



Annual Report 2004



Library Annual Report 2004

Vision

Our vision is to be recognised as a knowledge resources centre of distinction, integral to the realisation of the University's mission, vision and goals. We will:

- Develop education and training programs to equip staff and students with the skills for lifelong learning
- Structure systems and develop gateways to provide integrated, convenient and client-friendly access to resources
- Foster staff to become innovative information specialists, skilled in providing exceptional service, customised to meet individual needs and preferences
- Contribute to the development and enhancement of a knowledge based society

Mission

Our mission is to facilitate access to quality resources and services for excellence in research, teaching and learning by:

- Delivering a range of services and technologies to enable the retrieval of needed resources, irrespective of their format or location and
- Providing leadership and expertise in navigating an increasingly complex and diverse scholarly information environment

CSFs

- Knowledge and fulfilment of client needs and expectations
- Access to information resources which support research, teaching and learning
- Effective and efficient resource management
- Reliable, accessible information technology infrastructure
- Expertise in innovative exploitation of an information environment in transition
- Skilled and knowledgeable staff who respond creatively to change

Key Performance Indicator

Client and stakeholder satisfaction



INVESTOR IN PEOPLE

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Cover

Herbert (Bert) Flugelman

**Winged Figure: Lawrence Hargrave Memorial
C1988**

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Photographer: Jon Wright

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University librarian's review

Future expansion

Goal Physical infrastructure optimised in accordance with client needs

Construction of an extension to the main Library building is planned to commence towards the end of 2006. During workshops with the architects, Woods Bagot Ltd, staff and stakeholders developed the following criteria to inform the concept design:

- Flexible spaces to support different learning styles
- Reflection of the Library as the symbolic heart of the campus
- A lighter more transparent structure and inviting entrance
- Improved efficiency of workflows and pathways through the building

As the Library is reaching full capacity in accommodating collection growth, study spaces, and computer support, improving available space for these core facilities is a primary aim. It is envisaged that the building will house a hybrid library, blending print and digital resources, for the foreseeable future.

Many small-scale improvements were implemented during the year to make the best possible use of existing space and facilities including:

- Improved group work study configurations resulting in an additional 48 study spaces (up by 6%).
- Locating a Laptop Connect area on the first floor of the Main Library.
- Relocating music equipment to release a room for academic researchers
- Enabling use of the campus wireless network by loaning network cards and laptops


The Library has long aligned its goals with the University's strategic priorities of research, learning and teaching, and internationalisation. To improve integration, staff increasingly fostered partnerships across the campus to achieve the best possible outcomes for the University and wider communities.

Research

Goal Effective provision of research services tailored to meet student needs and expectations

To ensure alignment of Library expenditure with the University's refocused research priorities, a comprehensive review of resource support for research strengths was initiated. The subsequent report indicated that researchers have a high level of satisfaction with information resources and with Faculty Librarians' liaison services, including assistance with collection development and information literacy tuition. Access to resources in electronic format, particularly research specific databases was highly valued.

While most information needs were being met, some gaps were identified. Most were addressed through 46 new subscriptions to targeted journals or databases and key monograph and reference acquisitions. Other needs will be met via highly efficient document delivery services.



The Research Training Librarian continued to work closely with the Research and Innovation Division to improve the research student experience. Outcomes included a 15% increase in individual consultations and a 92% increase in attendance at Research Student Centre/Library workshops.

Learning and teaching

Goal Assessable information literacy components integral to course design

An Information Literacy Integration Policy was endorsed by the University Education Committee, establishing a framework for the systematic integration of information literacy programs into curricula. Building on successes in onshore information literacy programs, staff worked closely with UOW Dubai library staff to develop a tailored Information Literacies Introductory Program (ILIP) for UOW Dubai and other offshore students.

Information Literacy web pages were updated to ensure compliance with the *Australian and New Zealand Information Literacy Framework: Principles and Practices*, an agreed bilateral framework for developing and implementing information literacy programs.

Goal Increased usage of the range of available resources

Raising awareness of the range and availability of resources is essential in today's multi-faceted information environment. Promotions targeting lesser-used databases resulted in increased usage rates of these important resources ranging from 13% to 42%.

The biennial analysis of collection use showed improved borrowing rates of new materials across the majority of disciplines. The average turnover across all faculties is a pleasing 87%. This can be attributed, at least in part, to improved promotion and selection strategies. Faculty Librarians worked closely with academic staff and established a focus on meeting information needs, rather than fixed expenditure targets.

Internationalisation

Goal Online resources and services designed to support clients regardless of their location

A review of library services at offshore teaching locations was conducted by the Remote Services Manager who visited sites in Dubai, Hong Kong, Singapore and Malaysia during February 2004. The purpose of the review was to evaluate current services and to establish benchmarks as a basis for measuring future developments and improvements. The review revealed a number of key library issues at teaching locations involving collaborations with partner institutions. UOW in Dubai was a different case, with library services more closely aligned with the practices of UOW Library, providing well-developed collections, services, and access to electronic resources.

Recommendations from the review were endorsed and are being implemented, including the production of a CD to introduce offshore students to the University's online learning environment and web resources.



Quality assurance

Goal Knowledge and fulfillment of client needs and expectations

Preparation for the Australian Universities Quality Agency (AUQA) audit in 2005 directed attention to quality assurance processes across the University. Quality and Marketing Manager, Margie Jantti, and the University Librarian continued to contribute to planning for the visit and preparation of the portfolio for AUQA.

The capacity to benchmark client satisfaction with other university libraries led to the adoption and biennial application of the Rodski Client Satisfaction Survey. UOW Library continued to be placed in the top quartile of performance against all assessment categories. Improvement was recorded in several key areas such as client perception of performance in *access to information resources* and that the *Library catalogue provides clear and useful information*.

Opportunities for improvement are informed by survey items with a distinct gap score between *importance* and *performance* ratings as well as by the quantity of comments received in particular areas. Survey results and improvement actions are communicated to clients via the website and by displays in the Library foyer.

International Customer Service Standard (ICSS)

Accepted as a University Strategic Project, the goal of ICSS accreditation was to assess and improve service levels across the University. Several units have taken up the challenge and commenced internal assessment.

With solid achievement in all aspects of service delivery, the Library sought external audit and achieved certification towards the end of the year. The audit report included the following comment:

Through employee training and development, the improvements to overall quality of service and performance levels are sustainable and continuous.

Investors in People (IIP)

The above accolade was reinforced through reaccreditation as an *Investor in People*, an international quality standard for the effective investment in the training and development of all people to achieve business goals.

Ten years of integrating Total Quality Management (TQM) principles into all aspects of library core business was celebrated in 2004. The occasion was celebrated as the theme of a staff meeting and a revised quality awareness workshop *Excel at Excellence* which now forms part of core training for all staff.

Community engagement

A successful application for funding from the IMB Community Foundation underpinned a collaborative project with the Wollongong City Council Library to digitise images from the Samuel Cocks Photographic Collection and make them available to the community through the Illawarra Images website. Currently housed in the University Archives, the collection comprises glass photographic plates of the Kiama district and the dairy industry dating from the 1890s to the 1920s.

A High School Information Literacy Program at the Shoalhaven Campus Library continued to be popular with students from schools in the Shoalhaven region. Sessions featured electronic resources and provided students with research and information skills. The program also acquainted students with resources available within the community, including the Shoalhaven City Library. TAFE students are also supported through access to information literacy workshops.

