to copy from radio and television with Audio-Visual Copyright Society Limited (Screenrights) continued. Programs

ranging from *Foreign Correspondent* to *60 Minutes* provided videos to use in teaching courses like *Tropical Health and Religion*. A subscription to FoxTel Pay TV broadened resource access. 7.2% more television programs were recorded than in the previous year and 1550 new programs were added to the collections. In August 2001, the Australian Vice-Chancellors' Committee and Screenrights changed from a record-keeping regulatory scheme to a sampling system. The University was selected to be sampled for a three-month period beginning on 30 November 2002.

Oweek and Parents, Partners and Friends Day

The Cybrary ensured clients—particularly first-year students and new members—were well informed about library services on all campuses. Thousands of people toured the library branches during the University's Orientation Weeks, with over 700 attending Parents, Partners and Friends Day in Semester I. Over 2300 students attended tours, while more than 1400 attended *Surfing the Cybrary* sessions during Orientation Weeks. A survey was conducted of students attending the first *Surfing the Cybrary* sessions, confirming that the students were seeking a range of information about the services. To ensure that this information was incorporated into the tours all student tour guides participated in a training program and were given extensive documentation as part of their training package. The tours were popular with students and, as in recent years, all students attending a tour received either a free icecream, coffee or photocopy voucher.

Specialised offerings

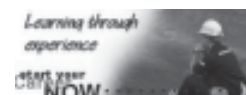
The Cybrary offered advanced workshops on specific topics or specialised databases, on an ad hoc or intermittent basis, including:

- *Keeping Current*: using alerting services and other methods to find the most recent research on a topic
- *Statistics on life, love, death and taxes*: finding Australian statistics on nearly everything
- *What's that Product?*: finding product information for engineers and chemists
- *Introduction to Cochrane*: using the Cochrane Library for evidence based practice (EBP).

Undergraduate Site Learning Program

The innovative Undergraduate Site Learning program (USLP), provided by the Faculty of Engineering, Physical Sciences and Architecture, placed students with an engineering company for one semester while studying. The program, previously only available to fourth-year mining students, was extended to mechanical, civil and chemical engineering students. Thirty sites and 17 organisations were involved. The Cybrary provided web-based assistance, document delivery, training and access to the wealth of electronic resources available though the website. Liaison librarians provided direct assistance for these students while they were studying off-campus.

The USLP won a UQ Award for the Enhancement of Student Learning. Surveys of the program consistently recognised Cybrary services as an important factor in the program's success (www.uslp.uq.edu.au).



Introduction to Professional Engineering

Over 500 students were enrolled in the *Introduction to Professional Engineering* program in 2002. The Cybrary delivered 30 workshops to introduce students to WebCT and ways of finding information for their projects. The Cybrary played an integral role in supporting students while undertaking their team projects. Information skills training included citing sources and evaluating websites, and was enhanced by a talk from a postgraduate student on the importance of finding and managing information when undertaking research.

Grants

The Natural Resources, Agriculture and Veterinary Science (NRAVS) Distance Learning Enhancement Plan provided \$50,000 over three years to purchase the services of a librarian located at the Gatton Campus to assist on the project. Marg Schindler was appointed to the project and a casual librarian was employed to replace her. Marg's role was to identify suitable resources to support the courses, including web-based resources in multimedia formats, CDROMs and videos; online books and articles; specialty websites, government sites and commercial information pages, as well as traditional sources such as books.

Real and Virtual Help

Information assistance and ICT help were available in person, by telephone and online, including *AskaCybrarian* and *AskIT* help services available from the website.

Course materials and High Use

The purchase of textbooks and other material on course reading lists was improved through links to the University Bookshop. While students were expected to purchase textbooks, the reality was that many were unable to do so. The Cybrary therefore acted as a 'safety valve' by purchasing copies of all textbooks and placing them in High Use Collections, making a limited number available for short loan. The algorithm used for purchasing multiple copies was reviewed at the end of 2002 so that additional copies of textbooks will be purchased in 2003 if necessary.

Subject liaison librarians, who were responsible for collection development, and teaching and learning assistance in particular subject areas to staff and students, worked closely with course developers on increasing the range of titles in reading lists, as well as assisting in the selection and purchase of the most appropriate resources. It was particularly important for undergraduates for textbooks to be readily available.

The Cybrary commenced a project to extend its Course Materials service to include the provision of electronic copies, links to journal articles from purchased eJournals and management of online copyright material. It provided for the submission, processing and copyright compliance of all course readings to be made available online by the University. Teaching staff submitted lists in the usual manner. Print copies of journal articles continued to be placed in branch library High Use Collections and scanning also began. The availability of online and print formats ensured equity and ease of access. With the Cybrary's access to eBooks and eJournals, many course materials were available online.

Copyright restrictions, making the availability online of only one chapter of a book, were observed.

Information Assistance

The number of face-to-face requests for assistance decreased partly because of improved content in information skills classes and improvements in the content on the website. Branch libraries received an increase in visitor numbers and inquiries continued to keep staff on their toes. Topics included the following diverse range:

- How can I find the adverse effects of pethidine?
- How can I find profiles of influential women in Australian business?
- What are the genetic, physiological and nutritional causes of post-partum anoestrus in beef cattle?

Increased requests to access the Fryer collections were indicative of the expansion of the manuscript collection, improved descriptive records and access, as well as a widening range of interests of Fryer Library users. The University Archives continued to be a source of assistance for clients conducting research.

Updating the website

The *UQ Web Interface Working Party* was established in 2001 to develop web policies for the development and management of pages and standards and guidelines with web content and styles. The working party developed new corporate guidelines. The Cybrary ensured that its website conformed to corporate guidelines whilst remain-

ing clearly identifiable. The distinctive red and blue colour scheme was retained in the website, reflecting its use within branch libraries to badge service points and availability of help and assistance.

Throughout the year, Cybrary staff created or updated 1418 individual pages on the website. The introduction of new languages such as PHP and technologies like cascading style-sheets significantly simplified the maintenance of the website. Other work was directed towards the creation of new services such as a Meeting Room Booking System through which staff scheduled time in computer laboratories as well as seminar and meeting rooms within libraries.

Staff also worked on developing an upgraded electronic journals gateway using database infrastructure. As with the database gateway, all data entry was carried out via the Innopac Library system, with a regular export of records to populate the gateway.

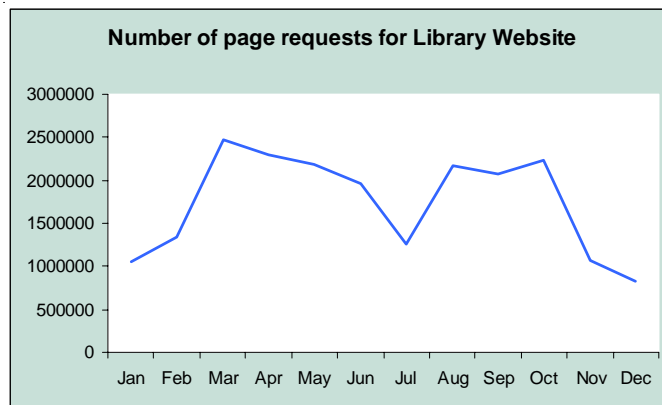
Virtual Reference Collection

Access to online 'ready reference' information began rapidly replacing the traditional print reference collections. The Cybrary's Virtual Reference Collection (VRC) expanded in response to demand from clients. A project began in the latter half of the year to bring the VRC within the scope of the Cybrary's Collection Development Policy. An integral part of the project was to re-assess appropriateness of both the categories of material and the content and planning started for systems necessary to populate automatically the VRC from metadata in the library catalogue.

Usage of website

Cybrary Website Usage

The Cybrary's website remained one of the most heavily used across the University and successfully served up almost 21,000,000 pages during the year. The website was accessed by more than 424,000 different hosts worldwide (more than 20 times the total number of computers in the entire University!). This clearly demonstrated the high value placed by clients on accessing the Cybrary's resources *at any time, from any place*.



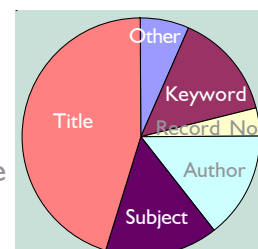
Use of the Cybrary website followed the academic year with the peak periods being February-April and August-October. The busiest day of the year was 9 April 2002, when 129,444 pages of the Cybrary website were accessed.

Catalogue Usage

The Library catalogue was heavily used by the University community and researchers worldwide. The dramatic use of 2001 was maintained, with a small additional increase. Total figures showed 6.139 million searches, up by 2.2%—or 32% higher than the figures for 1999.

As with the Cybrary website in general, the catalogue use pattern closely followed the academic year, with usage peaking around the same time as most assignments were due in each semester. However, even out of semester, usage never dropped below 50,000 searches per week. The benefit of replacing the library system hardware at the end of 2001 was felt at the start of first semester. During the first few weeks of semester use of the catalogue increased by 13-20% and, unlike previous years, response times remained excellent throughout this period. A faster and more reliable service for the Cybrary's clients was achieved through minimal cost.

The title search continued to be by far the most popular (at 47%), partly due to it being the default search.



The convenience of accessing the catalogue from a distance was seen in the geographic distribution of use. While access to the catalogue within the Library remained strong, access from home increased dramatically. As would be expected, the

Geographic distribution of catalogue users

	Within Library	UQ campus	Home	Library staff
2000	54.19%	15.78%	25.89%	4.14%
2001	49.74%	15.75%	30.19%	4.32%
2002	46.52%	15.5%	31.5%	6.48%

percentage was higher outside of semester with home access reaching almost 47% in July. The percentage of searches of the catalogue from academic offices on campus remained relatively static.

Accessing Databases and eJournals

Access to electronic resources was primarily via a number of 'gateways'. The main point of access to databases was via the database gateway. It was used 875,000 times, making it the most heavily used page after the home page.

Access to eJournals was available by checking titles in the catalogue or via the eJournal gateway. The latter was accessed 173,000 times. While both were being used to access known titles, anecdotal information suggested that the majority of eJournal articles were accessed from links within databases, as most database vendors now offer linking to full-text journal articles.

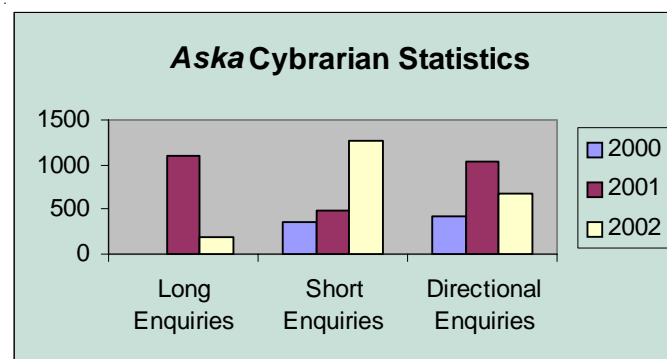


Staff member Fei Yu assisting a client in the Graduate Economics and Business Library

Web-based information and IT assistance

AskaCybrarian

The AskaCybrarian email service was available in 2001 and 2002. Students and staff emailed queries and librarians replied within 48 hours, although most replies were sent within 24 hours. The service, while being used predominantly by students, maintained the same usage in both years, 3% of total enquiries. The peak period for usage occurred in the months of April and September, the time of heaviest assignment load, with greater demand in Semester 1 than Semester 2. Improvements made to the Cybrary website facilitated student access to creating pins and passwords and saw a change in the type of queries the service received. Towards the end of 2002, the Cybrary purchased OCLC's *QuestionPoint* with the view of introducing online 'chat' early in the new year. Questions asked were analysed and improvements made to service delivery and website content. Directional enquiries dropped as a consequence.

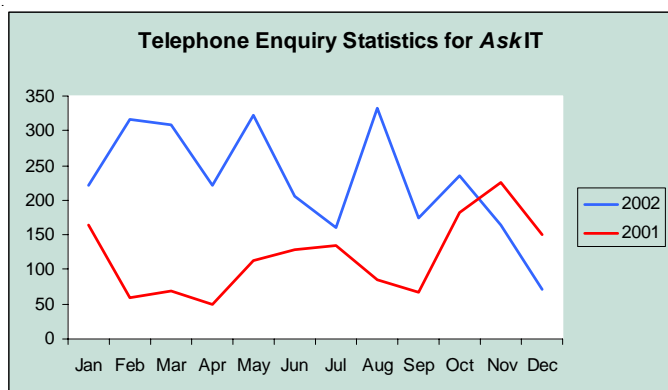


AskIT

The computer help and training service (face-to-face, phone, email and website), provided by AskIT, extended its teaching and learning program to ensure that students gained the knowledge and skills required for online learning.

Desks for the AskIT service were staffed at the Gatton, Ipswich and St Lucia campuses. Assistance to clients was available from a central telephone help desk service, which operated up to 84 hours per week over seven days, and the email service which operated seven days a week with a guaranteed response within 24 hours.

There was little change in desk enquiries from 2001 to 2002 but a significant increase in the



number of queries received by phone. Anecdotal evidence for this increase included the increased student awareness of the AskIT service, improved marketing of the service, increased promotion of the telephone service, and improved web design.

AskIT Tailored Classes

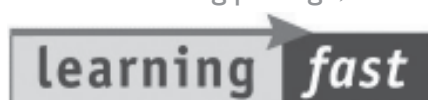
During the year, the AskIT service delivered training classes tailored to the specific needs of an individual Faculty or Campus group, as well as general needs. In addition to the classes previously developed for the Faculty of Biological and Chemical Sciences (BACS), new tailored training was arranged for the Faculty of Engineering, Physical Sciences and Architecture (EPSA) and students from the College of Tourism and Hospitality (COTAH) and the Gatton campus.

Topics covered in the classes for the BACS Faculty included an introduction to the student portal, myUQ and an introduction to the Macintosh computing environment.

AskIT provided Excel classes for the EPSA Faculty. Two levels of training were provided, with one linked to an assignment given to the first year engineering students. Working with the Faculty of Business, Economics and Law, AskIT successfully conducted a total of eight *Computing @ UQ* classes—covering myUQ and WebCT—during Orientation Week Semesters at the Ipswich campus.

LearningFast

Learningfast, an online help service designed to assist users with applications such as Word, Excel, PowerPoint and many others, was chosen to replace the previous online learning package, EasyTutor.



This service was particularly popular with students in remote areas and students unable to attend easily the regular training classes offered by AskIT. The most popular courses accessed during the year were Microsoft PowerPoint and Microsoft Excel.

