Library

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Library Annual Report 2003

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

Critical Success Factors

° 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

Winner 2000
Australian Business
Excellence Awards

AUSTRALIAN QUALITY COUNCIL

INVESTOR IN PEOPLE

Contents

University librarian's review

Integral to the University

The focus for Library planning was again directed towards our role in supporting the University's strategic direction, its goals, values and graduate attributes. Environmental scanning, scenario development and an analysis of threats and opportunities were critical elements in strategic planning. Key drivers influencing Library planning processes include: expectations of clients and corresponding changes in educational design and delivery; changes in scholarly communication; developments in information technology and telecommunications and competition in the information services market.

In 2003, our Strategic Aims were:

- Contribute to the achievement of the University's internationalisation, quality assurance and research goals

- Explore opportunities for diversification of Library services to support the University's research, teaching and learning strategies

- Strengthen the involvement of Library staff in University planning for all locations.

Internationalisation

Achievements included the development of the excellent Studying Australia website, funded by a Strategic Internationalisation Links grant. The website supports the international student experience through web access to resources relevant to Australian studies programs and to students planning to study in Australia.

Library staff contributed to the success of International Week and to the work of various Internationalisation sub-committees and working parties. The University Librarian was invited to participate in the review of the Internationalisation Strategic Plan.

Research

In response to a Library proposal, the Pro Vice-Chancellor (Research), Professor Margaret Sheil allocated funding to support the two year appointment of a Research Training Librarian to improve and develop specific services and resources for researchers. The successful applicant was Education Faculty Librarian Suzanne Lipu. Suzanne has established contacts with research students and supervisors, worked closely with the Office of Research and joined the Postgraduate Research Policy Committee. Suzanne aims to pilot an Information Skills Program for Researchers with the Faculty of Education next year.

Following a decision by the University Research Committee to change the rules for theses submission, a digital copy must now be submitted by higher degree research students. Digital copies will be accessible worldwide via the Australian Digital Theses program and should lead to increased visibility of Australian research output. Resource availability for researchers was enhanced by the acquisition of backfiles from 1965 of the Web of Science citation database. Researchers also benefitted from the implementation of desktop delivery for interlibrary loans of journal articles and book chapters. The Library assumed responsibility for the coordination of Higher Education Research Data Collection (HERDC) in 2003 and achieved a 37% increase in the number of research contributions collected.

Quality Assurance

The Library undertook a number of regular surveys in 2003 to measure performance against its key performance indicator: *Client and Stakeholder Satisfaction*. The Materials Availability Survey, Staff Perceptions Survey and a Closed Reserve Satisfaction Survey all showed positive trends in perceived satisfaction. Improvements identified from last year's Client Satisfaction survey were also implemented this year. These included the installation of additional student workstations, replacement of ancient and inadequate toilet facilities, reduction of reshelving turnaround times and a revamp of the Library's website in response to demands for clearer and more useful information.

In recognition of her extensive experience of the quality audit process, Margie Jantti was selected as one of six Australian auditors for the Fiji Quality Awards. The Library's 2000 Australian Business Excellence Award submission is used as a case study and training tool by the Fijian evaluators. Margie presented numerous workshops and consultancies throughout the year and still found time to complete her Masters of Business Administration with Distinction, all in all, a stellar performance.

 In preparation for the Australian Universities Quality Agency (AUQA) audit, the University Librarian was asked to lead a small group including academic and planning staff to conduct a *self review* of University planning, policy and review structures and processes. The Audit Team's report identified improvements to be implemented in the next planning cycle.

The University Librarian presented a paper, *Benchmarking with the Best*, at the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services. Held in the cathedral city of Durham, England, the conference attracted participants and experts from over twenty countries.

Diversification of services

As a complement to other reference services, the Library launched its online enquiry service *Research Help Chat*. The service allows the librarian and client to text chat back and forth, providing help in real time with finding research resources.

Another highlight in service provision was the Vice-Chancellor's launch of a new Research Help area in time for Autumn Session. Complete with new workstations and research support help desk, the facility is a response to survey feedback showing a clear demand for more workstations and less queuing, and an appreciation of expert advice from librarians close at hand. The completion of such an attractive and functional facility was due to a magnificent team effort involving Library staff led by Jo-anne Lombardi, the Creative Arts curator, Glenn Barkley who selected and hung art works, as well as staff from Information Technology Services (ITS) and Buildings and Grounds. Approval to upgrade the Library network as a priority was particularly appreciated as this enabled additional connection points throughout the building and an increase in connection speed to workstations.

The Library's Technology Services team continued to underpin the achievement of many goals particularly in relation to service diversification. Working with ITS, the team planned the introduction of wireless technology with a trial project going ahead in 2004 to lend laptops and provide a laptop *touchdown* area in the Library.

Involvement of staff in University planning

Staff representation on University committees and working groups was strengthened in 2003 and is detailed later in this report. Significant planning occurred in the area of information literacy when librarians Suzanne Lipu and Allison Hill were invited to assist in planning and teaching advanced research skills for the Doctorate of Business Administration in conjunction with academics from the Graduate School of Business and Professional Development.

Planning input to ensure University wide understanding of copyright obligations was provided by Brian Cox who was appointed to the position of Copyright Officer to replace Michael Organ, MP. Brian chaired the University Copyright Management Committee which launched its *Management Plan 2003-05* during the year.

Library Consultative Committee

The Committee met twice during the year to discuss and recommend on desired improvements identified in last year's Client Survey, on changes to the Reserve Collection and new services such as *Research Help Chat*. Information on changes in scholarly communication was presented for discussion by the Committee which also provided input to the Library's strategic planning process.
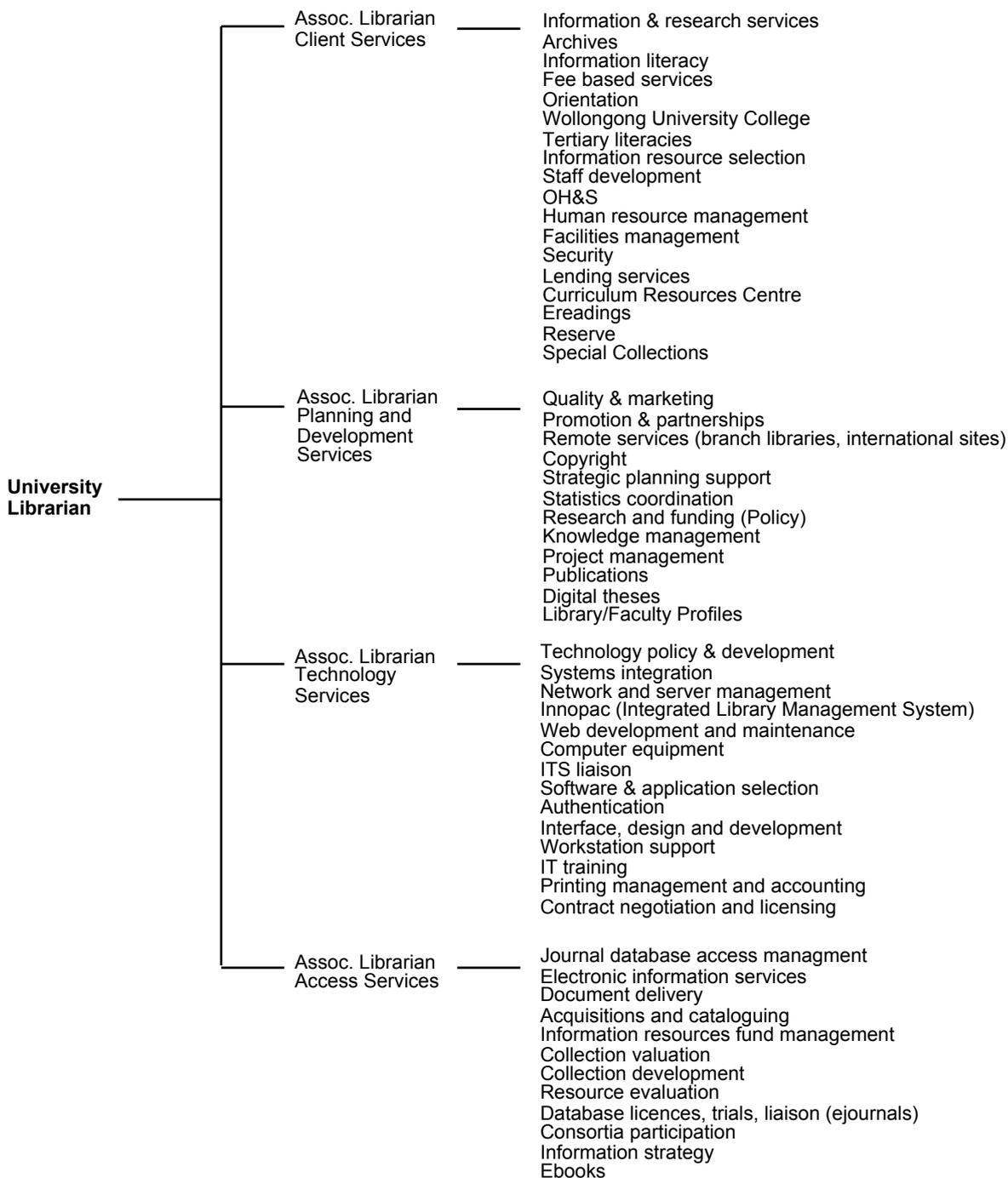
Staff achievement