Valuing Alumni

Services and resources offered to Alumni were reviewed and extended to include access to the collection and other information resources through the Library's website, including selected online databases and journals across a range of subject areas. The value placed on this service was evidenced by the significant increase in UOW Alumni registering with the Library.

Copyright and electronic readings

Centralised copyright management is essential for ensuring that the University complies with its obligations under copyright law and the statutory licence which allows copying and communication for educational purposes. The centralised Electronic Readings Service (ERS) provides the most effective means for management of online third party copyright material. This was evidenced during the Copyright Agency Limited (CAL) audit where ERS compliance and data recording systems ensured a successful outcome for the University.

Library Consultative Committee

The Committee met twice during the year to discuss and recommend on desired improvements identified from client feedback and to provide input into strategic planning and development of policies, notably the Information Literacy Integration Policy. A Committee meeting provided the opportunity to launch a new service, *Research Help Chat*, which enables students to seek assistance online and in real time.



Staff

Goal Skilled and knowledgeable staff who respond creatively to change

Planned job enrichment is a strong focus of the Library Human Resource Management Plan. 2004 saw a record 19 staff given the opportunity to work in another team, in a higher position or to be seconded to a specified project throughout the year.

Michelle Jones, Faculty Librarian for Education, accepted a job enrichment opportunity working with staff in the Centre for Educational Development and Interactive Resources (CEDIR) to redesign the Research Edge online modules. Annette Meldrum worked with Informatics academic, Holly Tootle to publish a paper on their integrated information literacy project. Beyond the University, Donna Dee and Jo-anne Lombardi developed networks as well as leadership skills through attendance at an AVCC leadership program.

Receiving complimentary feedback on an invited chapter *Excellent libraries: a quality assurance perspective*, published in *Advances in Librarianship* delivered a personally satisfying highlight to a decade of quality service and excellence for UOW Library.

Library logo

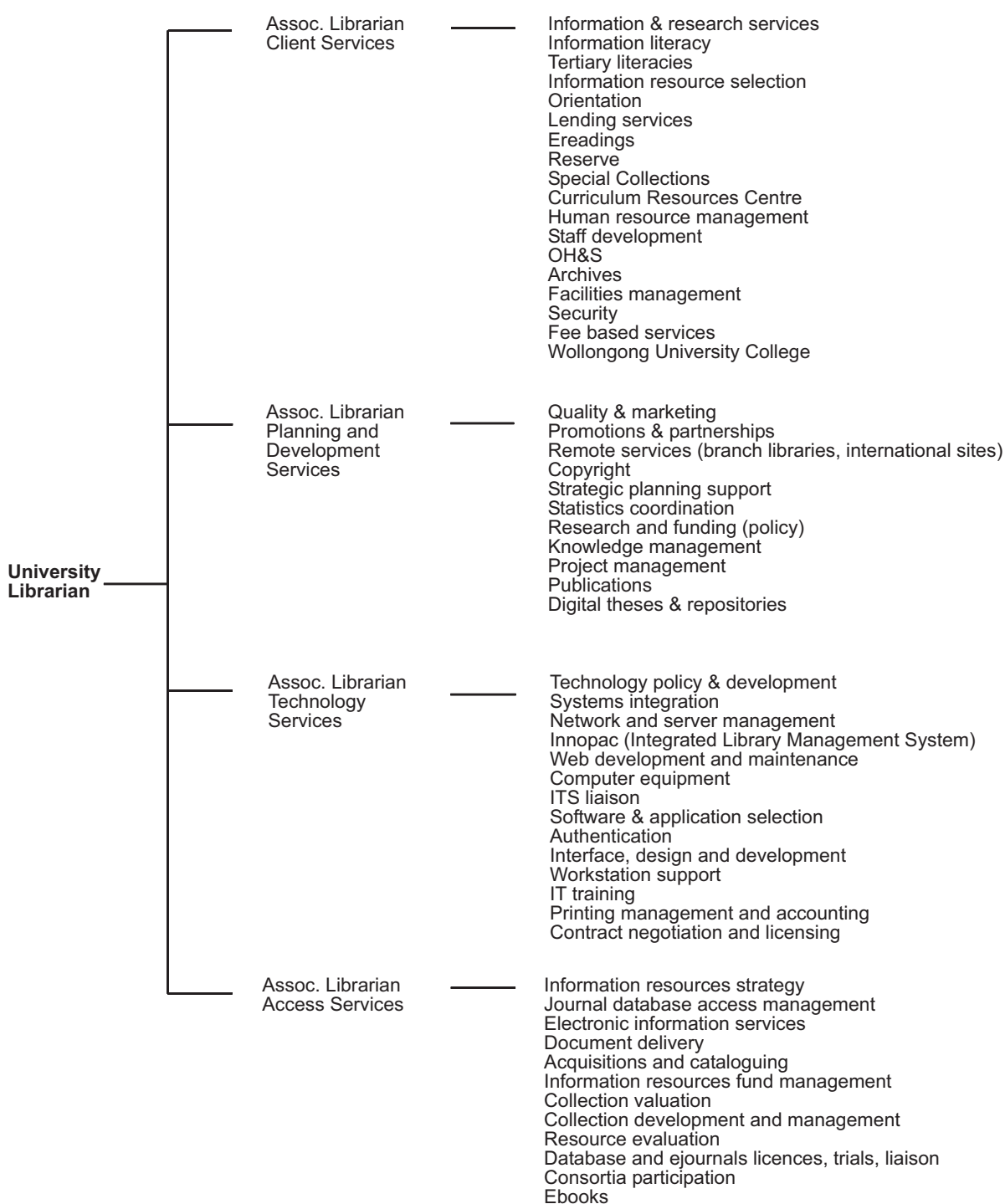
The University of Wollongong Library adopted “Winged Figure” as the inspiration for its logo in 1989. Recent interest prompted the production of a postcard and website information explaining the genesis of the logo. In brief, it is derived from a sculpture: “Winged Figure” by Bert Flugelman, a distinguished painter and sculptor who taught for many years in the Faculty of Creative Arts. It celebrates the achievements of Sir Lawrence Hargrave who, through his experiments with box kites and his correspondence with the Wright brothers, was integral to the development of man-made flight at the turn of the twentieth century.

The Library’s aspiration is to be a knowledge resources centre of distinction, promoting the intellectual freedom that knowledge can bring, just as the knowledge of flight delivered an unprecedented physical freedom for human beings.

The sculpture is located on Mount Keira, watching over the University below and can be seen from many vantage points in Wollongong.

Felicity McGregor
University Librarian

University of Wollongong Library
31st December 2004



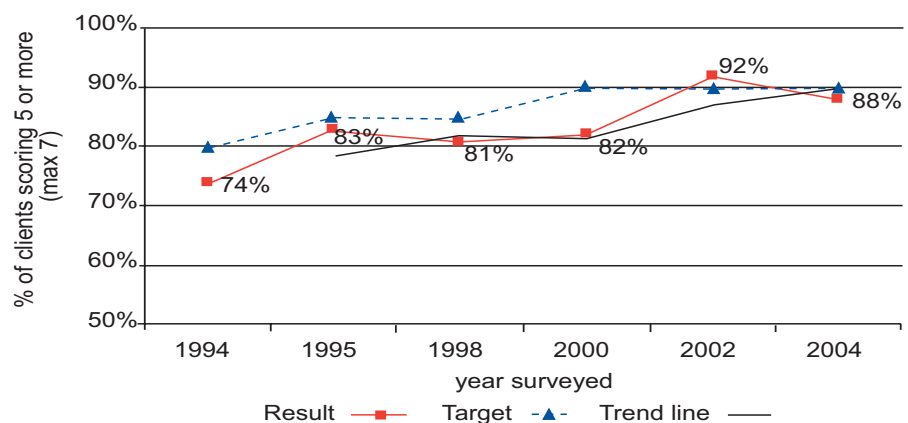


Sustainable client satisfaction

Benchmarking client satisfaction

Client satisfaction with Library services and resources was re-evaluated through the Rodski Client Satisfaction Survey, enabling benchmarking with all but two other Australian university libraries. A total of 2,724 participants provided large amounts of complimentary and constructive feedback. The Library continues to be placed in the top quartile of performance across all major categories and was ranked 3rd overall for the category of 'Communication'.