Guiding the way to information

To ensure up-to-date and relevant information the Library updated its *Borrowing Guides*, *Cybrary User Guides* and *Branch Guides*. Information remained available in print in all 13 branches (pictured below) as well as on the website.

The Cybrary's *FindIts* (guides to information resources available in specific subject areas) and *UseIts* (guides to special services) assisted access to the Cybrary's resources. To facilitate the updating of these popular publications, work began on the development of a web database interface for ongoing maintenance.

New *FindIts* ranged from Addiction to Witchcraft.

Other assistance was provided on the appropriate use of citation styles and plagiarism.



Above: A range of printed publications produced within the Cybrary

Focusing on Service

Many different strategies were employed to improve service delivery.

Close watch on ©

In late 2001 the Library Committee agreed to the appointment of a Copyright Coordinator in the Cybrary. Tom Joyce took up the role in early 2002 and provided assistance and advice on copyright issues to lecturers, librarians and other University staff, as well as conducting training sessions. He kept Library staff up-to-date on all relevant legislative developments and maintained awareness of the activities of the copyright collection agencies. The new appointment was recognition of the growing impact of copyright issues in a digital world.

Gatton recreational reading

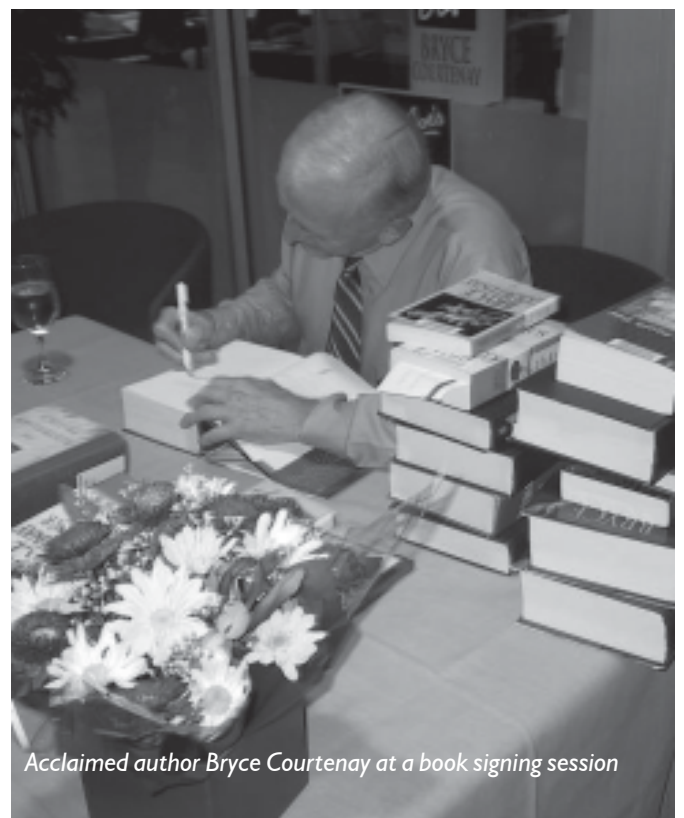
Mr Bryce Courtenay officially launched the Gatton Recreational Reading Collection in April, a joint project between the Cybrary, Gatton Campus and the Halls of Residence. It was established to offer Gatton students access to literature and recreational reading material.

The official launch was held in the Gatton Campus Dining Hall. Professor Margaret Gardner, Deputy Vice-Chancellor (Academic) welcomed and introduced Bryce Courtenay. Bryce regaled the audience with tales from his childhood in South Africa. He spoke passionately about the importance of reading and the relationship between the writer and the reader and joined guests for lunch at the Gatton Library. He entertained guests and students with more stories and an extensive book signing session (*pictured at right*).

Email notices for loans and courtesy reminders

The University moved to the use of email as the primary means of communication with students. The Cybrary followed suit and sent notices via email, resulting in a more efficient and economical service. 266,209 notices were sent to library clients (up 31% from 2001). Notices were sent by mid-morning each weekday. The whole process took one third less time and reduced considerably the cost of postage.

Student expectations on notice timing and the level of service offered changed as a consequence. Past suggestions were acted on and early email reminders were sent about overdue loans. Such a timely reminder was not possible with ordinary mail and was well received by students.



Acclaimed author Bryce Courtenay at a book signing session

Loans

Reversing the trend of the previous year, loans (including renewals) rose by 3.5%. While initial loans were up by only 1%, renewals increased by 12%, due in part to the additional opportunities for self renewal, including an automated telephone renewal service and more flexible borrowing rules allowing clients to renew online items up to seven days overdue.

Loans: 2002

User Group	Total Loans	% difference: 2001/2002
Undergraduate	845,871	(-1%)
Postgraduate	459,091	(+12%)
Academic/Hospital	172,818	(+8%)
Associates	23,466	(+16%)
Reciprocals	16,150	(-3%)
Total	1,559,473	(+3.5%)

While undergraduate loans fell slightly, postgraduate, academic and teaching hospital staff loans rose significantly. These changes were due possibly to the increased availability of electronic information made available by the Cybrary and via Internet search engines, such as Google.

The usage of the book collections as measured by borrowing continued at an internationally high level, although the percentage of total loans dropped slightly from 34.2% to 31.9%. Just under half of the loans represented unique borrowing of items held.

Collection borrowing statistics

(excluding Warehouse items)

Number of times item lent	% of total items lent
One	46.4%
Two	21.29%
Three	11.7%
Four	6.98%
Five	4.36%
Six	2.79%
Seven	1.85%
Eight	1.26%
Nine	0.84%
Ten	0.64%
11 - 20	1.24%
21 - 50	0.51%
51 - 100	0.11%
Over 100	0.03%

The Warehouses containing materials in low demand generated 2.24% of the loans, demonstrating the appropriate location of this material.



Materials availability survey

The biennial Materials Availability Survey was conducted over two days in the week beginning 7 October. The purpose of the survey was to determine the proportion of material sought by clients available for use at the time sought.

The survey was conducted at the following branches:

- Social Sciences and Humanities Library
- Biological Sciences Library
- Dorothy Hill Physical Sciences and Engineering Library
- Herston Medical Library
- Ipswich Library.

UQ Materials Availability Survey Results

	1998	2000	2002
Materials immediately available	61%	67%	68%
Not in collection	6%	5%	5%
User error - catalogue search	1%	2%	1%
At another location	4%	7%	6%
User error - location search	0%	0%	0%
On loan	9%	8%	7%
User error - item status check	2%	1%	1%
Missing	8%	5%	6%
User error - shelf search	8%	5%	6%
Other	2%	0%	1%

The performance rate improved slightly on the 2000 results. Although the missing rate was up slightly from the previous survey, it compared favourably with other major university libraries. In response to the increase in missing items, the Cybrary implemented a policy that missing books should be replaced immediately.

Displays

Displays were assembled in many branch libraries throughout the year to promote subject areas in the collection, to help raise awareness of services, and to work with University and community groups to celebrate significant events. Displays around the UQ Libraries included NAIDOC Week in the Architecture and Music Library; Robocup (international competition of soccer playing robots) in the Physical Sciences and Engineering Library, and a photographic installation of Law School students who died during World War II in the Law Library.

On occasion the displays were arranged and/or organised by various groups in the University community. Six students from the Anthropology course, Sociocultural Anthropology, used their assignment topic *Journey into Culture and Spirituality*, to display artefacts, texts and their own cultural analysis in the Social Science and Humanities Library Exhibition Centre.

The Fryer Library, with its wealth of pictorial images and rare books displayed many items from its collections. A display based on Fryer's holdings of indigenous writers was presented in conjunction with the Friends of Fryer function featuring Doris Pilkington and Jackie Huggins. The Fryer Library assembled a CDRom of images of Brisbane for the *Seeing Brisbane 1881-2001* exhibition, sponsored by the Brisbane Institute, in the Brisbane City Hall Gallery. The images were effectively displayed on opening night on a large screen at the entrance to the gallery.



Above: Artefacts used in the Body Art exhibition, October 2002



Items from the collection on display for a Culture and Environment exhibition in the Social Sciences and Humanities Library, August 2002

Professional accreditation

In recognition of its role in supporting teaching, the Cybrary was often asked to support professional accreditation. This included:

- Outlining library services supporting the Bachelor of Veterinary Sciences Program
- The Dentistry Library's participation in a visit by the Review Panel from the Australian Dental Council for the Accreditation of the Bachelor of Applied Health Science (Oral Health)
- The Department of Orthopaedics accreditation in providing continuing education training
- The review of the training program for registrars in the Department of Medical Imaging, Royal Brisbane Hospital, being undertaken by the Royal Australian College of Radiology
- A submission to the Institute of Engineers, Australia (IEAUST), in support of the accreditation bid of the Faculty of Engineering, Physical Sciences and Architecture.

Fitting facilities

The Cybrary refurbished some facilities as well as its information infrastructure and purchased the latest equipment to support the ever-changing teaching and learning needs of UQ students.

The new Ipswich Campus multi-purpose building (including the Library) under construction - progress as at December 2002



Buildings

Clear aims for library refurbishment were developed and adopted in all library building projects.

Some of the factors included:

- attractive and welcoming exterior
- welcoming entrance
- clear layout with limited signage
- self-service where possible
- variety of seating: group and individual, casual and formal, specialised for graduates, with coffee or computers, breakout spaces
- computing facilities: training rooms, stand-up email use, plugins for laptops
- colour used imaginatively and thematically
- book return, externally and internally.

The largest and most exciting building work was the construction of a new purpose-built building at the UQ Ipswich Campus. The new building would house all student resources and services (Library, Student Administration and Support, Health Services and Student Union) under one roof. Services were designed to commence in Semester 1, 2003.

The other major refurbishment was the creation of the Dorothy Hill Research Centre on level 5 of the Hawken Building above the Dorothy Hill Physical Sciences and Engineering Library, where work began in late October. The Centre was designed to provide specialised accommodation for postgraduate students and researchers to work individually or in teams and to facilitate collaborative partnerships with industry.

The Social Sciences and Humanities Library reviewed the loans area, and alterations to the circulation desk were carried out to accommodate two *autoLOAN* machines, resulting in their increased use.

The Princess Alexandra Hospital Library installed an external book return chute and constructed a processing room to improve the workflow and efficiency of the Library. Planning was completed for additional computers to be installed in the Graduate Economics and Business Library as well as alterations to allow for after hours access to group rooms.

New Hi-Tech Learning Space!

The former Electronic Information Centre located on level 2 of the Duhig Building was extensively refurbished to create a new high-tech learning space with the assistance of University Development funds. Conveniently located next to the AskIT Helpdesk on the St Lucia Campus, the space (*pictured on page 39*) was designated as the first of the Cybrary's new 'eZones'. The concept of the eZone was extended to all training rooms and computer laboratories in all library branches.

Roaming laptops

At the beginning of first semester, the Cybrary launched a new service to staff and students of the University by enabling them to bring personal laptops or notebook computers into the Cybrary. Designated data locations for access to the UQ network were installed. The friendly and expert staff of the AskIT service offered clients assistance in installing and configuring their computers for network access via this service.

Computer rollout

In order to ensure that clients of the University of Queensland Cybrary could use the latest and most efficient tools to access information resources in both print and electronic form, the Cybrary upgraded or replaced over 850 personal computer workstations during the year. All workstations older than three years were replaced. All new workstations purchased for both staff and public areas of the Cybrary were equipped with LCD flat-panel displays as a minimum requirement. Not only were they more efficient in terms of space utilisation, the new flat-panel displays offered crisper picture quality and reduced eyestrain from glare for clients, and operated at a superior energy efficiency over traditional CRT based monitors. Staff and clients warmly welcomed the new machines. Funds provided by the University's Development Office assisted in the purchase of the machines. The use of a common machine facilitated maintenance.

Remote Facilities

Two Rural Service Points were established in 2002 to support the new Rural Clinical Division within the School of Medicine. Special funds obtained through the Faculty of Health Sciences facilitated the appointment of librarians in Toowoomba and Rockhampton to support students and staff located in these areas. One of the first tasks of the librarians was to establish a core on-site collection of key resources, including electronic resources.

Below: Larah Seivl-Keevers, Liz Jordan, Grace Saw and Janine Schmidt at the Dorothy Hill Research Centre



Building the collections

The Cybrary continued to play an integral role in contributing to the University of Queensland's position as a leading centre of research.

Growth of the Collections

The Cybrary's significant collections at research level supported the areas of strength identified in the Faculties' Operational Plans and the University's Research Management Plan. Despite a very tight budget situation, additional sources of funding enabled the Cybrary to expand significantly its research collections. A total of 28,010 new books (43,984 volumes) were added to the collection. Total book volumes reached 1,326,660 by the end of the year. Significant new titles ranged from the *Complete Works of George Orwell* (20 volume set) to *Political Economy of the Middle East* (6 volume set).

The number of print journal subscriptions continued to fall, mainly due to the move to electronic only access. By the end of the year, the number of subscriptions was 10,100, down by 540. Another indication of this trend was the drop in journal issues accessioned: 107,254 (down 8%). 8962 new periodical volumes were added to the UQ collection, bringing the total to 782,427 volumes.

eJournals

The number of electronic journals continued to rise at a rapid rate. Some 2835 new eJournals were added, bringing the total number to 10,300. After extended negotiations, the Cybrary purchased a subscription to the package from Wiley InterScience, delivering the full text of over 300 scientific, technical, medical, and professional eJournals.

Other titles included:

- *JSTOR Arts & Sciences Collection* (75 journals with another 25 to be added)
- *JSTOR Language & Literature* (47 titles)

- Journal of Clinical Laser Medicine and Surgery
- Journal of Computational Biology
- Geochemistry Geophysics Geosystems
- Journal of Computational Finance
- Molecular Simulation

At year's end, negotiations were successfully completed for access to a package of over 2600 electronic-only journals. They included the journals published by Elsevier Science, Academic Press, Harcourt Health Sciences, Kluwer Online and Lippincott, Williams & Wilkins (LWW) titles.

Negotiations with Elsevier saw the reinstatement of titles which had been cancelled the previous year when a satisfactory price could not be agreed on. Support from the academic community assisted considerably in the process.

The Kluwer and LWW packages were Group of Eight initiatives, with negotiations led by UQ Library. By spreading the costs across the Group, the number of titles available to all researchers was increased. Access was planned to commence in 2003.

eBooks

Two groups of packages for over 200 titles were ordered. Titles included all of the remaining titles of the Harvard Business School Press, titles in social policy and social work areas, as well as titles in psychology and religion. These were purchased to support and supplement existing print access for internal students and provided 24 x 7 access for remote clients.

