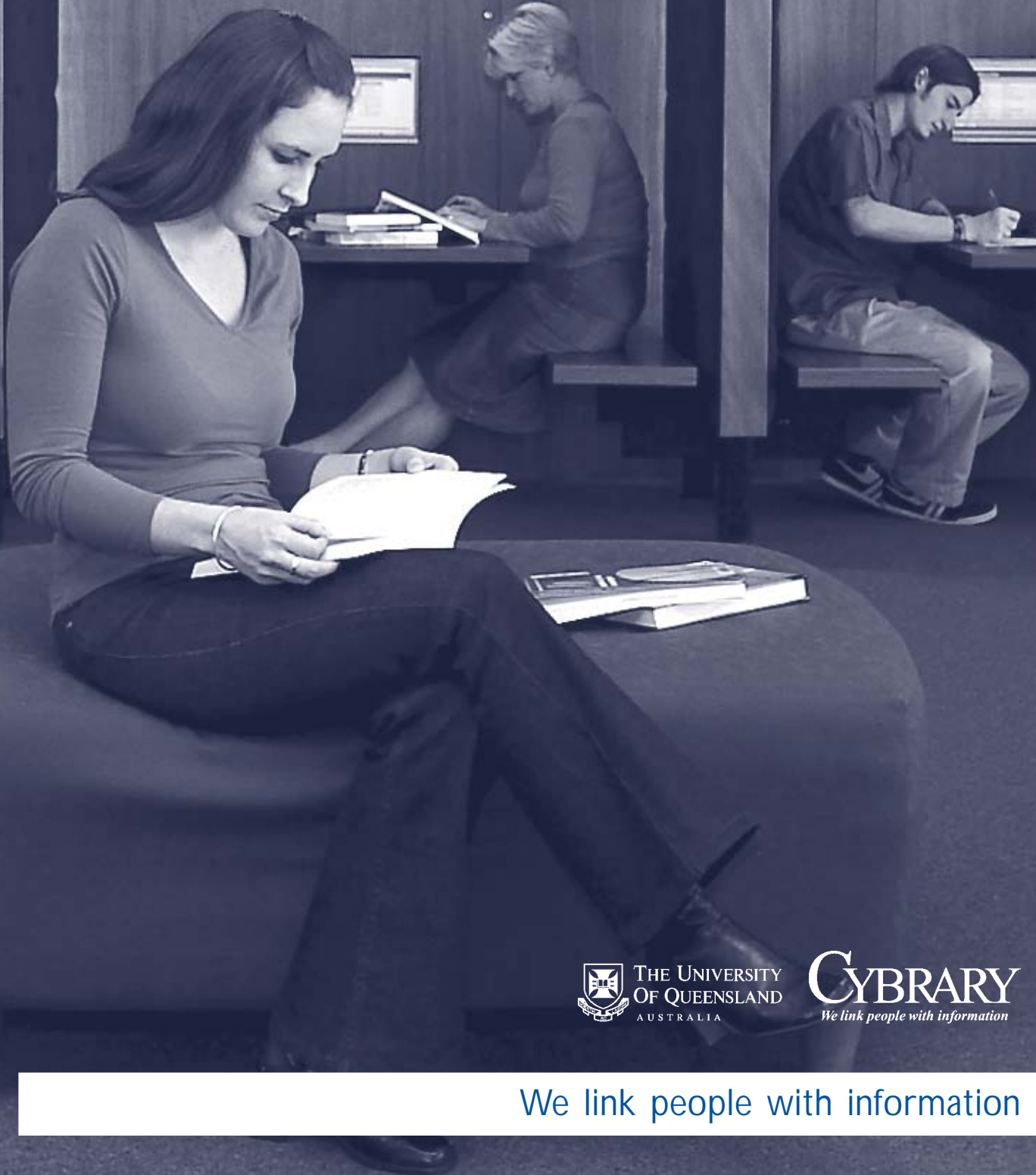


# The University of Queensland Library

Annual Report 2003



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

**CYBRARY**  
*We link people with information*

We link people with information

# 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 University of Queensland Library uses the term *Cybrary* to describe its integration of cyberspace and physical space, virtual and real information resources, and online and in-person service delivery. 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 a supportive working environment, 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, enhance student experiences, particularly for international and postgraduate students, and research productivity and quality.
- Ensure **best practice** people and resource management and information and communications technology deployment.

## Values

### Commitment to excellence

We are committed to providing the best possible service to our clients.

### Teamwork and Personal Responsibility

We work together with each individual taking personal responsibility for her/his work and the team's success and recognise jobs well done.

### Flexibility and Innovation

We encourage innovation and respond creatively to new challenges.

### Open communication

We promote open, appropriate and timely communication to engage and inform staff and our clients.

### Staff development

We provide training opportunities for all staff to develop their knowledge and skills.

### Accountability

We use resources in an effective, ethical and responsible manner.

### Diversity

We embrace diversity and treat each other and our clients with respect.

### Integrity

We value honesty and confidentiality in our relationships with staff and clients.

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# From the University Librarian

You can at UQ and you certainly can at the Cybrary. Quality Cybrary services and products are central to the University's high performance.

In 2003, the Cybrary continued to support a culture of enquiry, learning and innovative research and professional practice within the University.

The Cybrary dramatically increased the number of electronic journals available, more than doubling the number of titles. The ease of use was greatly appreciated by the university community, with both advanced researchers and new undergraduates having access to the largest number of eJournal titles available in any Australian library. These eJournals contained the synthesised and evaluated knowledge of scholarship, accessible via the hundreds of databases also available online. That knowledge was delivered to computer workstations in the Cybrary, in the laboratory, in the office and at home - any space, any place, any time. Content remained king and the tried and true scholarly journal was still more reliable than material of doubtful origin on the Internet.

The highlight of 2003 was the opening of the new UQ Ipswich Library. The 'one-stop-shop' for student services incorporating the Cybrary enabled students to obtain quality services in one location. The award winning building was designed by Wilson Architects to resemble a village market square, housing the Student Centre, Student Support Services, Health Service, Equity Office, Aboriginal and Torres Strait Islander Unit, Student Union, Chaplaincy Service, the Office of the Campus Manager as well as the Cybrary.

Collaboration and cooperation with other university libraries were vital components of our ability to provide services of excellence to our staff and students. Working with the Group of 8 ensured shared access to a wider number of eJournals as

well as a way of working together on innovative projects like the eprint archive.

There were new highs in benchmarking reported in the Rodski Client Satisfaction Survey. The Cybrary's ongoing commitment to excellence in service delivery was recognised, commending staff for their professionalism and the interest taken in their clients' needs. The overall quality of the library placed the University of Queensland Cybrary higher than any other library surveyed in the preceding two years.

Our clever, creative and committed staff continued to work well together in teams to devise new services to deliver to the university community. Without them and the support from the University community the Cybrary would not have been as successful in its delivery of quality information services.

I thank the University Executive, in particular the Vice Chancellor, Professor John Hay, and the Senior Deputy Vice Chancellor, Professor Paul Greenfield, as well as my other colleagues for their continued support and contributions to the Cybrary.



*Janine Schmidt*  
*University Librarian*

# The Library Committee

The Library Committee served as a conduit for communication between the Faculties and Schools and the Library. Towards the end of the year, a review of the Committee commenced under the leadership of Professor John Simmons.

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 University Librarian, 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 the use and provision of library computers; development, support and promotion of resources and services, including ePrints@UQ, Friends of Fryer, postgraduate information skills program and WebLaw; copyright; the establishment of the Library Course Materials gateway and continual development of the Cybrary web pages.



Above: Library Committee members visiting the UQ Ipswich Library before the start of the November meeting

## 2003 Committee Membership

*Chair:* Deputy President of the Academic Board  
Professor Sue Spence

Senior Deputy Vice-Chancellor  
Professor Paul Greenfield

The University Librarian  
Mrs Janine Schmidt

Secretary Mrs Noela Yates

*Representatives:*

Faculty of Business, Economics and Law  
Dr Keith Fletcher

Faculty of Natural Resources, Agriculture and Veterinary Science  
Dr Robert Fletcher

Faculty of Arts  
Associate Professor Veronica Kelly

Faculty of Biological and Chemical Sciences  
Dr Leigh Ward

Faculty of Social and Behavioural Science  
Professor Carmen Luke

Faculty of Engineering, Physical Sciences and Architecture  
Associate Professor Richard Morgan

Faculty of Health Sciences  
Professor John Pearn

Academic Board (two)  
Dr Nan Bahr  
Dr Piero Giorgi

Alumni Association  
Ms Fiona Walker

One postgraduate student nominated by the Postgraduate Students' Area Committee

Ms Eliza Matthews

One undergraduate student nominated by President, UQ Union  
Mr Simon Ingram.

## 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.

# The Cybrary: an Overview

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

## 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 the Schools and Faculties to ensure an excellent understanding of information needs, effective collection development, research and teaching support and the delivery of course materials to students.

Within the Cybrary, the 13 branch libraries and the University Archives operated through three groupings: Social Sciences and Humanities, Biological and Health Sciences, and Physical Sciences and Engineering. Two service points also operated at Toowoomba Base Hospital and the Queensland Health Central Zone Rural Health Training Unit in Rockhampton in support of rural delivery of information services and resources. Two sizeable warehouses stored less heavily used material. Small outposts were maintained at such areas as Heron Island and Stradbroke Island. Three centralised sections—the Library Technology Service, Corporate Services, and Information Access Service—supported the customer delivery functions of the branch libraries (*see diagram on page 50*).

The Library Technology Service managed the Library's information and communication technology resources, eZones (computer facilities) in the Duhig Building and 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 Service acquired all library materials and provided the logical organisation and arrangement of these materials within the Library collection. It also provided an effective document delivery supply service to external libraries, managed the collection development and circulation policies of the Library and provided copyright advice, policies and procedures.

## The Clients

In 2003, the Cybrary had 70,783 registered users, collectively representing one of the largest library memberships in Australia.

Clients included over 30,000 students—approximately 20% of whom were postgraduate and 18% international—and 4,700 academic and general staff of the University of Queensland. Other client groups also included alumni, the wider community, and staff from the major teaching hospitals and Cooperative Research Centres and Institutes (Australian Institute for Bioengineering and Nanotechnology, Institute for Molecular Bioscience, Queensland Brain Institute and the Sustainable Minerals Institute). Students ranged from school-leavers to mature age students returning to study and included higher degree and international students. Staff included researchers, teaching staff

and support staff - all brought different needs and variations in service demands to which responses were made.

The Cybrary assisted other Australian and overseas libraries, universities and organisations through reciprocal borrowing schemes and its interlibrary loans service.

Alumni were able to register as clients through the payment of a nominal fee, and new graduates were offered free library membership for one year.

Members of the general public could use the on-site services provided by the Cybrary and also dial-up the Cybrary's website and use many associated services.

Over 100,000 Queensland high school students gained negotiated discounted access to various online resources, thanks to the award-winning UQL Cyberschool initiative.

## The Services

The Library delivered high quality services to University staff, students and visitors, including:

- provision of teaching, learning and research materials in a wide variety of formats
- access to the global body of knowledge
- 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 effective use of information resources and lifelong learning
- provision of facilities to support effective teaching, learning and research—including over 1,100 state-of-the-art personal computers
- document delivery services for researchers
- electronic and print publications and pamphlets outlining services, including *FindIt* guides to specific subject areas and *UseIts* 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 most branch libraries

- offair recordings of free-to-air and cable television
- email facilities
- eZones containing computers for student access to the UQ network and applications software
- provision of EndNote gratis to researchers and training in its use
- administration of the University Archives to enable access by researchers, both within and outside the University.

## The Collection

The Cybrary's collection remained 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 18,000 electronic journals, 296,000 eBooks and nearly 650 networked databases, as well as microforms, videos and manuscripts.

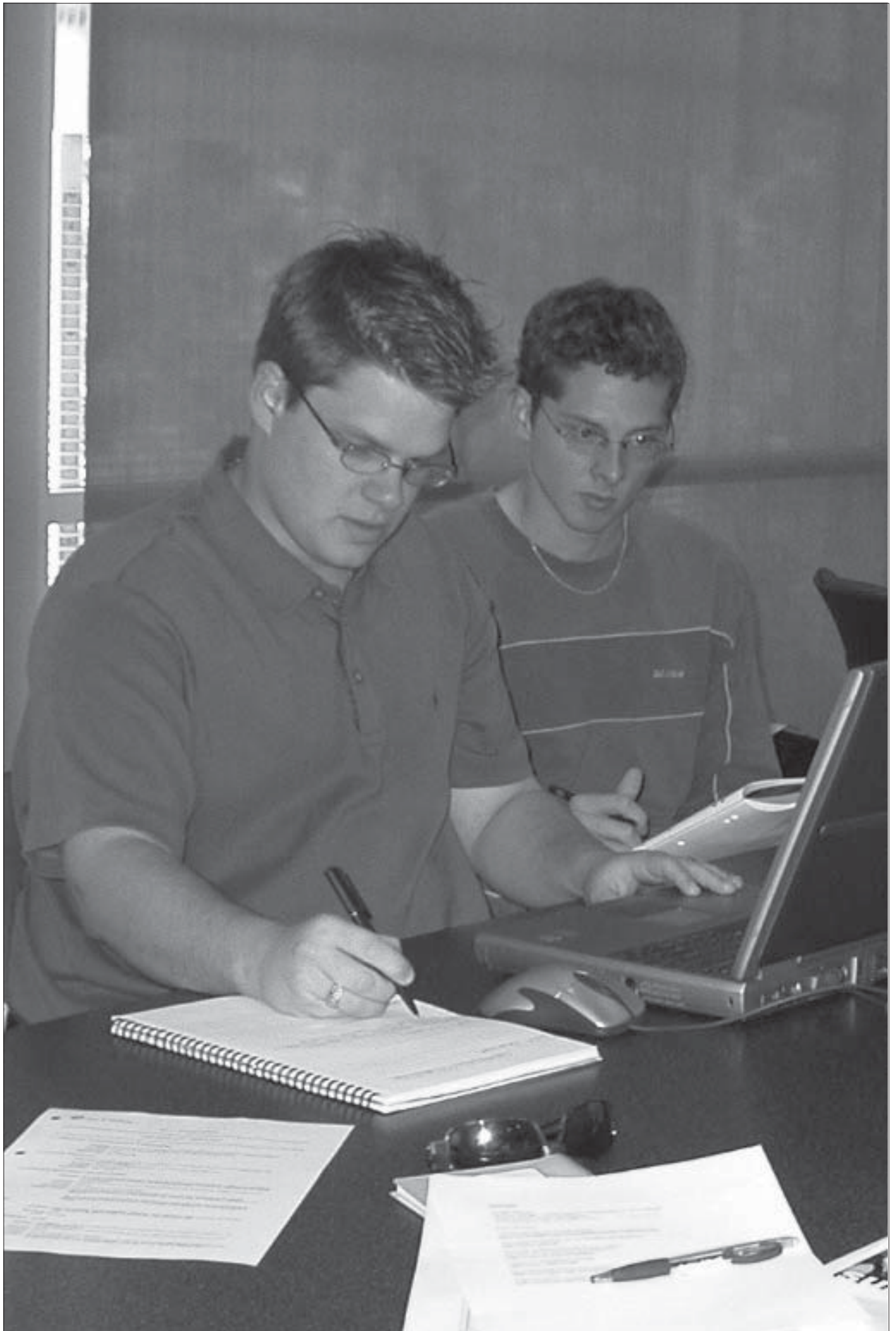
## The People

Around 248 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 three teaching hospitals and at the Dental School—provided consistent quality access to resources and services.

### Five Key Risks

The Cybrary identified five key risks affecting the current and future management of library services. Appropriate changes were implemented as required:

- fluctuation of international student numbers and changing percentages of fee distribution, leading to fluctuating income
- the move from ownership of collection to leasing of access to information
- the fluctuating value of the Australian dollar against overseas currencies
- reliance on government and university funding
- infringements of copyright and ICT security.





# Supportive Learning Environment

Information skills programs enhanced student learning and ensured attainment of the University's Graduate Attributes

## Information Skills

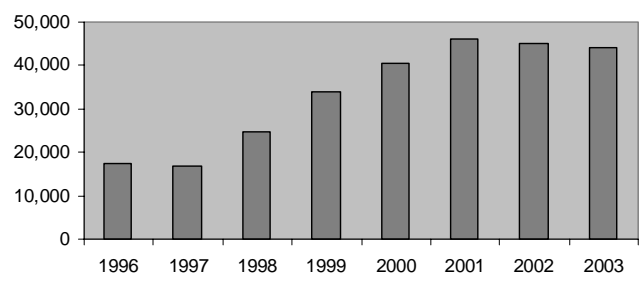
Information Skills classes remained a vital component of the service delivery to the University of Queensland staff and students. Classes were held in all branches, providing training to over 44,000 staff, students and other clients (including external organisations and businesses). Attendance at talks continued to rise. Overall, attendance at Information Skills sessions between 1998 and 2003 increased by 118%. Content of classes was mapped against the Graduate Attributes of the University's Teaching and Learning Enhancement Plan.

Classes included orientation sessions, subject-specific courses for undergraduates; Information Skills for Researchers and Postgraduates; discipline based sessions; *EndNote* classes; sessions for international students completing the academic preparation program; tips on using specific types of resources; and special presentations to user groups. Classes included:

- *Discovering the Cybrary: using the Cybrary's website and learning about the services*
- *Enhancing Your Assignments: using databases to improve your research*
- *Headlines and Deadlines: searching newspapers*
- *Mastering Your Research Skills: using the Internet effectively and efficiently*
- *Statistics on Life, Love, Death and Taxes*
- *Keeping Current*
- *Citation Indexing using the Web of Science*
- *Finding Theses.*

Left: Postgraduate students at work in the Dorothy Hill Physical Sciences and Engineering Library

## Information Skills Attendees



## Integrated classes

Information skills classes were integrated into undergraduate teaching in all disciplinary areas. Many of these integrated courses incorporated elements of *Discovering the Cybrary* and *Enhancing Your Assignments* classes, tailored to the specific teaching and learning needs of the students in that discipline.

In 2003 staff trained 38,902 undergraduate and postgraduate students (a 9.5% increase on 2002's 35,513) in 2,052 classes, workshops and tours (a 4% increase on 2002 with 1,971) (see table on page 8). Liaison librarians continued to work closely with Schools and Faculties to increase awareness of training sessions offered, and, although fewer classes and sessions were run in some areas, the number of students attending increased dramatically.

There was consensus among liaison librarians that the most productive integrated sessions were those in which academic staff were present and were involved in the delivery of the sessions. Student numbers always increased when attendance was marked or assessment was attached to the information skills workshop.

## Information Skills Sessions

### Introduction to Professional Engineering

In the first year subject ENGG1000 - *Introduction to Professional Engineering*, Cybrary staff collaborated with the Faculty of Engineering, Physical Sciences and Architecture (EPSA) on integrating information skills sessions. This year the School arranged an Orientation Day for the course and the Cybrary was invited to participate. Cybrary staff used allocated time in lectures to provide information relevant to the information management assignment—which the Cybrary administered—and on using the Internet for research. In addition to the lecture time, each student attended a one-hour workshop. Twenty eight classes for ENGG1000 were taught, reaching over 500 students.

### Academic Preparation Program

Before the beginning of each semester, training sessions were given to incoming international students. Two-hour sessions were presented covering use of the Cybrary's website and databases. Attendance has increased significantly over the last four years (*see graph below*). International students comprised an increasing percentage of the student population. They came with different teaching and learning backgrounds, gaining appropriate skills and knowledge in accessing and using databases, enhancing their progress at the University.