Overall Satisfaction with the Library



Initiatives implemented since the last survey were clearly valued by students and staff, who acknowledged continuing improvement in overall quality (increasing by 3% from 2002 and by 9% from 2000). 91% of clients rated overall quality as good to excellent with 88% of clients rating their satisfaction with the Library as good to excellent.

A key aim of the survey is to identify service and resource gaps. Whilst recognising the limitations of the current building and appreciating the improvements to date, students continued to mention access to study spaces and computers as areas of concern. Strategies to close performance gaps, while awaiting an extension to the building, include offering increased numbers of wireless network cards and providing powered study desks to encourage use of personal laptops.

Standard of success

Following self-review, a successful certification audit was conducted against the International Customer Service Standard by a peak customer service body, the Customer Service Institute of Australia. Major strengths noted by the auditors were: collective and detailed planning, quality management and client focus. Improvement opportunities arising from the audit include: communicating performance against advertised service standards to clients, a review of the effectiveness of telephone services and identification of non-Library users.



Client feedback goes live

Client feedback has been actively sought since 1995 with the implementation of a paper-based Compliments, Comments, Complaints scheme. A review of the feedback process drove the development of an innovative new system for the fully automated lodgment of feedback and responses. The Client Feedback Database, launched in March, provides an intuitive online interface for clients to communicate with the Library. Expedient responses are supported by automatically directing comments to appropriate staff. As a result, response times have improved significantly from five days to a guaranteed two days.

Taking the mystery out of client service

Drawing upon good and best practices from the commercial and retail sectors, *Mystery Shopping* was introduced for the first time. The aim of this process is to gain a deeper understanding of the total client service experience in terms of quality, accuracy and general satisfaction with services. Over the period of one month, all services were evaluated - face to face, email, telephone, web - by students trained as *Mystery Shoppers*. Evaluation was based on the delivery of services using pre-established criteria as well as the shoppers' personal views of best practice in service.

Feedback on the Library's approach to client service was extremely positive, with shoppers noting prompt, comprehensive and useful responses from all service points. To meet and sustain best practice expectations, improvements were implemented including: the introduction of refresher sessions for staff at the Information and Research Help Desks, a review of telephone techniques and a review of Client Service Skills, a component of core training for all staff.

Doing more with less

Demands on facilities and space continued to escalate. Satisfaction with facilities was evaluated through the 2004 Client Satisfaction Survey with the Library moving from 7th to 10th place in national comparisons. Judicious re-organisation of collections allowed for improvements in facilities for both students and academic staff including:

- new Information and Research Help Desks and enhanced signage
- addition of 48 study spaces
- creation of the Academic Research Space, a dedicated work space for the University's teaching and research staff
- extra casual seating near the new journals display
- installation of a Laptop Connect area with 17 large study desks complete with power and wireless access.

Client satisfaction with facilities and equipment – how we compare with the top 5 university libraries

Uni lib 1	5.45
Uni lib 2	5.14
Uni lib 3	5.12
Uni lib 4	5.07
Uni lib 5	5.02
UOW Library (ranked 10 th)	4.94

scale

1 = poor performance

7 = excellent performance

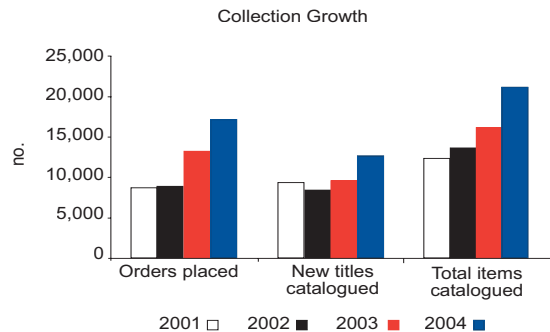




Access to information resources

Augmenting collections and formats

20,863 new items, across a range of formats, were added to the collection. This represents an increase of 29% on the 2003 figure and is significant in meeting the continuing demand for new material. Titles suggested by students to enhance the collection numbered almost 1,000.



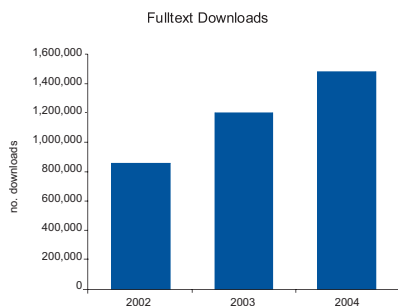
In preparation for the delivery of a Graduate Diploma of Education

(Primary) at the Shoalhaven Campus in 2005, a range of teaching resource materials was purchased to support the practical components of study. These included school posters, kits, games, and toys as well as school syllabi.

An improved Australian dollar and successful consortial negotiations by the Council of Australian University Librarians (CAUL) boosted purchasing capacity for electronic resources including publisher journal sets, individual journal titles, electronic reference works and databases. The Library now provides access to over 22,000 electronic journals and 3,073 electronic books. Client use also continues to climb, with an overall increase in journal access of 23% to 1,500,000 downloads annually.

Notable electronic acquisitions included:

- *Nature*, an expanded subscription including online access to 15 *Nature Research & Review* journals
- *Columbia International Affairs Online (CIAO)*, a comprehensive source of theory and research in international affairs
- *Comprehensive Coordination Chemistry II* and *Treatise on Geochemistry*
- *Annual Reviews*, providing access to titles in anthropology, astronomy, biochemistry, ecology, genetics, medicine, physical chemistry and psychology, and archival access to complete backsets.
- *Cambridge Journals Online*, the complete suite of over 100 science, social sciences and humanities journals
- *Kluwer Online*, 700 journals in most disciplines
- *SpringerLink*, scientific, technical, and medical books and access to over 500 peer reviewed journals
- additional electronic books from *NetLibrary*, *Bennett Etitle* and *Safari* services



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JSTOR



The University of Wollongong benefited from Australian Government funding to all Australian universities for access to the JSTOR Arts and Sciences Collections 1-3 until the end of 2006.

JSTOR provides online access to archives of over 350 significant scholarly journals published in the arts and humanities, sciences and social sciences, music, business, mathematics and statistics. The purpose of the collections is to make complete journal archives available for research and teaching, with access back to the first issue of each journal within the database. In general, the latest five years of current titles are excluded.

Access to JSTOR supplements the Library's journal collection, with backsets predating the establishment of the University. Titles of interest include: *Acta Musicologica* (1931-1998); *American Journal of Sociology* (1895-2000); *Annals of Mathematics* (1884-1998); *Geographical Journal* (1893-1998); *Journal of Economic History* (1941-1998); and *Journal of Ecology* (1913-2000).

Towards seamless access

Two major initiatives made progress towards achieving our vision of integrated and convenient access to resources. The online list of journals, *JournalSearch* was replaced with individual Catalogue records for each format of a journal title. Previously dependent on knowledge of particular database providers, electronic books now have an individual record in the Catalogue and are visually identified for clients by an e-book icon.