The performance of all Library staff continues to be a source of great pride. Award winning performances this year included:

- Vice-Chancellor's Award for Excellence won by the Electronic Readings Team

- Inaugural CAUL (Council of Australian University Libraries) Achievement Award won by Margie Jantti

- Investors in People Inaugural Awards – silver award in the government category

- Completion of qualifications, including higher degrees, by many staff

- Lending Services staff member Rodney Horan's walk across Australia to raise $43,000 for liver cancer research.

Towards the end of the year, Catriona McGurk, Promotion and Partnerships Manager advised of her intention to pursue a career in primary teaching. With a background including faculty liaison, leadership of the Reference Services Team and membership of the Library Executive Committee, Catriona was ideally placed to assume the foundation promotion and partnerships role. Her excellent networking skills have fostered a vast improvement in integrating Library information into University promotional materials and activities. Catriona's writing ability has enhanced the calibre of Library communication within web and print mediums including this Annual Report. She will be greatly missed.

Felicity McGregor
University Librarian

University of Wollongong Library
31st December 2003

University Librarian

Assoc. Librarian Client Services
Information & research services
Archives
Information literacy
Fee based services
Orientation
Wollongong University College
Tertiary literacies
Information resource selection
Staff development
OH&S
Human resource management
Facilities management
Security
Lending services
Curriculum Resources Centre
Ereadings
Reserve
Special Collections

Assoc. Librarian Planning and Development Services
Quality & marketing
Promotion & partnerships
Remote services (branch libraries, international sites)
Copyright
Strategic planning support
Statistics coordination
Research and funding (Policy)
Knowledge management
Project management
Publications
Digital theses
Library/Faculty Profiles

Assoc. Librarian Technology Services
Technology policy & development
Systems integration
Network and server management
Innopac (Integrated Library Management System)
Web development and maintenance
Computer equipment
ITS liaison
Software & application selection
Authentication
Interface, design and development
Workstation support
IT training
Printing management and accounting
Contract negotiation and licensing

Assoc. Librarian Access Services
Journal database access managment
Electronic information services
Document delivery
Acquisitions and cataloguing
Information resources fund management
Collection valuation
Collection development
Resource evaluation
Database licences, trials, liaison (ejournals)
Consortia participation
Information strategy
Ebooks

Sustainable client satisfaction

Did they find it?

They want it, they need it now – but did they find it?

During October, client success in locating needed items was measured using the CAUL Materials Availability Survey. Over 600 surveys were distributed in the Main Library (with a 45% return rate), and 150 others were distributed at the Curriculum Resources Centre and Shoalhaven Campus Library, the latter participating in the survey for the first time.

Positive improvement trends were recorded in:

- Materials immediately available – a 3% improvement compared with the previous evaluation and a 24% overall improvement from the original benchmark recorded in 1997.

- Missing – a 1% reduction in the number of items unable to be located by the client or staff member.

Materials availability - % materials immediately available

	Main Library	Curriculum Resources Centre	Shoalhaven Campus Library
1997	48%	NA	NA
1998	56%	NA	NA
2001	69%	77%	NA
2003	72%	85%	83%

Locating the right item in the correct place when needed is something that students and staff value highly. The 2003 survey enabled the Library to test the impact of improvement initiatives based on data from earlier surveys. These initiatives have included:

- The use of *Roving Helpers* and shelving staff to assist clients

- Increased emphasis on location skills in information literacy classes

- Improved access to electronic resources

- Improved missing items processes

- Improved signage of collection areas.

New Research Help area launched

Complete with new workstations and a help desk focusing on in-depth assistance, the Library's Research Help area was officially opened by the Vice-Chancellor in time for Autumn session. The provision of the area is a response to feedback from the 2002 client survey which showed a clear demand from students and staff for more computers and less queuing time. The Research Help area also caters for changing ways in which students study by providing larger spaces allowing collaboration with others and the use of many resources.

University colleagues joined Library staff for the launch and celebration of the new area as well as other major changes which included:

- an Express Email area
- a refurbished postgraduate space
- new computers and workstations throughout the Library
- additional print workstations
- relocation of the Reserve Desk
- a more spacious Special Collections area
- an expanded display area for new books and leisure reading.

New toilet facilities

Frequent requests from clients to upgrade the Library's toilet facilities paid off in 2003 when long awaited construction work began in July and was completed on schedule in October. Professor John Patterson, Pro Vice-Chancellor (Operations), officiated at an informal opening ceremony to launch the new toilet facilities which are more modern, spacious and easier to maintain.

Research Help Chat – online in real time

An online enquiry service was launched in 2003 following a trial and a competition for clients to name the service. *Research Help Chat* allows the librarian and client to text chat back and forth, providing help in real time with finding research resources. The service has been very popular and feedback from clients has been consistently high. *Research Help Chat* complements other types of reference services offered by the Library: in-person, telephone and email. It is independent of place and time and has great potential for clients based outside the Library.

IMPROVEMENTS AND INITIATIVES

Client Satisfaction – keeping pace

Staff participation was the key to the success of two workshops conducted in February to focus on the results of two important surveys conducted in 2002. With almost all Library staff in attendance, innovative solutions to the most important issues identified by clients in the Client Satisfaction Survey were sought. High priority solutions were assigned to teams for action and later reported to the Library Consultative Committee.

The second workshop addressed the results of the Staff Perceptions Survey and provided staff with an opportunity to suggest actions to improve areas such as communication, workloads and career opportunities. Ideas and comments were incorporated into the Library's planning processes for 2003.

Email a Librarian – increase in enquiries

Enquiries submitted via the Email a Librarian service continued to increase in 2003. A steady increase in the number of reference enquiries has added to the workload for operating this valuable service.