## Academic Preparation Program

### Peer Assisted Study Sessions (PASS)

At the beginning of each semester staff from the Biological Sciences and Dorothy Hill Physical Sciences and Engineering (DHPSE) branch libraries ran information sessions for the PASS leaders from the Biological and Chemical Sciences (BACS) Faculty. The Cybrary aimed to develop information skills in the PASS leaders so that they could disseminate these skills to the first year students.

The Faculty strongly encouraged the PASS leaders to participate in the Cybrary workshops, resulting in 137 PASS leaders attending during 2003.

### AskIT Training

During the quarters, April-June and October-December, there was considerable growth in the demand for tailored AskIT training. Anecdotal evidence suggested the increase was attributed to greater academic awareness of the training program and the introduction of the Word Level 3 class, aimed at postgraduate students with a focus on thesis design and formatting. Examples of other classes developed to meet the specific needs of individual Faculties or campus groups included WebCT (for many Faculties), Excel Level 2 (ITEE first year students), MACs in BACs (first year Biological and Chemical Sciences students), Excel Stats (Economics students), and Cool Edit Pro (Contemporary Studies students, Ipswich). Both Excel Stats and Cool Edit Pro were new classes offered in 2003. While many school leavers came to University with sophisticated ICT (information and communication technology) skills, returning to University after some years of absence proved challenging for some older students who were not so competent in the use of ICT.

## AskIT Training

## Orientation Week

The 2003 Orientation Programs worked well in first and second semester Orientation Weeks in February and July. 'Parents, Partners, and Friends' tours were less well attended than the previous year. Overall, figures for all Orientation activities were up by over 20% in first semester and by 287% in second semester. Attendance at all *Surfing the Cybrary* sessions in first semester was up by over 9.6% with 1,843 attendees, and in second semester by 14.5% (196 attendees) on 2002 figures.

## WebCT

In 2003, approximately 400 UQ courses were using WebCT. The Library continued to develop relationships with academics using a WebCT component in their courses and played an integral role in supporting students using WebCT. An example of the Cybrary's successful integration was with the School of Social Work and Applied Human Sciences which used WebCT as a teaching tool in most courses. After input from the liaison librarian, key library information and resources—including links to the catalogue, databases, *FindIts* and *UseIts*—were incorporated into each course.

For the first time Music's MUSC1700 course included the use of WebCT to manage the compulsory library quiz. A large database of questions was created and a random set of 20 questions was generated when each student logged on. Students were unable to share answers, a past practice which was of concern to the course lecturer. The use of WebCT facilitated an appropriate level of conduct of the quiz for both lecturer and students of the class. The Cybrary was also involved with WebCT use in the Behavioural Sciences and first year Engineering.

The Cybrary's online Course Materials area continued to offer an access point for students to their online courses, including course outlines. *AskIT* continued to offer support at its information desk via email or phone and, on request, offered tailored training sessions.



Above: Library Assistant David Symons copying a VHS offair video to DVD

## Multimedia

Programs continued to be routinely taped throughout the year—4,225 altogether—from which Cybrary and academic staff identified 2,471 teaching and learning support items for retention in the Cybrary's collection. These included topics as diverse as agriculture, theatre, current affairs, science, politics and special events. Programs recorded regularly included *Four Corners*, *The 7.30 Report*, *Catalyst* and *Landline*.

The copying of offair material on to DVD moved from an experimental phase to being a standard activity for the multimedia team. Packaging and labelling issues were finalised and offair DVDs entered the collection.

The Multimedia team was also part of a project to investigate the use of a digital television receiver card in a computer to record television programs offair and store them on a server—a more efficient way of collecting, storing and accessing offair material.

### Improved Facilities for Multimedia

The multimedia equipment in the Social Sciences and Humanities Library was upgraded. Eight video players, a DVD player and nine television monitors—with both Australian PAL and American NTSC capabilities—were purchased. The more reliable equipment improved Cybrary services, as the old VCRs could play only PAL.

## DVD Replacement of Videos in the Collection

Many videos from the Cybrary's large collection were showing signs of decay and wear. Where possible, important items were replaced with DVDs. Top priority was given to material with continued teaching and learning relevance – for example, cinema classics for art history courses and feature films for cultural and language studies.

## Our External Students and Remote Communities

Providing services to external students remained a core activity for UQ Cybrary staff. Library material was sent to remote students studying a range of courses. Increased access to electronic sources of information was a significant improvement to the Cybrary's service to remote students. This was further enhanced during the year by increased electronic access to journal articles in the Course Materials database.

### UQ Gatton

As a first in 2003, an External Students' Orientation was held on Saturday 1 March.

Throughout the year Gatton Library staff participated in telephone tutorials conducted for external students, and conducted special information skills classes for external postgraduate students undertaking the Masters of Animal Physiotherapy and external postgraduate students from the Centre for Regional and Rural Innovation Queensland.

In 2003, UQ Gatton staff had 986 contacts with external students and mailed them 759 books and 500 journal articles.

Funding was received from the Natural Resources, Agriculture and Veterinary Science (NRVAS) Flexible Delivery Project to develop an information skills package for external students. This package was designed to allow external students to learn about the process of searching for information using Cybrary resources. Work began on this package *Making the most of the Cybrary – tips on using the Cybrary effectively* in late 2003 and was expected to be released for first semester, 2004. *Making the most of the Cybrary* was also an integral component of *Hang in There*, a distance learning

support kit for external students being developed by Student Support Services for 2004.

Library materials from the Social Sciences and Humanities Library were sent to external students studying education, journalism, business and a range of other courses.

## Nurturing New Nurses

In 2003 the Cybrary received funding from the Faculty of Health Sciences and the Deputy Vice-Chancellor (International and Development) to purchase resources for the new undergraduate, clinically-orientated Bachelor of Nursing program, planned for 2004. It was anticipated that as students would be based at UQ Ipswich and undertake clinical placements at the Ipswich and Princess Alexandra hospitals that material would be added to both the Ipswich and Princess Alexandra Hospital libraries. A liaison librarian was appointed in late 2003 to work with the academic staff on the preparation of teaching and learning materials.



Above: Nursing liaison librarian, Steph Nunan, adding to the collection at UQ Ipswich

# Real and Virtual Help

'Help! I've just checked a database for information and found over 2000 articles. What shall I do?' Questions from clients like this kept Cybrary staff busy throughout the year.

## Course Materials

For some years, the Cybrary has been offering a web-based service, providing a 'one-stop-shop' to information resources and associated services for each university course with integrated access to a range of resources. After initial investigation in 2002, the Cybrary officially commenced scanning journal articles and book chapters in 2003, making them available via electronic course reserve lists.

Scanning articles ensured ease and security of access, a reduction in consumables and shelving and significantly reduced processing time, due to more efficient and streamlined workflows.

The integrated presentation of course materials for students was much appreciated. The course materials database, electronic examination papers and e-books (largely produced subject guides) were available from the one location on the Cybrary's website. Links to any print items held in both the monograph and course reserve collections were also included.

The Course materials database linked to records on the Cybrary catalogue. The Cybrary service offered distinct advantages for students:

- up-to-date information on availability of background reading in print, including textbooks and photocopied articles
- direct links to digitised resources
- direct links to licensed electronic resources purchased by the Cybrary.

Where possible, the Cybrary's Course Materials Service provided links to School websites for

course information and lecture notes, as well as direct links to WebCT courses.

A total of 3,104 records were created for course materials in 2003. Of these, 1,240 were linked to existing digital resources and 1,396 were articles and book chapters, digitised and stored on the library server.

## Information Assistance

The library branches received many visitors and handled a total of 310,135 enquiries, ranging from 97,620 in the Social Sciences and Humanities Library to 850 in the Archives. Enquiries continued to decrease, demonstrating the effectiveness of information skills training and effective use of appropriate content on the website. The ready availability of branch brochures, *FindIts* and *UseIts* also assisted students with immediate answers; and the arrival of new Dell computers and improvements in printing achieved over the last 12 months resulted in a decrease in the number of printing enquiries.

The increased availability of full-text articles from databases and the improvements made in the linking of course materials improved client service.

### Enquiries

## Library Visitors

### Library Visitors

The number of visitors to the branch libraries was 3,318,172, ranging from 1,132,739 in the Social Sciences and Humanities Library to 51,723 in the UQ/Mater McAuley Library. This number was a slight increase on the 2002 figure of 3,287,156, demonstrating the effectiveness of online access but also demonstrating that real spaces were still vitally important to effective learning.

### Virtual Visits

Use of the Cybrary website reached a new record this year with more than 29,505,552 pages requested—a 40% increase over 2002. The website was accessed by more than 505,000 individual host computers and was one of the most heavily used sites in the whole university. For the first time more people used the Cybrary website from home or work than onsite, keeping with the Cybrary's goal of providing information from anywhere at any time.

Whilst on average the Cybrary website served around 80,000 pages a day, the busiest day of the year was 10 November with 186,318 pages served.

## Cybrary Website Traffic

### Website Page Requests

|   |            |       |
|---|------------|-------|
| Access from computers in the Cybrary branches | 8,478,913  | 28.7% |
| Access from other computers @ UQ              | 8,692,179  | 29.5% |
| Access from OUTSIDE the UQ network            | 12,334,460 | 41.8% |

## Virtual Assistance

The Cybrary provided any time, anywhere access to its services. *AskaCybrarian* 'help' services were available via email and online chat.

### AskaCybrarian Enquiries

The email service saw a decrease in enquiries in 2003. The number of directional queries fell by over 50%; this represented a reduction in the number of PIN and password queries as a result of improved information available on the website. The busiest months for this service were from March-May and then in September. All liaison librarians assisted in answering queries.

## AskaCybrarian Enquiries

### Online Chat

The trial service was available from 2pm-4pm on weekdays. Although initial use was slow, it increased during the peak assignment periods of semester. Librarians from all branches were rostered to assist with the service. The nature of the enquiries mirrored the questions asked of staff both face to face and via email, such as 'I need to find articles about...' or 'Where else should I look for items on my topic?'

Librarians received very positive feedback from clients about the availability of the service. Students liked the immediacy of the answers. The maximum number of chats received in a session was four. To provide more opportunities for students to use the service, it was recommended that the hours be extended in 2004.

## Information Technology Assistance

### AskIT

AskIT continued to provide a comprehensive computing help and training service for students.

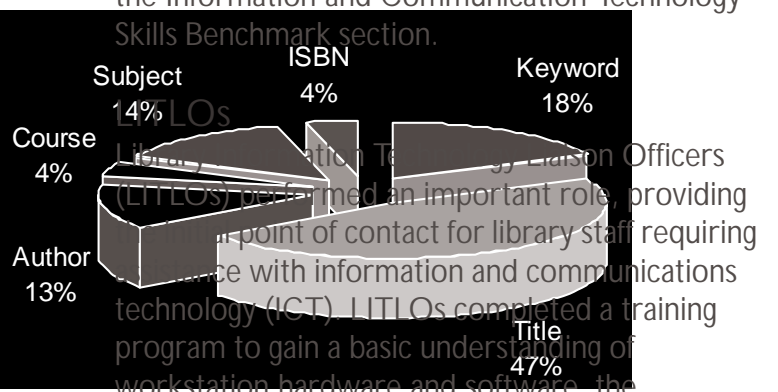
Two new features for 2003 were:

- the provision of StarOffice, a new software application package available free to UQ staff and students, with support documentation (printed and on the web), and a range of StarOffice training (classes included StarOffice Overview, StarWriter, StarCalc, and StarImpress)
- the changing of student passwords, an activity shared with the University's Information Technology Service.

The number of enquiries at the Ipswich Help Desk increased considerably, while Gatton's enquiry numbers also rose. Both telephone and email enquiry numbers decreased slightly on the previous year's results.

### LearningFast

Over the year, 907 people registered on LearningFast, the online interactive teaching and learning package provided to staff and students through AskIT. LearningFast provided students with the opportunity to learn specific topics, covering Microsoft Word, Excel, or PowerPoint, and to obtain a certificate on completing the modules in the Information and Communication Technology Skills Benchmark section.



LITLOs performed an important role, providing a point of contact for library staff requiring assistance with information and communications technology (ICT). LITLOs completed a training program to gain a basic understanding of workstation hardware and software, the networked environment, and troubleshooting techniques. Straightforward problems in branches and sections were quickly dealt with by LITLOs and more complex enquiries referred to the Library Technology Service. During 2003, 18 Cybrary staff completed the LITLO program and graduated as fully qualified LITLOs.

Monthly meetings, regular communication, and ongoing liaison with Library Technology Service (LTS) ensured that the team understood staff and student needs as well as IT issues and developments in the Cybrary.

During the year LITLOs were involved with projects that included:

- collaboration with Information Access Service staff on the portable scanner project to enhance collection management
- network printing and scanning
- troubleshooting *autoLOAN* problems to ensure efficient service at all Loans Desks
- upgrading software and re-imaging machines
- computer maintenance and updating the asset register.

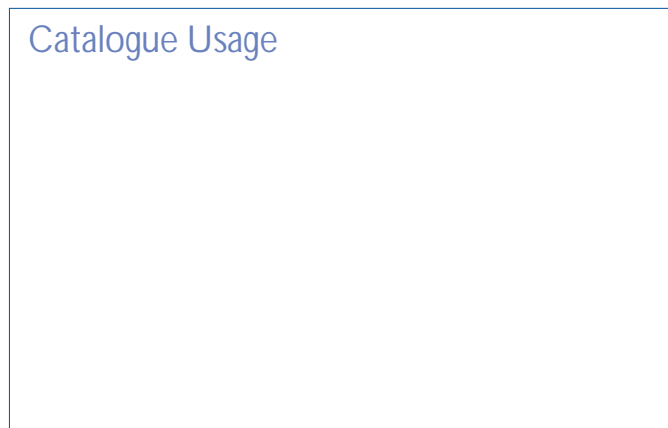
## Upgrading and Using the Website

### The Catalogue

The Cybrary catalogue dramatically increased in popularity within the University community. Figures for 2003 showed 7.85 million catalogue searches, up by 27.8% on 2002.

| Year     | 2000   | 2001   | 2002   | 2003   |
|----------|--------|--------|--------|--------|
| Searches | 4.452m | 6.006m | 6.139m | 7.850m |

Title Searches, at 47%, continued to be by far the most popular search field used, due in part to its being the default search in the catalogue. Other popular search strategies included Keyword at 18% and Subject at 14%.



### Upgrading the webpages

The Cybrary continued its commitment to delivering quality, client focused, innovative information products, services and programs. The focus on client needs was evident in the redesigned branch webpages.

After analysing website use, the new design of the site focused on four key themes of interest to clients:

- Getting started
- Facilities
- Collections
- Services.

The information was tailored to the needs of the Cybrary's primary client groups. The upgrade to the website was much appreciated by the Cybrary's clients:

*'Just wanted to say that I find the "Library" portion of the UQ website remarkably easy to navigate. Information is easy to find, well-presented and very intuitive. Thanks!!'*

### *FindIts and UselIts*

A database was developed to organise the *FindIts*, library-produced subject guides. In the past each *FindIt* was created using Word and then manually transformed into an html document.

Each *FindIt* in the new database was made up of generic text and raw text. The generic text was already in the database and the raw text, such as book title, call number or internet site, could be added by liaison librarians. The database also provided a 'print version' in PDF format.

The implementation of this database meant that only one version of each *FindIt* needed to be created and maintenance could be easily carried out by any librarian, not just designated web writers. 164 *FindIts* were rewritten using the database. Branch libraries also took the opportunity to reassess the relevance of some *FindIts*, resulting in deletions and the creation of new ones, such as *Counselling*, *Animal Biotechnology* and *Plant Health*.

*UselIts*, guides to specific services, were updated or created throughout the year. Three new *UselIts* were created—including *Footnotes/Bibliography Chicago 15th A Style*—bringing the total to 51. Most updating was in response to changes to databases or citation styles.

*Below: Students at work using Cybrary computers in the eZone in the Duhig Building*





# Focusing on Service

Self service initiatives improved user satisfaction and new authentication procedures facilitated easier access.

## Service Environment

The Cybrary provided facilities and resources to match the needs identified. Computers, group and individual study spaces and graduate study spaces were provided where possible. Staff provided and supported lending operations but responded to needs by providing appropriate self-service options for book borrowing, renewal and return. Thirty five per cent of loans and renewals were self-service.

Innovative initiatives adopted across the libraries during the year included:

- increased use of *autoLOAN* machines in the Social Sciences and Humanities Library through rebadging both photocopied articles and materials in the general collection, bar-coding of all bound journals on return from binding and targeting specific journal titles retrospectively
- improved contact with the academic staff of the Law School through the distribution of a weekly direct email about new books in the Law Library, a 'Staying Current in Law' *Uselt*, and a number of short articles in the monthly *Research Newsletter* of the Law School.

## How well did we do?

The Rodski Client Satisfaction Survey, adopted by all but two university libraries in Australia, was the tool used to monitor the service environment and respond to client feedback. The survey was distributed in paper format and also made available on the website. 2,474 responses were received, over 1,000 above the number received in 2001. More than half the respondents were from undergraduate students and just over one quarter were from postgraduates, reflecting their composition within the University community.

Performance responses were graded in five areas of satisfaction: Communication, Service Quality, Service Delivery, Facilities and Equipment, and Library Staff. All categories were deemed to be performing in the top 50% of all university libraries, and in most areas were near the best performers. Results when compared internally with previous years either remained stable or improved slightly. The highest performing category was Library Staff and the lowest Facilities and Equipment, while the area performing least well was the provision of computers. This was disappointing given that enormous effort had gone into facility improvement and computer provision. Numbers were higher than at other university libraries, but demands and expectations were also higher.

The overall quality of the library placed the University of Queensland Library higher than any other library surveyed in the last two years, and the general assessment of client satisfaction had improved slightly since the last survey. There was a slight change in what was deemed important to library users—the adequacy of the collection and opening hours were seen to be more important than previously.



## Loans

The increasing popularity of electronic resources was not at the expense of print resources. Indeed, 2003 saw a modest rise in loans (up 3%). The increase was due to increased renewals (up 11%), confirming that clients were indeed taking up the self renewal opportunities available to them via either the web or the telephone.

### Loans: 2003

| User Group        | Total Loans | % difference: 2001/2002 |
|-------------------|-------------|-------------------------|
| Undergraduate     | 870,782     | (+3%)                   |
| Postgraduate      | 489,383     | (+7%)                   |
| Academic/Hospital | 183,592     | (-4%)                   |
| Community         | 27,890      | (+7%)                   |
| Reciprocal        | 18,404      | (+14%)                  |
| Total             | 1,609,234   | (+3%)                   |

The majority of loans were to undergraduates at 54%, followed by postgraduates at 30%. This was higher for postgraduates than their statistical composition in the university community would indicate and demonstrated the importance of library use to postgraduate students. Loans per active borrower averaged 32, slightly higher than the previous year. While undergraduates had the highest percentage of active borrowers (88%), postgraduates continued to be the heaviest borrowers with an average of 44 loans per active borrower.

Self-service loans again expanded, with 46% of loans taking place without the intervention of library staff.

Students appreciated receiving an email 'alert' notice informing them of items that needed renewal or return.

## Authentication

A new method for clients to authenticate themselves to gain access to electronic resources (such as eJournals and databases), renew loans, place holds, or request items from other campuses, was launched.

The new service was part of a project to create a seamless Federated Identity (identical username) for clients to sign on to any service or resource available from the Cybrary site. Clients would be able to authenticate once to any Cybrary service with their UQ Usernames and passwords and

would not be required to log in again for the duration of their browser sessions. Client privacy was ensured.

The improved convenience was well received by all clients:

*'Thank you for modifying the username and password choices to be able to check our loans. For whatever reason I could never get it right using the student card number and pin. I have found the my.uq usernames and passwords much easier to use - they work!!'*

The next phase in the project was expected to be making links with other corporate systems such as my.UQ and my.SI-Net to enable single-sign-on across all major University systems.