Gifts

As in previous years, the collections in all branch libraries were strengthened through continual donations from retired academics, members of the public, alumni, book suppliers and publishers and grateful visitors. 3479 donations augmented and enriched the collections (see *Appendix 6 on page 50 for a full list of donors*).

Ever more e!

Additional electronic databases expanded subject area coverage and were used to locate material to link with full-text where possible. Almost 600 were available by year's end.

Significant additions were:

- The *IEEE/IEE Electronic Library (IEL)* (electrical engineering and computer science literature)
- The web delivered version of *Gartner Research* (200 computer related research topics including: client relationship management (CRM), business-to-business e-commerce, wireless, emerging technologies, security and IT spending and strategies)
- *America: history and life* (a complete bibliographic reference to the history of the United States and Canada from prehistory to the present, including over 450,000 bibliographic entries, providing an incomparable research tool for students and researchers of US and Canadian history)
- *E*Subscribe* (the literature of education, from the ERIC Document Reproduction Service, providing full-text access to almost 500,000 ERIC documents in PDF format).

Special Collections

The Fryer Library received 707 deposits of material. Accessions of note included further Gwen Harwood correspondence from Alison Hoddinott, Tony Riddell, Greg Kratzmann and Helen Mills; tapes of interviews by Stephen McClymont; additional papers from David Malouf and Bruce Dawe; and architectural records from Blair Wilson.

In August, the Fryer Library held a function to celebrate a unique gift to the Cybrary, the painting by Ray Crooke, commissioned by Collins publishers for the jacket of Xavier Herbert's award-winning novel *Poor fellow my country*. The painting was presented to Ken Wilder, Managing Director of Collins, on his retirement in 1985. Ken and Jean Wilder donated the painting to the Cybrary. The Vice-Chancellor, Professor John Hay, unveiled it.

Fryer Library is well known as a major repository of Xavier Herbert papers with drafts, notebooks, proofs, and other papers relating to *Poor fellow my country*, as well as extensive correspondence, photographs and taped interviews. The correspondence formed the basis of the recent book, *Letters by Xavier Herbert*, edited by Professors Laurie Hergenhan and Frances De Groen, and published by University of Queensland Press. Frances De Groen also drew heavily on the Xavier Herbert collection in Fryer Library, in researching her biography of Xavier Herbert.

Digitised Collections

Digitisation programs continued to preserve rare, fragile and unique items in the collections by providing access to digital surrogates.

University oral histories

Digital reformatting of unique oral history recordings from the University Archives was completed, ensuring preservation of the University's past. All the recordings were converted to user-friendly mp3 format and burnt to CDRom, resulting in the extension of the life beyond the original analogue cassette format. The recordings contained interviews with several staff members of the University, including:

- Professor Sydney Prentice, who was the founding Professor of Electrical Engineering at the University of Queensland. He held this position from 1950 until his retirement in 1974. The computer centre at the University of Queensland, which now bears his name (the Prentice Building), was set up in 1962 largely as a result of his efforts
- Professor Dorothy Hill, who was appointed research professor in Geology at University of Queensland in 1959, becoming the first woman appointed to a professorial chair in

Australia. She also became in 1965 the first Australian woman to become a Fellow of the Royal Society, and in 1970 she became the first female president of the Australian Academy of Science.

- Professor Robert Percy Cummings, who was the founding Professor of Architecture at the University of Queensland, appointed to this position in 1949.

Photographs

Two important collections of photographic images were made accessible to the research community. Metadata was created for nearly 1000 images from the Fryer Library's Hume Collection. These images were made available from the Cybrary's website and also through *PictureAustralia*, the National Library's gateway to image collections. The photographs provided an extensive and exceptional insight into the life and times of Walter and Katie Hume and their family from the 1860s through to the early 1900s. They included family portraits and images of the domestic and public architecture of the Darling Downs and Brisbane, dominated by views of homesteads, properties, churches, clubs and government buildings.

The Cybrary converted some 800 photographs from the Digilib architecture database to the Dublin Core format for harvesting into the *PictureAustralia* service. These images illustrated Queensland architecture ranging across domestic, public, mining and agricultural buildings thereby providing a significant record of Queensland's cultural heritage.

Music Collections

LP preservation and access

In the Architecture and Music Library, work began on a project to preserve and improve access to the valuable LP collection. The content of the collection of 8000 LPs, while no longer heavily used, was considered worthy of preservation, including as it does a rich representation of ethnic music, as well as recordings of classical and art music notable because of the distinction of the artists involved. Where a digitally remastered CD version of an LP recording was available, it would be purchased and added to the already large CD collection. The remainder of the LP collection would be moved to the warehouse for long-term storage. Bibliographic records for the LPs added to the Innopac database enhanced access to and awareness of the material. The LPs would be available for loan from the warehouse for use in the Library on request.

Collected editions

Architecture and Music Library staff, together with staff from the Information Access and Delivery Service, began work to extend access, via the Innopac catalogue, to the contents of the many collected editions of composers' works held in the Library. These multi-volume works lacked a contents index. Conversion of the content of a card index to electronic records on Innopac for each collected edition was the aim, enabling clients to search by title for any one of a composer's works via the collected edition.

*One of the photos from the Hume Collection,
Brisbane's Queen Street, 1858*



Harnessing Research

Facilitating access to information for researchers was a key objective.

Gateways

Australian subject gateways continued to provide a significant contribution to research. They supported systematic resource discovery in the online world where overabundance of information made access to relevant knowledge increasingly difficult. The gateways identified websites generally hosted by trusted information providers. By providing reliable subject access through the consistent application of quality measures such as high levels of resource description, useability and interoperability complying with international standards, clearly articulated selection criteria, controlled vocabularies and currency of resources, both research and learning were enhanced. The distributed nature of many gateways promotes inter-institutional collaboration.

WebLaw



WebLaw was developed as a subject gateway to quality online Australian legal resources. A Research Infrastructure Equipment and Facilities (RIEF) Grant from the Australian Research Council (ARC) in 2001, as well as significant contributions—both financial and in kind—from the collaborating organisations provided the resources necessary to establish the project. The University of Queensland was the lead institution in the project and provided ongoing coordination of the service.

An excellent example of inter-institutional collaboration, WebLaw progressed from an earlier project to a fully functioning gateway in 2002. It went live at the Law Libraries Symposium in Brisbane in September in front of almost 200 law librarians from around Australia and overseas. Professor John Devereux, Acting Head of the School of Law,

and Mrs Janine Schmidt, University Librarian, highlighted the contributions made by partner institutions, congratulated all involved on the success of the project and emphasised its valuable contribution to building an infrastructure for effective resource discovery of web-based legal resources. The event was successful in ensuring publicity for the project, providing useful feedback from the users and recruiting additional contributors. The formal launch of the gateway was planned for 2003.

Australasian Virtual Engineering Library

An AVEL Partners Meeting was held in April and representatives from the University of Queensland, Queensland University of Technology, University of New South Wales, Monash, University of Melbourne, and DSTC attended. The all-day meeting was an important opportunity for partners to discuss strategic priorities for the coming year. One outcome of the meeting was the new focus of the site, to concentrate on sustainable development issues as they intersected with engineering.

In November the new AVEL Sustainability Knowledge Network went live, with a new web interface and new 'back-end' software. The site incorporated all AVEL resources, as well as new resources targeting sustainability.

David Hood (IEAust) presented a session on the new AVEL Sustainability Knowledge Network at a Forum on Science, Technology and Innovation for Sustainable Development, held in Johannesburg in August. The forum was organised by the World Federation of Engineering Organisations and was a parallel event to the World Summit on Sustainable Development.



Sustainability Knowledge Network



AustLit provided authoritative information on hundreds of thousands of creative and critical Australian literature works—published in a range of print and electronic sources—and on more than 60,000 Australian authors and literary organisations, from 1780 to the present day.

The AustLit Gateway, originally established in 2000 with the assistance of an ARC-RIEF grant and significant cash and in-kind support from university partners, expanded its coverage. The University of Queensland was a leading partner in the establishment of the gateway, a unique national collaborative program composed of academics and information management professionals from eight universities and the National Library of Australia. Two further ARC Infrastructure Grants were awarded to assist in its continued development. The gateway's directing partners included the University of Queensland's Vice Chancellor, Professor John Hay.

AustLit was formally launched in August at the National Library of Australia, by the Honourable Dr Brendan Nelson, Minister for Education, Science and Training, who declared AustLit an 'Australian first', drawing attention to the Gateway's status as 'a unique website which will enhance research and learning in literature for the whole community'. He highlighted the excellence of AustLit as an example of research collaboration across the Australian higher education sector.

Towards the end of 2002, news was received that AustLit was one of the successful applicants for 2003 from the Australian Research Council, National Competitive Grants Program, Linkage – Infrastructure.



Heron Island

Enhancing Access for Researchers

Remote facilities

Small core collections were developed at several of the University's research stations located throughout the state, including research stations at Heron Island, Moreton Bay and Stradbroke Island. In addition, online access enabled researchers to locate information held on-site, as well as information held in the Cybrary's 13 branches. Researchers also accessed the full-text information available from the electronic journal collections, networked databases and quality websites.

Heron Island Collection Development

Heron Island Research Station, 80 kilometres offshore from the harbour city of Gladstone, catered for up to one hundred researchers and students, with a permanent staff of eleven. Its library collection, established over the years to support the students and researchers, was reviewed. Following a visit from the liaison librarian, several hundred items were added to the library's catalogue. A liaison librarian was attached to the Centre for Marine Studies and more consistent service offerings from the Cybrary assisted on-site clients. Improvements in the satellite system facilitated online access to collections.

ePrints@UQ

ePrints@UQ, an online deposit collection of papers, was developed to showcase the research output of UQ academic staff and postgraduate students across a range of subjects and disciplines, both before and after peer-reviewed publication. The archive was set up in 2002 as part of a Group of Eight initiative to make Australian university scholarship and research collections more centralised and visible. Using freely available open source eprints.org software, Belinda Weaver, the Archive Coordinator, was assisted by Kingsley Gurney of the Library Technology Service in its development. At the end of the year, the ePrints@UQ archive had more than 325 papers deposited, ranging from information technology and political science post-prints to a 600-page Yanyuwa, an Aboriginal / English language dictionary, preprints on linguistics, a digitised set of journalism journals and a collection of economics discussion papers (see <http://eprint.uq.edu.au>). Metadata tags facilitated access via search engines like Google.

Fostering Scholarship

The Cybrary continued to support UQ researchers in 2002.

Document Delivery: what we do and how we went

The Cybrary's document delivery service provided UQ researchers with access to resources not held in the UQ collections. It continued to be a predominantly free service to UQ researchers. Use of the service remained high, with 32,000 items supplied to researchers, up 7% on 2001. The demand for journal articles rose, but at half the rate of books (12%), reflecting the expansion in the Library's electronic journal collection. It was anticipated that this trend would continue in 2003, with a plateauing or even a fall in demand for externally sourced copies.

To ensure continued access to the articles in the Elsevier journals not available via ScienceDirect in 2002 or in print, the Library established a new initiative for document delivery service. The service provided direct, online ordering of Elsevier journal articles from CISTI (Canadian Institute for Scientific and Technical Information) with delivery direct to the desktop, with the majority of requests supplied to the researcher within 24 hours.

Alerting Services

The demand for alerting and table of contents (TOC) services continued to rise as researchers sought filtered access to up-to-date information. TOC services notified researchers of upcoming articles by email, generally before the journal is published. Many of these TOC services also offered abstracts and links to the full-text online articles. Alerting services allowed researchers to set up a subject profile, with regular emails sent when articles matching that profile appeared in journals published by that service.

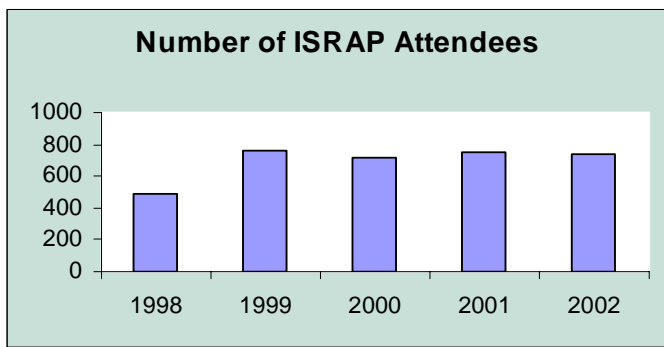
Client needs were met by a combination of subscribed aggregator services and free publisher services.

The Cybrary maintained its subscriptions to the SwetsWise Alerting Service and Uncover Reveal Service, the latter being upgraded from 400 to 1000 users. At the end of the year some 1550 Cybrary clients had registered 14,477 Table of Contents and 4431 Selective Dissemination of Information (SDI) profiles with these services. In addition, clients had access to Current Contents Connect via the Web of Knowledge platform.

Support for Researchers and Postgraduates

Funding was received from a number of sources to update and provide flexibly the modular course, Information Skills for Researchers and Postgraduates (ISRAP). The funding assisted the Cybrary, with assistance from the Teaching and Development Institute (TEDI), to develop a flexible learning initiative for postgraduate coursework programs. These initiatives would facilitate the re-design and delivery of online course materials for the ISRAP program previously conducted in face-to-face teaching mode. Making it available in flexible delivery modes would allow a greater number of postgraduates to take control of their own learning, at their point of need.

The ISRAP program maintained its popularity amongst postgraduate students and researchers. Postgraduate students assisted libraries in program delivery and enhanced the success of the program by providing real life experiences to the theoretical content of the program.



EndNote

Researchers continued to take advantage of free access to the personal reference database software, EndNote. Over 360 researchers attended EndNote Classes held for UQ students and staff and over 2200 copies of EndNote 5 were distributed free of charge to researchers and postgraduate students. The product was purchased jointly by the Cybrary and the Office of Research and Postgraduate Studies.

The Cybrary continued to provide access to quality filters, connection files and styles—necessary tools that enabled use of EndNote with networked databases and the production of bibliographies—for which it is recognised internationally. The Cybrary website provided 97 filters, 71 connection files and nine citation styles for downloading. The effective work of John East was recognised by the software's owner when filters were directly loaded to their site.

The UQ Cybrary supported EndNote within QULOC (Queensland University Libraries' Office of Cooperation) libraries and Cybrary staff travelled to Southern Cross University and Bond University to conduct EndNote staff training.