	Enquiries	Hours Spent
2001	442	160
2002	476	167
2003	651	242

Roving Help – extended service

The popular Roving Help service, available during session time, was offered for a longer period in 2003 and will be further extended in 2004 following a review of the service. Rovers will be available between 9.30am and 4.30pm on Monday to Friday during 2004, and in the foyer 8:00am - 9:00am.
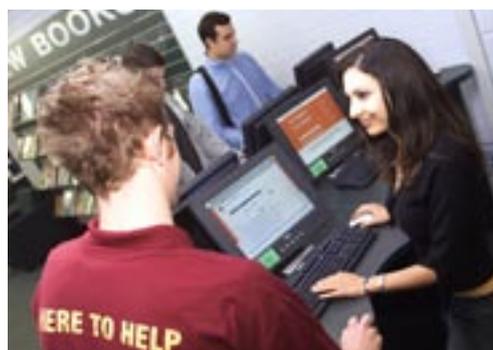
Roving Help in Library foyer

Closed Reserve – a positive response

The Library's Reserve Collection moved from open to closed access in Autumn session with a positive response by clients and Lending Services staff. The change provided an opportunity to enhance services to clients by improving 24x7 access via an increased number of electronic readings. Lending Services staff now have more reliable data to monitor collection usage as all items required by clients must be borrowed.

A survey conducted in September with 117 clients included many favourable comments.

- 108 clients (92%) provided a positive response to the question *Did you get what you were looking for?*

- 109 students (93%) provided a positive response to the question *Are you happy with the Reserve service?*

Opening Hours - responding to clients

- Extended opening was trialled on Tuesday and Wednesday evenings in the Main Library during February in response to requests from the Graduate School of Business and Professional Development and Wollongong University College. Following a review of the trial, late night opening in summer session will be repeated in 2004.

- In response to client feedback, the Curriculum Resources Centre (CRC) trialled a number of variations to opening hours:

  - Wednesday opening during summer session proved of value to students and will continue in 2004

  - Extended opening on evenings in March accommodated the needs of Diploma of Education students

  - Saturday opening on several weekends throughout the year was trialled. Statistics indicated low usage and Saturday opening will not continue in 2004.

Access to information resources

Articles delivered to the desktop

The introduction in 2003 of desktop delivery of journal articles and book chapters was greeted with much enthusiasm by the University's research community. Convenience is the most obvious benefit as documents can now be retrieved on or off campus from any computer with web access and Adobe Acrobat Reader. Aside from convenience, this enhancement of the Library's document delivery service has:

- reduced supply time for clients

- improved the quality of documents received

- enabled the Library to extend its document delivery service to offshore postgraduate research students.

Other document delivery service improvements in 2003 give clients the facility to track the progress of their requests via the Catalogue and to receive automatic email notification when items arrive.

Access to electronic information resources

The range and scope of online information resources continued to increase in 2003 with many notable acquisitions:

- *Safari Tech Books Online*, an ebook service specialising in computing and business titles by leading publishers

- *Blackwell's Synergy* database providing fulltext access to an additional 300 journals in the humanities and social sciences

- *Nature*, the prestigious international weekly journal of science, available from 1997

- *Mergent Online* providing access to global public company information including extensive coverage of Australian and Asian companies

- *American Chemical Society (ACS) Journals* via ACS Journal Archives

- 70 electronic books from *netLibrary* and *Bennett Etitle* services.

Deeper into the Web of Knowledge

Library clients were fortunate in 2003 to gain access to backfiles of the *Web of Science* database from 1965 in the case of Science and Social Science titles and from 1975 for Arts and Humanities. The increased coverage was enabled through special discounts associated with the Systemic Infrastructure Initiatives (SII) Fund, and the decision by the Australian Vice-Chancellors' Committee to fund access to *Web of Science* on the Web of Knowledge platform.
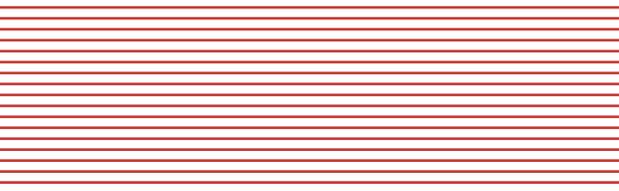
National winner in ISI competition

Naomi Riggs, a doctoral student in Geosciences, was the lucky winner of a Palm Handheld PDA in a national competition conducted by ISI Web of Knowledge. Researchers were invited to use the ISI databases to answer a number of research questions to be in the running to win the Palm Pilot.

Naomi Riggs, national winner in ISI competition

Collection Growth
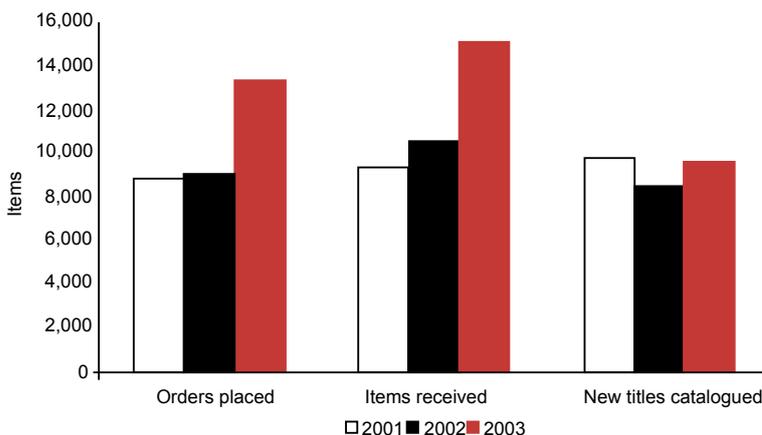
Collection growth

Clients were able to benefit from a significant increase in the number of items received in 2003 compared to previous years. This expansion in the collection has assisted the Library to meet the continued demand for new titles and has resulted in increased satisfaction with access to new resources.

Client suggestions on the rise

2003 saw clients' *suggestions for purchase* increase by 90.5% on the 2002 figure and was most likely due to a concerted promotional campaign throughout the year. 659 suggestions were placed on order compared to 346 in 2002.

Library website reviewed

A new homepage was launched in December following extensive work on revising and rebuilding the Library website using the University's new colour scheme, layout and navigation templates. The redesign process included enhancements to the site's usability and friendliness based on client feedback and the results of a web usability study conducted by Alison Norris earlier in the year.

Resource management

Budget summary

An upward trend in the exchange rate for the Australian dollar throughout the year helped offset the recurring price increases for databases, print journals and other information resources. The favourable dollar enabled the Library to purchase an additional 3,750 books, 44% more than in 2002. Monograph resources were targeted, both print and electronic, in response to a perception of inadequate resources in some disciplines, as reported in the Client Satisfaction Survey.

Satisfaction with journal resources has improved with the increased availability of a wide range of electronic titles. It is recognised, however, that increased support for priority university research is desirable.