## Electronic Suggestion Box

The Electronic 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 customers to provide feedback on how well the Cybrary met their current needs.

In many cases, it was simply to let off steam. However, valuable suggestions were made that helped improve the services. These were taken seriously by the Cybrary, as seen by the following comment: *'Thank you for fixing up the log-out feature when accessing a patron record. It's great to see that client comments are acted upon.'*

### Suggestions received by Topic

Overall, there was an 8% reduction in the number of suggestions made between 2003 and 2002, reflecting a general downward trend (*see table below*) and demonstrating, hopefully, improved service delivery.

### Total Suggestions received

| Suggestions | 2000 | 2001 | 2002 | 2003 | % Change |
|-------------|------|------|------|------|----------|
| Total       | 1541 | 1056 | 998  | 921  | -8%      |

## All Clear on Copyright

The Cybrary's Copyright Coordinator provided advice and training to the entire University community. The Coordinator met with Library, academic and general staff to resolve copyright issues relating to teaching, learning, research and publication and dealt with phone and email queries.

Special training sessions were conducted for the Library, Teaching and Educational Development Institute, various Schools, Centres and teaching hospitals, as well as an annual presentation to the Association of Tertiary Education Management (ATEM).

Submissions were prepared on the Digital Agenda Review and on a variety of University and AVCC papers relating to issues such as moral rights and peer-to-peer file sharing.

A sampling survey of broadcast copying under Part VA of the Copyright Act was conducted at the University by AC Nielsen, the implementation of the survey being successfully overseen by the Coordinator on behalf of the University.

The copyright environment faced by the University became more difficult. Some copyright owners focused the potential liability for student 'infringements' of their rights on the university sector, as providers of equipment and network access.

## Accreditation and Reviews

The Cybrary was recognised for its support in teaching and learning at UQ and was involved in reviews of UQ academic schools and professional accreditation of various programs. Staff involvement in these reviews included submissions to the review or accreditation committee outlining the services provided by the Cybrary to support the teaching and learning objectives and research priorities of the School. The submissions provided general background information about the UQ Cybrary, specialised services and collection strengths, computer and study facilities, the information literacy programs, document delivery service and funds expenditure. Occasionally staff met with members of review teams.

Involvement occurred in the following:

- An accreditation team from the Australian

Computer Society (ACS) visited the School of Information Technology and Electrical Engineering.

- Reviews of the School of Engineering, School of Journalism and Communication, the School of Languages and Comparative Cultural Studies and the School of Biomedical Science were conducted.
- The Institute of Chemical Engineers conducted an audit of the Division of Chemical Engineering in the Engineering, Physical Sciences and Architecture Faculty.
- The Contemporary Studies Program at Ipswich undertook an internal review.
- The University of Queensland Business School achieved accreditation for the full range of degrees from AACSB International (Association to Advance Collegiate Schools of Business).

## Outreach Services

Staff visited the Goondiwindi Veterinary Clinic, the support centre for veterinary science students doing rotation. EndNote was installed on several computers and training provided. The serials collection was weeded, items were selected for binding and a stocktake of the book collection was undertaken.

A visit to the Oakey Veterinary Hospital Equine Teaching Unit was undertaken. Appropriate textbooks were determined for students at the clinic undertaking rotations. In the heart of the horse breeding area of Queensland, Oakey continued to maintain a quality environment for equine teaching.

Support of off-site collections on Heron Island and Stradbroke Island was maintained.

## Displays

The Cybrary used display areas across several branches to showcase aspects of the collections to celebrate campus activities. Students and academics also displayed their work or used the space to design their own displays.

The multimedia display wall in ARMUS was used for topics such as *Women in Music and Architecture* during International Womens' Week, *Environmental*

*Planning for Sustainability* for UniGreen Awareness Day and *Irish Music* for the introduction of the new course on the Music of Ireland.

The Dorothy Hill Physical Sciences and Engineering Library hosted a display from the School of ITEE that showcased the prize-winning posters from the Innovation Expo.

The exhibition space in the Social Sciences and Humanities Library foyer was used to show, among other things:

- a fashion exhibition to coincide with the international conference *Making an Appearance: fashion, dress and consumption*, held at UQ
- an Islamic Studies display, coordinated by Dr Roxanne Marcotte from the School of History, Philosophy, Classics and Studies in Religion (the display constituted part of the assessment for the subject)
- an exhibition on street children for assessment in the course, ANTH2020 - *Sociocultural Anthropology*. The subject was presented through the life experiences of children subsisting on the streets of Australia, South America (Brazil and Guatemala), Africa (South Africa and Zimbabwe), and some Southeast Asian nations
- a display on stress management to coincide with the October-November examination period, with information on study skills, healthy lifestyle, and examination techniques.

On other occasions the display areas in the library branches were used to celebrate national days and weeks, including:

- Congenital Heart Defects Day
- International Year of Freshwater
- National Archaeology Week
- Anzac Day
- Diversity Week
- Arthritis Week
- Jeans for Genes Day
- Mercy Week
- SARS.

## Celebrating Diversity

### Dorothy Hill Poster – Diversity Week

In March the University of Queensland hosted the annual Diversity Week. The Cybrary was fortunate

to be awarded a grant to develop a display celebrating the life and work of Dorothy Hill, an inspirational role model to students—especially young women—embarking on an academic career in science and technology. The \$500 received from The University of Queensland Equity Office was used to develop a poster. Copies of the poster were displayed at the Dorothy Hill Physical Sciences and Engineering Library; the Social Sciences and Humanities Library; the Engineering, Physical Sciences and Architecture Faculty; and the Division of Earth Sciences. The University Archives provided several photographs that were used as part of the display.

### Diversity Week Bookmark

The Cybrary also received a \$500 grant to produce bookmarks highlighting the availability of non-English language newspapers. Five hundred bookmarks were made listing the word 'welcome' in 22 different languages on one side and the web addresses of major newspapers on the other.

## Publications

In line with the new corporate style guidelines, all printed Cybrary publications were updated and redesigned to incorporate the sandstone and step features of the University. A part-time graphic artist was employed in October to assist with this work.

## University Staff Induction

The Vice-Chancellor's Symposium for new staff became the 'University Staff Induction Seminar' and was run five times throughout the year. The sessions were for all staff, both academic and general, and included a Welcome by the Vice-Chancellor, as well as overviews of services by the Secretary and Registrar and the Head of Personnel. A Cybrary mousemat was included in all new staff folders, the Cybrary video was shown and general staff were also offered tours of the Social Sciences and Humanities Library. Many general staff took the opportunity to tour the facilities and ask questions.

As part of the induction for new staff there was also a separate Welcome for New Academics in both February and July. The Cybrary hosted afternoon tea and presented an overview of Cybrary services for academics.

# Fostering New Initiatives

With the advent of mobile technology it was only natural that library information resources be made available in this format.

## Information at your Fingertips – the PDA Project

In 2003 the Cybrary and the School of Medicine were successful grant applicants for funds from the Commonwealth Government to purchase Personal Digital Assistants (PDAs) for MBBS students located in the Rural Clinical Divisions (RCD). The project aimed to:

- provide easy access to authoritative, evidence-based medical information to the Rural Clinical Division medical students at the point of need
- contribute to a positive rural medical education experience and address equity issues for students placed in remote or isolated areas with limited access to information and technology infrastructure
- enhance teaching and learning in the Rural Clinical Division.

The growing trend of use of mobile technology in learning/m-learning was trialled in the support of the clinical information needs of health professionals and medical students. PDAs, with their small size, pocket-portability, relative inexpensiveness and ability to deliver authoritative, up-to-date information at the point of need—for example, at a patient's bedside—could deliver both teaching and learning resources when required with diagnostic tools instantly available at all times.

Andrew Heath, from Herston Medical Library, began work on the project, which included establishing a Project Reference Group, recommending hardware and software, conducting focus groups and surveys, arranging the rollout of the PDAs, as well as providing training and ongoing support. Initially the pilot phase of the project involved the

distribution of 45 PDAs to Year 3 RCD students and selected academic staff to determine the right mix of technology and software. Following a post pilot survey, an additional 50 PDAs were purchased and an additional range of teaching and learning resources was provided to all permanent RCD students and academic staff.

The PDA project allowed both the School of Medicine and the Cybrary to:

- optimise the application of contemporary information and telecommunications technologies in healthcare, and to prepare students for the practising of medicine in the 21st century
- provide a platform for the University of Queensland's School of Medicine to assess the applicability of this technology to the teaching and learning environment
- provide the University of Queensland Cybrary with experience in the provision of appropriate resources, training and support for PDAs.

### Examples of resources used in the PDA project

Clinical Information Resources

*Drug Information, Textbooks, Clinical Guidelines, Calculators and tools*

Teaching Resources

*Timetables, lecture schedules, study materials; Class notes and readings; Hospital case log notes and learning portfolios; Details of local health issues and solutions*

# Fitting Facilities

To meet client needs, the Cybrary provided a variety of study spaces: quiet areas, individual and group study facilities, as well as comfortable seating.

## The UQ Ipswich Library

Construction on the purpose built building, designed by Wilson Architects to accommodate the Library and student services, was completed in February.

The library was relocated to the new building. The official opening of the building by the Premier, The Hon Peter Beattie, took place on 10 October at a ceremony with over 200 dignitaries, Senate members, academics, local politicians and friends in attendance.

The new Ipswich Library reflected the move to student-centred learning and new forms of educational interaction, supported by information and communication technologies. A social environment to support interactions beyond the classroom was also part of the design. A variety of study spaces was provided for users.

## Awarding the Great

The Cybrary's UQ Ipswich Building was awarded the first Australian Library and Information Association's (ALIA) Excellence Award for excellence in library building design and service delivery at a ceremony hosted by ALIA at the Brisbane City Hall on 4 December 2003.

*'The University of Queensland Ipswich Library is a place which attracts and retains people: it welcomes rather than intimidates. The building has the hallmarks of a place that has been designed as a result of research into best practice, not just in libraries but in service delivery, too.'*  
ALIA, 2003

Earlier in the year, the Ipswich Library building had also received an award at the 2003 Ipswich City Council's Design Awards for Excellence.

## Warehouse 3

Planning for occupation of floor space in the new Ipswich Building for the Library Warehouse number 3 was completed mid year. The installation of the compactus was completed at the end of 2003. Collection of withdrawn material will commence in late January 2004 to free shelf space for much needed back shelving in all branch libraries.

*Below: UQ Ipswich Library*





*Above: The official party at the launch of the new UQ Ipswich Building with Premier, The Hon Peter Beattie, at centre*

## Dorothy Hill Research Centre and Don Carruthers eXchange Zone

The Dorothy Hill Research Centre, including the Don Carruthers eXchange Zone, was officially launched—with electronic fireworks—on 2 July by Mr Sam Walsh, Chief Executive, Comalco. The Centre was designed to provide space for post-graduate students and industry partners, with areas for meetings and group interaction in a high-tech environment.

The Don Carruthers eXchange Zone, with its custom-built furniture and sliding wall panels, was designed to be used in a variety of ways, including boardroom, seminar room and lecture room.



Video and teleconferencing technology was installed to allow researchers, academic staff, industry partners and postgraduate students to communicate, collaborate and exchange knowledge virtually with national and international colleagues. Point-to-point video-conferencing technology included a Panasonic Television and Polycom unit, facilitating real-time discussion between remotely placed individuals or teams engaged in collaborative ventures, meetings, interviews or presentations. Uses included a PhD oral defence session conducted with examiners in the Netherlands, interviews of candidates from the UK and Hawaii for an academic position, board meetings with Canberra and a multi-site educational seminar.

## Roaming Laptops

The Cybrary extended its services to students by providing greater numbers of roaming laptop access ports in branches on the St Lucia and Ipswich campuses. Uptake of the service was particularly high. AskIT staff provided valuable assistance to students when configuring their laptop or notebook computers to connect to the UQ network. Security was an important consideration and during the year, all Cybrary laptop connections were migrated to private-address ranges for additional protection. Lists of Frequently Asked Questions (FAQs) and 'How-To' guides were also available from the AskIT website.

## Social Sciences and Humanities Library

The book return system at the Social Sciences and Humanities Library was redesigned. Planning and ideas for the project were trialled and tested in several stages to achieve the best outcome. The conveyor belt was replaced and new electronic return bins were installed with a new workbench. The returns and check-in area on Level 1 of the Library was refurbished. Improved workflows and a safer work environment resulted. The successful outcome was a credit to the work of the staff from the Social Sciences and Humanities Library, Corporate Services and the University's Occupational Health and Safety Unit.

*Left: Associate Professor John Jell, Sam Walsh, Janine Schmidt, John Carruthers, Grace Saw and Professor Paul Greenfield at the launch of the Dorothy Hill Research Centre*

## Photocopier rollout

In 2003 many of the older photocopiers and printers were replaced. Thirty eight new MFDs (multi-function devices) were deployed. During the replacement, a more efficient balance between photocopiers and printers was arrived at to reflect current demand. Additional services such as binding were also offered with many of the new machines. Colour machines were also acquired.

## Biological Sciences Library

A detailed design brief was prepared for the proposed Biological Sciences Library extension and refurbishment. Twelve architectural firms were invited to submit proposals with six architectural firms being shortlisted and asked to submit additional details. Following a detailed analysis of each firm's proposals, Wilson Architects was selected to undertake this project.

## Library System

Ongoing activities to improve Innopac, Library Management System (LMS) continued. Most were simple adjustments but all made a difference to effectiveness and efficiency including ordering library materials, document delivery, circulation activities and the catalogue.

Release 2002 Phase 2 beta testing was completed in February. Whilst time-consuming it was worth the effort involved and gave early access to new features, providing an opportunity for staff to comment on and influence how the new features work.



## Hardware Upgrades

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.

Further upgrades to the ICT (information and communication technology) infrastructure took place during 2003. These included: two additional Dell PowerEdge 2650 servers to support the development and deployment of web services and the acquisition of a SAN (storage area network) which will become the backbone of the Cybrary's enterprise data storage strategy. This was important with the increased electronic resources and digitisation activities, including streaming media and direct capture of offair recordings.

Other projects successfully completed during the year included the deployment of an automated system for deploying patches and system updates to computers running Microsoft Windows and an enterprise-level anti-virus management suite.

In December, the Cybrary purchased an additional 97 personal computers to upgrade all public computers in the medical libraries, with installation planned for the first two weeks of January 2004.

*Left: The AskIT HelpDesk in the Duhig Building, UQ St Lucia, providing computing help and training to clients*



# Building the collections

The Cybrary enhanced its collections through extended eJournal coverage and increased numbers of new books.

## Print Collections

A total of 21,783 new titles (39,292 volumes) was added to the collection in 2003. This was an increase of 10% in the number of titles and 8.9% in the number of volumes. Additional copies of books on reading lists were acquired to meet gaps identified through usage.

Major additions to the reference collection ranged from a CDROM version of *Index Islamicus* to *Nature Encyclopedia of the Human Genome*.

Significant additions to the microfilm collections included *Gothic Fiction: rare printed works from the Sadleir-Black Collection* and *Colonial Discourses Series One: Women, Travel and Empire, 1600-1914*.

The manuscript collection held in the Fryer Library was significantly enriched with the acquisition of manuscripts from notable Australian writers:

- Venero Armanno
- John Birmingham
- Bruce Dawe
- Nick Earls
- Janette Turner Hospital.

The number of print journal subscriptions continued to fall, due both to the move to electronic only access and a concerted effort to cancel duplicate print subscriptions. By the end of 2003, the number of subscriptions was 9,209, down by 891. The total number of current print titles including those titles received as gifts or on exchange was 11,087. Another indication of decrease in current titles was the fall in journal issues accessioned – 97,070 (down 10%).

Despite the drop in total number of print subscriptions 82 new subscriptions were placed, including:

- *Journal of Agricultural, Biological and Environmental Statistics*
- *Marketing Theory*
- *Poultry World*
- *Psychiatry, Psychology and Law*
- *Twin Research*.

## Gifts

The University community, graduates and the greater community helped the Cybrary expand and enrich its collections through generous donations of money and resources. Of the 3,765 resources donated in 2003, significant titles included:

- *Marooned: Rockhampton's great flood of 1918*
- *Decennial index of Pakistan Journal of Zoology*
- *The singing street*.

The Cybrary again received a donation from the Australian Dental Association (Queensland Branch). These funds were used to purchase textbooks and to help fund the costs of the Dentistry Librarian to travel to Rockhampton to deliver a workshop to members of the ADA (Qld). The workshop included:

- A virtual tour of the Cybrary and Dentistry branch page
- Staying Current with Alerting Services
- An overview of using the Medline database
- Cybrary services to ADA (Qld).

Following the success of the visit it was agreed to include an information workshop in the group's diary of annual events.

(See Appendix 6 on page 58 for details of donors.)

## Electronic Collections

The number of databases continued to expand, with over 600 by the end of the year. New databases included:

- *Factiva*, a global news and business information service combining the content of *Dow Jones Interactive* and *Reuters Business Briefing*
- *Westlaw*, an international online legal research tool providing full-text access to case law, statutes, reports, from Australia, Hong Kong, the United States, the United Kingdom, Canada and Europe.

The number of electronic journals continued to rise at a rapid rate. Some 8,700 new eJournals were added, bringing the total number to approximately 19,000.

New packages and titles included:

- *BMJ Journals Collection*
- *JSTOR Arts and Sciences III*
- *JSTOR General Science*
- *Sage*.

Kluwer Online; Lippincott, Williams & Wilkins and Springer Online packages were purchased in consortia with the Group of Eight universities. These included all subject areas but were strongest in health and physical sciences.

Negotiations for 2004 access were completed for packages from Cambridge University Press and Association of Learned and Professional Society Publishers. Negotiations began for access to titles from University of Chicago Press, Mary Anne Liebert and the American Geophysical Union.

Some databases became available on different platforms with new search interfaces and capabilities. *Sociological Abstracts*, *LLBA* and *PsycInfo* began to be accessed via *Cambridge Scientific Abstracts (CSA)* and *AEGIS Fulltext* and *APA Fulltext* were available from the *Informit Online* platform. Titles continued to move from one publisher to another, causing challenges in access. Keeping license details also provided challenges.

### eBooks

UQ Cybrary clients had access to 296,000 electronic books. An order was placed for the *Eighteenth Century Collections Online* package with

access to 150,000 new electronic books to commence in 2004.

The *NetLibrary* collection was expanded with the addition of 222 new titles. 96 information technology titles bannered as *SAFARI Tech Books Online* were also purchased.

*Oxford Scholarship Online* was successfully trialled and an order placed for 2004. The package contained some 700 Oxford University Press books in the areas of Political Science, Economics, Finance, Religion and Philosophy.

### Newspapers

The Library developed a Newspaper gateway to provide access to Australian and international newspapers, automatically populated from metadata in the catalogue. The countries in the list of international newspapers reflected the diversity of UQ's international students.

## Virtual Reference Collection

The Virtual Reference Collection (VRC) helped staff and students find answers to specific questions quickly, for example addresses, facts, figures, statistics, definitions and dates. To meet the needs of the University community, both the content and the subject categories were reviewed as part of an ongoing process: [www.library.uq.edu.au/internet/vref.html](http://www.library.uq.edu.au/internet/vref.html)

At the beginning of the year, a project was commenced to review both subject categories and content. The VRC reflected the Cybrary's Collection Development Policy.

## Multimedia Collections

Some 7,709 new multimedia titles were added to the collections, mostly videos. Commercial titles included *Video Atlas of Human Anatomy*, *A Caribbean Case Study*, and Joseph Haydn's *Harmoniemesse*.