As a result of these projects, electronic books are easier to locate and a single Catalogue search can provide information on all available journals whether in print or electronic format.

Reading lists – guaranteeing the basics

With the goal of holding 100% of reading list items, a project called *Faculty Reading Lists - What Does the Library Hold?* is underway. It aims to determine whether the Library receives all subject reading lists and the extent of material held or available via the Electronic Readings Service.

Initial findings indicate that almost all titles are held. However, stronger emphasis on the importance of depositing subject reading lists with the Library is required and will be addressed in faculty discussions in 2005.



Research, teaching, learning and internationalisation

Resources for researchers

Survey of research strengths

The Library supports the University's research and researchers by providing immediate access to over 675,000 information resources, including 22,000 journals and additional indirect access (through document delivery and reciprocal borrowing rights) to research resources world-wide.

Following the review and promotion of the University's key research strengths, it was timely to evaluate and document library support for areas of research strength. Bernadette Stephens was responsible for conducting the review, interviewing all heads of research strengths and Faculty Research Committee Chairpersons to obtain feedback on satisfaction with Library resources and services. Keyword lists were developed and refined during the interview process and were used to establish current holdings and check lists of core journals provided by research centres.

Key findings included:

- high level of satisfaction with Library resources and services
- alignment of the collection to research needs. Several respondents commented on the high level of access to literature in their field and the standard of the collection in respect of other libraries
- positive feedback on and interest in research specific databases such as Web of Knowledge and Journal Citation Reports
- access to resources in electronic format is highly valued
- satisfaction with improvements to the document delivery requesting and delivery mechanism
- positive support for services provided by Faculty Librarians in terms of liaison, provision of information on new publications and delivery of workshops
- need for ongoing support for 'near' research strengths and emerging research strengths.

As a result of the review 46 new subscriptions have been purchased totalling \$70,428. Titles included *Journal of Physics: Applied Physics*, *Marine Ecology Progress Series* and *WeldaSearch*. In addition some key multivolume reference works were purchased including *Comprehensive Medicinal Chemistry*, *Encyclopedia of Food Sciences and Nutrition*, and *The Welding Handbook*. Comprehensive reports, to be updated annually, were compiled for the Pro Vice Chancellor (Research), Deans, Centres and Institutes and Faculty Research Committees.

Training new researchers

Established 18 months ago with research infrastructure funding, the Research Training Librarian has developed a range of resources and services for higher degree research (HDR) students. Working closely with Faculty Librarians and academic staff, programs for HDR students have been identified and initiated. Core programs include sessions on *Endnote*, *Finding theses* and *Where do I publish?* Tailored programs applicable to particular faculties or research strength areas have included *Patents*, *Who's citing whom?* and *Database updates*.

A paper prepared by the Research Training Librarian and Suzanne Lipu titled *Indicators of Journal Quality* was utilised as a University discussion paper by the Pro Vice-Chancellor (Research).

Research output raises the bar

Collecting data on the University's research output may be a demanding process but faculty and Library collaboration has resulted in an improving trend with increases over the last three years. A total of 1,376 papers published in 2003 were collected, with 72% meeting the DEST categories of research related books, chapters, articles and conference papers. This represented an 11.6% increase in DEST points gained by the University compared to 2002. Of particular note was the increase in book chapters and peer reviewed journal articles published by University academics.

The Higher Education Research Data Collection occurs annually, with collection by faculty officers and verification by Library staff ensuring that the University receives appropriate funding allocations for the research efforts of academic staff.

Strengthening information literacy

The University continues to value information literacy as a key Graduate Attribute. Three major strategies were employed to further develop the Library's successful and well-established information literacy programs:

1. a University-wide accepted policy
2. an external review of current practice
3. the appointment of an Information Literacy Coordinator.

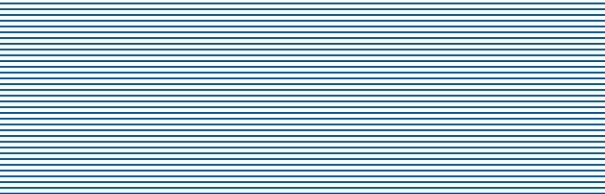
The Information Literacy Integration Policy, approved by the University Education Committee (UEC) aims to '*communicate specific objectives and implementation strategies for a more systematic process for integrating information literacy programs into curricula.*'

A thorough review of current information literacy strategies was conducted by Debbie Orr. As Reference Services Librarian at Central Queensland University, Debbie has considerable expertise in information literacy research and practice. She was impressed with the strength of information literacy programs while identifying areas for growth and development. To facilitate implementation of the Policy and development of staff knowledge and skills, Suzanne Lipu was appointed as the Information Literacy Coordinator for 2005.



Lucia Tome, Research Training Librarian





Ensuring copyright compliance for readings

Following a copyright compliance check on a range of course reading material, Brian Cox, the Copyright Officer, strengthened his recommendation that all books of readings be processed through the Electronic Readings Service. Deans and Faculty Education Committees endorsed the recommendation, with assurance that further copyright education programs would be conducted for academic staff, and that lab and tutorial manuals would be considered separately. To manage the anticipated increase in workload, six limited term appointments were made for commencement of 2005. The project will be reviewed in July 2005.

Internationalisation

Assessing quality offshore



Craig Littler, Remote Services Manager, with UOW students at Hong Kong Baptist University

The Library's approach to quality assurance was extended offshore when Craig Littler, Remote Services Manager, visited UOW libraries and partners in Dubai, Hong Kong, Singapore and Malaysia. A comprehensive review allowed for the evaluation of current services and benchmarks were established to measure against future developments and improvements.

The review aimed to test access to electronic information resources, evaluate the accessibility of local information resources and library services and evaluate client perceptions of the quality of information resources and library services.

A number of key library issues arose at teaching locations managed by partner institutions. These related largely to access to materials and sufficiency of core collections. At UOW in Dubai it was evident that library services are more closely aligned with onshore practices. Well-developed collections are provided with easily accessible electronic resources.

Recommendations from the review are being implemented. A key outcome is the development of a CD to introduce offshore students to the University's online learning environment and web resources.

University of Wollongong in Dubai Library

During 2004 the University of Wollongong in Dubai Library consolidated its collections and services in a single location at Knowledge Village, following the transfer from the Beach Road Campus. The new Library incorporates additional collection space, study facilities and computers, with an increase in the collections of 25% to 13,500 items. Jane Whiteside, Dubai Library Manager, prepared documentation on library services which contributed to the recent successful UOW accreditation process conducted by the United Arab Emirates government. With the introduction of the Information Literacies Introductory Program (ILIP100) for Dubai students and an enhanced information literacy program, the Library is well placed to support the expansion of UOW programs in Dubai.



View of the new Library interior at Knowledge Village

ILIP for offshore students

A Library team coordinated by Allison Hill and Jeannetta Kettle has worked closely with Lynda Kriflik, the University's Information Literacy Coordinator, to develop ILIP100 for offshore students. Allison Hill travelled to Dubai to consult with UOW Dubai Library staff on the content of the ILIP Dubai program, which includes an online tutorial.

ILIP100 will be implemented at all UOW offshore teaching locations in 2005. The introduction of these programs will ensure that UOW students develop core information literacy skills, regardless of their location.

Helping students to see the world

Staff and students can now travel the world from the comfort of the Library. A new collection of travel guides allows clients to familiarise themselves with other countries and cultures and to plan for their next research or study trip. The guides help to promote the University's internationalisation goals and encourage clients to think outside the main campus. They provide a useful resource for students considering an exchange or Study Abroad experience as part of their studies.