Helping the researcher

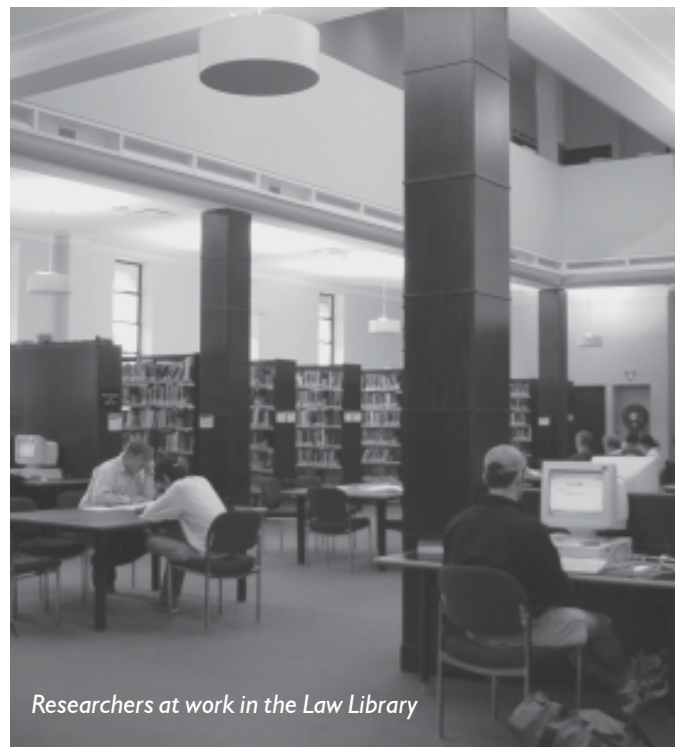
A liaison librarian assigned to each academic School and Research Centre linked academics, students and researchers with the Cybrary. Individual support was provided to lecturers and postgraduate students in relation to general library services; information retrieval or information skills planning for all UQ staff and students in the School or Centre communicating to staff, students and researchers details of new services and products; and developing and maintaining the collection. Liaison Librarians provided services of excellence much appreciated by all concerned.

Research training

An *Essential Knowledge for Research Management Workshop* was introduced this year by the Office of Research and Postgraduate Studies. It was conducted twice during the year and directed at new staff to the University; staff unfamiliar with administrative processes for research and research training; and administrative staff assisting researchers and research higher degree students. At the workshop attendees were presented with an overview of Cybrary services for researchers and, in particular, information about using the major information databases (including EndNote) for research. There were approximately 90 researchers at the April session and over 75 at the September session.

The University's Graduate School organised the Graduate Student Week run in each semester. The Cybrary was involved and hosted a number of activities, including classes on services to postgraduate students, finding information, and the Australian Digital Thesis Project which made theses available online.

In September the University's Graduate School ran a Postgraduate Information Expo in the new UQ Centre for prospective postgraduate students. Cybrary staff worked at a booth and answered many enquiries from UQ students considering continuing their studies at UQ and interested in the additional Cybrary privileges and facilities available to them.



Researchers at work in the Law Library

Working Together

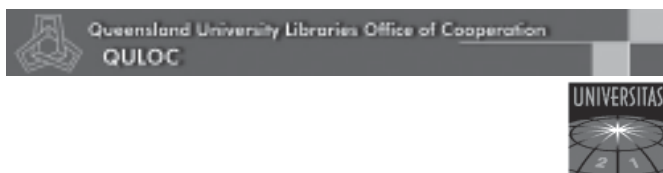
The Cybrary strengthened its profile in the educational, research and wider community with its highly regarded collections, services, website and staff expertise.

QULOC

Queensland University Libraries' Office of Cooperation (QULOC), continued as a collaborative organisation providing a framework for information exchange, best practice development, cooperative activities and the promotion of common interests to support the teaching, learning and research needs of member institutions. Membership comprised thirteen university libraries from Queensland, New South Wales and the Northern Territory.

Janine Schmidt's two-year term as Convenor of QULOC came to an end in June. The period was marked by additional staff development and training programs and the hosting of visits by international library organisations.

All six of the QULOC working parties (including representatives from the University of Queensland) met several times during the year, providing an invaluable forum for sharing information and professional expertise and joint projects. Several highly appreciated workshops and seminars were conducted by the working parties, on topics such as eBooks, EndNote, innovations in circulation services, and professional development training. QULOC working party members represented the voice of the north at the national level in such areas as the National Resource Sharing working group and the Working Group developing the University Library Australia Reciprocal Borrowing Scheme.



*Outgoing QULOC President
Janine Schmidt*

Universitas 21

The Cybrary maintained its membership of Universitas 21 Libraries Group, an international network of leading research-intensive universities with 17 member universities in ten countries. The aim of the Libraries group was to assist its members to position themselves internationally, improve services, establish partnerships and benefit the educational and research endeavours of the parent universities by sharing intellectual capital.

The Cybrary was involved in the Learning Resources Catalogue (LRC), a collaborative Universitas 21 project. It provided a catalogue of learning resources and facilitated the identification and sharing of learning objects, promoting the efficient use of existing resources. A pilot was conducted, with participating institutions beginning to establish content.

CAUL

The University of Queensland continued to be actively involved in Council of Australian University Librarians (CAUL) activities throughout the year. These included submissions to the Department of Education, Science and Training (DEST), particularly in relation to the Information Infrastructure Advisory Committee. The report, *Research Information Infrastructure Framework for Australian Higher Education* was made available in November and determined directions for future cooperative activity.

Funds were allocated for the general implementation of projects ranging from online theses to resource discovery but no specific funds were tied to individual projects.

Jocelyn Priddey was elected to serve a two-year term on the CAUL Electronic Information Resources Committee (CEIRC), an advisory committee on matters primarily related to cooperative purchasing and IT infrastructure. A Think Tank on current and future publishers' pricing models and intra-consortium cost sharing models included presentations from Blackwell Science, ISI, Kluwer, Elsevier, ProQuest, Wiley, and expanded knowledge of specific practices.



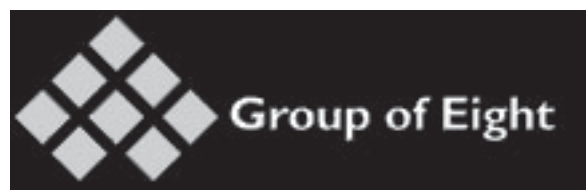
Group of Eight Universities (Go8)

The University of Queensland, and the University of Western Australia, were active members of the Group of Eight Universities (Go8) comprising The University of Queensland, The University of Adelaide, The Australian National University, The University of Melbourne, Monash University, The University of New South Wales, The University of Sydney and The University of Western Australia.

A major joint project undertaken was the establishment and promotion of the Go8 ePrint Archive initiative. The aim was to ensure that the research output of major Australian universities remained visible, accessible and usable through a global network of interlinked services.

Investigations into the possible joint purchase of electronic journal packages from publishers Kluwer; Lippincott, Williams & Wilkins; and Springer were undertaken, with the following outcomes:

- The University of Sydney and The University of Queensland took advantage of an offer from Lippincott, Williams and Wilkins for 210 medical and nursing journals
- Negotiations for the Kluwer Online package of over 700 eJournals were successfully concluded with all Go8 members participating
- An initial proposal from Springer was received late in the year offering the choice of cross-access to Go8 Springer subscriptions (217 titles) or total-access to Springer eJournals (403 titles). An initial expression of interest by the majority of the Go8 was favourably received by Springer who then agreed to extend their offer into 2003.



Sharing Expertise

With so many talented Cybrary staff, it was only natural that their skills were called upon far and wide.

General consultancies

The Cybrary had two star pupils at a special information skills program held in the University Librarian's office during the year. The Governor, His Excellency Major General Peter Arnison, (a UQ honorary doctorate recipient and an alumnus of UQ) and Mrs Barbara Arnison (a librarian) received online training from Deb Turnbull in how to find information resources.

Requests for the expert skills of Cybrary staff continued to increase. Individual staff members were invited to join panels or consultation teams to provide informed recommendations for libraries or parent institutions. At other times the Cybrary as a whole was invited to provide support, advice and instruction, with several staff members forming the consultancy team.

Consultancies included reviews of current library services; recommendations for future information and knowledge management needs; examinations of particular service issues; and reviews of technical and collection services.

Janine Schmidt participated in the selection panel for the national architect selection competition conducted for an architect and design team to work with the State Library of Queensland in its Millennium Library Project.

Staff from the Information Access and Delivery Service assisted the University of New England and the University of New South Wales

Conferences

Staff were encouraged to share their skills and knowledge and to gain new and innovative ideas through attendance at conferences, seminars and workshops locally, across the country and overseas. Several staff attended and presented at many different conferences including the Victorian Association of Library Automation (VALA) 2002 Conference, the Australian Library and Information Association (ALIA) 2002 Conference, the 68th International Federation of Library Associations and Institutions (IFLA) General Conference in Scotland, the ATEM (Association for Tertiary Education Management) 2002 Conference, and the newly implemented *ALIA New Librarians Symposium* (see Appendix 4 for a full list of presentations and papers made by Cybrary staff members for 2002).

International activities

Shanghai

Liz Jordan (coordinator of International and Special Projects, and retiring Executive Officer of QULOC) represented the Cybrary at the First Shanghai International Library Forum held in July. 300 delegates attended the conference. Liz presented a paper entitled *The Cybrary and the Consortium: Mutual Benefits* which focused on the services of the Cybrary and interactions between the participant members of QULOC.

Thailand

University Librarian Janine Schmidt attended the EDU-COM 2002 Conference, *Higher Education without Borders: Sustainable Development in Higher Education* held in Khon Kaen, Thailand, November 2002. She delivered a paper entitled *The Cybrary: an entrepreneurial approach to collaborative partner-*

ships for information support for borderless e-education. Whilst in Thailand she took the opportunity to deliver a presentation to library staff at the University of Khon Kaen on managing a multi-campus library in 2002.

Oman

Librarian Barbara Thorsen completed her consultancy work in setting up the library on behalf of the University for Sohar College of Applied Sciences as it sought university status.

Edinburgh and Birmingham

Anne Horn attended the U21 Learning Resource Catalogue Workshop in Birmingham, UK, to review the Pilot Phase of implementation and discuss technical issues, future development of the LRC software and the need for an LRC business plan.

Discussions were also held with the University of Edinburgh Library and the University's Media and Learning Technology Service (MALTS). The University of Edinburgh's trial of the *QuestionPoint* software was investigated. The Cybrary selected this software for its *AskaCybrarian* Chat Service and valuable assistance was gained.

Our international visitors

Librarians from a number of countries spent periods of time—ranging from one week to three months—at the University of Queensland Cybrary. They undertook modules of the *Cybrary Skills in the Tertiary Environment* program and in some cases undertook practical work in appropriate branch libraries. The Cybrary responded to many requests for visits made directly to it via the International Education Directorate and the Faculties.

Mr Thida, Head Librarian at the Institute of Medicine in Yangon, Myanmar, spent three months at the University of Queensland Cybrary. Ten weeks of his stay was spent at the Herston Medical Library, where he gained practical experience on the delivery of health science library services.

Requests for short visits grew and a program of possibilities was prepared. Standard sessions, ranging from presentations on management to overviews of information technology, were offered. Visitors received a copy of the video *Introducing the University of Queensland Cybrary* as well

as an information kit including samples of the various information brochures and resource discovery aids produced by the Library. The Library hosted more than 380 visitors from 31 countries (see Appendix 7 for a list of all visitors to the University of Queensland Cybrary).



Barbara Thorsen and friend (plus goat!) during her stay in Oman

Student fieldwork: what we do, what we changed

The Cybrary changed its approach to the provision of student fieldwork placements. Placement opportunities were offered in the July break, enabling the Cybrary to offer a coordinated program which provided activities across the Library in addition to work placements in specific branch libraries. Seven students (all from QUT) were provided with placements. These students were placed in the Social Sciences and Humanities Library, Fryer Library, Dorothy Hill Physical Sciences and Engineering Library, Architecture and Music Library, Mater McAuley, and Herston Medical Libraries. All students were grateful for the learning experiences and the knowledge and skills gained. Feedback from one student on behalf of all the QUT students included:

'.....we have learned much in the last three weeks. The program has been comprehensive and thoroughthe program was delivered in an extremely cooperative and friendly environmentbeen a very one-sided exchange with all the "giving" on your side and all the "taking" on our side.'

Building Links

Being a member of the university and general communities ensured a continuing involvement in activities outside the walls of the Library.

Cyberschool

UQL Cyberschool staff worked towards promoting cooperation between the University of Queensland Cybrary and other libraries, such as the Brisbane City Council Libraries, State Library of Queensland and library services at Education Queensland, in order to provide access to as many resources as possible for schools. The UQL Cyberschool's success continued in 2002:

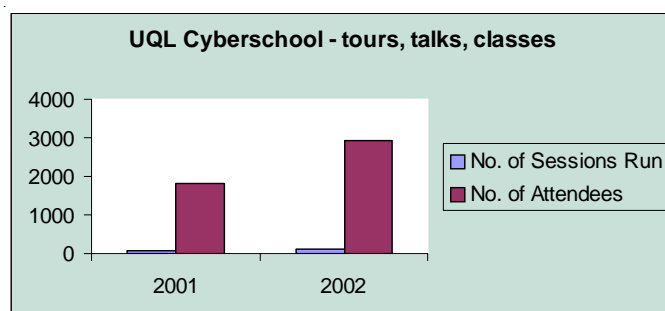
- Over 100,000 Queensland high school students linked to a wide variety of online information resources
- 111 schools took out subscriptions to electronic databases
- There were 221 database subscriptions to 24 different electronic databases
- Free trials to 34 different databases were offered.

UQL Cyberschool Coordinators provided tours and training for Year 11 and 12 school students to improve their information skills, to locate and use resources in the UQ Cybrary, and to experience university life and research; as well as to teaching staff to ensure proficiency in the use of databases.

- 41 school groups were given library tours for a total of 1123 school students
- 42 school groups—totalling 1029 school students—were trained to use the Cybrary catalogue and UQL Cyberschool page
- Eight training workshops were held for a total of 228 teacher librarians
- Seven promotional workshops were conducted.

Promotional workshops helped raise awareness of the free services and resources UQL Cyberschool

offered through the website and the opportunities available for accessing reliable online information through electronic databases. Additionally, staff promoted the service by presenting papers at major conferences in Queensland and by publishing an article in *EdViews*, the Education Queensland newspaper.



Services to business and industry

The Cybrary continued to receive unsolicited requests for fee-based information services throughout the year. Over fifty companies used these services over the last four years. In 2002 there were new corporate clients who were associated with the university either through strategic partnerships with Schools or through the commercial arm of Cooperative Research Centres. The Cybrary provided fee-based services on request, including document delivery, corporate membership cards, internet and database searching, alerting services and information skills training.