Above: An image of The Railway Hotel at Barcaldine from the Digilib collection

## Specialised Collections

The Cybrary acquired the real estate and property database, RPData, previously available only within the real estate profession. The database provided real property information on all properties in Brisbane, Ipswich, and the Gold Coast and Sunshine Coast regions.

The Fahey Collection included acquisition of a significant number of books and CDs, mostly dealing with Australian music, traditional and folk music, world music, folk, jazz, blues, spoken word, and classical from the collection of Australian folklore and music identity, Warren Fahey. The collection was located in the Architecture and Music and UQ Ipswich branch libraries.

## Digitised Collections

Several digitisation projects, overseen by the Cybrary's Digitisation Advisory Group, were undertaken:

- Fryer Library images (Alcock and Hume collections) and Architecture and Music Library (Digilib) were contributed to the PictureAustralia service, an initiative of the National Library of Australia.
- 800 images of Queensland buildings and country towns were added to the Digilib database.
- Some material in the collections was identified as 'at risk'. Audiotapes in the Archives collection were reformatted for preservation.
- University promotional videos were reformatted to DVD.
- The Flint collection of reel-to-reel tapes—containing interviews with Aborigines, migrants and children living in Queensland—was partially digitised.

## Funds to Boost the Collection

The School of Languages and Comparative Cultural Studies obtained Research Infrastructure Funds for the acquisition of classical literature on CD-ROM. The funds purchased electronic resources supporting Chinese, German and Spanish language and literature. Titles purchased from these funds included:

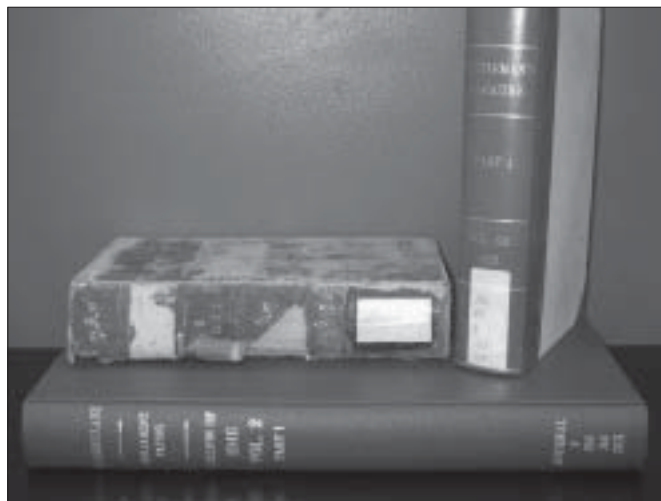
- *Clasicos Tavera* – Series I: Ibero-America in History; Series II: Thematic History of Ibero-America; Series IV: History of Spain in its Historic Regions; Series VIII: Linguistic and Antecedent Literature of the Iberian Peninsula
- *Bertolt Brechts Werke: Jubiläumsausgabe auf CD-ROM*
- *Deutsche Lyrik von Luther bis Rilke* (German poetry)
- *Kafkas werke: kritische Kafka-Ausgabe des S. Fischer Verlages bei Chadwyck-Healey*. This critical edition of Kafka's complete works was based on the 15 volume edition published by S. Fischer Verlag
- *Wen yuan ge si ku quan shu dian zi ban*. 182 CD-ROMs containing 'The Imperial Library of Four Vaults' that was compiled in the last two decades of the 18th century.

## Improved Access to Music

The Architecture and Music Library's 224 collected editions of composers' works, accessed through a card catalogue of analytical entries, was transferred to the item records in the Innopac catalogue, opening up access to the contents electronically.

Improved access and preservation of the LP collection was undertaken. A total of 1,411 LPs, for which a CD version had been produced commercially, were replaced. LPs which, for various reasons—mainly physical condition of the LP—did not merit retention were discarded. The remaining 3,520 LPs were transferred to the Warehouse (for availability within 24 hours if necessary) and records entered into the Innopac catalogue. The freed up space was designated to provide additional group study facilities for students.

*Above right: An item from the collection before and after repair  
Right: Musicians from the UQ School of Music*



## Care of the Collections

Many print resources continued to be heavily used, requiring ongoing conservation and preservation. Runs of journals in the arts and humanities had been targeted over the last few years for repair and rebinding to ensure ongoing access to the content. Materials were restored to reflect original binding styles and colours.

Conservation projects undertaken included:

- Victorian literature (both journals and books) supporting major research in several areas across the Faculty of Arts
- eight new cabinets for the architectural plans and drawings held in the Fryer Library allowed new storage space for approximately 70,000 plans and drawings
- appraisal of the microform machines in the Fryer Library to develop an appropriate replacement strategy for 2004.



# Harnessing Research

Online access to digitised theses and an electronic archive of UQ staff publications exposed UQ research to the world.

## Australian Digital Theses Program

Theses were added to the Australian Digital Theses (ADT) Program database, an initiative of the Council of Australian University Libraries, comprising digital versions of theses produced by post-graduate research students throughout Australia.

The submission of theses to ADT had been voluntary. The Postgraduate Studies Committee and the Academic Board supported the recommendation that students provide an electronic copy of their theses in addition to the four print copies. The print copy kept in the University Library would be the 'official' copy and the Cybrary would be responsible for adding the electronic copy to the ADT program.

Access to the abstract only outside the UQ domain ensured control of the intellectual property.

## WebLaw

WebLaw, a cooperative subject gateway to online legal resources, continued to grow. A new statistical package provided a variety of statistical data on the gateway's use, the amount of traffic received by the website and the origin of the traffic. Two new partners, the Federal Court of Australia and the National Native Title Tribunal, joined the WebLaw community and three new subject areas were added to the gateway.

WebLaw was formally launched at the Australasian Law Teachers Association Conference in Brisbane in July. The University Librarian, Mrs Janine Schmidt, and the Acting Head of the TC Beirne Law School, Professor Suri Ratnapala, launched the service. The Hon Matt Foley, Minister for Employment, Training and Youth, was in attendance. A

media release about the event generated interest in WebLaw and ABC Radio conducted two on-air interviews about the service with the Coordinator. A promotional video, available for viewing from the website, was completed.

The Australian Subject Gateways Forum (ASGF) provided a 'meeting place' for members to discuss and develop a common approach to deploying technologies, specifications and standards. Coordinators of the gateways attended the twice-yearly meetings to exchange information about new developments, ideas and management.

## ePrints@UQ

The ePrints project continued to develop. All deposited papers were migrated to the ePrints Web server, and the Coordinator, Ms Belinda Weaver, solicited papers for the archive more actively. By the end of 2003, the archive housed approximately 600 documents, and more than 100 authors had contributed their papers.

The service was named ePrints@UQ, and moved to an address in the UQ domain - <http://eprint.uq.edu.au/>. ePrints@UQ adopted the Australian Standard Research Classification from the Australian Bureau of Statistics as its thesaurus. The Web page design was finalised and publicity produced.

The site complied with the Open Archives Initiative and was registered as an open access repository with the metadata being harvested by the cross search facility, OAIster (<http://oaister.umdl.umich.edu/o/oaister/>). Metadata was also harvested by Google (<http://www.google.com/>).

## Document Delivery

The Cybrary's document delivery service provided UQ researchers with access to resources not held in the UQ collections or Warehouses. While use of the service remained relatively high, the total number of requests received (65,388) was a 13% decrease compared with the previous year.

Altogether, 25,500 items were received, down by 20% on 2002. The demand for journal articles was largely responsible for this change, with a decrease of 24%. The rapid expansion in electronic resources would appear to have had an impact. The demand for books decreased by only 1%.

UQ researchers were appreciative of the service: *"I just wanted to thank all the lovely people who work in the inter-library loan department. As a postgraduate I really rely on this service, and appreciate the hard work and promptness of the ILL people."*

The shift from commercial suppliers to Australian libraries as the first preference for sourcing copies was reflected in the 'copies filled' figures. The number of copies filled in Australia increased by 15% while the number filled overseas decreased by 37%. The overall request fill rate was 95%.

Inter-campus delivery of journal articles decreased by 6% to 22,476 because of electronic access. Material supplied from the Warehouse to the branches increased by 2% to just over 9000 items, with a fill rate of 95%.



Above: The UQ Postgraduate Study Expo

## Information Skills for Researchers and Postgraduates (ISRAP)

Throughout the year attendance at ISRAP sessions continued to grow. Meeting the demand for courses became an issue, with the demand for training rooms increasing. Further work on flexible delivery of the course was rated a priority for 2004.

### From ISRAP to RAPID

In 2002 the Library received funding from a number of sources to update and provide flexibly Information Skills for Researchers and Postgraduates (ISRAP). A new flexible learning course called RAPID (Researchers and Postgraduates Information Discovery) was developed. A WebCT site was also created and workbooks and modules were developed to support the course. Making RAPID available in a variety of flexible delivery modes was considered to allow a greater number of postgraduates to take control of their own learning at their point of need. It was decided to trial the course in 2004.

### EndNote

Researchers continued to take advantage of free access to the personal reference database software, *EndNote*. Over 2,600 copies were distributed across the University in 2003. The Cybrary supported both Versions 5 and 6, and the software CD contained both versions.

Liaison librarians provided training sessions on how to use the software. A single three-hour class became two two-hour classes and a Part 3 (drop-in problem solving) session was trialled. The take-up of this session was slow.

The Cybrary supplied access to necessary internationally recognised tools that enabled use of *EndNote* with databases and Microsoft Word:

- Over 97 new or updated filters
- Over 75 new or updated connection files
- Over 10 new or updated citation styles.

The Cybrary also supported *EndNote* within QULOC (Queensland University Libraries' Office of Cooperation). In conjunction with QULOC, an *EndNote* forum was held at the UQ Cybrary, with

several UQ Cybrary staff involved in training and panel discussions.

UQ Cybrary staff travelled to the Northern Territory University to conduct *EndNote* training for library staff and University academics and students.

### *EndNote 7* Implementation

The Library received master discs for *EndNote 7* at the end of 2003, and copies for distribution were prepared for release to staff and students by early 2004. There continued to be software and hardware compatibility issues with *EndNote 7*. As a result it was decided to continue supporting *EndNote 5* and *EndNote 6* as well as *EndNote 7*.

## The Cochrane Collaboration

The Cochrane Collaboration, an international organisation that prepares, maintains and promotes the accessibility of systematic reviews of the effects of healthcare interventions, based the Cochrane Acute Respiratory Infections (ARI) Group at the University of Queensland and co-ordinated the production of high-quality systemic reviews of treatment options in the field of acute respiratory infections. The creation of systemic reviews involved comprehensive literature searching and rigorous peer review. The ARI Group maintained a specialised register of ARI clinical trials. Ruth Foxlee, librarian at Herston Medical Library, was selected to work with the ARI Group as the Trials Search Coordinator.

## Supporting our Postgraduates

The University's Graduate School held week long sessions for postgraduates, in both semesters. The Cybrary was involved and hosted sessions on services available, in particular, using *EndNote* and the Australian Digital Thesis project.

The University's Graduate School ran a Postgraduate Information Expo in the UQ Centre for prospective postgraduate students. Cybrary staff provided information on available services.

## The AustLit Gateway

Management of the AustLit Gateway continued at UQ. Twenty two researchers and compilers across eight universities worked together on expanding the bio-bibliographical record of Australian literary authors from 1788 to the present. The number of records exceeded 430,000 and related to more than 73,000 authors and organisations. Some full-text in both creative and critical genres was provided.

AustLit, a subscription service, was available at most Australian universities, all State Libraries and the National Library, and a growing number of public libraries.

AustLit received a \$403,000 grant from the Australian Research Council's Linkage Infrastructure Equipment and Facilities scheme, and over 8200 agent (authors and organisations) records and 44,200 work records were added to the database. The second volume of *The Bibliography of Australian Literature*, covering authors whose surnames begin with the letters between F and J and under the general editorship of Professor John Hay (UQ) and Mr John Arnold (Monash), was completed. *Australian Magazines of the 20th Century* was an AustLit funded research project that mapped the history, span, editorship and content of around 100 Australian magazines of the 20th century. AustLit's bi-monthly newsletter maintained its popularity with a growing readership worldwide.

AustLit staff took up residence on the seventh floor of the Duhig building.

# Working Together

None of us is as good as all of us and working with other university libraries strengthened local service provision.

## QULOC

The name, Queensland University Libraries Office of Cooperation (QULOC), was not a true reflection of the nature of this collaborative organisation: <http://www.quloc.org.au/>. Members came from university libraries across Queensland, New South Wales and the Northern Territory. QULOC provided a mechanism for the exchange of information and ideas; encouraged best practice development and cooperative activities; and provided excellent opportunities for staff development.

The UQ Cybrary had representatives on each of the six working parties:

- Lending and Document Delivery Working Party
- Information Resources and Access Working Party
- Information Skills and Services Working Party
- Information and Communications Technology Working Party
- Staffing Issues Working Party
- Quality Issues Working Party.

Activities amongst these groups in 2003 included:

- Designing a survey on library services to remote students
- Successful seminar, *Etopia: Everything you want from a single search*
- *EndNote* in-service training
- Professional Image Workshop targeted at frontline employees
- Workshop for liaison librarians
- A seminar titled *Quality as a Way of Life*.

## Universitas 21

The University of Queensland Cybrary remained an active member of Universitas 21 Libraries Group (U21), the international network of leading research-intensive universities, with 17 member universities in ten countries. The Information Services Group assisted its members to position themselves internationally, to improve services, to establish partnerships and to share intellectual capital. The Learning Resource Catalogue was a U21 initiative.

## Learning Resource Catalogue

The Learning Resource Catalogue (LRC3) ([www.lrc3.unsw.edu.au](http://www.lrc3.unsw.edu.au)), an online environment helping academics find, develop and share learning resources not yet published, supported the development of high quality learning and teaching, through a collaborative approach. A new version of the LRC3 was launched in 2003. The Cybrary provided feedback and ongoing communication with the development team at the University of New South Wales. 223 LRC records were submitted by the University of Queensland.

## Group of Eight Universities (Go8)

The Group of Eight (Go8) Universities comprised 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. Go8 university librarians met twice and generated discussion on areas including benchmarking, comparative studies of collection holdings and information sharing across a range of activities, especially quality programs and activities.



Scholarly communication was the primary focus for 2003. Institutional repositories of research papers and electronic publishing were areas targeted by the Go8.

After initial investigations in 2002 for joint purchases the following electronic journal packages were purchased:

- 210 titles from *Lippincott, Williams & Wilkins* for medical and nursing journals
- 700 eJournals from *Kluwer Online*
- Over 400 titles from the *Springer-Verlag* eJournal collection.

## CAUL

The Council of Australian University Librarians (CAUL: <http://www.caul.edu.au/>) remained dedicated to improving access by the students and staff of Australian universities to the information resources fundamental to the advancement of teaching, learning and research. The University of Queensland continued its involvement in CAUL.

CAUL committees and subgroups generated discussion, provided solutions and encouraged best practice in areas of copyright, information literacy and scholarly communication. Initiatives in 2003 included redrafting the Strategic plan (<http://www.caul.edu.au/caul-doc/StrategicPlan2003-4.doc>) and developing performance indicators in document delivery.

UQ continued to benefit from the negotiation by CAUL's Electronic Information Resources Committee of purchases across the sector. Jocelyn Priddey ably assisted the work of this Committee.

## Project Muse

The Cybrary continued its successful collaboration with Johns Hopkins University Press by hosting the Australasian mirror for Project Muse. Under this arrangement, all UQ staff and students became eligible for free access to the full-text of over 196 scholarly journals in the social sciences and humanities. Systems administration and technical support for the locally hosted SUN servers was provided by the Library Technology Service.

## OCLC

The University of Queensland was one of 45,000 members worldwide of OCLC Online Computer Library Center, a nonprofit library service and research organisation with the aim of increasing access to the world's information with reduced costs. As an OCLC member, UQ had access to *WorldCat*, a database listing 54 million records for nearly every form of human expression—including digitised collections, electronic resources, reference tools and what resources are where around the world.

## QSKILL (Queensland Special Interest Group Kinetica and Interlibrary Loans)

Cybrary staff were members of QSKILL, which continued its role of discussing and disseminating the skills and technology evolving around document and loan delivery in Queensland libraries. The group met several times throughout the year with the main focus being the Kinetica Document Delivery module and its operations. Other topics discussed were the importance of upgrading entries in the Australian Interlibrary Resource Sharing Directory, the performance of various suppliers and Copyright matters. The meetings also included a presentation on the *Gratisnet Service* (an interlibrary loan request system) and reports from the Kinetica Annual Users Meeting, the Library Technicians' Conference and the International Federation of Library Associations and Institutions (IFLA) Interlending and Document Delivery Service.

## Reciprocal Borrowing

Applications for reciprocal borrowing received from other institutions increased by 5%. While QULOC applications increased by 4%, those from other institutions increased by 13%. Within QULOC, the largest number of applicants was from Griffith University, followed by Queensland University of Technology, the University of New England and the University of Southern Queensland. Non-QULOC members came from a range of Australian institutions, the largest numbers being from Charles Sturt and Deakin Universities.

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

## Delivering Worldwide

The quality collections were recognised both nationally and internationally. The collections were visible through the web-based Cybrary catalogue, on the National Bibliographic Database via the National Library's Kinetica Service and via the Online Computer Library Center's *WorldCat* service, the world's largest catalogue with over 54 million records.

The Cybrary both lent books and supplied photocopies or scanned documents to Australian and overseas libraries, all within the bounds of the Copyright Act. There was a drop of 10% in the number of requests. It was likely that this drop reflected the increased usage of electronic resources as opposed to print and the preference of some libraries for commercial suppliers.

The number of requests from Australian libraries decreased by 11% while the number from overseas showed an increase of 4%, albeit from a low base. The fill rate for Australian libraries rose to 87% which compared well with the industry standard. The fill rate for overseas requests dropped to 51%. The main reason for this low rate continued to be the high proportion of requests submitted for items not held.

Demand for copies of theses continued to grow, with a 23% increase in the number supplied.

## Sharing our Collections

The excellent collections in the Fryer Library were highly regarded and in great demand. Items were lent for displays in external organisations, including:

- *Past and Present of Thursday Island and Torres Straits*, John Douglas, 1900, was lent to the Supreme Court Library for their *Shaping Queensland: the Douglas, Lilley and Macrossan families and their contribution to law, politics and society* exhibition

- 16 art works produced as illustrations for *The Rainbow Serpent*, written and illustrated by Dick Roughsey, 1979, were lent to the Queensland Art gallery for their exhibition, *Story Place: Indigenous Art of Cape York and Rainforest*
- *Diary of Kate Hume*, 1888, was on loan for the *Horizons* exhibition in the National Museum, to replace another Fryer item, the Katie Hume account book, previously on display.

Material from the Fryer Library was lent to the Supreme Court Library for its exhibition *In Search of Steele Rudd* running through to December 2003. The University Archives provided material for a display mounted at the Supreme Court Library on early UQ graduates, Elizabeth Hamilton-Hart and her brother, William Hamilton-Hart.

### UQ Hospital Libraries in a Nutshell

The Herston Medical Library, the Joint Princess Alexandra Hospital/UQ Library and the UQ/Mater McAuley Library were all staffed and managed on a day-to-day basis by the UQ Cybrary. The original agreements between each hospital and the University were revised to include information service delivery to nursing staff and allied health personnel.

In 2003, 382,573 people came through the doors of the three hospital libraries. Over 3,930 attendees participated in information skills programs; 60,200 items were borrowed; 116,212 items were shelved and 568,804 pages were photocopied or printed. *Medline* continued to be the most heavily used database and *The Lancet* the most heavily used online journal.

In late 2003 the UQ/Mater McAuley Library was included in the accreditation process undertaken by the Australian Council on Healthcare Standards (ACHS) for the Mater Private Hospitals. An Extensive Achievement (EA) rating was awarded to the library, demonstrating its high standard of service.