Rising operational costs resulted from the need to maintain and refurbish an ageing building. The Library contributed to the cost of replacing public toilets on two floors of the Library as well as funding essential building alterations and refurbishment.

|	2001	2002	2003
Budget	$7,037,000	$7,701,000	$8,104,922
Income	$358,624	$403,330	$465,000
Total	**$7,395,624**	**$8,104,330**	**$8,569,992**
Allocation			
Bookvote	$3,030,401	$3,139,567	$3,576,676
Salaries	$3,726,632	$3,792,564	$4,106,101
Equipment & Operational	$389,031	$721,629	$797,339
Total	**$7,146,064**	**$7,653,760**	**$8,480,116**
Expenditure			
Bookvote	$3,007,254	$3,488,174	$3,581,583
Salaries	$3,589,317	$3,733,462	$3,923,169
Equipment & Operational	$835,182	$626,825	$819,253
Total	**$7,431,753**	**$7,848,461**	**$8,324,005**

Valuing the Library collection

2003 was a time for streamlining the complex methodology for collection valuation and for the annual return on collection depreciation. Categories of print material were compressed to reduce the number of different depreciation rates and discussion on how to depreciate and value databases and electronic journal formats will be ongoing. Valuation is undertaken every five years and is required to satisfy Australian Accounting Standards for the recognition of all assets.

Improvements to resource management

Following an investigation into library management system modules, Innovative's Millennium Serials and Interlibrary Loan modules were implemented to streamline serial processing and document delivery services. The modules have resulted in extensive benefits including:

- integration with other Millennium modules

- single easy to use interface

- easy serials issue check-in

- improved binding management

- multiple editing, updating and communications functions

- a significant reduction in paper records for document delivery

- improvement in statistical reporting.
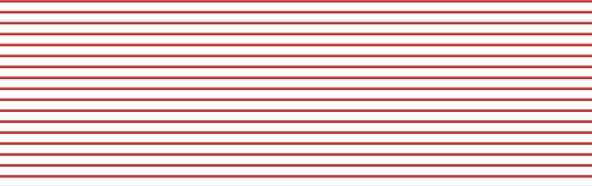
University of Wollongong theses have gone digital

Higher degree research students are now required to submit a digital copy of their thesis following a decision by the University Research Committee to change the rules for submission of theses. The digital copy will be accessible worldwide via the Australian Digital Theses program, a national initiative providing a distributed database of postgraduate research theses designed to increase the visibility of Australian research.

Electronic Readings — a maturing service

Significant growth in the uptake of the Electronic Readings service was reflected in a 107% increase in the number of items loaded compared to 2002. The phasing out of print readings in Reserve as well as ongoing educational and promotional strategies and the demand for 24x7 access from any location have led to the growth of the service.

	2001	2002	2003
Electronic readings available	1,929	1,996	4,137
% difference	N/A	3.47%	107%

Information technology management

The University's Information Technology Services (ITS) division played a critical role in assisting the Library to upgrade its technology infrastructure in 2003. As a result of ITS prioritising the network upgrade for the Library, work on extra cabling, power circuits and network points was all completed in time for the beginning of the academic year and the launch of the Research Help area. The upgrade resulted in a number of benefits:

- the speed of the connection to each workstation increased from 10Mbits/sec to 100Mbits/sec

- extra network connection points throughout the building allowed the installation of additional workstations.

Copyright

Brian Cox was appointed to the position of University Copyright Officer and undertook a range of initiatives and improvements to ensure University wide understanding of copyright obligations and responsibilities. These included the development of a strategic plan and risk management framework for managing copyright compliance as well as input to policy on issues such as piracy. The University Copyright Management Committee Management Plan 2003-2005 is available at:
http://www.library.uow.edu.au/copyright/pdfs/copyrightplan03.pdf

Planning for the future

Projects undertaken in 2003 to assist with technology planning included:

- Investigation into wireless technology towards a planned introduction in 2004

- Evaluation of portal and linking technologies to determine client benefits

- Establishment of a Library staff webserver

- Investigation into an improved printing and photocopying management system.

Support for research and teaching

Library support for research data collection

Research publications output reached a new high when the Library coordinated the University's Higher Education Research Data Collection (HERDC) for items published in 2002. With the assistance of Collection Officers in the faculties and research institutes, items obtained from academic staff were up by 16% on the previous year while the number of research publications submitted rose by 37%. HERDC comprises research income and research publications data submitted by universities each year and the Library's support helps to ensure that the University receives appropriate funding allocations for the research efforts of academic staff.

	Total publications submitted by UOW	UOW research publications (DEST)
2002	1271 (up 16%)	905 (up 37%)
2001	1098	664

Research Training Librarian appointed

The Library's commitment to supporting the University's research goals provided the impetus to seek funding for the appointment of a Research Training Librarian. Approval for a two-year position supported from research infrastructure funds led to the appointment of Suzanne Lipu who commenced in the role in April. Suzanne is playing a significant role in contributing to the University's Postgraduate Research Policy Committee and has worked closely with the Office of Research and research supervisors to provide a range of research training.

A librarian of one's own

The Wollongong University College (WUC) Sydney Campus Library now has its own librarian, JoAnne Witt, following funding made available from the Illawarra Technology Corporation, a University subsidiary. The College offers a range of programs to facilitate entrance into university and the Library supports the College's programs which include university preparation courses.

JoAnne Witt, Librarian WUC Sydney

EndNote online tutorial

Library staff developed an EndNote tutorial to assist staff and students with this valuable bibliographic management program. The University's site licence for EndNote has encouraged use across many disciplines. The online tutorial provides a self-paced alternative to the popular EndNote workshop and has been a valuable addition to the Library's expanding suite of online tutorials.
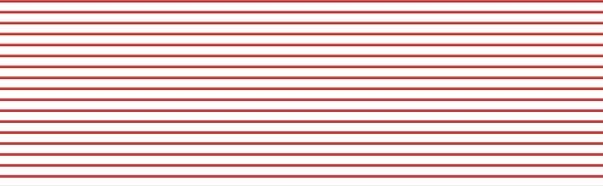
Resources for Down Under – new website

Studying Australia: a resource guide to Down Under was launched during International Week and piloted in spring session with Study Abroad students from Colgate University, New York. Designed to enrich the international education experience for study abroad and other international students, the website provides access to resources for students undertaking studies about Australia. It is the outcome of a Library project funded by a Strategic International Links Grant from the UOW Internationalisation Committee and involved collaboration with Colgate University. Ongoing cooperation with Colgate is providing the Library with focus group data on which to base future development of the site.
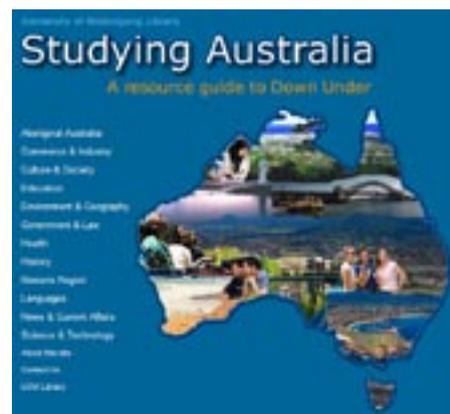
Joint teaching with Graduate School

The Library and Graduate School of Business and Professional Development formed a strategic teaching alliance for the new Doctorate of Business Administration course in 2003 resulting in library staff teaching directly into credit point postgraduate subjects for the first time. Allison Hill and Suzanne Lipu took on a casual teaching load with the Faculty during spring session to jointly provide instruction on research skills. This pilot project which received excellent feedback from students involved collaboration with the Graduate School of Business and Professional Development on the content and assessment of the course, as well as joint responsibility for marking.

Supporting offshore teaching

Participation in the first Offshore Teaching Workshop conducted on campus during 2003 provided an opportunity for the Library to outline its support for academic staff involved in teaching offshore subjects. A key component of the Library's presentation was to raise awareness of initiatives to assist University students outside Australia, in particular improving access to electronic resources. This will be assisted through funding approved to support a review of University offshore library services in 2004.