New 'See the World' display



Resource management

Budget summary

	2002	2003	2004
Budget	\$7,701,000	\$8,104,922	\$8,798,500
Income	\$403,330	\$465,000	\$650,000
Total	\$8,104,330	\$8,569,992	\$9,448,500
Allocation			
Bookvote	\$3,139,567	\$3,576,676	\$3,804,984
Salaries	\$3,792,564	\$4,106,101	\$4,264,132
Equipment & Operational	\$721,629	\$797,339	\$758,137
Total	\$7,653,760	\$8,480,116	\$8,827,253
Expenditure			
Bookvote	\$3,488,174	\$3,581,583	\$4,141,369
Salaries	\$3,733,462	\$3,923,169	\$4,302,418
Equipment & Operational	\$626,825	\$819,253	\$1,002,249
Total	\$7,848,461	\$8,324,005	\$9,446,036

As forecast in the 2003 annual report, identification and promotion of the University's research strengths influenced a change to the annual allocation and expenditure of information resources funds. The apportioning of funds was reviewed in 2004 and resulted in 10% of funds being allocated to research priorities identified in consultation with faculties and research centres. These funds support the purchase of research material in addition to recurrent journal and database subscriptions.

A continuing upward trend in the exchange rate of the Australian dollar resulted in the purchase of an additional 1600 resources compared to 2003, including 236 electronic books. The preference for electronic formats continues to be of strategic significance with expenditure on electronic resources in 2004 representing 65% of total information resources funds. This trend will continue in 2005 as the Library responds to the needs of clients at remote locations.

Planning for an active year

Closer integration with the University's planning processes was attained with the implementation of a standard format for non-faculty unit business

plans. Team action plans cascaded from Library Business Plan objectives and were expanded during the year as further opportunities for improvement arose from the many self-assessment activities undertaken. A large number of improvement suggestions arose from internal reviews such as the *Communication of Plans and Policies* and the initial self-assessment for the *International Customer Service Standard*. These were prioritized and the majority were completed before year-end. A description of progress against business plan objectives substantiated a busy year of change.

Hit lists for digital theses

Increased visibility of UOW postgraduate research has been a welcome outcome of the mandatory submission of digital copies of theses. Digital theses files were viewed over 210,000 times during 2004. The impact of student research is illustrated by Zoran Sterjovski's PhD thesis entitled 'Investigation of Postweld Treatment Pressure Vessel Steels' which consistently received over 2,000 hits each month. Popular theses covered topics as diverse as intervention programs for parents of problem adolescents, the conservation of molluscan resources and the automatic identification industry.

Complying with copyright

Coordinating UOW's response to CAL's monitoring of photocopying and electronic readings was just the start. Working with the University's Copyright Management Committee, Copyright Officer Brian Cox produced reports and recommendations on copyright best practice, resourcing and communication, thereby enabling UOW to gain a better understanding of the most appropriate methods for managing copyright compliance. A web-based copyright information resource was developed, compliance reviews undertaken and a range of policy advice and training provided to staff and students.

Information Technology Management

Improving technology and meeting needs

Responding to client feedback regarding functionality, computers in the two teaching labs in the Main Library were upgraded from thin clients to personal computers with flat screens. In particular, the new computers allow clients to save to a variety of formats and take electronic training material and coursework with them. When not in use for teaching purposes, the new setup provides an additional 33 computers for general client use.

Students suggest updates

Six-monthly cycles have been implemented to allow the study access computers to be updated with software applications requested by students. Suggestions acted on have included additional language packs, data compression software and Open Office, the free office suite software.

Wired for access

The implementation of UOW's campus wide wireless network has put the University in a leading position in provision of network resources for staff and students. With the Library one of the first buildings to become wireless enabled, clients have benefited from the increased flexibility that the network provides as evidenced by an increase in personal laptop usage.

To further encourage clients to make the most of the wireless network, 65 wireless cards and five laptops were made available for loan in 2004. Usage has been consistently high, with wireless network cards constantly on loan. The development of the Laptop Connect facility has also allowed clients to make best use of their own laptops in a comfortable, well-equipped environment.

Printing and photocopying secured

A new printing and photocopying system delivered substantial benefits to UOW students. From September, clients were able to store copy credits on their University identification card and access funds through a secure Personal Identification Number (PIN). The system provides increased security for clients, whose funds are safeguarded in the event of card loss or damage. Technology Services staff plan to further improve the system with the automatic inclusion of new clients through card encoding, and the potential to expand the system to computer facilities across campus.

On the grapevine

Internal minutes and monthly reports became available faster as teams loaded communication documents to the staff webserver. A simple click provides access to internal documents and URLs can be inserted in emails. The front page of the staff web site has been utilized to display news, internal reports and reminders.



Colour my world

Full colour printing is now available in the Main Library supporting demand for the ability to integrate colour images, graphs and diagrams into assignment work and research projects.





Skilled and knowledgeable staff



Investors in People

Standards of excellence in staff development were acknowledged after a successful re-certification audit against the Investors in People Standard. This prestigious international best practice standard supports effective investment in the training and development of all people to achieve business goals. The NATA Certification Services International (NCSI) auditors noted a *'high standard of excellence in care, development and management of all people working in the University Library'*. Interviews with staff made a strong case for the Library's ability to demonstrate that *'the development of its people has improved the performance of the Library, work teams and individuals'*.

To progress to an even higher level of performance, auditors encouraged the development of an intellectual capital balance sheet; continuation of support for leadership development across all levels; and a review of development opportunities for casual and part-time staff.

Training

Surpassing the target of 98%, 100% of staff participated in training and development opportunities. In total, 1757.5 hours were devoted to staff development activities, including 176 hours for study time. A commitment to identifying relevant development opportunities for staff at HEW levels 2-5 was rewarded with a 38% increase in the number of training days per person.

Staff attended a range of development activities including:

- *Development Review workshop*, an update for all staff with focus on document preparation, providing positive and constructive feedback and integrating Library Values when identifying development opportunities. The effectiveness of the workshop was demonstrated by improved personal action plans and a 100% completion rate of annual Development Reviews.
- *Excel at Excellence*, a core skills training workshop offered over one day introducing the principles of Total Quality Management, business excellence and a range of continuous improvement tools.
- *Writing for the Web*, highlighted strategies for planning, layout and content of messages and communication strategies using web-based media.
- *Cultural Diversity*, a core skills training workshop.
- *AVCC Leadership Program for HEW Levels 5 to 7*, targeting emerging leaders and middle managers.

Evaluating our leaders

The Library, along with Personnel and Financial Services assessed the effectiveness of leadership within their units through a pilot leadership evaluation program. After a preparatory information session, all staff in supervisory positions were evaluated by their staff and managers via an online survey. The pilot program proved to be a success and will be rolled out to the rest of the University in 2005.

Star performers

Developing and delivering memorable presentations and classes was the desired outcome for Faculty Librarians. *Corporate Performance*, a program offered through the National Institute for Dramatic Art (NIDA), challenged participants through a variety of interactive exercises including breathing, voice, planning and overcoming presentation style constraints.

Recognising competency

Identifying opportunities for staff to achieve recognition for workplace competencies was a key project for the Staff Training and Development Committee. Directed towards staff not holding formal library qualifications, a program was sought to provide a framework for workplace assessment against the National Competency Standards for Library and Information Workers. An initial program will support two staff, with an external firm Doc Matrix Pty Ltd performing the competency assessments.