The hospital libraries provided support to both patients and carers, with access to the libraries and quality health information to assist them in health maintenance, communication with clinicians and recovery from illnesses. To support both clinicians and patients, high quality consumer health sites were included in the Virtual Reference Collection on the Cybrary website. The staff in the hospital libraries ensured that both patients and carers referred to their clinicians for interpretation of the information located.

# Sharing Expertise

Skilled staff brought their expertise and knowledge to the problems of others.

## Conference attendance

The attendance of Cybrary staff at conferences, workshops and seminars around the country and worldwide was significant. Attendance at Australian or locally held conferences included:

- Information Online 11<sup>th</sup> Exhibition and Conference (Sydney)
- 10th Asia Pacific Special, Health and Law Librarians Conference (Adelaide)
- 12th National Library Technicians Conference (Brisbane)
- International Conference on the Future of the Book (Cairns)
- Educause in Australasia 2003 Conference (Adelaide)
- ALIA Acquisitions National Seminar.

Staff also attended and presented at smaller seminars and workshops.

Neither SARS nor the threat of terrorism stopped staff attending and presenting at overseas conferences. These included:

- 69<sup>th</sup> International Federation of Library Associations and Institutions (IFLA) General Conference (Berlin, Germany)
- 24<sup>th</sup> International Association of Technological University Libraries (IATUL) Conference (Ankara, Turkey)
- Fiesole Collection Development Retreat Series (Oxford, UK)
- 6<sup>th</sup> Cochrane Colloquium Conference (Barcelona, Spain)
- 11th Annual Innovative User Group (IUG) Meeting (San Jose, USA).

At all the above international and national conferences Cybrary staff shared their skills and knowledge with others through presentations, panels, poster sessions and workshops.

## Consultancies

### Universiti Teknologi Petronas

The Universiti Teknologi Petronas (UTP) was established in 1997 as a private university by Petronas, a Malaysian oil company. Staff from the Petronas Universiti visited various universities in Australia, looking for leading edge ideas for their new Information Resource Centre (IRC) to be opened in 2004. Cybrary staff conducted a presentation and a tour of Cybrary facilities for the group.

Following the visit, the University Librarian, Janine Schmidt, and the Manager, Business, Economics and Law Faculty Library Service, Karen Borchardt, visited UTP from the 28 September – 1 October 2003.

Presentations were made to library staff on management, facilities and digital library developments. Clients, including academics, postgraduate and undergraduate students, were interviewed and discussions were held with staff from all areas of UTP. A report reviewing the current and future framework of service delivery and recommendations for future developments of services and collections for UTP was submitted.

## Information Access Services (IAS)

Staff from the Cybrary's IAS section were involved in various consultancies throughout the year. These included:

- a review of the collection services of a major Australian university library
- sharing expertise in the Innopac Inter-Library Loan module with visitors from University of Wollongong
- advice to the University of Melbourne on Millennium Cataloguing, e-checkin and the Inter-Library Loan module on Innopac
- advice to the National CJK Team on preparing for Release 2002 Phase 2 and on their new website
- advice on the creation of access to electronic resources with staff from the Queensland Department of Primary Industries.

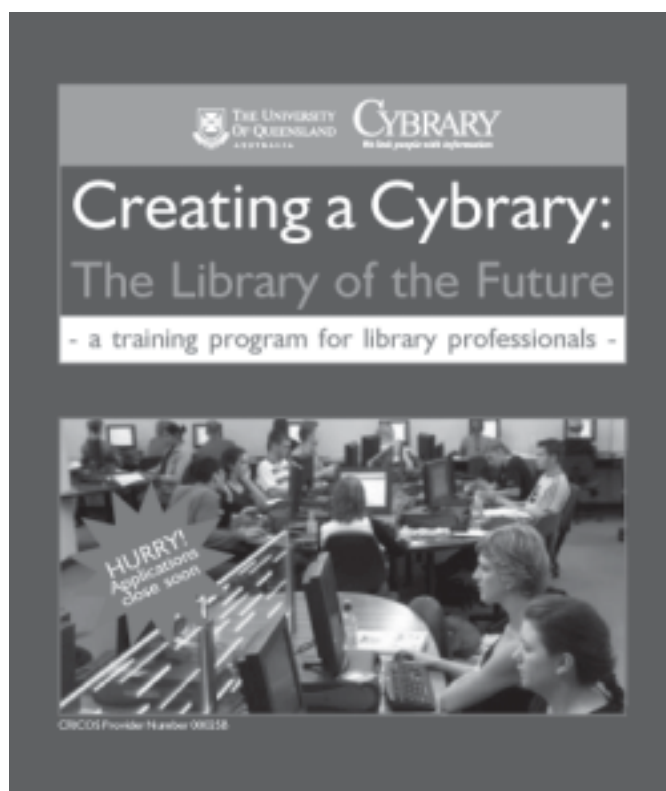
## International activities

Many international and local visitors came to the Cybrary to gain new skills and knowledge in the management and operations of academic libraries. Nearly 320 visitors from countries including Papua New Guinea, Mongolia and Vietnam visited the Library, some for new skills and others as part of delegations to examine the facilities and services provided.

### *Creating a Cybrary*

Requests continued from librarians in tertiary institutions to visit the Cybrary to develop new skills and knowledge. A new program was developed: *Creating a Cybrary: The Library of the Future*, offered over a six week period twice each year. Beginning with a week of Introductory Overview sessions focused on management, resources, services and technology, the program was presented by the experienced senior staff of the Cybrary. Participants were then able to choose from courses in four elective modules, while also gaining practical work experience in a branch library or functional section.

*(See Appendix 7 on page 60 for a full list of visitors to the Cybrary.)*



## Kinetica Advisory Committee

Chris Taylor was elected to the national committee. The major focus of the Committee's discussion was the examination of options for the redevelopment of Kinetica systems.

## National Resource Sharing Working Group (NRSWG)

The Manager, Document Delivery Service, Margaret Gauld, was an active member of NRSWG. The Group was established to support the development of a national interlending/document delivery infrastructure and had a number of successes, including the implementation of the Interlibrary Resource Sharing Code.

# Building Links

Community outreach to schools was strengthened and new friends made for Fryer and the University as a whole.

## Friends of Fryer

A Committee for the Friends of Fryer support group was formed, comprising the patron of the Friends, Mrs Kaye De Jersey; Professors Alan Rix, Gillian Whitlock and Michael Keniger; Ms Margaret Mittelheuser; Mr Andrew Greenwood; Ms Anna Reynolds; and Ms Amanda Bell. Library representatives were Mrs Janine Schmidt, Mrs Anne Horn and Ms Joanne Ritale (Secretary).

Functions held included:

- a lunch with Australian and internationally acclaimed writer, Janette Turner Hospital, celebrating the purchase of her manuscript papers by the Fryer Library and the release of her latest novel *Due Preparations for the Plague* and her short story collection
- a Celebration of the Friends of Fryer with guest speaker Professor John Hay discussing the art of book reviewing
- a panel session at the 2003 Brisbane Writers Festival in early October, sponsored by the Friends of Fryer, entitled *In Conversation between Peter Porter and Martin Duwell* and introduced by Friends of Fryer Committee member Professor Gillian Whitlock
- a Christmas function at the University Staff Club with Nick Earls as the guest speaker. (Nick had recently donated his manuscript collection to Fryer Library through the Cultural Gifts Program - see picture below).



## UQL Cyberschool

### Statistics

The UQL Cyberschool's success continued and it linked more than 100,000 Queensland high school students to a wide variety of online information resources. The number of schools taking subscriptions to electronic databases through UQL Cyberschool increased to 141. The number of database subscriptions increased to 305 for 29 different electronic databases. Free trials were offered to 43 different databases.

The use of the UQL Cyberschool website continued to grow with over 38,490 requests for the Cyberschool's home page and over 231,503 requests for pages on the entire site.

### Tours and Training

Schools brought classes of Year 11 and 12 students to conduct research for specific school assignments. UQL Cyberschool Coordinators provided tours and training for school students to improve their information skills, to locate and use resources in the UQ Cybrary, and to experience university life and research. In summary:

- 72 school groups were given tours of branches of UQ Cybrary for a total of 1,319 school students.
- 76 school groups were given training in the use of services, for a total of 1,521 school students.
- Six hands-on training sessions for school staff in the use of databases were conducted.
- Six promotional workshops were held.

UQL Cyberschool staff were also involved in University activities during the year, including:

- Leo Howard Vacation School (four sessions for 58 students)

## UQL Cyberschool Subscribers

- Queensland University Information Technology School Project (six sessions for 66 students)
- UQ Innovation Expo
- School Guidance Officers' Day
- Planning and delivery of an information skills program for secondary teachers enrolled in the Graduate Certificate in Molecular Biology
- Coordination with the staff from Student Recruitment in conducting tours of school students visiting the University.

### Seminar

UQL Cyberschool held a successful seminar *Schools, Scholars and Cybraries – Seize the Day* for School Principals, Heads of Department and Teacher-Librarians at the College Playhouse, The Women's College, St Lucia, with over 150 participants. Leading presenters from the educational world addressed various issues, including developing pedagogical practices to cope with the Internet and other challenges of innovation. They explored the changes required to meet the demands of 21<sup>st</sup> century learners. Feedback was so positive that it was decided to make the event an annual occasion.



## Graduate Membership

New graduates continued to be offered one year's free membership as part of the pre-graduation information package. The number taking up the offer in 2003 decreased by 14%, with a total of 1,342 registering. New graduates whose year of free membership had expired during 2002 were invited to renew their membership at a price, with 234 doing so.

Negotiations with ProQuest concluded and the Cybrary provided access for UQ Alumni to the ProQuest 5000 package. Access to SilverPlatter products continued. Negotiations continued with other vendors to provide a similar service.

## Australian Research Libraries Collection Analysis Project (ARLCAP)

Funding was received for the Group of Eight Universities (*see page 30*), the National Library and the University of London's School of Oriental and African Studies to pilot software to enable comparison and analysis of holdings relating to the Indian Ocean rim region. Records relating to the Indian Ocean rim region and Southeast Asia region were extracted and sent to OCLC in January for comparison against various libraries' holdings. Some of the participants in the project chose to have their records extracted from Kinetica and problems with the process caused a delay. The analysis was completed and the report delivered in September. The project was successfully run but its application to other areas remained under consideration.

## Inside Out Conference

Over 200 delegates attended the Inside Out Conference, the second biennial international conference on higher education and community engagement, held at the Ipswich campus. The new UQ Ipswich Library hosted lunch for the delegates who happily made use of Cybrary facilities and used computers to check their email.

*Left: Mr Maurice Cummins, Education Consultant from the Association of Independent Schools, NSW, speaking at the UQL Cyberschool Conference, Schools, Scholars and Cybraries - Seize the Day*

## Open Days

The UQ Open Day at St Lucia was very successful. *Surfing the Cybrary* sessions were held in the Library Conference Room and tours were run in the Social Sciences and Humanities, Dorothy Hill Physical Sciences and Engineering, Biological Sciences and Law Libraries. Cybrary lollipops were once again very successful with attendees.

To the sound of *Tarzan of the Jungle* UQ Ipswich Open Day saw 1,195 people through the gates of Building 8. They found face painting, balloons, computer activities with eCommerce and ITS, Cybrary giveaways, and the Library Tarzan Display relating to Contemporary Studies. Cybrary staff also had an information booth in the courtyard.

Courses and careers information focusing on agribusiness, agriculture and horticulture, animal studies and environmental management were the highlights at UQ Gatton Open Day. Activities included seminars, research and teaching displays, a program of equestrian events, a free two-hour Internet workshop for primary producers, a bus tour of the 1068ha campus, and tours of facilities such as the plant nursery and halls of residence.

## Charitable Cybrary Staff

Throughout the year, staff contributed to a number of Australia-wide public fundraising events.

Cybrary staff shaved and coloured their hair for the annual World's Greatest Shave for a Cure raising several thousand dollars for the Leukaemia Foundation (*see picture at right*).

The fundraising spirit continued with the Cybrary's participation in Cancer Council's Australia's Biggest Morning Tea on Thursday 22 May. Library staff and clients contributed over \$1,000 from morning teas held in branch libraries.

Other charitable donations included:

- a Christmas donation from the Social Sciences and Humanities Library to the Salvation Army
- \$250 raised by the UQ/Mater McAuley Library staff for the Mater Childrens' Hospital and support for a Saint Vinnies family with toys and a food hamper at Christmas.

## Latch-on Program

In May and June, staff from the Social Sciences and Humanities Library and the UQL Cyberschool taught another series of internet workshops for students in the Latch-on program, a literacy teaching and research program for young adults with Down Syndrome. Five workshops were conducted for each of the two class groups.

A ceremony at Customs House marked the launch of a new collaboration between the University and the Endeavour Foundation, making the Latch-on program available to all Foundation clients from 2004.

## Work Experience

Julian Scharf spent 12 hours per week for four weeks on a work training placement with the Document Delivery Team. The placement was arranged through the Red Cross Employment Agency for people with a disability and was a positive experience for both the trainee and the Cybrary.

## Dean's Scholars

The Dean's Scholars were students who had achieved a high entrance score (OP) or a high grade point average (GPA) whilst at University. The Executive Manager of the Social Sciences and Humanities Library Service, Mrs Anne Horn, presented a package of extended Cybrary benefits to the Dean's Scholars of the Faculty of Social and Behavioural Sciences.

*Below: Robin Anderson from the Social Sciences and Humanities Library proudly showing off her shaved head*



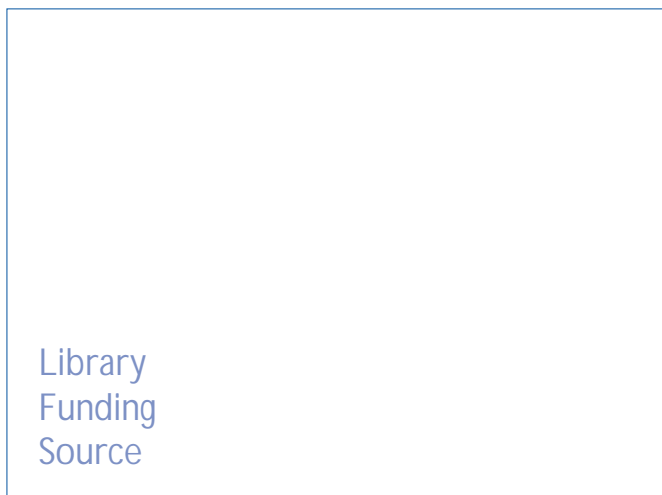
# Value for Money

The Cybrary ensured best practice people and resource deployment.

## Financial Management

### Funding

A balanced budget resulted for the year. Funding for 2003 from all sources was \$28.835 million with marginal overspending by \$30,000 or 0.1%. This was an excellent result given the uncertain value of the dollar.



Library  
Funding  
Source

Major expenditure items in the year were \$13.43 million for additions to the collections, salaries of \$11.9 million (supporting almost 250 staff) with the balance of \$3.47m being spent on overheads, minor works and equipment purchases.

| Expenditure (\$000s)    |               |
|-------------------------|---------------|
| Library Collection      | 13,435        |
| Salaries                | 11,942        |
| Overheads and equipment | 3,468         |
| <b>TOTAL</b>            | <b>28,845</b> |

### Materials Budget

While the operating grant to the Library for 2003 saw a slight increase, the Library was still faced with a low value Australian dollar and increases in subscription charges above the CPI. Fortunately, the modest improvement in the Australian dollar, as well as Research Infrastructure Block Grant (RIGB) funding from the Deputy Vice-Chancellor (Research), alleviated the necessity to cancel journal and database subscriptions. The Library was able to allocate an additional \$500,000 towards the upgrade of its monograph collections, largely because of its move to electronic journals which led to some cost savings.

Funds were also obtained from the Ipswich budget, the Gatton Upgrade project, as well as contributions from the three teaching hospitals as part of the joint management of the hospital libraries.

### Expenditure

As a hedge against currency fluctuations, the Cybrary purchased US\$1 million in 'forward currency' in January. In March, the currency was used against an early payment of *Elsevier Science* subscriptions with an 'early payment' discount which helped defray the 5% price rise.

The value of the Australian dollar rose significantly in the latter half of 2003 which resulted in a surplus of unexpended funds in early December before the University's fiscal close. A contingency list of proposed purchases was compiled in anticipation of such an occurrence. The funds were used to purchase the *Lancet Backfile*, *Times Digital Archive*, *New York Times Archive* and the *Eighteenth Century Collections Online*. With these purchases the Cybrary achieved 100% expenditure of the Library Materials budget.



## Efficiency Gains

Changes in timing of email 'alerts' resulted in their being sent when items were one day overdue. Most notices were sent by email, thereby reducing costs.

Early in Semester Two, permission was granted by the Student and Administrative Services Section for the addition and removal of library-related Negative Services Indicators to be carried out by staff in the Information Access Service Document Delivery Team. While this increased the workload, the net result was a more streamlined, accurate and timely process.

Current overdue items and unpaid charges of \$20 or more were followed up systematically, while an additional part-time staff member tackled the backlog from previous years. By the end of the year more than 3,000 expired students with outstanding loans had been contacted. Negative services indicators were placed on student records as appropriate.

Missing items were identified and where appropriate reordered, resulting in more accurate catalogue records and improved client service.

*Below: A display from the collection at the Herston Medical Library*



*Above: Some Pulp Fiction examples from the Fryer Library collection, which did not depreciate in value*

## Library Collection Assets Valuation

Cybrary staff worked with the UQ Chief Financial Officer, Mr Paul Mullooly, and the UQ Senior Financial Officer, Ms Margaret Pears, to revise the methodology previously used by the University to value the Library collections and designated the following classifications:

- Rare Books and Manuscripts
- Monographs – Books, References, Supporting materials, and Other (CDs, microfilm etc), further divided into:
  - Research and Other
  - Text Books and Reference Material
  - Journals and Publications – Subscriptions supporting Research

(Electronic material was excluded from the valuation process.)

It was determined that each category had a different economic life (for financial reporting purposes) and thus needed a different methodology for determining the depreciation each year (*see table on next page*).

## Depreciation of the Cybrary Collection: New Methodology

### Rare Books and Manuscripts

The collection consists of rare books and incunabula, some art works, literary manuscripts, architectural plans and other original source materials. The heritage collection does not lose any value over time and in fact increases in value due to the rarity of many of the items in the collection. Therefore the collection is carried at Fair Value and will be periodically revalued (every five years) to reflect the current Fair Value. No Depreciation charge is recognised for this component of the collection.

### Monographs – Books, reference material, microforms and multimedia formats

#### a] Research

The Research component comprises 80% of the Monograph collection. It is considered to have an infinite life and is preserved indefinitely for future research activity. The % allocation of the total to the Research Category has been derived by the Library staff and is based on their considered opinion as to what constitutes the research component.

All donated material is included in the Research category. The value is calculated by the Library using the number of items multiplied by the average annual price for the year of donation.

As there is a likelihood for items in this collection to deteriorate physically over time and for the incidence of access to items to be greater in the earlier years a Diminishing Value Rate of Depreciation (DV) is considered appropriate. To reflect the infinite life of the collection, a 2% DV rate of depreciation is applied.

Each year there may be items from the collection physically disposed of for various reasons. In this event an appropriate charge (reflecting the associated net book value) will be recognised in the financial statements for that period.

#### b) Textbooks and Reference Material

The Textbook component comprises 20% of the Monographs. This component does have a finite life and in fact Library practice is to discard all but one (reference copy) of each item as and when new editions become available.

Duplicate items may be discarded during any one year. Their value is calculated by the Library using the number of disposals multiplied by the average price ten years prior to the year of disposal.