Friends of Fryer

Re-establishment of the Friends of Fryer group commenced in late 2001, and continued during 2002. In July the Friends of Fryer, in conjunction with the Aboriginal and Torres Strait Islander Unit and the University of Queensland Press, presented



Doris Pilkington [Nugi Garimara] (pictured top left) in conversation with Jackie Huggins (pictured bottom left). University of Queensland academic and indigenous writer Jackie Huggins spoke with Doris Pilkington, author of the acclaimed *Follow the rabbit-proof fence*, a successful feature film, which tells of the forcible removal of three indigenous girls from their families (one of whom was Doris' mother), to a



Native Settlement in Western Australia, and their eventual escape. Over 150 guests attended.

The Library was also honoured by Mrs Kaye De Jersey agreeing to be the patron of Friends of Fryer.

Being part of it:

Open Days and Expos

The UQ Study Expo was held in the new UQ Centre in August. The Cybrary offered tours in the Social Sciences and Humanities Library and provided information at a booth in the UQ Centre.

The Cybrary also participated in the Innovation Expo at the UQ Centre in October. The Innovation Expo was organised by the School of Information Technology and Electrical Engineering to showcase their students' research and ideas. The Cybrary's stand showcased innovations in the Library such as AVEL-SKN, WebLaw, Cyberschool and AskIT.

The Gatton Library opened for Gatton Open Day in August offering tours, videos, displays and a *Surfing the Cybrary* presentation.

The Ipswich Library launched the Big Ideas speaker series, a joint initiative between the Cybrary and

Campus Programs. The first speaker was Dr Mary Bryson from the University of British Columbia, hosted in cooperation with the School of Education.

Charity abounds

Cybrary staff once again showed their caring nature in giving up time, money and hair in many charitable events across the year. In March the *World's Greatest Shave for a Cure Day* saw several staff members shave their heads or colour their hair to raise over \$2500 for the Leukaemia Foundation. August saw staff dressing down in *Jeans for Genes* day, raising \$210 for the Children's Medical Research Foundation.



Above: Mark Molloy getting the chop from Tina the hairdresser, while below, Noela Stallard and Jackie Aberdeen show their 'true' colours for a worthy cause.



Brisbane Writers Festival 2002

Brisbane Writers Festival

Sponsorship

The University of Queensland Cybrary sponsored two program sessions at the Brisbane Writers Festival. One session was sponsored by the Fryer Library and one by AustLit, the Australian Literature Gateway.

The Fryer Library sponsored a session called *Research and Imagination*. It was chaired by Susan Mitchell and the panel consisted of Chris Masters, Philip McLaren, Gail Bell and Bob Ellis. A new flyer on donating original manuscript material to the Fryer Library was distributed during the Festival.

AustLit sponsored a session on writing biographies. The panel discussion featured Janine Burke, Susanna de Vries, Bob Ellis and Jacqueline Kent. Sallyanne Atkinson AO chaired the session.

Learning Communities Forum

The Cybrary contributed to a visit by Dr David Longworth in association with the UQ Ipswich Community Service and Research Centre. Dr Longworth spoke at Brisbane City Hall as part of the Learning Communities Forum in association with the Commonwealth Heads of Government Meeting (CHOGM).

Ipswich Campus Library Links with the Community

The past year saw the development of closer relationships with the Ipswich community through ties with the UQ Ipswich Community Service and Research Centre and through links with the Ipswich City Council. The highlight of the year in community liaison was a series of workshops with Red Cross Job Training, in which a group of 12 at-risk youth attended library skills classes in an environment which also encouraged social skills and confidence building.

National Resource Sharing Working Group

Following the completion of its Benchmarking Study on document delivery in 2001, the Group worked on the development of training in best practice based on the results of the Study. A Training Pilot was held in Canberra with a view to conducting future sessions in each state.

The Group was chosen to participate in the design and planning of the 8th Interlending and Document Supply Conference, to be held at the National Library of Australia in Canberra in October 2003. The Group discussed possible themes and session ideas and set up several Committees.

QSKILL (Queensland Special Interest Group Kinetica and Interlibrary Loans)

The main focus of discussion continued to be Kinetica Document Delivery and its operation. General information about document delivery issues was also shared during meetings.

Australian Research Libraries Collection Analysis Project (ARLCAP)

Funds were received for the major universities and the National Library to pilot OCLC (Online Cooperative Library Center) software designed to compare and analyse resources that related to the Indian Ocean rim region. Australian resource holdings would be benchmarked against an international standard.

Educational Lending Right (ELR) University Survey

The Cybrary participated in the annual ELR university survey. The ELR, a program of the Commonwealth Government's Book Industry Assistance Plan, made payments to eligible Australian creators and publishers whose books were held in educational lending libraries. Participation involved creating files of records for books, processing the files through the program supplied and sending the files to the Department of Communications, Information Technology and the Arts (see *other staff representation on external committees in Appendix 5 on pages 48 and 49*).

Taking the Cybrary to the World

Maintaining a high profile in the international information community remained a priority in 2002.

Cybrary Membership for Graduates

New graduates continued to receive details of one year's free library membership as part of the information package sent out prior to graduation. Increasing numbers of graduates took up this opportunity, with 1342 graduates registering in 2002 (up 73%). New graduates whose year's free membership expired during 2002 were sent letters inviting them to renew their membership. A total of 229 graduates registered, double the numbers from previous years.

Reciprocal Borrowing

Applications for reciprocal borrowing received from other institutions continued to decrease. In particular, the number of QULOC reciprocal borrowers fell by 44%. The majority of 'no shows' were postgraduates from Griffith University and QUT, and staff from all institutions. As these students were subsidised and staff are not charged, there would seem to be a correlation between not having to pay personally and not using the service.

A small number of borrowers from other Australian institutions applied during 2002, with the largest numbers coming from Deakin and Charles Sturt Universities.

Applications for reciprocal borrowing by UQ members at other universities remained at a relatively low level, reflecting the quality of UQ's collections and its document delivery service.

Delivering Worldwide

The quality of the Cybrary's collections was recognised both nationally and internationally. The Cybrary made its collections visible to researchers worldwide in a number of ways. The catalogue was freely available via the web and was heavily used by non-UQ researchers. The Cybrary's holdings were also made available on the National Bibliographic Database via the National Library's Kinetica Service. Holdings were also available via OCLC's WorldCat service, the world's largest catalogue at over 40 million records.

In support of research, the Cybrary both lent books and supplied documents to Australian and overseas libraries, all within the bounds of the Copyright Act. The number of requests from Australian libraries remained static, while overseas requests rose by 9%, with journal articles rising by 12%.



Some items available from the East Asian collection

Value for Money

Innovation, technology, personal achievement and support: the Cybrary led the way in developing an effective and efficient environment for both staff and students.

Budget Impacts

The year began with a deficit of \$131,522 from 2001, due mainly to the effects of the low value of the Australian dollar in 2001. This situation added weight to the Cybrary's bid for additional financial assistance in 2002 (8.8% increase in operational grant funding). The Cybrary received additional income from international student fees following a review of the distribution of fee income (an increase from 4.2% to 5.5%). The additional increase in income was most appreciated and provided funds for staffing.

The materials allocation grew from 38% of the operating budget in 1996 to 51% in 2002. This was the highest percentage of any university in Australia. The materials budget received supplementary funding from the University totalling \$1.2 million. With this additional funding and the rise in the value of the Australian dollar, the Cybrary was able to support the teaching, learning and research needs of the University and did not embark on a journal cancellation project.

There were a number of major equipment purchases during the year totalling over one million dollars. Fortunately, the Cybrary received additional funding of \$350,000 from the Development Office to assist in the upgrading of computer access for students. Funds from the photocopying service also supported these major purchases. Early in the year there were concerns about the company operating the Cybrary's copying service which was placed in receivership. Within two months a buyer was secured for the business and services were provided without interruption.

Workloads Committee

Following a reduction in the number of staff at the end of 2000, a program was put in place in 2001 to address work conditions and review staff suggestion related to workloads. The committee continued to play a role in identifying areas requiring improvement. In particular, this committee focused on reviewing work practices and streamlining processes in the Cybrary.

At the February meeting it was decided that the Cybrary would no longer appoint Library Attendants but would employ Service Support Assistants instead. Service Support Assistants were able to perform discharging duties currently performed by Library Assistants. This decision was in line with the recommendation of the Shelving Review Report that the whole process of materials handling be performed by the same group of staff. The Biological Sciences Library conducted a successful trial of check-in duties and the other branches will adopt this arrangement in 2003.



Thelma Campbell shelving at Herston Medical Library

Maximising Staff Contributions

With staff being the Cybrary's greatest resource, many strategies were put in place to enhance their effectiveness.

Recruitment and Selection

The Cybrary continued to improve its processes in the recruitment of quality staff. It amended its procedures referring prospective clients to web-based position descriptions and selection criteria. The presence of an academic client on selection panels for all professional positions assisted in ensuring that only quality staff were recruited.

The Cybrary's commitment to the employment of students, particularly postgraduates, ensured the employment of 300 new casual staff and 40 reappointments.

Tours conducted in orientation week were made more relevant by the involvement of students.

Staff Development and Training

Best practice manual handling techniques were ensured by the purchase and use of new training materials. The induction program was improved by providing guidelines and a carefully designed structure of several modules, thereby assisting staff to get up to speed with library policies and procedures.

The Future Focus program continued to ensure the introduction of innovative processes and practices. Speakers included Gaynor Austin, Director, Library Services, Queensland University of Technology and Hamilton Wilson, Architect, Wilson Architects.

The Library Wellness Program ensured that staff operated at their peak. Sessions on stress management and voice projection and protection were much appreciated.

Throughout the year there were additional workshops and information sessions available for library staff. The University Librarian continued to present bi-annual update sessions for all staff. There were circulation update sessions, a Circulation Supervisors' update session and a Document Delivery update session covering searching skills in OCLC, British Library and CISTI. Information Skills update sessions and Library Technology Service update sessions were also delivered.

External consultants were used to present training sessions on *Discrimination, Harassment and Bullying in the Workplace* for library managers and supervisors, *Basic and Advanced Customer Service* for all staff, and *Coaching for Performance Management* for the 7Up Group (staff from HEW7 level upwards).

A new staff development program was developed for HEW 7-9 staff. The Management Skills and Mentoring Development Program for Managers was planned for 2003 for the 7Up Group.

Four library staff members were enrolled in the Graduate Certificate in Education. They learnt much about adult learning which will contribute to strengthening the information skills programs provided by the Cybrary.



LITLO Graduates

The LITLO Program...Reviewed, Updated and Commended

The extensive LITLO training program continued to equip staff with a basic understanding of workstation hardware and software, the networked environment and troubleshooting techniques. This led to little computer downtime and an excellent service for students.

Job Rotation Scheme

A job Rotation and Development Scheme was developed for staff to ensure cross fertilisation of ideas, skills and knowledge across the library. A pilot scheme in 2003 would see staff rotated into other areas for fixed periods or for short-term placements on particular projects.

Staff Perception Survey

The biennial Staff Perception Survey was conducted at the end of September. The survey enabled staff to take the opportunity to comment on library performance. The results were better than those in 2000. 89.9% of staff would still like to be working for the Cybrary one year from now, an increase of 2%. Library management reviewed the areas of poor performance and initiatives were adopted to make improvements.

Occupational Health and Safety Issues

The number of work related injuries was reduced after the shelving positions became half-time positions. New work practices were implemented and new equipment and furniture were provided. New return bins were installed at the Dorothy Hill Physical Sciences and Engineering Library, the Biological Sciences Library, and the Social Sciences and Humanities Library. These bins were ergonomically designed to assist library staff to easily and efficiently process returned material, significantly reducing the handling and lifting involved in the check-in process.



Staff Excellence Awards

Four library staff members were recognised for their outstanding achievements in 2002. The Chancellor, Sir Llewellyn Edwards, presented Wendy Fitzmaurice, coordinator of the AskIT service, with a *Miracle Worker Award* (pictured above, holding award). This award recognised qualities including selfless concern for others, sharing of knowledge, excellent communication skills, leadership skills, willingness to assist others and a high ethical or moral stance.

Mandy Fisher received the Emma Miller Award in November, an honour given each year to a female delegate or member of a union affiliated with the Queensland Council of Unions who has made a positive contribution to the working lives of women in their particular workplace.

A 2002 Affirmative Action Commendation was awarded to Denise Frost and the LITLO Program in recognition of her contribution towards establishing a supportive environment for women and the development of a culture within the University which values the achievements of women (pictured below centre).

Nicole Clark won the Alumni Association's Margaret Waugh Bursary for Library staff development and used the funds to support her travel to New Zealand, where she presented a paper at the *Winds of Change Conference – Libraries in the 21st Century*. Dr Mary Mahoney, President of the Alumni, and members of the Alumni executive were impressed by the research undertaken by Nicole and her presentation to them.



Planning the Future

The Cybrary continued to seek improvement to its services.

Planning sessions

Priority areas for 2002 were identified as part of the Cybrary's 2001 planning sessions. Priorities within facilities, loans, staffing issues, collection development, knowledge management, customer service and information skills were identified, and strategies put in place.

The theme for the 2002 Planning and Review sessions was *It's a Long Way to the Top*. Jon Morgan facilitated the sessions. The initial sessions—held in September—focused on the values of the Library, both historical and contemporary, and looked towards reviewing the Cybrary's values for the next decade. The second sessions held in November focused on both future values and priority areas for 2003. Once again, all staff participated in the planning process, with each session scheduled at four different times.

University issues

The Cybrary's operational plan was revised in response to changes in the University's strategic plan.



Below: Behind the scenes in Information Access and Delivery Service section



Measuring Up

The Cybrary was active in ensuring its services and facilities compared favourably within the industry.

AUQA

In preparation for the Australian Universities Quality Agency (AUQA) audit scheduled in 2003, the University undertook a mock audit in October. The Library was represented on the Reference Committee and provided information and supporting documentation for the UQ Performance Portfolio.

Document Delivery

As part of the Cybrary's continuous improvement program, an audit of document requesting processes was conducted. Several changes to the workflow were implemented to assist in the streamlining and standardisation of operations across all branch libraries, as well as achieving consistent client service.

A trial was conducted to compare the effectiveness of document supply by two groups of suppliers, the Australian libraries and a commercial document supplier. Focusing on the delivery of journal articles, the trial showed that requests sent to Australian libraries cost more in staff time than did those sent to the commercial supplier. However, the cost of supply was cheaper and more predictable using libraries, as a substantial number of requests to the commercial suppliers attracted a levy.