Information Literacy website launched

Australian Library and Information Week in May provided the perfect time for the Library to launch its new website *Information Literacy at the University of Wollongong* (www.library. uow.edu.au/about/planning/infolit/index.html). Coinciding with the Library Week theme of information literacy, promotion of the new website highlighted the value of information literacy skills in the context of University policy and the Australian Information Literacy Standards framework. The site outlines the Library's history of leadership in information literacy and aims to become a practical, collaborative tool for academics, faculty librarians and other learning support units.

ILIP009 Introduced

ILIP009, compulsory for all new postgraduate coursework students, was implemented in February 2003. ILIP009 is a non-credit information literacy subject and captures postgraduates who have not completed the undergraduate subject ILIP100.

Help when you need it – Roving Help

Rovers are university students who are employed to circulate throughout the Library to offer assistance to students and staff. By providing this assistance at the client's workstation they help users at their greatest time of need and often in areas of the Library that are at a considerable distance from a help desk.

From an initial service of fifteen hours a week in 2000, roving help has matured into a thirty-five hours a week service with eight rovers employed from 9.30am to 3.30pm each day during session. In addition to these hours, a rover circulates in the Library foyer each weekday from 8.00am to 9.00am before service desks open. Following a review of the service in late 2003, roving help will be extended until 4.30pm in 2004.

In 2003, rovers dealt with 8,538 queries, an increase of 86% on 2002. This represents approximately 18% of the information enquiries received in the Main Library. A key benefit of employing rovers is their ability to relieve busy periods at traditional reference desks as they tend to handle many technical questions concerning printing and network access (almost 50% of rover enquiries were related to IT help).

Roving help complements the reference desk model of service by allowing students to remain at their desktops for advice and instruction. Rovers play an important role as students frequently wait in line for a workstation and risk losing their place if they go to a help desk. Roving help also creates opportunities to gather feedback on areas such as network stability, usability of the Library's website and other issues relating to networked information sources.

The Library's roving help service was launched in 2000. Its introduction reflected the willingness of the Library to experiment with a service model that was, at the time, fairly new to academic libraries.

Kate Hansen, Adam Ward, Samantha Curtis, Jeremy Funnell, Melinda Smith (2003 rovers missing from photo: Strath Lanyon, Ben Arcioni, Eamonn Bell)

Workplace readiness

When Samantha Curtis was offered the chance to become a rover in the Library, she knew right away that it could only improve her chances of finding a job when she graduated. Working towards a major in information systems and electronic commerce, her course did not offer a workplace component and the only practical experience was lab based.

Samantha: "I came to the Library to get some practical experience with problem solving in a technical environment but found lots more besides. I was able to refresh many of my IT skills through library training and on the job learning. Working with the wide range of people you meet in the Library was great. I enjoyed sharing my knowledge with them and the other rovers and even Library staff at times! I believe the experience has helped to develop my problem solving and decision making skills. Employers have certainly been impressed and I've had a few job offers. I would definitely recommend this kind of work to other students!".

Samantha has now accepted one of her job offers and commences work as a Graduate Programmer Analyst with a large computing company in 2004.

INVESTORS IN PEOPLE

Following application for the inaugural Investors in People Award the Library was recognised with a silver award in the government category at a presentation dinner in November. Now in the fourth year of accreditation as an Investor in People, the Library was commended on its "addiction to improvement" and commitment to client satisfaction, staff development and leadership effectiveness.

STAFF AWARDS

Vice-Chancellor's Award for Excellence

The Electronic Readings team was awarded the Vice-Chancellor's Award for Outstanding Service in recognition of their efforts in developing the service. The team comprised Donna Dee, Andrew Giesajtis, Fran Pinkerton, Lesley Smith, Rodney Horan and Margaret Williams. Academic staff supporting the nomination commented: *The Ereadings team exemplifies the ethos of the UOW Library – they strive to understand the needs of the teaching staff and find solutions to teaching challenges…*

Vice-Chancellor Prof G Sutton, Donna Dee, Margaret Williams, Rodney Horan, Fran Pinkerton, Andrew Giesajtis and Lesley Smith

Rewards and recognition

Elizabeth White was the recipient of the People First Award in recognition of her commitment to providing excellent service to others. Andrew Giesajtis received the Innovation Award for his imaginative approach to problem solving and a variety of initiatives of benefit to the Lending Services team. Catriona McGurk's contributions to promoting the Library won her the Rita Rando Award.

The LEC Award, designed for teams and awarded for outstanding effort by the Library Executive Committee (LEC), was made for the first time in 2003. The recipients were the Collection Services team for their ability to empower each other to achieve an extraordinary throughput of new material whilst maintaining team standards.

CAUL Achievement Award

Margie Jantti, Quality and Marketing Manager, was presented with the inaugural CAUL Achievement Award at the April meeting of the Council of Australian University Libraries (CAUL). Margie (photographed right) received the award for her significant contribution to CAUL's strategic agenda.

TRAINING

During 2003, 94% of staff attended at least one training and development activity against our target of 98%. 1556 hours were devoted to staff training and development.

Staff attended a range of development activities in 2003 including:

- *Six Thinking Hats*, a core skills training workshop to help staff to explore different thinking styles and assist ideas generation and problem solving

- *Positive Negotiation Skills*, a three day workshop presented by the Australian Institute of Management

- *Marketing our Library for Competitive Advantage*, a core skills training workshop

- *Aurora Leadership Institute program* established to progress the development of future leaders in the library field

- *Introducing Retail Innovation into Libraries* which highlighted strategies that can be readily deployed by libraries to improve image perception and loan rates of materials

- *Death of the Book Seminar* covering issues in scholarly publishing in Australia, electronic presses, eprints and research publishing data methodologies.

Core training reviewed

The Staff Training and Development Committee evaluated the Library's core training programs to ensure that they continued to meet the developmental needs of staff and service expectations of clients. New programs introduced were *Introduction to Marketing* and *Six Thinking Hats*.

Increase in IT training for staff

2003 was a year to focus on IT training for frontline staff to assist them to deal with ever increasing enquiries related to troubleshooting on public workstations and printers. A significant expansion in the number of Library workstations and growing participation by students in online subjects has contributed to the increase in IT enquiries. As a result of the training, desk staff felt more confident in offering solutions and presented a consistent approach when common problems were experienced by clients. Roving help staff were also recipients of IT troubleshooting training and improved their skills in diagnosing and recording problems.

Core training for Library staff

Client Service Skills

Time Management

Cultural Diversity

TQM Awareness

Performance Planner

Neutral Questioning

Feedback Skills

Six Thinking Hats

Introduction to Marketing

Introduction to Word

Database Basics

IT Core Competencies

EEOnline

Due Diligence

OH&S

IT core competencies were also reviewed by the Staff Training and Development Committee following feedback from all Library teams on the essential knowledge and skills required to perform a range of IT tasks.

EXPERTISE IN DEMAND

Consultancies and workshops

The Quality and Marketing Manager was contracted to conduct a number of consultancies and workshops during the year including:

- provision of organisational self assessment facilitation skills to the Department of Public Works and Services in Sydney

- provision of advice on developing a quality assurance framework to the University of Western Sydney Library

- a series of workshops for the NSW Government on the principles of internal self assessment.