To recognise the diminution in the future economic benefits of the items in this collection a Straight Line Rate of Deprecation (SL) is considered appropriate. A rate of 10% SL is applied. Combined with the annual write down, resulting from disposals, this will result in an appropriate charge being recognised each year.

#### c) Print Subscriptions

All Print Subscriptions are considered to be part of the Research Collection and as such are preserved indefinitely for future research activity.

Duplicate items may be discarded during any one year. Their value is calculated by the Library using the number of duplicate volumes multiplied by the average cost from the previous year.

As there is a likelihood for items in this collection to deteriorate physically over time and for the incidence of access to items to be greater in the earlier years, a Diminishing Value Rate of Depreciation is considered appropriate. To reflect the infinite life of the collection, a 2% DV rate of depreciation is applied.

### Exclusions

The Library acquires a considerable amount of material in electronic form. While the majority is obtained under annual licence, some is purchased for permanent retention. The value of electronic products is excluded from the assets valuation.

### Retrospective Valuation

Because the Library had not applied depreciation methodology before 2003, a recalculation of the existing collection was undertaken. The year 1992 was selected as the base year for valuation as it was when the University first brought the Library collection on to the University Balance Sheet (Statement of Financial Position). In the case of the Rare Books and Manuscripts, the 2002 insured value was accepted.

The total value of the Library's collection was reported as \$246,619,000.

# Maximising Staff Contributions

Training programs and staff development activities ensured all staff were up to date and able to provide leading edge services.

## Recruitment and Selection

Recruitment and selection activities continued throughout the year. Selection of staff for generic positions occurred and three senior positions were recruited and selected: the Finance Coordinator, Corporate Services, Richard Craig; the Manager, UQ Ipswich Library, Sue Hutley and the Manager, Fryer Library and University Archives, Deborah Stumm.

A number of positions were created in the Cybrary for staff to participate in project work—with the emphasis on research and development. Library staff were involved in the UQ ePrint Archive, digitisation of special collections, online information skills programs for postgraduates, AustLit, the PDA project and the Learning Resource Catalogue.

Staff turnover in the Cybrary remained quite low at 7.2%, a decrease of 1.2% from the previous year. The number of permanent appointments made during the year fell commensurately, from 47 in 2002 to 43 in 2003.

## E-recruitment system for casual staff

The Cybrary developed a web based e-recruitment system for casual staff, streamlining the previous procedures and tasks undertaken. The system was designed in 2003 for implementation in 2004. The quality of the Cybrary's casual staff continued to be remarkable with emphasis placed on customer service, interpersonal and team work skills, experience, adaptability, flexibility and a high level of commitment to the Cybrary. The e-recruitment database enabled Human Resources staff to search on a variety of fields, including work experience, availability to work and preferred work location.

## Induction

In recent years staff induction processes had been reviewed and improved. Prior to commencing work, all new staff underwent a half-day induction and attended a compulsory induction program made up of five modules:

- *What are the University and the Library all about?*
- *Customer Service – linking people with information*
- *Information Technology in the Library*
- *Services for you*
- *Workplace Health and Safety.*

Each module was competency based with a written quiz. Throughout the year, the full suite of Induction Modules was offered as new staff joined the Library. A new video on Manual Handling was purchased for use in the half-day induction. Induction Module 1 was revised to include presentations on the Library Conditions of Use, Internet Code of Practice and Copyright.

## Library Attendants became Service Support Assistants

The Library developed the Service Support Assistant position description several years ago in response to changes in work processes and the use of technology. The position was classified at a HEW 2 level. In 2002 the Library ceased employing new staff as Library Attendants. Staff employed in the shelving and clerical support area were employed as Service Support Assistants. As part of the Library Workloads Committee activities, a trial of Library Attendants performing check-in duties was carried out successfully in the Biological Sciences Library. Check-in duties were part of the Service

Support Assistant position description but not the Library Attendant position description.

In 2003 the remaining Library Attendants were invited to transfer to the new Service Support Assistant position description. The transfer of check-in duties to Service Support Assistants was a success, particularly in the Social Sciences and Humanities Library where greater operational efficiency and improved turnaround time for shelving of returned items was evident following the change in work practices.

## Staff Development and Training

A wide range of training and staff development opportunities was available to staff throughout the year.

The *Future Focus Program* was run again this year with six sessions scheduled for the year. The sessions were well attended with speakers from both the University and the wider community.

A very successful *Library Wellness Program* was presented and all sessions were well attended. Staff found the sessions beneficial.

### Library Wellness Program – 2003

|           |  |
|-----------|--|
| 22 April  | Be Kind to Yourself – relaxation and body awareness  |
| 24 April  | <i>Mr John Colwill</i>   |
| 9 July    | Healthy Ageing<br><i>Dr Robyn Findlay, Australasian Centre for Ageing</i>  |
| 8 October | Positive Parenting Skills (children 0 – 10 years)<br><i>Ms Divna Haslam</i><br><i>Psychologist, Parenting and Family Support Centre</i>      |
| 9 October | Positive Parenting Skills (children 10 - 16 years)<br><i>Ms Annette Ruschena</i><br><i>Psychologist, Parenting and Family Support Centre</i> |

### Train the Trainer

The goals of the program were to enhance the instructional design and presentation skills of Cybrary staff and to increase the confidence of staff who train clients. In particular, the course helped staff to:

- discover their own learning styles
- design skills-based classes to cater for different adult learning styles
- use questions to facilitate learning
- practise and present in a supportive environment
- exchange ideas about best practice in a forum with colleagues.

By December 2003 over 80 staff had attended the program since its implementation in 2000.

### More Training

In addition to the Induction Modules and the Future Focus and Wellness Programs there were many other workshops delivered for Cybrary staff, including:

- Regular updates from the University Librarian
- Circulation Update Sessions
- Document Supply Update Session
- Course readings training sessions
- Millennium Serials Binding training session.

### Future Focus Program – 2003

|             |  |
|-------------|--|
| 15 April    | Student and Administrative Service Division – role and directions<br><i>Ms Linda Bird, Director,</i><br><i>Student and Administrative Services Division.</i> |
| 4 June      | The Place of Imagination<br><i>Professor Michael Keniger, Executive Dean, Faculty of Engineering, Physical Sciences and Architecture</i>                     |
| 5 August    | Emotional Intelligence<br><i>Professor Alan Isles, District Manager,</i><br><i>Royal Children's Hospital</i>   |
| 19 August   | Key Initiatives of the School of Human Movement Studies.<br><i>Professor Bruce Abernethy, Head,</i><br><i>School of Human Movement Studies</i>               |
| 3 September | Research Funding<br><i>Professor David Siddle,</i><br><i>Deputy Vice Chancellor (Research)</i>   |
| 22 October  | New Directions for the State Library of Queensland<br><i>Ms Lea Giles-Peter, State Librarian,</i><br><i>State Library of Queensland</i>                      |

## Rotation and Development Scheme (RADS)

In 2003 the Rotation and Development Scheme, allowing staff to rotate jobs within the Cybrary and enhance their skills, was implemented. The pilot was an outstanding success with four staff involved in the trial. Three staff requested job rotations into other sections/branches (ranging from four to twelve months duration) whilst one staff member elected to participate in a one day per week skills enhancement placement.

Positive evaluation of the program from both participants and their managers was overwhelming. Some of the reported benefits were:

*'Mental stimulation and increased job satisfaction.'*

*'Gained some insight into branch environment.'*

*'Excellent way to foster good working relationships and improve understanding between different library units.'*

*'The new skills I have acquired have given me the ambition to apply for, or be transferred to, any future positions where my broader understanding would be an advantage to the Cybrary.'*

To enhance skills and experience, two staff from the Document Delivery team were rostered on the Social Sciences and Humanities Loans Desk for 8-12 hours per week, in exchange for an equivalent number of hours' work in Information Access Service by branch staff.



*Right: Susan Davidson from Information Access Service who chose to work in the Biological Sciences Library on the Rotation and Development Scheme*

## Management Skills Development

Following a needs assessment, the Management Skills and Mentoring Development Program was developed and implemented with formal management training provided to the 7Up Group (Staff HEW7 and above). Jon Morgan facilitated the sessions on *The Role of the Manager* and *Project Management Skills*.

Three HEW8 staff were involved in trialling a shadowing program. They shadowed members of the Library Management Group (executive managers and the University Librarian). It proved successful and all HEW8 staff and upwards will be scheduled for the shadowing stream in 2004. HEW8 staff were advised they would be asked to nominate for the other streams of the program—project management activities and job exchanges—over the next two years.

Learning outcomes for the program were developed:

- enhanced knowledge and awareness of the University, the Library and the wider information environment
- increased awareness of leadership, innovation and management strategies
- the development of a 'strategic' mindset and the ability to work within the 'big picture'
- successful transition from being one of the team to leading the team
- recognition of the importance of establishing new allegiances.

Formal management training through organisations such as the Australian Institute of Management, Australian Vice-Chancellors' Committee, Australian Tertiary Education Management or equivalent was also provided to many staff.

Development of a new program was begun to assist librarians prepare for the transition to a management role. The program was designed to consist of formal management skills training, participation in recruitment and selection activities and exposure to human resource issues for implementation in 2004.

## Enhancing Skills

### Certificate IV Workplace Training and Assessment

A number of staff worked through the assessment requirements for the Certificate IV Workplace Training and Assessment.

### Graduate Certificate in Education

Two staff members completed the Graduate Certificate in Education (Higher Education) providing new skills on adult learning to strengthen information skills class provision.

## Miracle Manager

Karen Borchardt, Manager, Faculty of Business, Economics and Law Library Service, received the University's Miracle Manager Award for 2003. Karen developed a cohesive team, providing opportunities for staff to work across three branches, ensuring that appropriate training was provided, and in so doing, built the capacity to respond to changing patterns in demand from the clients.

The award recognised Karen's caring personality, willingness to listen to staff and keenness to see staff reach their potential. Karen also successfully coordinated the social club activities across the Library, bringing staff together.



*Above: Karen Borchardt*

*Right: Fryer Library staff at work*

*Below: Ruth Foxlee*



## Staff Excellence

Ruth Foxlee, liaison librarian at Herston Medical Library, was the runner up for the ALIA Queensland Library Achiever of the Year and was presented with a Merit Certificate. Ruth's nomination detailed her work as a clinical librarian at the Herston Medical Library, working in partnership with clinical staff on ward rounds. Whilst on the ward rounds, Ruth assisted clinicians in locating information to answer questions related to patient care.



# Planning the Future

A planning framework emphasising process improvement resulted in improved productivity, enhanced service delivery and an effective working environment.

## Planning and Review Sessions

The theme for the 2003 Planning and Review sessions was *Thinking Outside the Box*, facilitated by Jon Morgan. The initial sessions were held in November with follow up sessions scheduled for February 2004. The focus was on innovative thinking and creativity. Staff presented their ideas on innovation to stimulate discussion. Several areas identified as requiring improvement in the Rodski survey were examined using the Balanced Scorecard methodology to evaluate suggested solutions. Staff returned to their sections and branches to work on specific Action Plans using the same techniques.



*Above: Information Access Service staff presenting their ideas at a Cybrary Planning Session*

## Team Review

The Cybrary used the Team Management Systems (TMS) Team Management Index Profile (TMI) instrument for some staff and organisational development activities. The Human Resource and Staff Development Coordinator was accredited to use the TMI and was involved in several organisational development activities. On occasion, the TMI was used by the Cybrary's workgroups to understand the work preferences of the group members using their TMI Profiles and to review the performance of the team. (The Projectivity board game is based on the Types of Work wheel developed by TMS. The team evaluates its performance across all types of work and discusses the areas that they, as individuals and as team members, rate as highly satisfactory and those areas that require improvement.) An action plan was devised by team members to address those areas of the team's performance identified as requiring improvement.

# Measuring Up

Performance measurements included detailed statistics and evaluations of individual services and programs, and the monitoring of goal achievements and user satisfaction.

## Quality Audit

An audit was undertaken by Australian University Quality Audit (AUQA) for the whole of the University of Queensland. The report praised the leading quality initiatives at the University of Queensland Library:

*'AUQA commends the Cybrary for its vision and success in providing high quality services to the UQ community in information access and information literacy skills.'*

AUQA recommended 'that UQ explore strategies to provide more students with internet access, including the creation of a wireless recreational and study spaces on the St Lucia campus'. This was actively investigated by the Cybrary and solutions were found that could be easily implemented.

## Benchmarking

The Cybrary participated in a benchmarking exercise on shelving organised by Singapore Polytechnic Library in December 2003. The scope of the study included shelving turnaround time, shelving rate (books shelved per hour) and shelving accuracy. In comparison to the other five participating libraries, UQ recorded the best shelving rate (104 per hour), the second best turnaround time (6-12 hours) and shared the highest accuracy rate of 97%.

## Knowledge Management

### Cybrary Intranet

Work continued on adding and upgrading material on Sirius, the Cybrary's Intranet. Some work was also done on reorganising the home page and the Collection Development, Collection Management and New Materials Processing pages so as to be more logical and friendly. This work remained an ongoing project.

### Advisory Groups

The Library's advisory groups provided an effective forum for discussion of new ideas, problem solving and management and communication of services and resources. The groups included:

- Circulation Advisory Group
- Collection Development Advisory Group
- Digitisation Advisory Group
- Document Delivery Advisory Group
- Quality Advisory Group
- Teaching Learning and Events Advisory Group
- Workplace Health and Safety Committee

Some issues discussed during the year included:

- procedures handling the follow up of overdue items
- handling of loans for remote borrowers
- acquisition of new electronic products
- proposals for Warehouse 3
- *FindIts* database development.

*Right: Library shelvers celebrating a milestone in shelving*





# 1. Facts and Figures

## 1. Funding

|                                     | 2003              | 2002              | 2001              |
|-------------------------------------|-------------------|-------------------|-------------------|
| Operating Grant                     | 24,949,000        | 23,469,009        | 21,475,000        |
| Carry Forward                       | -123,000          | -138,622          | -180,392          |
| Ipswich                             | 958,485           | 1,052,000         | 1,061,000         |
| Other Income                        | 2,401,000         | 1,765,541         | 1,273,332         |
| Research Infrastructure Block Grant | 650,000           | 600,000           | 759,754           |
| <b>Total</b>                        | <b>28,835,485</b> | <b>26,747,919</b> | <b>24,388,694</b> |

## 2. Expenditure

|                                   |                   |                   |                   |
|-----------------------------------|-------------------|-------------------|-------------------|
| Salaries                          | 11,942,000        | 11,005,722        | 10,210,299        |
| Materials                         | 12,785,000        | 11,932,555        | 10,903,253        |
| Maintenance and Equipment         | 3,468,000         | 3,241,546         | 2,078,227         |
| Refurbishment Projects            |                   | 29,810            | 234,630           |
| Research/Infrastructure Materials | 650,000           | 600,000           | 759,754           |
| <b>Total</b>                      | <b>28,845,000</b> | <b>26,809,633</b> | <b>24,186,163</b> |

## 3. Library Staff

|                                      |               |               |               |
|--------------------------------------|---------------|---------------|---------------|
| Professional Library Positions       | 84.59         | 74.27         | 83.15         |
| Specialist Managers and Coordinators | 9.8           | 9.97          |               |
| Library Support Staff                | 154.44        | 139.77        | 153.74        |
| <b>Total</b>                         | <b>248.83</b> | <b>224.01</b> | <b>236.89</b> |

## 4. Services

|  |           |           |           |
|--|-----------|-----------|-----------|
| Items Lent                             | 1,622,772 | 1,576,463 | 1,535,391 |
| Items Shelved                          | 2,371,781 | 2,562,865 | 2,689,024 |
| Items supplied to outside libraries*   | 24,614    | 27,325    | 27,015    |
| Items received from outside libraries* | 25,530    | 31,786    | 30,243    |
| Information Skills classes held        | 2,672     | 2,862     | 2,465     |
| Information Skills program attendees   | 44,082    | 44,847    | 46,057    |
| Normal Opening Hours per week          | 81        | 81        | 81        |
| Queries answered                       | 275,186   | 394,056   | 346,884   |
| Turnstile counts                       | 3,325,115 | 3,287,156 | 3,173,908 |

*\* (Note: These figures include external requests only)*

## 5. Collections

|  | 2003      | 2002      | 2001      |
|--|-----------|-----------|-----------|
| Books: total volumes                         | 1,346,712 | 1,326,660 | 1,305,438 |
| Periodicals: total volumes                   | 784,550   | 782,427   | 778,062   |
| Total Bound Volumes                          | 2,131,262 | 2,109,087 | 2,083,500 |
| Individual print and non-print serial titles | 11,087    | 10,500    | 15,512    |
| Individual electronic serials titles         | 18,310    | 1,138     | 403       |
| Titles within a single publishers collection | 4,886     | 2,075     | 1,546     |
| Titles within aggregations                   | 45,997    | 44,878    | 25,154    |
| Total Current Serial Titles*                 | 68,131    | 58,591    | 42,615    |
| eBooks                                       | 296,000   | 135,000   | 129,000   |

\* (Note: These figures include some duplication of print and electronic)

## 6. Branch Library Statistics

| Enquiries  | Monograph Volumes | Journal Volumes | Total Volumes    | High Use Loans | Auto Loans     | Total Loans /renewals       | Doc Del Supplied Ext/Internal | Doc Del Received Ext/Internal |             |
|--|-------------------|-----------------|------------------|----------------|----------------|-----------------------------|-------------------------------|-------------------------------|-------------|
| <b>Social Sciences and Humanities Library Service</b>    |                   |                 |                  |                |                |                             |                               |                               |             |
| Graduate Economics and Business                          | 7976              | 10,970          | 12,146           | 23,116         | 444            | -                           | 10,552                        | 59/5                          | -           |
| Fryer  | 35,390            | 88,161          | 9,389            | 97,550         | -              | -                           | 43,039                        | 256/24                        | -           |
| Ipswich  | 11,670            | 27,911          | 1,560            | 29,471         | 8,741          | 120                         | 54,072                        | 459/122                       | 583/401     |
| Law  | 35,896            | 30,351          | 55,774           | 86,125         | 31,649         | 16,587                      | 74,352                        | 414/65                        | -           |
| Social Sciences and Humanities                           | 97,620            | 659,107         | 192,675          | 851,782        | 134,055        | 386,624                     | 708,919                       | 8,494/2,336                   | 8,617/3,024 |
| <b>Physical Sciences and Engineering Library Service</b> |                   |                 |                  |                |                |                             |                               |                               |             |
| Architecture and Music                                   | 18,035            | 57,187          | 14,304           | 71,491         | 17,734         | -                           | 49,504                        | 363/49                        | 541/71      |
| Dorothy Hill Physical Sciences and Engineering           | 32,411            | 86,089          | 105,414          | 191,503        | 10,881         | 44,694                      | 118,765                       | 2,975/278                     | 2,624/1,135 |
| <b>Biological and Health Sciences Library Service</b>    |                   |                 |                  |                |                |                             |                               |                               |             |
| Biological Sciences                                      | 26,687            | 86,384          | 82,571           | 168,955        | 18,084         | 99,960                      | 178,233                       | 5,692/3,604                   | 5,156/5,694 |
| Dentistry  | 5281              | 4,726           | 3,904            | 8,630          | -              | -                           | 15,036                        | 205/274                       | 225/246     |
| Gatton   | 12,241            | 47,579          | 15,896           | 63,475         | 2,735          | 25,168                      | 52,806                        | 492/714                       | 803/2,289   |
| Herston Medical  | 12,604            | 21,551          | 47,653           | 69,204         | -              | -                           | 27,507                        | 2,796/4,469                   | 3,658/4,361 |
| Princess Alexandra Hospital                              | 6387              | 2,688           | 8,831            | 11,519         | -              | -                           | 19,200                        | 636/1,626                     | 1,706/2,778 |
| UQ/Mater McAuley   | 7087              | 6,605           | 11,197           | 17,802         | -              | -                           | 14,343                        | 488/1,214                     | 1,617/2,477 |
| Warehouse  | 218,521           | 223,703         | 442,224          | -              | -              | (included in Branch totals) | 1,285/4,374                   | -                             |             |
| Other Loans and Renewals 850 (Archives)                  | -                 | -               | -                | -              | -              | 256,444                     | -                             | -                             |             |
| <b>TOTAL</b>   | <b>1,346,712</b>  | <b>784,550</b>  | <b>2,131,262</b> | <b>225,043</b> | <b>573,153</b> | <b>1,622,772</b>            | <b>24,614/19,154</b>          | <b>25,530/22,476</b>          |             |