Process Improvements

Cybrary webpages

An analysis of telephone and document delivery services, pins and passwords and loan renewals was conducted over the year. As a consequence improvements were implemented. These included appropriate authentication procedures; the purchase of a telephone renewal system, even though

loans could be renewed over the Internet; and the improvement of Document Delivery contact details on the Cybrary webpages.

Knowledge Management

The Cybrary's revamped Intranet was launched in February. The new logical structure and clarity of its presentation was well received. Access to valuable information was greatly enhanced by making it available on the Intranet, though much work was needed to populate the site and to achieve the goal of becoming the 'one-stop shop' for the Cybrary's corporate knowledge.

Feedback

The Online Suggestion Box was available at the foot of every page on the Cybrary's website. It continued to be a simple, but timely and effective mechanism for clients to provide feedback. Valuable suggestions were made, enabling the Cybrary to improve services.

In 2002, a total of 890 suggestions were received. 'Hot topics' included issues relating to:

- Problems locating specific services on the Library's website
- Speed of access to the Internet at the beginning of first semester
- Lack of sufficient facilities for researchers, such as lockers and desks
- Praise for Library staff, its services and facilities
- Problems with network printing.

The perennial problems, such as access to email, opening hours and air-conditioning, were much reduced. All queries were responded to promptly and strategies adopted to implement change, for example, website amendments.

Enhancing ICT Infrastructure

Maintaining reliable technology within the Cybrary continued to be a major challenge.

Hardware

During the year, the Library undertook upgrade projects to the ICT (information and communication technologies) infrastructure. These included: a major hardware replacement; the purchase of ten Dell PowerEdge 2650 replacement servers and a Dell PowerVault storage array; an upgraded Intranet server to support the Cybrary's Knowledge Management program, and the purchase of a 25KVA UPS for the Library Server Room. As well as providing a more reliable service to the Cybrary's clients, the new hardware was of great benefit to library staff. Response times improved with time of processes reduced considerably. The purchase of over 800 new personal computers enhanced service delivery and reduced maintenance costs.

Multimedia

The Multimedia Service was enhanced with an upgrade of the recording facilities for television broadcasts. This upgrade consisted of the re-cabling of the aerial coax for the videocassette recorders used for off-airs, the addition of two signal amplifiers, and the replacement of three VCRs and two monitors. To support this upgrade and to improve the equipment available in the High Use area, four new Sony VCRs and two Pioneer DVD players (plus monitors) were purchased.

Integrated Library Management System (ILMS)

The new available ILMS software from Innovative Innopac improved binding procedures and online ordering. Many efficiencies were achieved through maximising use of the online tools available.



Express Email facilities



I. Facts and Figures

I. Funding

	2002	2001	2000
Operating Grant	23,469,009	21,475,000	22,189,420
Carry Forward	-138,622	-180,392	900,683
Ipswich	1,052,000	1,061,000	985,000
Additional Income	1,765,541	1,273,332	1,050,000
Research Infrastructure	600,000	759,754	250,070
Total	26,747,919	24,388,694	25,375,103

2. Expenditure

Salaries	11,005,722	10,210,299	10,994,762
Materials	11,932,555	10,903,253	11,110,295
Maintenance and Equipment	3,241,546	2,078,227	2,813,173
Special Projects	29,810	234,630	14,554
Research/Infrastructure Maintenance			209,695
Research/Infrastructure Materials	600,000	759,754	
Total	26,809,633	24,186,163	25,393,681

3. Library Staff

Professional Library Positions	74.27	83.15	81.79
Specialist Managers and Coordinators	9.97		
Library Support Staff	139.77	153.74	169.27
Total	224.01	236.89	251.06

4. Services

Items Lent	1,576,463	1,535,391	1,566,968
Items Shelved	2,562,865	2,689,024	3,035,781
Items lent to outside libraries	27,325	27,015	28,337
Items borrowed from outside libraries	55,588	54,130	35,798
Information Skills classes held	2,862	2,465	2,475
Information Skills program attendees	44,847	46,057	40,355
Normal Opening Hours per week	81	81	81
Queries answered	394,056	346,884	344,359
Turnstile counts	3,287,156	3,173,908	3,186,699

5. Collections

	2002	2001	2000
Books: total volumes	1,326,660	1,305,438	1,275,568
Periodicals: total volumes	782,427	778,062	773,522
Total Bound Volumes	2,109,087	2,083,500	2,049,090
Individual print and non-print serial titles	10,500	15,512	16,138
Individual electronic serials titles	1,138	403	4,756
Titles within a single publishers collection	2,075	1,546	2,029
Titles within aggregations	44,878	25,154	24,759
Total Current Serial Titles*	58,591	42,615	47,682

* (Note: These figures include some duplication between electronic services)

6. Branch Library Statistics

Library Branch	Monograph Volumes	Journal Volumes	Total Volumes	High Use Loans	Auto Loans	Total Loans /renewals	Doc Del Supplied	Doc Del Received
Social Sciences and Humanities Library Service								
Graduate Economics and Business								
	11,973	11,791	23,764	688	-	10,368	54	-
Fryer	87,077	9,310	96,387	-	-	43,006	199	-
Ipswich	25,042	1,538	26,580	9,305	3,220	47,041	377	1,406
Law	29,970	56,294	86,264	32,687	11,997	72,872	375	-
Social Sciences and Humanities	647,655	193,128	840,783	144,298	352,352	727,734	8,503	11,830
Physical Sciences and Engineering Library Service								
Architecture and Music								
	55,130	13,824	68,954	12,558	-	48,096	430	613
Dorothy Hill Physical Sciences and Engineering	85,876	105,465	191,341	13,825	42,940	121,420	3,452	4,966
Biological and Health Sciences Library Service								
Biological Sciences								
	84,685	82,440	167,125	17,275	99,253	171,670	6,635	11,979
Dentistry	4,403	3,733	8,136	-	-	12,722	185	502
Gatton	47,624	15,503	63,127	954	27,109	51,820	615	2,637
Herston Medical	19,550	46,444	65,994	-	-	30,380	3,709	11,657
Princess Alexandra Hospital	2,388	8,442	10,830	-	-	20,960	930	5,156
UQ/Mater McAuley	6,747	10,812	17,559	-	-	14,800	692	4,842
Warehouse	218,540	223,703	442,243	-	-	-	1,169	-
Other Loans and Renewals	-	-	-	-	-	203,574	-	-
TOTAL	1,326,660	782,427	2,109,087	231,590	536,871	1,576,463	27,325	55,588

2. Organisation Structure

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

3. Staffing the Cybrary

Corporate Services

University Librarian	Janine Schmidt
Personal Assistant	Cheryl Byrnes
Executive Manager	Mary Lyons
Personal Assistant	Suzanne Green
Human Resources and Staff Development Coordinator	Joanne Rutherford
Personnel Assistant	Judy Ashwin
Facilities Coordinator	David Smith
Administrative Officer, Facilities	Fiona Marshall
Finance Coordinator	Margaret Scott
Accounts Officer	Don Smith
Clerk	Michelle Woods
Publications and Promotions Coordinator	Joanne Moss / Suzanne Parker
Information Skills and Community Outreach Librarian	Deborah Turnbull
Librarian - ISRAP Project	Nicola Foxlee
Librarian - ePrints@UQ	Belinda Weaver
Librarians - UQL Cyberschool	Liz Blumson
Librarians	Noeleen Fleming
Librarians	Lucy Peachey
Librarians	Noela Yates
Library Assistant	Alan Basford
Shelving Coordinator	Eva Lewandowski
Administrative Assistants	Leona Katzer
	Karen Platz
	Cheryl Swenson
	Roxanne Taylor
	Peter Gate

Library Technology Service

Executive Manager	Andrew Bennett
Fileserver and Network Coordinator	Matthew Swinburne
Fileserver Support Assistant	Justin Desfontaines
Coordinator, IT Training	Denise Frost
Project Development Librarian	Kingsley Gurney
Database/Web Access Librarian	Warren Ham
Database Coordinator	Eric Hornsby
IT Support Assistants	Karen Dwyer
	Mark Prior
Workstation Support Officers	Jacqueline Aberdeen
	Daniel Callan
	Mark Conlon
	Mandy Fisher
	Adam Lee
Administration Officer	Janelle Dwyer
Supervisor, AskIT Help Desk	Wendy Fitzmaurice
Trainer, AskIT Help Desk	Alex Rohan
Administration Officer, AskIT	Cindy Bukbardis

Information Access and Delivery

Executive Manager	Chris Taylor
Manager, Collection Development	Jocelyn Priddey
Manager, Document Delivery	Margaret Gauld
Innopac Librarian	Carolyn Jones
Copyright Coordinator	Thomas Joyce
Librarians	Mary Kenyon
	Rosemary Meiklejohn
	Dell Schramm
	Noela Stallard
	Helen Stephanos
	Pam Tonkin
	Penelope Verrall
Senior Library Assistants	Kerry Brezac
	Helen Cook
	Barbara Heath
	Wendy Penboss
	Gisela Possin
	Margaret Powell
	Michael Stewart
	Jane Warnick
	Helen Bourne
	Irene Bull
	Maria Campbell
	Susan Davidson
	Julie Drew
	Patricia Gollschewski
	Ann Gray
	Andrea Keioskie
	Pauline Napier
	Julie Pratt
	Lynn Reid
	Wayne Sharma
	Anne Smith
	Annette Steen
	Leslie Tow
	Linda Cross
	David Barker
	Louise Fathers
	Megan Kenny
Document Delivery Assistant	
Service Support Assistants	



Library Technology Service staff

Biological and Health Sciences

Executive Manager

Heather Todd

Biological Sciences Library

Manager

Irene Sachs

Librarians

Sue Curlewis

Greg George

Susan Lockeridge

Margo Till

Librarian - Rockhampton Base Hospital

Anne Newton

Librarian - Toowoomba Hospital

Nicola Thomas

Senior Library Assistant

Susan Sawyer

Library Assistants

Barnaby Casson

Lisa Clayton

Joyce Davies

Louise Davies

Jacqueline Wakeham

Lynette Wilson

Library Attendants

Christian Giffing

Greg Hillcoat

Michael Sullivan

Service Support Assistant

Belinda Taylor

Logan Timms



Herston Medical Library

Health Sciences Librarian

Librarians

Lisa Kruesi / Andrew Heath

Stephen Anderson

Lars Eriksson

Ruth Foxlee

Andrew Heath

Karen Joc

Judith Turner

Deborah Arthur

Thelma Campbell

Isabelle Davies

Jennifer Long

Dianne Waters

Senior Library Assistant

Library Assistant

Library Attendant



UQ/Mater McAuley Library

Senior Librarian

Jackie Chamberlin

Librarian

Di Thornthwaite /

Kathy Hibberd

Senior Library Assistants

Kaye Cumming

Jenny Hall

Dentistry Library

Librarian

Nicola Foxlee /

Kaye Lasserre

Senior Library Assistants

Jenny Taylor



UQ Gatton Library

Gatton Librarian

Karen Seymour

Senior Librarian

Maria Chalmers

Librarian

Margaret Schindler

Library Assistants

Judy Anderson

Jennifer Charles

Elizabeth Reaves

Shirley Hudson

Library Attendant



Princess Alexandra Hospital Library

Senior Librarian

Robyn Spooner

Librarian

Kaye Lasserre /

Stephen Anderson

Senior Library Assistants

Susan Beckinsale

Micheline McDonald

Library Attendant

Martin Rhodes



Staff from the Architecture and Music and Dorothy Hill Physical Sciences and Engineering Libraries

Physical Sciences and Engineering

Executive Manager Michael Manning / Grace Saw
Personal Assistant Stephanie Wright / Natalie Armstrong

Architecture Music Library

Music Librarian Elizabeth Jordan
Librarian Cathy Bauer
Library Assistant Beverley Tuck

Dorothy Hill Physical Sciences and Engineering Library

Librarians Anne Draper
Diana Guillemin
Larah Seivl-Keevers
Jan Sullivan
Leith Woodall
Fei Yu
AVEL Project Coordinator Nicole Clark
Senior Library Assistant Pauline Lister
Library Assistants Emma Armstrong
Gaby Asenjo
Edina Fazekas
Dot Gollner
Ivana Mimovic
Annette Scott
Ron Henderling
William Murdock
Eileen Salisbury
Library Attendants

Social Sciences and Humanities

Executive Manager Anne Horn
Personal Assistant Nea Daniels

Graduate Economics and Business Library

Librarian Dale Drysdale
Senior Library Assistant Helen Turnbull

Fryer Library/UQ Archives

Manager Eileen Boydew
Archivist Megan Lyneham
Senior Librarian Dagnija McAuliffe
Librarians Catherine Leutenegger
Maira Turaidis
Senior Library Technician Rose Wade
Senior Library Assistant Joan Keating
Library Assistants William Dealy
Christine Hale
Margaret Rose
Emma Rowlings-Jensen

UQ Ipswich Library

Library Coordinator Beth Cawter
Librarian Miranda Newell
Senior Library Assistant Margaret Sloan-McDonald
Library Assistant Jill Maalsen
AskIT Support Officer Merindi Derrick
Yvonne Hodkinson

Law Library
Acting Manager
Senior Librarian
Librarian
Senior Library Assistants

Library Assistant
Library Attendant

Social Sciences and Humanities Library

Manager, Social and Behavioural Sciences Bill Beach
Manager, Business, Economics and Law Karen Borchartdt
Manager, Arts Ros Follett
Senior Librarians Kris Abbott
Mark Cryle

Librarians

Senior Library Assistants

Library Assistants

Barbara Thorsen
Sue Macaulay
Cath Connolly
Nichola Williams
Hilary McLachlan
Deidre Long
Julie Clarke

Tanya Ziebell
Jana Atrens
Helen Cooke
Birgit Culloty
Jill Dombrow
Michael Fagg
Wai Wai Lui
Marcos Riba
Louise Rodger
Pam Schindler
Robin Anderson
Tricia Bichel
Rebecca Carter
Karen Crouch
Tracey Matthews
Alison Stewart
Gail Tattam
Adelaide Beecroft
Sarah Bennett
Donna Clifford
Hilary Collins
Marie-Ange Fauvaux
Kerrie-Ann Fitch
Wendy Furlan
Vanessa Galloway
Kirsten Hentschel
Edie Kaczor
Kevin Kearney
Margaret Keys
Bernadette Lane
Val Lawson
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Naminda Peiris
Anita Petterson
Virginia Reis
David Symons
Anna Vanderhorst
Michela Zincon
Kelly Baker
Marc Laurie
Heather Tupe
Patricia Wilson
Davina Bailey
John Brown
Margaret Wilhelm
Cameron Allen
Peter Elliott
Fiona O'Rourke
Kieran Ramsey
Trevor Staines
Andrew Steen
Loretta Sykes
Julie Murray

Administration Officer

(Staff List current as at 18 December 2002)

4. Publishing and Presenting

Catherine Bauer and Roslyn Follett

- 'Digitisation of unique collections of architectural and historical images at the University of Queensland Library'. Paper presented at E-volving Information Futures, VALA 2002 Conference, Melbourne, 6-8 February.