Presentations

Library staff continued to respond to requests for expertise from external organisations by participating in a range of presentations which included:

- a conference paper, *Measuring what we do*, at the ALIA Acquisitions National Seminar

- a case study at the Innovation Benchmarking Forum

- a conference paper, *Online introduction to information literacy: ticking that box or embedding that attribute*, at the ASCILITE Conference in Adelaide

- a presentation to NCSI Training and Development on the Library's experience as an Investors in People organisation

- a conference paper, *Benchmarking with the best*, at the 5th Northumbria International Conference on Performance Measurement in Libraries and Information Services

- an address to University EEO Directors on evaluating the effectiveness of units and communicating performance outcomes

- a case study on the Library's sustained use of business excellence principles at the *BEST of the BEST,* a showcase of the BEST Practices of previous Business Excellence Award Winner Organisations

- a presentation to Illawarra Institute of Technology students on managerial functions and leadership practices in place at the University Library.

Conferences and forums attended throughout the year included:

5th Northumbria International Conference on Performance Measurement in Libraries and Information Services

ALIA Acquisitions National Seminar

ASCILITE 2003 Conference

ANZIIL (Australian and New Zealand Institute for Information Literacy) Symposium

12th ALIA National Library Technicians Conference

11th Biennial Copyright Law and Practice Symposium

8th Interlending and Document Supply International Conference

EDUCAUSE 2003 Annual Conference

National Investors in People Conference

11th Information Online Conference and Exhibition

Evaluating in Fiji

International experience in the evaluation and interpretation of best practice principles was a key benefit from Margie Jantti's participation in the Fiji Quality Awards as one of six Australian evaluators.

Document Delivery Performance Indicator Kit

The Library was successful in securing development funding from the Council of Australian University Librarians (CAUL) to revise and redevelop the Document Delivery Performance Indicator Kit. Originally published in 1994 to measure efficiency of processes, the kit no longer reflected current practices associated with the Australian Interlibrary Resource Sharing codes. The revised kit was endorsed by CAUL and made available via the CAUL website.

STAFF SATISFACTION

There were positive trends across all assessment items when the Library repeated the Staff Perceptions Survey late in the year. Although usually distributed biennially, the survey was repeated in 2003 to test the impact of improvement strategies introduced in response to the results of the 2002 survey.

Open Communication/Diversity
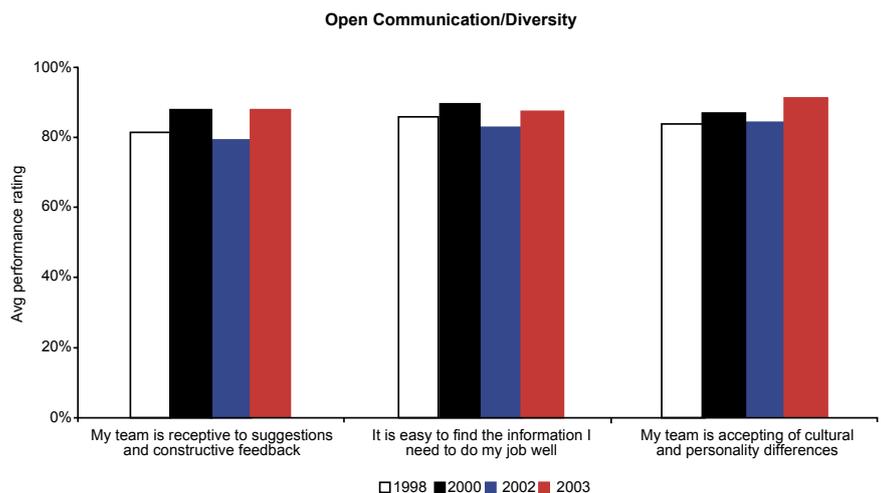
STAFF WELLBEING

Now in its seventh year, the Wellbeing Program ensured Library staff enjoyed many activities filled with fun and relaxation. Fund raising events for charities as well as a car rally were organised throughout the year. Highlights included a presentation by Neil Grant who provided a humorous insight into the Toastmasters Club. A soup kitchen was organised to complement a slide presentation and talk by guest academic speaker, Dr Sharon Robinson, on her trips to the Antarctic.

Staff member raises $43,000 for cancer research

Rodney Horan from the Lending Services team set out on the Great Australian Stroll in 2003. By walking across the country from Perth to Wollongong, Rodney raised the princely sum of $43,000 for the David Morris Liver Cancer Fund, including a $2,000 contribution from the University of Wollongong. Library staff were proud of Rodney's inspiring walk which will greatly assist cancer research.

Promotional Plan

A Promotional Plan aligned with the Library's Marketing Plan was developed during the year. The plan primarily focuses on effective communication strategies for conveying the Library's messages to its intended audience and outlines the context for promotion within the Library. An action plan and month-by-month promotions schedule, as well as a list of communication channels used by the Library, will be revised on an annual basis.

Communication strategies

New students

To assist commencing students cope with information overload, a communication strategy using bookmarks and posters was developed to disseminate key messages at critical points in the academic year. Over 2000 'Starting Out' bookmarks conveying *Ask Us, Tell Us, Do It, Use It* messages were distributed throughout the first weeks of session via library classes and orientation sessions at all campus sites. For the second stage of the promotional campaign, 'Moving On' bookmarks with more advanced tips were released in mid-session.

Prospective students

To support the University goal of attracting and retaining students, Library staff participated in a range of events ranging from school leaver recruitment evenings to breakfasts and evening events designed to attract participants into honours and postgraduate study. Participation in these recruitment activities provided excellent opportunities to promote information resources and Library services as integral to study.

Celebrating with prose and poetry

The Library's annual Prose and Poetry Competition became the first news item to be posted on Ovid's new Community News section on its website in August. Ovid has sponsored the competition for the last four years and the Library was pleased to welcome their representative, Áine Rice, to the celebrations for the first time. Students used prose or poetry to write about how libraries powered their minds while others took on the quiz challenge sponsored by the University Recreation and Aquatic Centre. Kimberley McMahon-Coleman, an English PhD student, won the Prose and Poetry Competition with *Libraries can power your mind!*, a prose piece imagining a world where books have become archaisms and research is conducted by the process of 'cyberthought'. Kimberley's entry is printed at the back of this report and was highly commended by the judges. Thanks once again to Dr Cath Ellis for her fine judging assistance.

Prose and Poetry Competition winners Jesse Newman, Kimberley McMahon-Coleman and Alinta Goldsmith with Ovid representative, Áine Rice (second from right)

Raising awareness of schizophrenia research

Research into schizophrenia at the University was the focus of a display organised for Schizophrenia Awareness Week during May. In addition to material raising awareness of schizophrenia, the display highlighted information on the University's campaign to raise money for a $200,000 beta-imager to support the work of campus researchers at the NISAD Wollongong Centre for Collaborative Human Brain Research.

Supporting International Week

The launch of the Library's new website *Studying Australia: a resource guide to Down Under* provided the main focus for activities during International Week in August. The website was designed to assist the international student experience and received excellent feedback. International Week also provided an opportunity to promote the multicultural nature of the Library staff with greetings in 21 languages representing our heritage. Other displays promoted access to international newspapers and showcased multicultural resources at the Curriculum Resources Centre.

PARTNERSHIPS

Textbook support for student

For the second year the Shirley Nixon Textbook Award was presented to a second year student of Weerona College, one of the University's residences. Matthew Hiser was successful in winning the $500, provided through funding from DA Information Services. The award recognises the Library's special relationship with Weerona and is named in honour of Shirley Nixon who has had a long association with the College.

Helen Mandl presenting Matthew Hiser with his $500 textbook award

Partnering for orientation

The Library's Promotion and Partnerships Manager was invited to participate in a newly formed Orientation Standing Committee charged with responsibility for the coordination of campus orientation activities. Committee work involved input to the development of an orientation website, improving communication of faculty information to new students, responding to issues arising from orientation surveys and assisting with the development of retention strategies for commencing students.