Illawarra Boss of the Year – Lynne Wright

Confirming a long-held opinion of Library staff, Lynne Wright was named *Illawarra Boss of the Year*. The award was presented by Wollongong Lord Mayor, Councillor Alex Darling, in September. Lynne was recognised for her skills in managing staff, problem-solving, empathy and initiative. She was one of 85 nominees and the first woman to be recognised by this award.



Rewarding staff

Shoalhaven Campus Librarian, Carol Stiles, was recognised for her commitment to clients at all University locations with the *People First Award*. Brian Cox and Lucia Tome were jointly recognised with the *Initiative and Innovation Award*, acknowledging Brian's ideas in providing innovative solutions to data analysis problems and Lucia's proactive approach to meeting research client needs.

The Library Executive Committee Award (LEC) acknowledged the Serials Solutions Team for outstanding team effort. Kim James, Stephanie Drummond, Clare Job, Birgit Wenzel, Carolyn Norris, Sandi Wooton and Karen Lunt managed the integration of over 12,000 journal records and links into the Catalogue, providing clients with more seamless access to critical research, teaching and learning resources.



The Serial Solutions Team accept the LEC Award from University Librarian, Felicity McGregor (from left: Carolyn Norris, Clare Job, Birgit Wenzel, Felicity McGregor, Kim James and Stephanie Drummond)

Conferences and forums attended

25th Annual IATUL (International Association of Technological University Libraries) Conference

ALIA 2004 Biennial Conference

11th National Conference for Office Professionals

2004 Australian Law Librarians' Symposium

AVCC Leadership Program, HEW 5-7

AVCC Copyright Workshop

AVCC Library Conference

ANZIL (Australian and New Zealand Institute for Information Literacy) Forum

VALA (Victorian Association for Library Automation) Biennial Conference

Measuring team effectiveness

Designed to evaluate how well people within a team work together, a Team Effectiveness Survey has been used since 1997. Revised in 2004, the survey aimed to measure team behaviours consistent with the Values and Ideal Culture of the organisation. All teams completed the survey to measure their own performance and identify improvement actions and strategies. In addition to individual team evaluations, the concept of 'Library as a team' was also measured, with performance ratings generally high. The 2004 result forms a benchmark for further surveys.

Staff wellbeing

Charities and staff benefited from a diverse range of wellbeing activities organised throughout the year. Traditional celebrations for Easter, Melbourne Cup and Christmas were enjoyed, as well as a *Swing into Spring* lunch and a deep-sea fishing trip. In addition, the Library celebrated having the highest number of staff to complete the 'Equal Opportunity Online' tutorial, with an afternoon tea funded by the EEO Unit prize money.



Brian Cox, University Copyright Officer, enjoys the fruits of the sea

Promotion and partnerships

Communication strategies

Expanding horizons through increased database use

Encouraging clients to make use of the ever-expanding array of databases now available was at the heart of promotional strategies for the year. Targeted marketing of databases was designed to swing usage from larger, well-known multi-disciplinary databases to other information resources offering more specific coverage for disciplines taught.

Databases included Capital Monitor, Emerald Fulltext and Project Muse. A variety of strategies were employed, including:

- communication with targeted student groups via SOLS mail
- email communication with postgraduate students
- 'featured database' promotion via databases web pages
- moveable display feature in the Main Library
- database demonstrations by Faculty Librarians.

The success of the campaign was measured by increased usage, in some cases up by 42%.

Promoting the Wollongong advantage

The Library's central role in the UOW student experience was evidenced through participation in a range of activities for prospective and new students in collaboration with other units on campus including:

- Orientation – Library tours; introductory computer classes; postgraduate information evenings; sessions for mature age, international, Study Abroad, Wollongong University College (WUC) students and Illawarra Committee for International Students (ICIS)
- active membership of the Orientation Standing Committee
- recruitment sessions for undergraduates, postgraduates and high school leavers
- Parents' evening, Options Day and Ask Me Days.

Particular emphasis was placed on the extensive range of resources available electronically. The benefits of the virtual Library and remote access to information were of great interest to potential students and their parents.

Library and Information Week

Drawing on the theme, *Down and loaded: The right information at the right time*, students produced a wealth of creative writing for the Australian Library and Information Week Poetry and Prose Competition. Many pieces investigated dangerous and humorous aspects of technology. The winning entry, by Sally Evans, a first year Bachelor of Creative Arts (Creative Writing) student, explored ideas about the impact of technology on the individual. It can be viewed at the end of this report. The Library appreciated the generous ongoing sponsorship of Ovid Technologies and the University Recreation and Aquatic Centre.

Poetry & Prose Competition winners, Rebecca Graham and Sally Evans, with Felicity McGregor, Belinda Sharp (Ovid Technologies) and Dr Merlinda Bobis (Creative Arts).



Partnerships

Alumni services development

Valuing a continuing relationship with graduates provided the impetus to revitalise Library membership for University of Wollongong Alumni. An attractive range of services are now offered for a nominal fee, providing access to:

- the Library collection, including half a million books, DVDs, videos and more
- 10 items for loan for 14 days and the ability to renew items and place up to two holds on items
- quality information resources through the Library's website
- negotiated access to selected online databases and journals across a range of subject areas.

Within days of launching the enhanced services, membership requests tripled. Illustrating the diversity of UOW graduates, membership services have been extended to Alumni from Australia, Japan, Dubai, Singapore and Indonesia.

Textbook support for Weerona student

Cameron Black, a third year student at the University's Weerona College, received a boost to his studies when he was recognised with the Shirley Nixon Award and a contribution towards his textbooks. The award, which provides a \$500 voucher through funding from DA Information Services acknowledges the Library's special relationship with Weerona and the longstanding association that Shirley Nixon has had with the College and the wider University.



Lyn Wailes, Associate Librarian Access Services, with Cameron Black, recipient of the Shirley Nixon Award

Community engagement

Support for regional libraries

Building on well-established partnerships with regional public and TAFE libraries, which provide library services for students enrolled at remote sites as well as community library users, partner sites were supported through:

- assistance in securing State Library grants for additional funding (Batemans Bay)
- acquiring equipment for use by both University and public library clients (e.g. VCRs, DVDs, tape recorders)
- funding for specialised furniture (e.g. microfilm cabinets and new returns bin at Bega)
- additional funding for promotional programs
- training in use of UOW electronic resources.

Spreading the word

A sense of regional responsibility saw continued support for the High School Information Literacy Program conducted by Shoalhaven Campus Library staff. Students and teachers benefited from the program, learning about electronic resources and research skills. Wollongong Campus staff in conjunction with the State Library of NSW, the Faculty of Arts and the South Coast History Teachers Association held a very successful HSC History Extension Seminar for local high school students. As a follow up, these students have been provided with access to a range of identified resources that enhance the collections held in their own school libraries.

Four students undertaking library and information studies at TAFE and university level experienced work in an intensive information environment during placements with a range of teams. In addition, staff hosted visits from library practice students enrolled at NSW TAFE Illawarra Institute.

From out of the shadows

Funding totalling \$24,000, received from UniAdvice, Mr Michael Cole, Pillar Insurance and an Illawarra Mutual Building Society Community Foundation grant, has released a historical photographic collection from archival storage. The Samuel Cocks Photographic Collection, housed in Archives for over 20 years, consists of 800 glass plate photographic negatives. Featuring images from the Shellharbour and Kiama regions, the collection documents rural landscapes, buildings and the local dairy farming industry. The funding is being used to digitise the collection. Working in collaboration with the Wollongong City Council Library, the images will be made available through the *Illawarra Images* website and nationally through the National Library's *Picture Australia* database.