Liz Blumson

- 'The UQL Cyberschool'. Poster presented at the Australian Teacher Educators Association Conference, Brisbane, 12/13 July.
- 'UQL Cyberschool'. Workshop conducted at the Communicate IT Conference, Brisbane, 15 August.
- 'UQL Cyberschool - reaching out for you!'. Workshop conducted at the QSITE State Conference, Hervey Bay, 23 September.
- 'UQL Cyberschool'. Workshop conducted at the Science Teachers' Association of Queensland Constaq Conference, Brisbane, 24 September.
- 'UQL Cyberschool'. Paper presented at the Queensland Studies Authority - Pilot Physics and Chemistry Syllabus Conference, Brisbane, 17 October.
- 'UQL Cyberschool'. Workshop conducted at the School Library Association of Queensland Partnership in Service Conference, Brisbane, 21 October.
- 'UQL Cyberschool'. Poster presentation at the Science Works for the Smart State Conference, Brisbane, 24/25 October.

Liz Blumson and Noeleen Fleming

- 'UQL Cyberschool and Online Resources for the teaching of English'. Paper presented at the English Teachers' Association of Queensland Conference, Brisbane, 17 August.

Liz Blumson, Noeleen Fleming and Deborah Turnbull

- 'UQL Cyberschool - reaching out for you!'. Article printed in Access [Australian School Library Association], 16(2), 24-27.

Nicole Clark

- 'Sustainability in an online environment: the evolution of the Australasian Virtual Engineering Library'. Paper presented at the LIANZA Winds of Change: Libraries in the 21st Century Conference, Wellington, New Zealand, 18-20 November.
- 'Designing for your Customer: user-centred Subject Website Design'. Workshop presentation at the Australian Association of Engineering Education Conference, 30 September - 1 October.
- 'AVEL'. Lecture to QUT ITB338 Information Resources Provision students, Gardens Point, 15 October.

Nicole Clark and Denise Frost

- 'User-centred evaluation and design: a subject gateway perspective'. Paper presented at the VALA 2002 - E-volving Information Futures, 11th Biennial Conference, Melbourne, 6-8 February.

Helen Cooke, Eric Hornsby and Heather Todd

- 'The Cybrary - seamless for the customer, fine needle work for the staff'. Paper presented at the VALA 2002 - evolving Information Futures, 11th Biennial Conference, Melbourne, 6-8 February.

Noeleen Fleming

- 'Reasoning from Reputable Resources'. Paper presented at the School Library Association of Queensland State Conference, Rockhampton, 24 June.

Elizabeth Jordan

- 'The Cybrary and the Consortium: Mutual Benefits, University of Queensland Cybrary and the Queensland University Libraries Office of Cooperation'. Paper presented at the First Shanghai International Library Forum, Shanghai, China, 15-18 July.

Mary Lyons and Joanne Rutherford

- 'From Bolshie to Beaming - the cultural and operational transformation of shelving at UQ Cybrary'. Paper presented at the Vital Link 3 Conference - Staffing in library and information services in the 21st century, Adelaide, 29-30 November.



Above: Liz Jordan preparing to speak at the First Shanghai International Library Forum in China

Jocelyn Priddey

- 'Pragmatism, Creativity, Serenity: a reality check on the skills needed to manage licence agreements'. Paper presented at ALIA's Poetic Licence seminar, Queensland University of Technology, Gardens Point, 10 April.
- 'Managing Knowledge and Technology - Issues and Trends - Licences and Participating in Consortial Agreements'. Paper presented at the ALIA New Librarian's Symposium, Brisbane, 7 December.

Susan Sawyer

- 'Electronic books: their definition, usage and role in libraries'. Article published in *Library and Information Science Electronic Journal*, Volume 12, September.

Janine Schmidt

- 'Unlocking the Library: Marketing Library Services: a case study approach' in *Proceedings, IFLA Publications 99, Education and research for marketing and quality management in libraries, Satellite Meeting, Quebec, 14-16 August 2002*. Edited by Rejean Savard. Munich: KG Saur: 2002, pp 87-97.
- 'Running a University Library in 2002: the rewards and the rebuffs'. Presentation to the Australian Society of Archivists, Queensland Branch meeting, Brisbane, February.
- 'Running a University Library in 2002: the rewards and the rebuffs'. Presentation to the Jindalee Rotary Club, Brisbane, April.
- 'Strategies to develop morale and group cohesion'. Presentation at Staff Management Issues Workshop for General Staff Senior Managers, St Lucia, April.
- 'Unlocking the Library: marketing library services: a case study approach'. Presentation to AVCC Staff Development and Training Program - Library Conference, Brisbane, July.
- 'Library Building Design: lessons from Canada'. Presentation in a joint session on 'The future for libraries: lessons from Canada' at the AVCC Staff Development and Training Program - Library Conference, Brisbane, July.
- 'The Group of Eight'. Presentation at the QULOC Second University Librarians Forum, Brisbane, July.
- 'Library Design in 2002'. Presentation to QUT Library, Brisbane, July.
- 'Changing a Library to a Cybrary'. Paper presented at the ATEM/APPA Conference UQ Tour, Brisbane, October.
- 'Real and Virtual Support for Evidence Based Health Care'. Paper presented at the Third National Knowledge Resource Forum, Brisbane, October.
- 'The Cybrary: an entrepreneurial approach to collaborative partnerships in information support for borderless e-education'. Paper presented at the Educom Conference, Khon Kaen, Thailand, November.

Gaynor Austen, Janine Schmidt and Philip Calvert

- 'Australian university libraries and the new educational environment' in 'International Perspectives on Academic Libraries' edited by Rowena Cullen and Philip Calvert, *Journal of Academic Librarianship*, Vol 28, No. 1-2 (January-February 2002), pp 63-67.

Janine Schmidt, Jennifer Croud and Michael Manning

- 'From lackey to leader: the evolution of the librarian in the age of the Internet' in *Modern Organizations in Virtual Communities* edited by Jerzy Kisielnicki, IRM Press, 2002, pp 159-170.

Barbara Thorsen and Eric Hornsby

- 'WebLaw: from a collection of individual web pages to a subject gateway' in *Australian Law Librarian* 10(2), 2002, pp 158-165.

Heather Todd and Lisa Kruesi

- 'E-statistics - are we comparing apples and oranges? Getting a grip on e-statistics to measure our performance: a University of Queensland Cybrary perspective'. Paper presented at the VALA 2002 - evolving Information Futures, 11th Biennial Conference, Melbourne, 6-8 February.

Deborah Turnbull

- 'Would you like coffee or ice cream with your information?' Paper presented at the Effective Teaching and Learning Conference 2002, a conference for University Teachers, Brisbane, 12-13 November.
- 'UQL Cyberschool Transitions'. Paper presented at the Information Literacy Forum, Developing Information Skills: a Continuum of Learning, Bond University, 7 November.

Deborah Turnbull, Liz Blumson and Noeleen Fleming

- 'The UQL Cyberschool - Reaching out for you!'. Paper presented at the ALIA Distance Education Special Interest Group (DESIG) National Conference, Monash University, Caulfield campus, 4-5 February.
- 'UQL Cyberschool'. Presentation to the Association of Independent Schools Queensland, Brisbane, 5 March.

Deborah Turnbull and Noeleen Fleming

- 'UQL Cyberschool'. Presentation to Access Ed, Education Queensland advisory staff, Brisbane, 22 February.

Belinda Weaver

- 'The computer as an essential tool' in *Journalism: investigation and research*, edited by Stephen Tanner, Longman, Frenchs Forest, New South Wales, 2002, pp 56-72.
- 'The Holy Grail goes digital' in *Online Currents*, v17, no 2, March, pp 13-16.
- 'Customer Relationship Management: your Biggest Brother' in *Online Currents*, v17, no 3, April, pp4-8.
- 'Online comments: Yearbooks RIP' in *Online Currents*, v17, no 5, June, p4.
- 'Kinetic - Something for Everyone' in *Online Currents*, v17, no 7, September, pp7-11.
- 'Eprint Archives - Reaching Critical Mass?' in *Online Currents*, v17, no 9, November, pp4-8.
- 'Weaver's Web'. Regular column published in *inCite*, January - December.
- 'Find IT'. Regular column in eMail Section, *Courier Mail* newspaper, January - December.

5. External Involvements

Stephen Anderson

- ALIA Queensland Health Libraries Group

Andrew Bennett

- UQ Ipswich IT Working Party
- Information Technology Consultative Group
- AskIT Advisory Committee
- QULOC Networking Working Party

Eileen Boydew

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

Cindy Bukbardis

- AskIT Advisory Committee
- eLearn Committee
- Question Point Committee

Maria Chalmers

- Equity Contact, UQ Gatton

Jackie Chamberlin

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

Beth Cawter

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

Mark Cryle

- Arts Faculty Teaching and Learning Committee
- School of History, Philosophy, Religion and Classics Teaching and Learning Committee and Postgraduate Studies Committee
- School of Languages and Comparative Cultural Studies Teaching and Learning Committee, and Postgraduate Studies Committee

Wendy Fitzmaurice

- AskIT Advisory Committee
- Quality Advisory Committee
- Teaching Learning and Events Advisory Group

Roslyn Follett

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

Nicola Foxlee/ Kaye Lasserre

- Dentistry Library Advisory Committee
- School of Dentistry Curriculum Committee
- School of Dentistry Board of Studies
- Australian Library and Information Association (ALIA) Asia Pacific Special Interest Group (*webpage editor*)

Ruth Foxlee

- Paediatric Squint Repair Guideline Development Group
- ALIA HLA (Queensland)

Margaret Gauld

- National Resource Sharing Working Group
- QULOC Lending and Document Delivery Working Party
- Queensland Special Interest Group Kinetica and Interlibrary Loans

Andrew Heath/ Lisa Kruesi

- ALIA Queensland Health Libraries Group
- Dentistry Library Advisory Committee
- Faculty of Health Sciences Teaching and Learning Committee
- Clinicians Knowledge Network Steering Group
- School of Medicine Board of Studies Committee
- Herston Medical Library Advisory Committee
- UQ/Princess Alexandra Hospital Library Collection Development Committee
- UQ/Mater McAuley Hospital Library Collection Development Committee
- Otto Hirschfeld Memorial Library Committee
- Royal Brisbane Hospital e-learning Subgroup

Anne Horn

- AustLit: Australian Literature Gateway Board
- Australian Studies Centre Advisory Board
- Board of Studies for the Bachelor of Arts
- Faculty of Arts Board
- Faculty of Social and Behavioural Sciences Board
- Faculty of Business, Economics and Law Board
- Faculty of Arts Research Committee
- UQ Ipswich Program Directors' Committee

Carolyn Jones

- Executive Committee, Australasian Innopac User Group
- Functional Expert for Committee, Innopac User Group

Liz Jordan

- All QULOC working parties (Cooperative Resources, Lending and Document Delivery, Information Skills, Networking, Staffing Issues, Quality Issues)

Tom Joyce

- University Copyright Network

Mary Lyons

- UQ Committee Against Racism
- UQ Marketing Committee
- UQ Smartcard Working Party
- UQ Student Centre Reference Group
- QULOC Quality Working Party
- QULOC Staffing Issues Working Party

Jill Maalsen

- UQ Ipswich Marketing Committee

Fiona Marshall

- UQ Occupational Health and Safety Council
- UQ Occupational Health and Safety, Central Administration Committee

Suzanne Parker

- UQ Marketing Committee
- UQ Corporate Style Guidelines Working Party

Jocelyn Priddey

- CAUL CEIRC Committee
- QULOC Cooperative Resources Working Party

Alex Rohan

- AskIT Advisory Committee
- eLearn Committee
- Teaching Learning and Events Advisory Group

Joanne Rutherford

- QULOC Staffing Issues Working Party
- UQ Staff Induction Project

Grace Saw

- Faculty of Engineering, Physical Sciences and Engineering Board, and its Teaching and Learning Committee
- Australasian Virtual Engineering Library (AVEL) Brisbane Group
- Australian Library and Information Association (ALIA) - QUORUM section
- International Liaison Officers Group

Susan Sawyer

- Australian Library Information Association Queensland Library Technicians Section (*vice-president*)

Margaret Schindler

- Faculty of Natural Resources, Agriculture and Veterinary Science Learning Enhancement Project Committee

Janine Schmidt

Within the University of Queensland

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

External to the University of Queensland

- AICTEC Standards Sub-Committee
- Australian Federation of University Women, Queensland Branch (*vice-president*)
- Board of Trustees, Brisbane Girls Grammar School
- Council of Australian University Librarians (CAUL)
- EdNA Higher Education Advisory Group
- National Colloquium of Senior Executives in Higher Education
- National Library of Australia: Australian Libraries Collections Taskforce
- Planning Committee for Australian Library and Information Association Biennial 2004 Conference (*convenor*)
- Queensland University Libraries Office of Cooperation (QULOC) (*convenor*)
- Department of Communications, Information Technology and the Arts: National Collections Advisory Forum

Margaret Schindler

- Data Steward for Agrigate

Margaret Scott

- UQ General Staff Association

Larah Seivl-Keevers

- UQ Equity Committee
- School of Engineering Teaching and Learning Committee

Karen Seymour

- Faculty of Natural Resources, Agriculture and Veterinary Science Board of Studies, Faculty Board, and Teaching and Learning Committee
- UQ Gatton Orientation Week Planning Committee

David Smith

- UQ Occupational Health and Safety Council
- UQ Occupational Health and Safety, Central Administration Committee

Don Smith

- UQ DA Link Enhancement Committee

Robyn Spooner

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

Chris Taylor

- AVEL
- Web Interface Working Party
- UQ Metadata Working Party
- UQ Research Solutions Advisory Committee
- CAUL Copyright Working Party