A day at James Bennetts

Kim James and Afrodita Brbevski from the Collection Services team were able to see firsthand how their orders reached fulfilment when they spent a day at the offices of James Bennett Pty Ltd. The staff were invited to make the visit to increase their understanding of the book supplier's operations and to attend the quarterly review meeting. As a result, the Library's ordering processes were reviewed and enhanced.

COMMUNITY LINKS

Collaboration with the community continued throughout the year with positive responses to requests from groups requiring access to Library expertise and facilities. As a result, Library staff engaged in a wide range of activities:

- High school students continued to benefit from information literacy programs conducted at Shoalhaven Campus Library

- Almost forty gifted and talented students from St John Bosco College, Engadine, participated in an advanced Internet skills session as part of their visit to campus

- Fifty ALIA TAFE Librarians at OTEN Strathfield received training from Lucia Tome, the Engineering Librarian, in a session entitled "Super Searching – are you a closet Googler?"

- Visiting TAFE Library Practice students undertaking a Client Consultation and Promotions subject learned about the Library's communication strategies during a visit to the University Library and provided feedback on the Library's new service points, brochures and promotional strategies

- Members of the Illawarra Diabetes Service together with a number of Area Health staff attended an evidence based practice workshop presented by Chris Brewer, the Health and Behavioural Sciences Librarian, and Patrick Crookes, Head of the Department of Nursing

- The Curriculum Resources Centre provided a venue on several occasions for regional educators to work on issues which included: Action learning; Beginning teaching; Pastoral care in schools; Reforming education practicums; Curriculum writing; and Innovative technology

- A rare three volume set of Matthew Flinder's *A voyage to Terra Australis*, held in the Library's Rare Book Collection, was provided on loan for a commemorative exhibition and talk on Matthew Flinders at the Old Wollongong Court House.

SUPPORTING OFF-CAMPUS SITES

Loftus Education Centre opens

Continuing strong partnerships between the University Library and TAFE ensured access to relevant information resources for staff and students studying at the University's most recent off-campus site at Loftus. Library staff at Wollongong worked closely with Southern Sydney Institute (TAFE) Loftus Library staff to ensure a core collection of University material at the Loftus TAFE Library. Access to electronic resources is available from the Library and from the Loftus Education Centre which was officially opened in 2003. Facilities in the Education Centre are finished to a high level of quality, and include teaching spaces, computer laboratories, offices, and a fully-equipped science laboratory.

Dubai staff visit Wollongong

Visits to Wollongong by staff based at the University's Dubai campus served to strengthen contacts with Library staff in 2003 as well as improve knowledge of student requirements at Dubai.

- Jane Whiteside and Maureen Challender from Dubai Campus Library were updated on developments in lending, document delivery, electronic readings and collection and reference services

- Undergraduate and postgraduate coordinators from Dubai Campus met with relevant Library staff to discuss the needs of students in relation to library services and received training in the use of key electronic resources

- Cecelia Nembou, the newly appointed Academic Registrar for the Dubai Campus, was briefed on administrative arrangements required for offshore access to the Library's electronic resources, the range of online information resources and services available, and the advisory and liaison links between the University Library and the Dubai Campus Library.

University of Wollongong Dubai Campus

University and community participation

Felicity McGregor

Academic Senate

Deans, Senior Executive and Directors

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

Equal Employment Opportunity/Affirmative Action Committee

ULA Users Group

Michael Manning

Information Technology Forum

University Web Consultative Group

Brian Cox

University Copyright Management Committee

Suzanne Lipu

Postgraduate Research Policy Committee

Jo-anne Lombardi

University Finance Users Group

Helen Mandl

Wollongong City Council - Library Liaison Committee

Irene Mar

University Web Consultative Group

Catriona McGurk

Language and International Student Support Committee

University Orientation Committee

Tracey Myers

Shoalhaven Campus Association

Amanda Smithers

University Orientation Committee

Carol Stiles

Workplace Advisory Committee - Shoalhaven Campus

Lyn Wailes

UniCentre Food Services Advisory 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

Staff publications and presentations

Hill, Allison and Collins, Robbie (2003). 'Online introduction to information literacy: ticking that box or embedding that attribute?' *ASCILITE 2003 Conference*, 7-10 December, University of Adelaide, Adelaide.

James, Kim (2003). 'Measuring what we do'. *ALIA Acquisitions National Seminar*, 5 September, State Library of Victoria, Melbourne.

Jantti, Margie (2003). *CAUL Achievement Award*, unpublished presentation, Council of Australian University Librarians, Melbourne.

Jantti, Margie (2003). *Innovation, sminnovation - what does it really mean?* unpublished presentation, Benchmarking Partnerships, Sydney.

Jantti, Margie (2003). *Laying the foundation for excellence,* unpublished presentation, University EEO Directors Annual Meeting, University of Technology, Sydney.

Jantti, Margie (2003). *Sustainability - life after the awards and responding to change in a rapidly changing market,* unpublished presentation, BEST of the BEST, Benchmarking Partnerships, Melbourne.

McGregor, Felicity (2003). 'Benchmarking with the best'. *5th Northumbria International Conference on Performance Measurement in Libraries and Information Services*, 28-31 July, Durham, England.
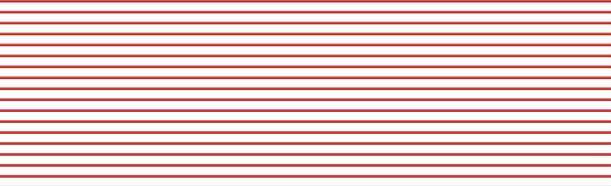
Staff members

Administration

McGregor, Felicity	University Librarian
	[BA, Dip Lib, AALIA]
Cairns, Neil	Associate Librarian, Technology Services
	[BA, Dip Lib]
Duggan Lara	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]
Wailes, Lyn	Associate Librarian, Access Services
	[BA, AALIA]
Wright, Lynne	Associate Librarian, Client Services
	[Dip Teach, Dip Lib, AALIA]

Planning and Development

Cox, Brian	Copyright Officer
	[BA (Hons)]
Jantti, Margie	Quality and Marketing Manager
	[BA (Lib & Info Sci), MBusAdmin, AALIA]
Littler, Craig	Remote Services Manager
	[BSc (Arch), BA, Grad Dip Info Studies, AALIA]
McGurk, Catriona	Promotion and Partnerships Manager
	[BA, Grad Dip Lib, Grad Dip (Adult Ed), MEd, 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]
Organ, Michael	Copyright Officer
	[BSc(Hons), Dip Arch Admin]
Stiles, Carol	Shoalhaven Campus Librarian
	[BA, MLib Sci, AALIA]
Witt, JoAnne	WUC Sydney Campus Librarian
	[BApp Sci (Info), AALIA]

Technology Services

Manning, Michael	Database Manager
	[BSc (Hons), MSc, MLS, Grad Dip DP]
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]
Bevilaqua, Debbie	Lending Services Assistant
Brown, Paula	Curriculum Resources Centre Coordinator
	[BEd(Hons)]
Chandler, Margaret	Lending Services Assistant
	[Assoc Dip Arts (Lib Prac)]
Giesajtis, Andrew	Lending Services Assistant
	[BMath, AALIA(CS)]
Horan, Rodney	Electronic Readings Officer
Lanyon, Toni	Casual Staff Coordinator
Long, Danica	Reserve Collection Coordinator
Messer, Cathy	Fines and Membership Officer
Moreno, Nina	Lending Services Assistant
Mulligan, Kim	Curriculum Resources Centre Assistant
Pinkerton, Fran	Lending Services Assistant
Smith, Lesley	Lending Services Assistant
	[BCom (Accy)]
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	Acting Faculty Librarian
	[BA (Lib & Info Sci), Assoc Dip (Lib Prac), AALIA]
Brewer, Chris	Faculty Librarian
	[BA (Lib & Info Sci), MEd (Adult Ed), Dip Fgmt, 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	Faculty Librarian
	[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	Serials/Document Delivery Assistant
	[BA (Lib & Info Sci), AALIA]