University and community participation

Felicity McGregor

Academic Senate
Deans, Senior Executive and Directors
E Teaching Executive Group
Internationalisation Plan Working Group
IT Policy Advisory Committee (Academic)
Library Consultative Committee
University Enterprise Bargaining Team
University Internationalisation Committee
University Research Committee
University Strategic Plan Working Party

Lynne Wright

Academic Staff Development Advisory Committee
General Staff Development Advisory Committee
Library Consultative Committee
Staff Developers Network
University Education Committee
University Council general staff representative

Margie Jantti

Australian Business Excellence Awards Evaluator
Library Consultative Committee
University Education Committee. Quality Assurance Subcommittee
University Quality Audit and Planning Committee

Craig Littler

International Studies and Alliances Committee
University Copyright Management Committee
University Education Committee. Teaching Facilities Subcommittee

Neil Cairns

Information Technology Forum
Working Party Senate IT Forum

Donna Dee

ULA Users Group

Toni Lanyon

University OH&S Committee

Jo-anne Lombardi

University Finance Users Group

Brian Cox

University Copyright Management Committee

Lucia Tome

Postgraduate Research Policy Committee

Helen Mandl

Editorial Board, Journal of University Teaching and Learning Practice
Wollongong City Council - Library Liaison Committee
E Teaching Project Group

Irene Mar

University Web Consultative Group

Claire Collett

University Orientation Committee

Tracey Myers

Shoalhaven Campus Association

Amanda Smithers

University Orientation Committee
Language and International Student Support Committee

Carol Stiles

Workplace Advisory Committee - Shoalhaven Campus

Margaret Williams

E Teaching Support Staff Group

Birgit Wenzel

Workplace Advisory Committee – Wollongong Campus

Elizabeth White

Law Faculty Library Committee

Carol Woolley

NSW Resource Sharing Group

Faculty Librarians

Faculty Education Committees

Michael Manning

Information Technology Forum
University Web Consultative Group

Staff publications and presentations

Publications

McGregor, Felicity (2004). 'Excellent libraries: a quality assurance perspective' in Nitecki, Danuta (ed.) *Advances in Librarianship* Volume 28, Elsevier, Amsterdam.

McGregor, Felicity (2004). 'Quality management/change management: two sides of the same coin'. *Library management in a changing environment*, Volume 14, Proceedings of the 25th IATUL Conference, 30 May – 3 June, Kraków Poland.

Meldrum, Annette & Tootle, Holly (2004). 'Integrating information literacy into curriculum assessment practice: an Informatics case study', *JUTLP (Journal of University Teaching and Learning Practice)*, vol 1, iss 2. Online. www.jutlp.uow.edu.au

Presentations

Jantti, Margie (2004) 'The University of Wollongong Library quality journey', unpublished presentation, University of Helsinki, Finland

Jantti, Margie (2004) 'Quality and higher education: lessons from the business sector', unpublished presentation, Library Conversations, University of Technology Sydney, Sydney

Littler, Craig (2004). 'The UOW quality journey', unpublished presentation, Northern Emirates Association of Libraries (NEAL), University of Wollongong in Dubai.

McGregor, Felicity (2004). 'Client relationship management: surveys, satisfaction and shopping', unpublished presentation. AVCC Staff Development and Training Program, Library Conference, Canberra.

McGregor, Felicity (2004). 'Implementing change', unpublished presentation. AVCC Staff Development and Training Program, Women in Leadership, Geelong.

Notable Visitors

Mr Steve Hiller, Library Assessment Coordinator, University of Washington Libraries, Seattle, USA

Ms Erny Isharati, Director of Main Library, Universitas Muhammadiyah, Malang, Indonesia

Associate Professor Stephanie Jones, University of Wollongong in Dubai

Ms Mary Mortimer, Director, DocMatrix Pty Ltd

Mr Abdulkadir Rahardjanto, Head of IT Development Centre, Universitas Muhammadiyah, Malang, Indonesia

Mr Stan Rodski, Director, Rodski Behavioural Group, Melbourne

UNISON Reference and Information Services Interest Group

Ms Linda K. Weinstein, Doctoral Student, University of Massachusetts/Boston

Mr Joko Widodo, Vice Rector for Student Affairs, Universitas Muhammadiyah, Malang, Indonesia

Staff members

Administration

McGregor, Felicity	University Librarian [BA, Dip Lib, AALIA]
Cairns, Neil	Associate Librarian, Technology Services [BA, Dip Lib]
Greatz, Kirsty	Administrative Assistant
Lombardi, Jo-anne	Administration Coordinator [Dip FMgmt]
Mandl, Helen	Associate Librarian, Planning and Development Services [BA, Dip Ed, GDip IM (Lib), MAppSci (LIM), AALIACP]
Wailles, Lyn	Associate Librarian, Access Services [BA, AALIA]
Wright, Lynne	Associate Librarian, Client Services [Dip Teach, Dip Lib, AALIA]

Planning and Development

Collett, Claire	Promotions and Partnerships Coordinator [BAppA (Hons)]
Cox, Brian	Copyright Officer [BA (Hons)]
Duggan, Lara	Planning and Development Officer
Jantti, Margie	Quality and Marketing Manager [BA (Lib & Info Sci), MBusAdmin, AALIA]
Littler, Craig	Remote Services Manager [BSc (Arch), BA, Grad Dip Info Studies, MA, AALIA]
Myers, Tracey	Information Services Officer [BArchSt, Grad Dip AppSc (Lib & Info Mgmt)]
O'Neill, Shandell	Planning and Development Officer [BA (Lib & Info Sci), Assoc Dip (Lib Prac), Dip Mgmt]
Stiles, Carol	Shoalhaven Campus Librarian [BA, MLib Sci, AALIA]

Technology Services

Manning, Michael	Database Manager [BSc (Hons), MSc, MLS, Grad Dip Computing]
Lunt, Karen	Systems Librarian [BA (Lib & Inf Sci), MLib]
Kew, Audrey	Systems Support Officer [Assoc Dip Arts (Lib Prac)]
Mar, Irene	Web Development Officer [BA, Grad Dip Ed, Assoc Dip (Lib Prac)]
Wilson, Iain	Systems Support Officer

Lending Services

Dee, Donna	Lending Services Coordinator [Dip FMgmt]
Brown, Paula	Curriculum Resources Centre Coordinator [BEd(Hons)]
Chandler, Margaret	Lending Services Assistant [Assoc Dip Arts (Lib Prac)]
Collings, Debbie	Lending Services Assistant
Giesajtis, Andrew	Lending Services Assistant [BMath, Assoc Dip (Lib Prac), AALIA(CS)]
Lanyon, Toni	Casual Staff Coordinator
Messer, Cathy	Fines and Membership Officer
Moreno, Nina	Lending Services Assistant
Pinkerton, Fran	Lending Services Assistant
Smith, Lesley	Lending Services Assistant [BCom (Accy), Grad Dip AppSc (LIM), AALIA]]
Williams, Margaret	Electronic Readings Coordinator [Assoc Dip (Lib Prac)]