Barbara Thorsen

- Law School's Teaching and Learning Committee
- Law School's Research Committee

Margo Till

- Board of Studies for the School of Veterinary Science
- Data Steward for Agrigate

Heather Todd

- Faculty of Biological and Chemical Sciences Board
- Faculty of Health Sciences Board
- Faculty of Natural Resources, Agriculture and Veterinary Science Board
- Postgraduate Studies Committee
- QULOC Cooperative Resources Working Party
- Library Management/Advisory Committees for the Biological Sciences, Dentistry, Gatton, Herston Medical, UQ/Mater McAuley, UQ/Princess Alexandra Hospital libraries
- ALIA 2004 Program Committee

Deborah Turnbull

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

6. Our Supporters

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

Community and past graduates

Miss Kholoud Abdulla, Runcorn
Dr Nicholas Agnew, Gilmore Engineers Pty Ltd, Eight Mile Plains
Ms Elizabeth Ahlston, Darlinghurst, New South Wales
Professor Henry Albinski and Professor Rawdon Dalrymple, University of Sydney
Mr David Anderson, Corvallis, Oregon, United States of America
Mr Gordon Anderson, Halas Dental Ltd, South Brisbane
Mr Joseph Balla, Trianon Society, Marsden
Mr Gordon Banks, Cooloola Forest Growers Cooperative
Professor David Barr, The Urological Society of Australasia, Edgecliff, New South Wales
Mr Edwin L Barui, Calamvale
Professor Clive Bell, Australian Centre for Mining Environmental Research, Kenmore
Mr Fred Becker, Nambour
Dr Geoffrey Bourke, Mater Children's Hospital
Ms Diane Bray, Land Resources Publications, Indooroopilly
Mr Richard Bridge, Economic Analysis and Evaluation Branch, DEST
Dr Alan Bundy, University of South Australia
Professor WA Coppel, Griffith, Australian Capital Territory
Mr NJ Corbett, Jindalee
Mr Ken Cotterill, Mareeba
Ms Glenda Couch-Keen, Springton, South Australia
Professor Brian Crittenden, Heidelberg, Victoria
Dr Grace Croft, Mater Hospitals
Mr Roly Cruice, Queensland Department of Housing, Brisbane
Professor Diego De Leo, Griffith University
Ms Zita Denholm, Triple D Books, Wagga Wagga
Associate Professor Richard Divall, Marshall-Hall Trust, Melbourne, Victoria
Professor Peter Donnelly, University of Oxford, United Kingdom
Ms Sue Duncan, South Burnett Tourist Information Centre
Dr RF Evans, Kenmore
Professor Harold Fallding, Guelph, Ontario, Canada
Ms Carolyn Field, Deakin University, Victoria
Professor Ross Fitzgerald, Griffith University
Mr Garry Ford, Brisbane Transport Research Group
Friends of Tamborine Mountain Library, North Tamborine
Ms Deanne Gaskill, School of Nursing, Queensland University of Technology, Gardens Point
Gay and Lesbian Rights Lobby, Darlinghurst, New South Wales
Gestalt Institute of Australia, Springwood, New South Wales
Mr DA Gilmour, Wellington Point
Mr James Gray, Loganholme
Mr Shane Gray, Parliament House, Canberra, Australian Capital Territory

Haestad Methods Incorporated, Waterbury, CT, United States of America
Miss Irene Harrison, Special Care Nursery, Royal Women's Hospital, Herston
Ms Kayleen Hazlehurst, Mapleton
Emeritus Professor Trevor Heath, St Lucia
Mrs Patricia Heath, National Review of Nursing Education, Canberra, Australian Capital Territory
Ms Maria Heijne, Delft, The Netherlands
Ms Carmen Helmuth, Queensland Health
Ms Bettina Herlan, Deutsche Forschungsgemeinschaft, Germany
Ms Susannah Hill, Bible Society of Australia, Sydney, New South Wales
Dr Geoffrey Hirst, Taringa
Dr Lynette Hodgson, Allied Health Outreach Support Service, Toowoomba
Mr Murray Hohnen, BHP-Billiton, Melbourne, Victoria
Dr Phillip Hone, Deakin University, Victoria
Mr Jay Hoster, Columbus, Ohio, United States of America
Associate Professor Peter A Howell, Flinders University, South Australia
Emeritus Professor Ross Humphreys, St Lucia
Mr Graham P Hyde, Alexandra Hills
Mr Andrew Jeffrey, Frenchs Forest, New South Wales
Mr John Jordan, Merck, Sharp and Dohme, Stafford Heights
Mrs HV Kleinau, Karana Downs
Ms Claire Leese, Princess Alexandra Hospital, Woolloongabba
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Dr Milton Lewis, University of Sydney, New South Wales
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Mr Bob Nicholas, Kirrawee, New South Wales
Dr Dan O'Donnell, Stafford Heights
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 University of Western Australia
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 Queensland Needle and Syringe Program, Princess
 Alexandra Hospital, Woolloongabba
 Dr Jagdish Raj, Chapel Hill
 Mr Spencer Routh, Bardon
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 Khun Sakchai Anantrechai, Bangkok, Thailand
 Ms Margaret Sakrzewski, Murgon
 Hiroaki Sato, New York
 Mr Randall Scott, Education Centre, Royal Brisbane Hospital,
 Herston
 Ms Alexandra Siddall, Chapel Hill
 NJ Smith, Toowong
 Sri Chimnoy Centre, Coorparoo
 Professor Katsuhiko Sunako, Tokai University, Japan
 Mr Michael Styrie, St Lucia
 Ms Pham Thi Hong Nhung, Hue City, Vietnam
 Mr Jason Trump, Microsoft, Brisbane
 Ms Tsuyako Ueda, St Lucia
 Mr Donald E Van Cooten, Sanderson, Northern Territory
 Professor Viktor Vanberg, Institut fur Allgemeine
 Wirtschaftsforschung, Albert-Ludwigs-Universitat
 Freiburg, Germany
 Ms Kitty van Vuuren, Australian Centre for Cultural and Media
 Policy, Griffith University
 Ms Joy Vickerstaff, Nursing Services, Princess Alexandra Hospital,
 Woolloongabba
 Mr Noel Whittaker, Whittaker-Macnaught, Brisbane
 Mrs Theo Zavros, Kallaroo, Western Australia

Professor Bryan Emmerson, Department of Medicine, Princess
 Alexandra Hospital
 Professor Anne Freadman, School of Languages and Comparative
 Cultural Studies
 Professor Terry Freer, School of Dentistry
 Dr Donald Gifford, TC Beirne School of Law
 Dr Richard Hindmarsh, Contemporary Studies Program, UQ
 Ipswich
 Professor Tor Hundloe, Department of Geographical Sciences and
 Planning
 Dr Toni Johnson-Woods, Contemporary Studies, UQ Ipswich
 Associate Professor Peter Jull, School of Political Science and
 International Studies
 Dr Brian J Kelly, Psychiatry Department, Princess Alexandra
 Hospital
 Associate Professor Veronica Kelly, School of English, Media
 Studies and Art History
 Mr Laurence Lau, Advanced Computational Modelling Centre
 Professor Allan Luke, School of Education
 Associate Professor Carmen Luke, School of Education
 Ms Roxanne Marcotte, School of History, Philosophy, Religion and
 Classics
 Dr Margaret Maynard, School of English, Media Studies and Art
 History
 Professor Geoff McDonald, Department of Geographical Sciences
 and Planning
 Associate Professor Clive Moore, School of History, Philosophy,
 Religion and Classics
 Professor Geoff Playford, Department of Earth Sciences
 Associate Professor Patricia Pollett, School of Music
 Mr Rodney Polkinghorne, Centre for Laser Science
 Ms Mariko Post, University Art Museum
 Mr Darma Putra, Department of Asian Languages and Studies
 Mr Ben Robertson, University of Queensland Dental Association,
 School of Dentistry
 Dr Linda Shields, Department of Paediatrics and Child Health,
 Mater Hospital
 Mr Jungho Suh, School of Economics
 Professor William Tow, School of Political Science and
 International Studies
 Ms Rose Wade, Fryer Library
 Dr David Wadley, Department of Geographical Sciences and
 Planning
 Associate Professor Carolyn Walker, School of Education
 Professor Laurie Walsh, School of Dentistry
 Professor Gillian Whitlock, School of English, Media Studies and
 Art History

University of Queensland staff

Professor Neal Ashkanasy, School of Business
 Professor PM Bartold, School of Dentistry
 Professor Wayne Bryden, School of Animal Studies, UQ Gatton
 Dr Neil Carrington, School of Medicine, Mater Hospital
 Ms Colleen Cartwright, School of Population Health
 Dr Robert Cribb, Department of History
 Dr Sarah Derrington, TC Beirne School of Law
 Associate Professor David Edwards, School of Land and Food
 Sciences
 Professor John Elkins, Fred and Eleanor Schonell Special
 Education Research Centre



Accepting a donation from US historian James Gray and UQ's Dr Leopold Launitz-Schurer (centre) on behalf of the Cybrary were senior librarians Mark Cryle (left) and Jocelyn Priddey (far right)

7. Visitors

The Library and its reputation for world-class facilities and practices continued to attract visitors from across Australia and around the world in 2002, including the following:

Professor Mohammad Al-Mugeiren and Professor Abdulaziz Al-Ruwais, King Saud University, Saudi Arabia
Ms Doreen Bailey, Universal College of Learning, New Zealand
Ms Rosalinda Ballesteros, ITESM, Monterrey, Mexico
Dr Jennifer Blyth, Dickinson College, United States of America
Ms Ngain Lek Choh, National Library Board of Singapore
Ms Elizabeth Eck, Georgetown University, United States
Professor Jeffrey Evans, Bucknell University, United States
Mr Matthew Evans, Australian Education International, Korea
Dr Wolfgang Fikentscher, Rosenheim, Germany
Ms Jennifer Flannery, AustraLearn, Denver, United States
His Excellency Mr Willy C Gaga, Ambassador of the Philippines in Australia

Dr Jeff Haywood, Edinburgh University, Scotland
Dr Hossein Godazgar, University of Tabriz, Iran
Mr Bob Hunter, University of Birmingham, United Kingdom
Ms Rosanne Jatania, University of Waikato, New Zealand
Mr Michael Kronenfeld, Arizona University, United States
Dr Ramon Lecuona, Universidad Anahuac, Mexico
Dr Jim Lee, Stonehill College, Massachusetts, United States
Professor Charles McCorkell, Dublin City University, Ireland
Professor Dr Itsuo Ohnaka, Osaka University, Japan
Professor William Paterson, Canadian Engineering Accreditation Board

Dr Mohammed Reza Pourmohammadie and Dr Massoud Rahimpour, University of Tabriz, Iran
Mr Colin Prentice, University of Auckland, New Zealand
Professor Michael Renkel, Vallendar, Germany
Ms Julie Shurts, Rutgers University, United States of America
Mr Stig Arne Skjerven, Association of Norwegian Students Abroad, Norway



Delegation from the University of Danang

Dr Ken Strafford, Engineering Council of the United Kingdom
Dr Sorprach Thanisawanyangkura, Kasetsart University, Thailand
Mr Joe Thwaites, Australian Ambassador Designate to Vietnam
Mr Francois Viette, Graduate School of Engineering, Paris, France
Mr Basil Wakelin, Institution of Professional Engineers, New Zealand
Ms Sheila Webber, University of Sheffield, United Kingdom
Dr Candie Wilderman, Dickinson State University, United States of America
Dr Smita Wimmer, Brunei
Ms Elsie Wong, IDP Education Australia, Hong Kong

Delegations from Bahrain, Saudi Arabia, Indonesia, China, Thailand, India, Petronas, Vietnam, Norway, Sweden, Brazil, Malaysia, Qatar, St Kitts and Nevis, and the following universities: Agder University College, Norway; Charles University, Prague, Czech Republic; China Tourism University; Chungbuk National University, Korea; Diponogoro University, Indonesia; Hessen Higher Education, Germany; Jyväskylä Polytechnic, Finland; Kyushu Institute of Technology, Japan; Nagoya Institute of Technology, Japan; National Institute of Special Education, Japan; Rajabhat Institutes, Thailand; Singapore Polytechnic; Tokai University Education System, Japan; University of Danang, Vietnam; University of Oslo, Norway; University of South Pacific; Uppsala University, Sweden; Waseda University, Japan; Wuhan University School of Medicine; Xiamen University, China

Mr Ray Choate, University Librarian, Adelaide University
Ms Barbara Cotton, Northern Territory University
Ms Sandra Dean, Coordinator, Information and Reference, Brisbane City Council Library Services
Ms Stephanie Foott, Librarian, Monash University, Victoria
Ms Cathrine Harboe-Ree, University Librarian, Monash University
Ms Lois Jennings, University of Canberra, Australian Capital Territory
Ms Debbie Kirkbride, Central Queensland University Library, Rockhampton
Ms Sue Kosse, Associate Director, Australian National University Library, Canberra
Ms Glenys Matthison, University of Canberra
Mr Graham McDonald, Principal, Brisbane Boys College
Mr Neville Meyers, Queensland University of Technology
Ms Denise Raybould, Griffith University
Mr Peter Spearritt, Executive Director, The Brisbane Institute
Ms Naida Tattersall, Librarian, Gold Coast Libraries
Ms Deborah Wyburn, IT Consultant, UniQuest

Delegates from the University of Adelaide, University of Sydney Library, IEAustralia, Canadian High Commission - Canberra

It's a long way to the top...

The Library Song

Words by Jacquei Wakeham, Ipswich Campus Library, sung to the tune of *It's a long way to the top when you wanna rock'n'roll* (developed as a result of the Planning Sessions)

Surfin' the information highway,
Websites to and fro,
Lecturers say do it my way,
So much you have to know.

Gettin' recalled,
Way overdues,
Gettin' fined, no excuse,
Gettin' mad,
Just wanna book,
We tell undergrads,
It's not hard if you just look.

It's a long way to the top,
If you're not in UQ Cyberschool.

If you think the Internet is easy,
Just move the mouse in your hand.

It's a long way to the top,
If you're not in UQ Cyberschool.

Usetls, Findlts, go on give it a try,
LAs do all the check-ins,
Can't find my text book, why?
Gettin' pop,
Gettin' wow,
Where's my book? I want it now!
Gettin' emailed, now
Understand,
Cybrary is the future,
Best in all the land.

It's a long way to the top,
If you're not in UQ Cyberschool.

It's a long way to the top,
If you're not in UQ Cyberschool.

If you have a subject, title and are very keen,
Our librarians are more than they seem.

It's a long way to the top,
If you're not in UQ Cyberschool.