# 2. Organisation Structure

|  |  |  |   |  |  |
|--|--|--|---|--|--|
| <b>University Librarian</b><br><i>Janine Schmidt</i>   |  |  |   |  |  |
| <b>Executive Manager,<br/>Social Sciences and Humanities<br/>Library Service</b><br><i>Anne Horn</i>   |  | <b>Executive Manager,<br/>Biological and Health<br/>Sciences Library Service</b><br><i>Heather Todd</i>  |   | <b>Executive Manager,<br/>Physical Sciences and Engineering<br/>Library Service</b><br><i>Grace Saw</i>  |  |
| <ul style="list-style-type: none"> <li>Archives</li> <li>Graduate Economics and Business Library</li> <li>Fryer Library</li> <li>Ipswich Library</li> <li>Law Library</li> <li>Social Sciences and Humanities Library</li> </ul> |  | <ul style="list-style-type: none"> <li>Biological Sciences Library</li> <li>Gatton Library</li> <li>Health Sciences Libraries:                             <ul style="list-style-type: none"> <li>Dentistry Library</li> <li>Herston Medical Library</li> <li>UQ Mater McAuley Library</li> <li>The Joint Princess Alexandra Hospital /UQ Library</li> </ul> </li> </ul> |   | <ul style="list-style-type: none"> <li>Architecture and Music Library</li> <li>Dorothy Hill Physical Sciences and Engineering Library</li> <li>International and Consultancy Services</li> </ul> |  |
| <b>Executive Manager, Library Technology Service: <i>Andrew Bennett</i></b>  |  |  |   |  |  |
| <ul style="list-style-type: none"> <li>IT Planning, Management, and Support</li> <li>Library Information Technology Liaison Officers</li> </ul>  | <ul style="list-style-type: none"> <li>IT Contracts</li> <li>AskIT (computer help and training)</li> </ul>   | <ul style="list-style-type: none"> <li>Imaging Support</li> <li>Network Management</li> </ul>  | <ul style="list-style-type: none"> <li>Workstation Support</li> <li>Printing Support</li> </ul>   | <ul style="list-style-type: none"> <li>Systems maintenance</li> <li>eZones in Duhig Building</li> </ul>  |  |
| <b>Executive Manager, Corporate Services: <i>Mary Lyons</i></b>  |  |  |   |  |  |
| <ul style="list-style-type: none"> <li>Administrative support</li> <li>Business Continuity Planning</li> <li>Client information skills training</li> <li>Community Services</li> </ul>   | <ul style="list-style-type: none"> <li>Facilities planning and management</li> <li>Security</li> <li>Research and Development</li> <li>UQL</li> <li>Cyberschool</li> </ul> | <ul style="list-style-type: none"> <li>Finance and accounts (including non-materials budgeting)</li> <li>Publications</li> <li>Communication strategies</li> </ul>   | <ul style="list-style-type: none"> <li>Personnel Resources</li> <li>Library Staff Development</li> <li>Quality Assurance (including performance measures)</li> <li>Marketing</li> <li>Mail Centre</li> <li>Shelving coordination</li> </ul> | <ul style="list-style-type: none"> <li>Strategic Planning</li> <li>Occupational Health and Safety</li> <li>Freedom of Information</li> <li>Public Relations</li> <li>Market Research</li> </ul>  |  |
| <b>Executive Manager, Information Access Service: <i>Chris Taylor</i></b>  |  |  |   |  |  |
| <ul style="list-style-type: none"> <li>Lending policy</li> <li>Cooperative activities</li> <li>OPAC access management</li> <li>Web content (public and intranet)</li> </ul>  | <ul style="list-style-type: none"> <li>Circulation and document delivery coordination</li> <li>Electronic Resource</li> <li>Delivery</li> <li>Preservation</li> </ul>      | <ul style="list-style-type: none"> <li>Negotiations with materials suppliers</li> <li>nnopac</li> <li>Warehouse collections</li> </ul>   | <ul style="list-style-type: none"> <li>Collection development policy and implementation</li> <li>Materials budgeting</li> <li>Acquisitions</li> </ul>   | <ul style="list-style-type: none"> <li>Selection and deselection of resources</li> <li>Copyright</li> <li>Collection management</li> </ul>   |  |

# 3. Staffing the Cybrary

## Corporate Services

|  |   |
|--|---|
| University Librarian                               | Janine Schmidt  |
| Personal Assistant                                 | Cheryl Byrnes<br>Carly Barrett                              |
| Executive Manager                                  | Mary Lyons  |
| Personal Assistant                                 | Suzanne Green   |
| Human Resources and Staff Development              | Coordinator<br>Joanne Rutherford                            |
| Human Resources Officer                            | Judy Ashwin   |
| Facilities Coordinator                             | David Smith   |
| Administrative Officer, Facilities                 | Fiona Marshall  |
| Finance Coordinator                                | Richard Craig   |
| Accounts Officer                                   | Don Smith   |
| Clerk  | Roxanne Taylor  |
| Promotions and Publications Coordinator            | Suzanne Parker  |
| Manager, Information Skills and Community Outreach | Deborah Turnbull  |
| Librarian - ISRAP Project                          | Nicola Foxlee   |
| Librarian - ePrints@UQ                             | Belinda Weaver  |
| Librarians - UQL Cyberschool                       | Liz Blumson   |
| Librarians   | Noeleen Fleming<br>Lucy Peachey<br>Noela Yates<br>John East |
| Library Assistant                                  | Alan Basford  |
| Shelving Coordinator                               | Eva Lewandowski   |
| Administrative Officer, Accounts                   | Janette Treanor   |
| Administrative Assistants                          | Karen Platz<br>Cheryl Swenson                               |
| Service Support Assistant                          | Peter Gate  |

## Library Technology Service

|                                    |  |
|------------------------------------|--|
| Executive Manager                  | Andrew Bennett   |
| Fileserver and Network Coordinator | Matthew Swinbourne   |
| Library Systems Engineer           | 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              | Janelle Dwyer<br>Karen Dwyer   |
| Library Systems Support Officers   | Mark Prior<br>Daniel Callan  |
| Workstation Support Officers       | Jacqueline Aberdeen<br>Jay Basford<br>Robert Bowen<br>Mark Conlon<br>Mandy Fisher<br>Adam Lee<br>Wendy Fitzmaurice |
| Supervisor, AskIT Help Desk        | Alex Rohan   |
| Trainer, AskIT Help Desk           | Patricia Escalon   |
| AskIT Help Desk Officers           | Timothy Sudholz  |

## Information Access Service

|  |   |
|--|---|
| Executive Manager                      | Chris Taylor  |
| Senior Manager, Collection Development | Jocelyn Priddey   |
| Manager, Document Delivery             | Margaret Gauld  |
| Manager, Integrated Library System     | Carolyn Jones   |
| Copyright Coordinator                  | Tom Joyce   |
| Catalogue Coordinator                  | Dagnija McAuliffe   |
| Librarians                             | Mary Kenyon<br>Catherine Leutenegger<br>Rosemary Meiklejohn<br>Dell Schramm<br>Noela Stallard<br>Helen Stephanos<br>Pam Tonkin<br>Penelope Verrall  |
| Senior Library Assistants              | Kerry Brezac<br>Helen Cook<br>Wendy Penboss<br>Gisela Possin<br>Margaret Powell<br>Anne Smith<br>Michael Stewart<br>Jane Warnick  |
| Library Assistants                     | Kelly Baker<br>Helen Bourne<br>Irene Bull<br>Maria Campbell<br>Susan Davidson<br>Julie Drew<br>Patricia Gollschewski<br>Ann Gray<br>Pauline Napier<br>Fiona O'Rourke<br>Julie Pratt<br>Lynn Reid<br>Wayne Sharma<br>Annette Steen<br>Leslie Tow<br>Robert Wilkinson<br>Linda Cross<br>Louise Fathers<br>Megan Kenny<br>Kevin McNeill<br>Gail Roudenko |
| Document Delivery Assistant            |   |
| Service Support Assistants             |   |
| Administrative Assistant               |   |





## Biological and Health Sciences

Executive Manager

Heather Todd

### Biological Sciences Library

Manager  
Librarians

Irene Sachs  
Sue Curlewis  
Greg George  
Karen Joc  
Keryl Michener  
Margo Till-Rogers

### Librarian - Rockhampton Base Hospital

Sarah Thorning

### Librarian - Toowoomba Hospital Senior Library Assistant

Kaye Lasserre  
Judy Anderson

### Library Assistants

Susan Sawyer  
Diana Cassidy  
Barnaby Casson  
Lisa Clayton  
Louise Davies

### Service Support Assistants

Angela Kenna  
Lynette Wilson  
Christian Giffing  
Greg Hillcoat  
Veronika Petkovich  
Michael Sullivan  
Belinda Taylor

### Herston Medical Library

Health Sciences Librarian  
Librarians

Lisa Kruesi  
Lars Eriksson  
Greg Fowler  
Ruth Foxlee  
Andrew Heath

### Senior Library Assistant Library Assistant

Judith Turner  
Deborah Arthur  
Justin Clark  
Isabelle Davies  
Jennifer Long

### Service Support Assistants

Dianne Waters  
Peter Wyborn

### UQ/Mater McAuley Library

Senior Librarian  
Senior Library Assistants

Jackie Chamberlin  
Barbara Heath  
Natalie Willson

### Princess Alexandra Hospital Library

Senior Librarian  
Librarian  
Senior Library Assistants

Robyn Spooner  
Jenny Hall  
Susan Beckinsale  
Micheline Francois  
Kerry Breen

### Service Support Assistant

### Dentistry Library

Librarian

Kathy Hibberd/ Nicola  
Foxlee/ Kaye Lasserre  
Thelma Campbell

### Senior Library Assistants

### UQ Gatton Library

Manager  
Senior Librarian  
Librarian  
Senior Library Assistant  
Library Assistants

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

### Service Support Assistant

## Physical Sciences and Engineering

Executive Manager  
Personal Assistant

Grace Saw  
Julie Ceslis

### Architecture Music Library

Manager  
Librarian  
Senior Library Assistant  
Library Assistant

Elizabeth Jordan  
Lesley Speer  
Annette Scott  
Ryan Weymouth

### Dorothy Hill Physical Sciences and Engineering Library

Senior Librarian  
Librarians

Nicole Clark  
Anne Draper  
Larah Seivl-Keevers  
Jan Sullivan  
Leith Woodall  
Phil Yorke-Barber  
Fei Yu

Senior Library Assistant  
Library Assistants

Pauline Lister  
Gaby Asenjo  
Donalda Ewins  
Dot Gollner  
Ivana Mimovic  
Eileen Salisbury  
Susan Wilson

Service Support Assistants

Ron Henderling  
Courtney Moran  
William Murdock

## Social Sciences and Humanities

Executive Manager  
Personal Assistant

Anne Horn  
Nea Daniels

### Graduate Economics and Business Library

Librarian  
Senior Library Assistant

Dale Drysdale  
Helen Turnbull

### Fryer Library/UQ Archives

Manager  
Archivist  
Senior Librarian  
Librarians

Eileen Boydew  
Megan Lyneham  
Joanne Ritale  
Laurie McNeice  
Maira Turaidis  
Rose Wade  
Joan Keating  
Matthew Carter  
Christine Hale  
Margaret Rose  
Emma Rowlings-Jensen

Senior Library Technician  
Senior Library Assistant  
Library Assistants

### UQ Ipswich Library

Manager  
Librarian

Sue Hutley  
Miranda Newell  
Stephanie Nunan  
Marcos Riba  
Margaret Sloan-McDonald  
Jill Maalsen  
Georgina Paterson  
Bryony Kennedy  
Jacqueline Wakeham  
Yvonne Hodgkinson

Senior Library Assistant

Library Assistant

AskIT Support Officer

Law Library  
Manager  
Senior Librarian  
Librarian  
Senior Library Assistants

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

Library Assistant  
Library Attendants

### Social Sciences and Humanities Library

Manager, Social and Behavioural Sciences  
Manager, Business, Economics and Law  
Manager, Arts  
Senior Librarians

Bill Beach  
Karen Borchartdt

Librarians

Ros Follett  
Kris Abbott  
Mark Cryle  
Tanya Ziebell  
Jana Atrens  
Justine Cawley  
Helen Cooke  
Birgit Culloty  
Jill Dombrow  
Michael Fagg  
Pauline Line  
Wai Wai Lui  
Julie Oates  
Pam Schindler

Senior Library Assistants

Robin Anderson  
Davina Bailey  
Tricia Bichel  
Rebecca Carter  
Karen Crouch  
Marion Greenfield  
Bernadette Lane  
Alison Stewart  
Gail Tattam  
Stephanie Wright  
Cameron Allen  
Sarah Bennett  
Hilary Collins  
Anna Drew

Library Assistants

Kerrie-Ann Fitch  
Wendy Furlan  
Kirsten Hentschel  
Edie Kaczor  
Kevin Kearney  
Margaret Keys  
Val Lawson  
Pat Loria  
Janet Mack  
Georgina Paterson  
Naminda Peiris  
Anita Petterson  
Jessica Reilly  
Virginia Reis  
David Symons  
Michela Zincone

Senior Service Support Assistants

Debbie Northway  
Martin Rhodes  
Margaret Wilhelm  
Angela Chesters  
Amy Cross  
Maria Dwyer  
Peter Elliott  
Renee Nuske  
Christel Schulz  
Cheryl Smith  
Trevor Staines  
Andrew Steen  
Daniel Stephenson  
Loretta Sykes  
Heather Tupe  
Lucy Wu  
Julie Murray

Administration Officer

# 4. Publishing and Presenting

## Andrew Bennett

'Information and communication technology in the University of Queensland Cybrary'. Paper presented at Schools, Scholars and Cybraries – Seize the Future, UQL Cyberschool Conference, St Lucia, 19 September.

## Liz Blumson

'UQL Cyberschool: Plugging ICTs into the Curriculum'. Presentation at the Brisbane Catholic Education: Teacher Librarians – Building Partnerships, Broadening Horizons Conference, Brisbane, 18 March.

'UQL Cyberschool: Connecting ICTs to the Curriculum'. Presentation at the West Brisbane District Teacher Librarian Network Meeting, Kenmore, 7 May.

'Referencing Resources'. Presentation at the Ipswich Network of Business Education Teachers, Bundamba, 4 June.

'UQL Cyberschool: Connecting ICTs to the Curriculum'. Workshop presented at the ShareIT Meeting, Ferny Grove State High School, 14 August.

'UQL Cyberschool and ANZRC'. Workshop presented at a staff inservice session, Maroochydore State High School, 24 March.

'UQL Cyberschool, Electric Library and ANZRC'. Workshop presented at a staff inservice session, Mitchelton State High School, 20 October.

## Nicole Clark with David Radcliffe

'AVEL Sustainability Knowledge Network: Collaboration and Knowledge Exchange in Sustainability'. Paper presented at National Environment Conference, Brisbane, 18-20 June.

'Sustainability Knowledge Network'. Paper presented at American Society of Engineering Education, Education Engineering, Libraries Division Annual Conference, Nashville, Tennessee, USA, 22-25 June.

## Nicole Clark and Barbara Thorsen

'So, An Engineer, A Lawyer And A Librarian Go Into A Subject Gateway...Or Engaging Your User Community In A Virtual Environment'. Paper presented at the 10th Special, Health and Law Librarians Conference, Adelaide, 24-27 August.

## John East

'Australian Library Resources in Philosophy: A Survey of Recent Monograph Holdings' in *Australian Academic and Research Libraries*, Vol 34, No 2 (June 2003), pp 92-99.

## Nicola Foxlee, Deborah Turnbull and Denise Frost

'A bright idea: an exciting new e-tool for integrating information skills into PBL curricula'. Poster presented at 10th Asia Pacific Special, Health and Law Libraries Conference, Adelaide, 24-27 August.

## Ruth Foxlee

'The Information Specialist in the Clinical Team: Building Expertise in Evidence-Based Healthcare'. Paper presented at 10th Asia Pacific Special, Health and Law Libraries Conference, Adelaide, 24-27 August.

## Margaret Gauld

'Freedom of (e)choice: the role of ebooks in academic libraries'. Paper presented at BOOK Conference 2003 – From Creator to Consumer in a Digital Age (International Conference on the Future of the Book), Cairns, 22-24 April.

## Andrew Heath

'Informed and up to date: Accessing quality health information on the internet'. Paper presented at MS Queensland Conference, Brisbane, June.

## Anne Horn

'University Libraries recognise their civic mission: opening doors and developing capacity'. Paper presented at 2003 InsideOut Conference - Charting Uncertainty: Capital, Community and Citizenship, Ipswich, July.

## Anne Horn, Deborah Turnbull and Michael Fagg

'It must be on the web, isn't it?: The Library's innovative support for teaching and learning'. Presentation at the 2003 Effective Teaching and Learning Conference, Brisbane, November.

## Karen Joc

'Information Literacy Education for the "new" Doctors of the Information Society: a Critical Evaluation'. Paper presented at Educause 2003 Conference, Adelaide, 6-9 May.

'Evidence Based Practice and Information Literacy: A Perfect Partnership'. Paper presented at 10th Asia Pacific Special, Health and Law Libraries Conference, Adelaide, 24-27 August.

'Evidence Based Practice and Information Literacy Skills: a perfect partnership'. Presentation at MLA 2003 Conference – Catch the Wave, San Diego, California, USA, 2-7 May.

## Karen Joc, John Hughes and Marie-Louise Dick

'Accessing Expertise: developing information literacy to assist quality practice'. Presentation at the ANZAME: The Association for Health Professional Education 2003 Annual Conference – A Question of Quality, Melbourne.



### Carolyn Jones with Paul Orkiszewski

'Moving to Millennium Acquisitions'. Paper presented at Innovative User Group 11<sup>th</sup> Annual Conference, San Jose, USA, April.

### Pauline Lister and Grace Saw

'Bridging the Great Divide: Combining Engineers and Musicians, Document Delivery and Circulation'. Paper presented at the 12<sup>th</sup> ALIA National Library Technicians Conference, Brisbane, 9-12 September.

### Jocelyn Priddey

'The ten year itch: changes in acquisitions and collection development practices since 1993'. Paper presented at the ALIA Collaboration in Acquisitions: changes in the way we work Seminar, Melbourne, 5 September.

### Grace Saw and Nicole Clark

'Physical Places and Virtual Spaces: Fostering Innovative Partnerships between the Library and the Stakeholder'. Paper presented at the 24th IATUL (International Association of Technological University Libraries) Conference - Libraries and Education in the Networked Information Environment, Ankara, Turkey, 2-5 June.

'Sustaining User-Centred Website Development in an Online Environment'. Paper presented at the DIGILIB Conference, Helsinki, Finland, 8-9 September.

### Janine Schmidt

'National Collections Advisory Forum'. Presentation at Museums Australia Inc. (Qld)/Regional Galleries Association of Queensland Joint Conference - Taking stock: revaluing museums and galleries, Mooloolaba, April.

'Coping with change'. Presentation at The Annual General Meeting of the Alumni Association of the University of Queensland Inc., Women's College, Brisbane, May.