Information and Research Services

Smithers, Amanda	Information and Research Services Manager [BA(Ed), Grad Dip (Lib & Info Sci)]
Brindle-Jones, Cheryl	Faculty Librarian [BA (Lib & Info Sci), Assoc Dip (Lib Prac), AALIA]
Brewer, Chris	Faculty Librarian [BA (Lib & Info Sci), MEd (Adult Ed), Dip FMgmt, AALIA]
Dodd, Vicki	Faculty Librarian [BSC, Grad Dip IM-Lib]
Hill, Allison	Faculty Librarian [BA (Lib & Info Sci), Assoc Dip(Lib Prac)]
Jones, Michelle	Faculty Librarian [Bsc, Grad Dip Info Mgmt Lib]
Jones, Susan	Archivist [BA, Grad Dip (Lib & Info Sci), AALIA]
Kettle, Jeanetta	Faculty Librarian [BA, Grad Dip (Info Stud), Grad Dip Ed]
Lipu, Suzanne	Faculty Librarian [BA (Lib & Info Sci), AALIA]
Lyons, Jen	Faculty Librarian [BA, Grad Dip Info Mgmt Lib]
Meldrum, Annette	Faculty Librarian [BA (Lib & Info Sci), AALIA]
Peisley, Elizabeth	Faculty Librarian [Dip Teach, Grad Dip App Sci, AALIA]
Ralston, Chrissy	Faculty Librarian [BSW (Hons), Grad Dip App Sci (Info), AALIA]

Information and Research Services (cont)

Stephens, Bernadette	Faculty Librarian [BA (Lib & Info Sci), AALIA]
Tome, Lucia	Faculty Librarian [BA (Lib & Info Sci), Assoc Dip (Lib Prac)]
White, Elizabeth	Law Librarian [BA, Grad Dip Lib]

Journals Access Services

Epe, Pam	Journals Access Manager [BA]
Benny, Kerry	Journals Access Officer
Colwell, Susanna	Journals Access Assistant [Assoc Dip (Lib Prac)]
Crichton, Lindi	Journals Access Coordinator
Grant, Neil	Electronic Services Librarian [BA, DipLib, Grad Dip Lib]
Jacobs, Sylvia	Journals Access Assistant
Keene, Natalie	Journals Access Assistant [Lib & Info Serv Cert]
Kitchener, Heather	Journals Access Officer [Assoc Dip (Lib Prac)]
Long, Danica	Journals Access Officer
Woolley, Carol	Journals Access Coordinator [BA, Assoc Dip (Lib Prac)]

Collection Services

James, Kim	Collection Services Coordinator [BCom, Grad Dip Lib Info Man, AALIA]
Brbevski, Afrodita	Collection Services Officer [Assoc Dip Arts (Lib Prac), AdvCert Office Admin]
Brown, Anne	Collection Services Officer [Dip FMgmt]
Cohen, Linda	Collection Services Officer [BA, DipBus, Grad Dip (Info Studies), AALIA]
Drummond, Stephanie	Collection Services Officer [Dip Lib & Info Sci]
Norris, Carolyn	Cataloguing Officer [BA, AALIA]
Ollerenshaw, Sonya	Collection Services Officer [Assoc Dip (Lib Prac)]
Wenzel, Birgit	Cataloguing Officer [BSocSci (Lib & Info), MB IT]
Werner, Carolyn	Collection Services Officer
Wooton, Sandi	Cataloguing Officer [Assoc Dip (Lib Prac)]

Statistics

	2002	2003	2004
COLLECTION			
(Main, CRC, Remote Sites)			
Monographs	447,102	455,409	472,280
Journals			
- bound	200,736	198,888	198,318
- current print	1,137	831	505
- electronic	7,744	8,665	25,788*
E-books	206	236	3,073

* estimate - awaiting CAUL deemed list instructions for 2004

DOCUMENT DELIVERY

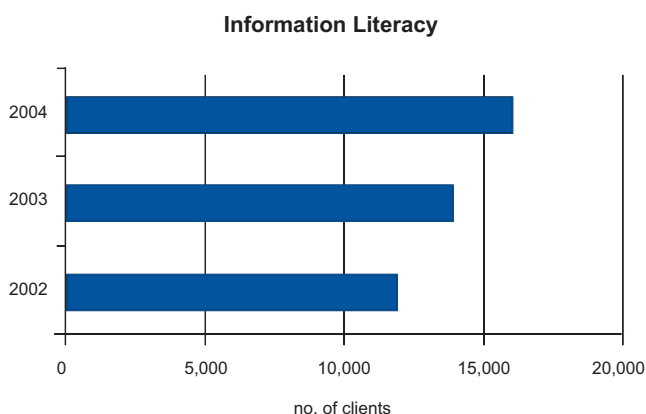
	2002	2003	2004
Requested by us	11,484	12,677	11,886
Items received	9,408	10,243	11,802
Requested from us	4,309	3,477	3,405
Items supplied	3,507	2,829	2,808
Intercampus requested	1,179	689	683
Intercampus supplied	715	648	658

ACQUISITIONS

	2002	2003	2004
Monographs			
- new titles	6,887	10,637	11,014
- additional copies	3,533	4,379	6,142
- donations	1,754	1,341	1,956

CATALOGUING

	2002	2003	2004
Monographs	12,525	15,028	18,863
New print journals	132	294	50
Non-book	1,019	1,139	2,000



	2002	2003	2004
ENTRY GATE			
Main	1,028,705	992,920	975,623
CRC	65,684	59,312	57,646
Shoalhaven	11,740	12,910	15,585
Total	1,106,129	1,065,142	1,048,854

LOANS

	2002	2003	2004
Main Library			
General	159,002	156,511	176,827
Self checkout	172,551	167,328	162,818
Reserve	17,753	46,942	51,329
CRC	32,017	28,467	35,139
Shoalhaven	2,741	2,629	4,105
Remote Sites	6,314	4,638	6,766
Total Library	390,378	406,515	436,984

INFORMATION ENQUIRIES

	2002	2003	2004
Research Help *		23,710	18,302
Information Desk *	46,953	24,785	21,371
Archives		385	438
Shoalhaven	4,831	5,539	4,886
Email a Librarian	4,476	651	459
Chat	N/A	130	128
Roving Help	4,585	8,538	5,476
Total	56,845	63,738	51,060

* New desk arrangements from 2003

INFORMATION LITERACY

(no. of clients)	2002	2003	2004
Subject based	8,094	10,353	12,829
Generic	443	447	271
ILIP	1,547	964	877
Research training	98	159	210
Information sessions	91	65	6
WUC	1,477	1,638	1,655
External	113	198	158
Total	11,838	13,824	16,006



Library Consultative Committee

Chairperson

Ms F McGregor

Secretary

Ms L Wright

Library

Ms M Jantti

Academic Services Division

Ms G Lefoe

Wollongong University College

Ms L Harris

Faculty representatives

Arts

Dr S Brown

Commerce

Dr V Murrigan

Creative Arts

Dr J Cockburn

Education

Dr H Chen

Engineering

Dr B Lemass

Health & Behavioural Sciences

Dr N Humpel

Informatics

Dr C Alcock

Law

Mr S Grattan

Science

Dr S Robinson

Student representatives

Undergraduate

Mr B Jones

Postgraduate

Mr S Riddiford

Down and loaded: The right information at the right time

1

I log on and sign up
for an information fix.
I'm an addict
and the world is my drug.
It floods like static
hotwired to my brain -
the right information
at the right time
to give me the buzz I need.

2

We are a generation
addicted to random hypertext.
In our own little rooms
dyed blue
from seventeen inch screens,
we all get wired,
get down,
and get loaded.
And through our addiction
we pretend to connect.

3

It's a bittersweet, dark-room habit
to put your thoughts on the web.
I love myself in binary.
I am my own junk.
I am a junkie
and I am
addicted