Information and Research Services (cont)

Peisley, Elizabeth	Faculty Librarian [Dip Teach, Grad Dip App Sci, AALIA]
Ralston, Chrissy	Faculty Librarian [BSW (Hons), Grad Dip App Sci (Info), AALIA]
Stephens, Bernadette	Faculty Librarian [Lib Prac Cert]
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 Assistant
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)]
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]
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

COLLECTION

Total Library	2001	2002	2003
(Main, CRC, Remote Sites)			
Monographs	433,426	447,102	455,409
Serials Vols	199,962	200,736	198,888
Subscriptions	1,052	1,137	831
Electronic Serials	6,946	7,744	8,665
E-Books	48	206	236

DOCUMENT DELIVERY

	2001	2002	2003
Requested by Us	9,252	11,484	12,677
Items Received	7,986	9,408	10,243
Requested from Us	4,806	4,309	3,477
Items Supplied	3,442	3,507	2,829
Intercampus Requested	449	1,179	689
Intercampus Supplied	365	715	648

ACQUISITIONS

	2001	2002	2003
Monographs			
- new titles	7,070	6,887	10,637
- additional copies	2,261	3,533	4,379
- donations	2,191	1,754	1,341

CATALOGUING

	2001	2002	2003
Monographs	11,637	12,525	15,028
Serials	143	132	294
Non-Book	810	1,019	1,139

Roving Help Enquiries

Year	Value
2001	4,930
2002	4,585
2003	8,538

ENTRY GATE

	2001	2002	2003
Main	901,996	1,028,705	992,920
CRC	57,261	65,684	59,312
Shoalhaven	9,400	11,740	12,910
WUC Sydney			5,378
Total	968,657	1,106,129	1,070,520

LOANS

	2001	2002	2003
Main Library			
General	177,918	159,002	156,511
Self Checkout	152,217	172,551	167,328
Reserve	17,386	17,753	46,942
CRC			
General	32,582	32,017	28.467
Shoalhaven			
General	2,500	2,741	2,629
Remote Sites			
General		6,314	4,638
WUC Sydney			
General			714*
Total Library	382,603	390,378	407,229

* opened July 2003

INFORMATION ENQUIRIES

	2001	2002	2003
Research Help *			23,710
Information Desk *	45,046	46,953	24,785
Law Desk *	2,604	869	
Shoalhaven	5,051	4,831	5,539
E-mail a Librarian	442	476	651
Roving Help	4,930	4,585	8,538
Total	58,073	57,714	63,223

* New desk arrangements from 2003

INFORMATION LITERACY
(no. of clients)

	2001	2002	2003
Subject Based	7,168	8,094	10,353
Generic	420	443	447
ILIP	1,474	1,547	964
PG programs	111	98	42
Research Training			117
Information Sessions	90	84	65
WUC	1,924	1,477	1,638
Total	11,187	11,743	13,626
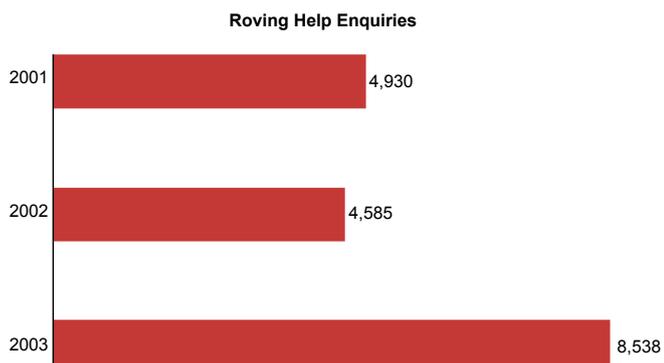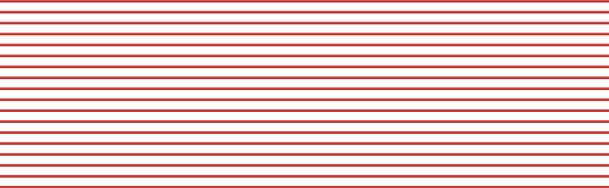
Library consultative committee

Chairperson	Ms F McGregor
Secretary	Ms L Wright
Library	Ms M Jantti
Academic Services Division	Ms G Lefoe

Faculty Representatives

Arts	Dr S Brown
Commerce	Dr J Moore
Creative Arts	Dr H Dunleavy
Education	Dr S Hellmundt
Engineering	Dr A McLean
Health & Behavioural Sciences	Dr S Jones
Informatics	Dr C Alcock
Law	Mr S Grattan
Science	Dr S Robinson

Student Representatives

Undergraduate	Mr V Hudson
Postgraduate	Mr S Riddiford

Libraries can power your mind!

Alinta hurried into the library, and waited impatiently for a vacant terminal. She slung her bag under the table whilst settling herself into position. Her Nan thought it was weird, the way students these days willingly placed their faces into harnesses which she said reminded her of having dental X-rays in the early twenty-first century. "Study shouldn't be torture," she would say, "and that doesn't look comfortable." As the computer scanned her retina, Alinta thought it was even weirder that when her Nan had attended this University, she had to remember a password in order to gain access to the catalogues. They had even set rules about what the password could contain, and could ask you to change it. Sometimes, according to Nan, you had more than one password at a time, depending on your level of access. That system was just so *primitive;* it was begging for corruption. Although Alinta had to admit that there were times when it would be really handy if you could just give someone else your password and send them in to the system on your behalf.

Like now, for instance. She had put off her research long enough.

Power up, the computer invited.

Alinta forced herself to concentrate. "Catalogue," she thought. Nan hadn't liked speech-activated software, either. Said it was a joke. That it never worked when Telstra first introduced it, and she couldn't see how it had improved. She refused to use the technology, but would sit there in silence until one of the few human customer relations officers remaining was paged and came to her aid. Alinta was grateful that she refused to use the thought-software; Nan's opinions on *that* would make most people blush. The government had estimated that it would only be another decade and even the elderly would be cyberthought-savvy. That was political-speak which meant that they would either die out or be in nursing homes, where staff could access information for them. It wasn't something she liked to think about. She needed to concentrate. She'd never access anything useful in this state of mind.

Research Topic? the terminal prompted.

"Late twentieth and early-twenty-first century 'technologies,' " she responded. She waited patiently for the information to be transmitted directly into her frontal lobes, ready for assimilation at her leisure. Her Nan reckoned she had it too easy. "No-one fed the information directly into our brains, you know," she'd say, shaking her head. "We had to work for it."

Your request is only available in hard copy format, came the apologetic response.

Please proceed to the Ancient Texts area. Alternatively, enter another search term.

Alinta extricated herself and gathered her gear. She wasn't too bothered; she always thought it was kind of appropriate to revert to books when preparing essays for her history class. Her Nan would certainly approve. "You power up your mind with books, not batteries and leads," she would say. The library seemed like a good place to start.

Kimberley McMahon-Coleman