'Great Libraries of the World – Ancient and Modern'. Presentation at The Three Score Club, University of Queensland, Brisbane, May.

'Libraries logging the loop and making the link in education'. Presentation at ALIA (Australian Library and Information Association) Children's and Youth Services (QLD), Frameworking the Future seminar, Brisbane, July.

'Providing affordable and appropriate access to information: the UQ Experience'. Presentation at Elsevier Library Connect Seminar – Partnership with the Library Community, Brisbane, July.

'What libraries might be like in 2025?' Presentation at Princess Alexandra Hospital Week, Brisbane, September.

'Shake My Hand! Networking for Survival'. Paper presented at 12<sup>th</sup> ALIA (Australian Library and Information Association) National Library Technicians Conference, Brisbane, September.

'What is on one University Librarian's mind'. Presentation to Blackwell Publishing Asia, Melbourne, September.

'Future Directions and Challenges'. Presentation at Schools, Scholars and Cybraries: Seize the Future, UQL Cyberschool Conference, St Lucia, 19 September.

'Physical space or cyberspace: approaches to library design at the University of Queensland'. Paper presented at the CONSAL XII Conference, Brunei, October.

'Unlocking the library: marketing library services; a case study approach'. Presentation at the AVCC Marketing for Non-Marketers Seminar, Melbourne, October.

### Janine Schmidt, Anne Horn and Barbara Thorsen

'Australian Subject Gateways, the successes and the challenges'. Paper presented at the World Library and Information Congress: 69th IFLA General Conference and Council, Berlin, 1-9 August.

### Janine Schmidt and Lucy Peachey

'Funding down under: entrepreneurial approaches to generating income at the University of Queensland Cybrary' in *New Library World*, Vol 104, No.1194/1195, pp 481-490, 2003.

### Karen Seymour with Gillian Hallam and Chris Gissing

'What's in it for me? Mentoring as a bridge to span personal and career development'. Paper presented at the 12<sup>th</sup> National Library Technicians Conference – Bridging services: embracing reality, Brisbane, 9-12 September.

### Barbara Thorsen and Alan Davidson

'Cybertechnology for Law Librarians'. Paper presented at the Networking and Cybertechnology Conference, the Philippine Group of Law Librarians, Manila, 25 November.

### Deborah Turnbull, Denise Frost and Nicola Foxlee

'Infoseek, InfoFind! Information Literacy and Integrated Service Delivery for Researchers and Postgraduates'. Paper presented at Information Online 2003 Conference, Sydney, 21-23 January.

### Belinda Weaver

*Catch the wave: find good information on the Internet – fast*, RMIT Publishing, Melbourne.

'Keeping up with the search engines'. Paper presented at Information Online 2003 Conference, Sydney, 21-23 January.

'Keeping up with the search engines' in *scip.online*, Vol 1, No. 33, Monday 16 June.

'Pressing matters – the rise of the E-Presses' in *Online Currents*, Vol 18, No. 6, July/August, pp 1-7.

'Open the pod bay doors, please, Hal: here comes the Semantic Web' in *Online Currents*, Vol 18, No. 7, September, pp 1-7.

'Coming ready or not: RSS' in *Online Currents*, Vol 18, No. 10, December, pp 3-8.

'Weaver's Web'. Monthly column in *inCite*, January – November.

'Find IT'. Weekly column in eMail section, *Courier Mail* newspaper, January – December.

# 5. External Involvements

## Bill Beach

- Queensland Public Sector Union CREATE Committee

## Andrew Bennett

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

## Karen Borchardt

- Faculty of Business, Economics and Law Research Committee
- Library Advisory Committee for Economics and Business

## Maria Chalmers

- Equity Contact, UQ Gatton

## Jackie Chamberlin

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

## Mark Cryle

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

## Dale Drysdale

- Library Advisory Committee for Economics and Business

## Wendy Fitzmaurice

- AskIT Advisory Committee
- Quality Advisory Committee

## 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

## Ruth Foxlee

- Paediatric Squint Repair Guideline Development Group
- ALIA Health Libraries Australia (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 Health Libraries Australia (Qld Group)

- Dentistry Library Advisory Committee
- UQ/Mater McAuley Library Management Committee
- Herston Medical Library Advisory Committee
- Herston Medical Library Collection Development Committee
- Faculty of Health Sciences Teaching and Learning Committee
- 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
- Rural Pack Steering Committee
- Rural Pack Reference Group

## Anne Horn

- AustLit UQ Management Committee
- Australian Studies Centre Advisory Board
- AV and ICT Standards for Teaching and Learning Space Working Party
- 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
- Friends of Fryer Committee
- Library Advisory Committees for Graduate Economics and Business, Fryer, UQ Ipswich and Social Sciences and Humanities
- UQ Ipswich Program Directors' Committee
- AustLit (Australian Literature Gateway) Board
- Sponsorship and Trade Committee for Australian Library and Information Association (ALIA) Biennial 2004 Conference

## Sue Hutley

- ALIA New Generation Policy and Advisory Group
- ALIA New Librarians Conference (*convenor*)
- UQ Ipswich Program Directors' Committee
- UQ Ipswich IT Working Party
- UQ Ipswich Open Day Planning Committee
- UQ Ipswich Orientation Week Planning Committee

## Carolyn Jones

- Functional Expert for ILL module and for Holds and Recalls, Innovative User Group
- Executive Committee, Australasian Innovative User Group

## Liz Jordan

- School of Music Board of Studies

## Tom Joyce

- University Copyright Network

## Kaye Lasserre

- Rural Clinical Division, South West Region's Management Advisory Committee - Teaching and Learning Committee

## Mary Lyons

- UQ Committee Against Racism
- UQ Smartcard Working Party

- QULOC Quality Working Party
- QULOC Staffing Issues Working Party

#### Fiona Marshall

- UQ Occupational Health and Safety Council
- UQ Occupational Health and Safety, Central Support Services Committee

#### Stephanie Nunan

- Board of Studies for the School of Human Movement Studies

#### Suzanne Parker

- UQ Marketing Committee

#### Jocelyn Priddey

- CAUL CEIRC Committee
- CAUL Statistics Focus Group
- QULOC Cooperative Resources Working Party

#### Alex Rohan

- AskIT Advisory Committee

#### Joanne Rutherford

- Human Resource Coordinators Group
- QULOC Staffing Issues Working Party
- UQ Staff Induction Project

#### Grace Saw

- Faculty of Engineering, Physical Sciences and Architecture Board, and its Teaching and Learning Committee
- Faculty of Engineering, Physical Sciences and Architecture - International Task Force
- School of Engineering Board of Studies
- Library Advisory Committee for the Physical Sciences and Engineering Library Service
- Australasian Virtual Engineering Library (AVEL) Brisbane Group
- UQ International Liaison Officers Group
- Australian Library and Information Association (ALIA) - QUORUM section
- ALIA Biennial 2004 Conference Publicity Committee

#### Susan Sawyer

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

#### Margaret Schindler

- Data Steward for Agrigate

#### Janine Schmidt

##### *Within the University of Queensland*

- Academic Board and its Library, Teaching and Learning, and Research Committees
- AustLit (Australian Literature Gateway) UQ Management Board
- 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, AskIT Advisory Committee
- UQ Secretaries and Office Professionals Association (*patron*)

##### *External to the University of Queensland*

- AustLit (Australian Literature Gateway) Board
- Representative of the Australian Vice-Chancellors' Committee on the Australian ICT in Education Committee 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)
- Group of Eight (Go8) Librarians
- National Colloquium of Senior Executives in Higher Education
- Planning Committee for Australian Library and Information Association (ALIA) Biennial 2004 Conference (*convenor*)
- QULOC Networking Working Party (*mentor*)
- Queensland University Libraries Office of Cooperation (QULOC)
- Department of Communications, Information Technology and the Arts: National Collections Advisory Forum
- Zonta, Brisbane North

#### Larah Seivl-Keevers

- School of Engineering Teaching and Learning Committee

#### Karen Seymour

- ALIA Queensland Mentoring Program (*coordinator*)
- Faculty of Natural Resources, Agriculture and Veterinary Science Board of Studies, Faculty Board, and Teaching and Learning Committee
- Gatton Library Advisory Committee
- Learning Enhancement Program, UQ Gatton
- Natural and Agrifoods Systems Planning Group
- UQ Gatton Heritage Management Committee
- UQ Gatton Open Day Planning Committee
- UQ Gatton Orientation Week Planning Committee

#### David Smith

- UQ Occupational Health and Safety, Central Support Services Committee

#### Robyn Spooner

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

#### Chris Taylor

- Kinetica Advisory Committee
- CAUL Copyright Working Party
- GO8 Acquisitions Group

#### Barbara Thorsen

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

#### Margo Till-Rogers

- 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
- Academic 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 Open Day 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:

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Ms Sussana Alexis, Toowong  
American Tilapia Association, Charles Town, USA  
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Arts Council of Switzerland  
Australian Egg Industry Association, Hurstville, NSW  
Prof L Clive Bell, Australian Centre for Mining Environmental Research Ltd, Kenmore  
Prof Bruce Bennett, Australian Defence Force Academy, Canberra  
Mr Arvis Biela, Wynnum  
Mr Leon Bignold, Institute of Medical and Veterinary Science, SA  
Mr John Biling, Raglan  
Ms Anna Bonshek, Gold Coast  
Bouliia Shire Council, Bouliia  
Mr Eric Brier, Fig Tree Pocket  
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Mr Hirohide Kawai, Sydney, NSW  
Mr Patrick Kennedy, Maryborough  
Mr Jeffrey Kinch, Papua New Guinea  
Mr Ross Kingwell, University of Western Australia  
Dr Maria Kravchenko, Yeronga  
Ms Jacqui Lane, Edgecliff, NSW  
Dr Gilsang Lee, Republic of Korea  
Dr Victor Li, Hong Kong  
Ms Para Limbu, Nepal  
Professor Helene Marsh, James Cook University, Townsville  
Mr William Martell, Brookfield  
Dr Rodney Mason, Toowoomba  
MAUS Business Systems, North Sydney, NSW  
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Mr Ron Middleton, Kenmore  
Mrs Lyn Milns, Kenmore  
Minerals and Energy Research Institute of Western Australia National Heritage, WA  
Ms Lynda Norton, Women and Children's Hospital, North Adelaide SA  
Dr Adrian Nowitzke, Princess Alexandra Hospital, Woolloongabba  
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 Mr Norman J Smith, Toowong  
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 St Andrews War Memorial Hospital, Brisbane  
 Dr Tonya Stebbins, La Trobe University Victoria  
 Dr Joanna Tait, Fig Tree Pocket  
 Miss Akiko Takemoto, Tokyo, Japan  
 Dr Kwong-leung Tang, Canada  
 Ms Virginia Thorley, Norman Park  
 Professor Erzsebet Tusa-Lendvai, Japan  
 VISIT Project, Queensland Health, Brisbane  
 Ms Cynthia Wang, North Geelong, VIC  
 Ms Elizabeth Warner, Bribe Island  
 Professor John Waterhouse, Oamuru, New Zealand  
 Mrs Joan Watson, Airlie Beach  
 Dr Barbara Webster, Central Queensland University, Rockhampton  
 Professor Roger Wettenhall, University of Canberra  
 Mr Donald Westin, Dalhousie University, Canada  
 Mr William Whallon, East Lansing, USA  
 Associate Professor Richard Wills, University of Prince Edward  
 Island, Canada  
 Dr Moufak Zaher, UNITEC Institute of Technology, New Zealand

## To individual branches

The Fryer Library received a number of donations under the Cultural Gifts Program, including:

- a collection of letters to Gwen Harwood from various correspondents including Fay Zwicky, Tom Shapcott, Greg Kratzmann and Peter Bennie
- literary drafts from John Birmingham of *Dopeland* and *Weapons of Choice*
- poetry drafts and correspondence from Bruce Dawe
- the complete collection of literary manuscripts by Nick Earls.

Other donations received included the archives for the Pauline Hanson Support Movement and One Nation Party donated by Scott Balson; personal papers from Professor Ross Fitzgerald; research papers from Connie Healy on the Unity/New Theatre and the Union of Australian Women; research files from Professor Gordon Douglas; architectural plans and drawings for 'Torbreck'; Brisbane Women's Bookshop material; records from the Queensland branch of the Women's International League for Peace and Freedom; records of the literary journal *Imago*; and a large collection of architectural plans and drawings from the firm, Cullen and Partners.

The Social Sciences and Humanities Library received a significant donation of 324 books and 114 multimedia items from the People's Republic of China through its Embassy (see picture at right).

The Dentistry Library again received a donation from the Australian Dental Association (Queensland) which was used to purchase some textbooks and fund a visit to Rockhampton for the Dental Librarian to deliver a workshop to its members.

## University of Queensland staff

Mr Ken Aberdeen, Faculty of Biological and Chemical Sciences  
 Prof Adrian Ashman, School of Education  
 Dr Frances Bonner, School of English, Media Studies and Art History  
 Professor Paul Boreham, School of Political Science and International Studies  
 Professor Peter Brooks, Executive Dean (Health Sciences)  
 Dr Michael Bulmer, Mathematics Department  
 Dr Matthew Burke, School of Geography, Planning and Architecture  
 Ms Rebecca Carter, Cybrary  
 Dr Robert J Coelen, Director, International Education Directorate  
 Mr Mark Cryle, Cybrary  
 Prof John Elkins, Fred and Eleanor Schonell Special Education Research Centre  
 Mrs Marcia Espinoza-Vera, Department of French, German, Russian, Spanish and Applied Linguistics  
 Associate Professor Carole Ferrier, School of English, Media Studies and Art History  
 Professor Margaret Gardner, Deputy Vice-Chancellor (Academic)  
 Mr Jim Golletly, Department of Surveying, Gatton  
 Associate Professor Susan Hamilton, Faculty of Biological and Chemical Sciences  
 Ms Kathi Holt-Damant, Architecture Department  
 Mr Andrew Jones, School of Social Work and Social Policy  
 Adjunct Prof Peter Jull, School of Political Science and International Studies  
 Dr Peter Kyne, Anatomy and Developmental Biology Department  
 Ms Roxanne Marcotte, School of History, Philosophy, Religion and Classics  
 Dr Jenny Martin, Institute for Molecular Bioscience  
 Dr Bernard McKenna, School of Business  
 Mr Bruce Muirhead, UQ Ipswich Community Service and Research Centre  
 Dr Graham Norton, Department of Mathematics  
 Dr Demetri Patrikios, School of Dentistry  
 Professor John Pearn, Department of Paediatrics and Child Health  
 Dr Michele Pierson, School of English, Media Studies and Art History  
 Mr Tim Reddell, School of Social Work and Social Policy  
 Emeritus Professor Bruce Rigby, School of Social Sciences  
 Professor Vasil Sarafis, School of ITEE  
 Professor Jan Servaes, School of Journalism and Communication  
 Professor RJ Stimson, School of Geographical Sciences and Planning  
 Mr Jungho Suh, School of Economics  
 Associate Professor Anne Symons, School of Dentistry  
 Profesor Sue Spence, School of Psychology  
 Mr Airtion Spies, School of Natural and Rural Systems Management  
 Professor Clem Tisdell, School of Economics  
 Mr Desmond Tramacchi, Department of Religion  
 Dr Aldo Vacca, Obstetrics and Gynaecology Department, Royal Brisbane Hospital  
 Associate Professor Christa van Kraayenoord, Fred and Eleanor Schonell Special Education Research Centre, School of Education  
 Dr David Wadley, School of Geography, Planning and Architecture  
 Professor Laurence Walsh, School of Dentistry  
 Mr Leopoldo Yanes, School of Economics



# 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 2003, including the following:

Sheikha Al Akhzami, Sultan Qaboos University  
His Excellency Dr Yahya Mahfooth Al-Manthri, Minister of Higher Education, Sultanate of Oman, Oman  
Ms Cecilia Arefalk, Uppsala University, Sweden  
Mr Fernando Caballero, Australia New Zealand Education/ UQ's Representative, Mexico  
Dr Scott Craven, Department of Wildlife Ecology, University of Wisconsin, USA  
Dr Cynthia Csernansky, Washington University, USA  
Dr Deborah Du Nann-Winter, Whitman College, Walla Walla, Washington, USA  
Mr Teruaki Daitokuji, author, Japan  
Mr Tran Ba Viet Dzung, Ministry of Education and Training, Vietnam  
Ms Anna Ekstrand, Institute for Global Studies, Lund, Sweden  
Professor Chen Nai Fang, Professor Wei Sui, Ms Zhang Yu Hua, President, Beijing Foreign Studies University and Anhui University, China  
Ms Julie Jacobs, AustralLearn, Denver, Colorado  
Ms Barbara Lison, Bremen Public Library, Germany  
Professor Keh-Min Liu and Associate Professor Yu-Sheng Huang, Kaohsiung Medical University, Taiwan  
Ms Inga Lunden, Stockholm Public Library, Sweden  
Mr Steve Luther, AustralLearn, Colorado, USA  
Professor Matthews, Deputy Head, Christian Medical College and Hospital, Vellore, India  
Ms Monica Mayorga, IDP, Bogota, Columbia  
Ms Katy Nelson, University of Victoria, British Columbia, Canada  
Mr Alain Ouvrieu, Ecole Superieure des Sciences Commerciales D'Angers (ESSCA), France/Hungary  
Dr William Phillips, Pepperdine University, California  
Associate Professor Watana Pinsem, King Mongkut's Institute of Technology, Thailand  
Mr Sebastian Raneskold, IDP, Sweden  
Mr Ganeshan Rao, Pacific Islands Marine Resources Information System (PIMRIS), The University of the South Pacific, Fiji  
Dr Pinit Ratanakul, Mahidol University, Thailand  
Ms Priscilla Read, University of Canterbury, New Zealand  
Mr Michael Ryle, IDP, London

Delegations from China, Hong Kong, Malaysia, Singapore, Thailand, USA, and the following universities and groups: Association of Norwegian Students Abroad (ANSA), Norway; Breda University of Professional Education, Netherlands; China Educational Directors and Managers, Chungbuk National University, Republic of Korea; Chungbuk National University, South Korea; IDP, India; Institute of Technology, Petronas, Kuala Lumpur, Malaysia; Iranian Ministry of Health, Iran; Kochi University, Japan; Kyushu University, Japan; Mongolian Vice-Ministers and Members of Parliament; National University of Singapore, Singapore; Papua New Guinea, Members of Parliament; School of Medicine, Wuhan University; Stord/Haugesund University College; The Instituto Tecnologico de Estudios Superiores de Monterrey (ITESM), Mexico; The University of Kitakyushu, Japan; United Arab Emirates University, Malaysia; and University of Danang, Vietnam.

Ms Vivienne Bernath, Monash University  
Mr Graham Black, Central Queensland University  
Ms Mary Cleary, Monash University  
Ms Jill Denholm, University of New South Wales  
Ms Robyn Gattera, Brisbane City Council Library Services  
Mr Michael Greer, Monash University  
Ms Helen Groom, School of Tourism and Leisure Management  
Ms Nell Keen and Ms Bronwyn Dolling, Pacific Lutheran College  
Ms Christine McKenzie, Brisbane City Council Library Services  
Ms Heather Moorcroft, Charles Darwin University Library  
Ms Julie Pallot and Ms Maria Ammazalorso, La Trobe University  
Ms Alix Pinzon-Olive, Librarianship Student  
Ms Leonie Pope, Centre for Library and Student Support, Box Hill Institute  
Ms Anne Robinson, University of Newcastle  
Ms Jennifer Sargeant, Toorak College, Victoria.

Delegates from Brisbane City Council Library Services, CSIRO, Daryl Jackson Architects, Ipswich City Council Library, Macquarie University Library, and Murdoch University Library.