University of Wollongong

Library

Annual Report 2002

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

- Contribute to the development and enhancement of a knowledge based society

- 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

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

Library Annual Report 2002

Winner 2000
Australian Business
Excellence Awards
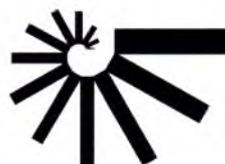
AUSTRALIAN QUALITY COUNCIL

INVESTOR IN PEOPLE

Investors in People UK 1997

Cover:
Jacky Redgate
Work to Rule 1
C Type photograph, mounted on Lexan
University of Wollongong Art Collection
Purchased 2000

Jacky Redgate's *Work to Rule 1*, together with the majority of the University's photographic works, is housed in the Library.

Contents

International focus

The University's expansion nationally and internationally has meant challenges for Library staff in delivering services and resources to many locations other than the main Wollongong campus - hence our theme for the year: *think outside the campus you work on.*

The theme was introduced by Pro Vice-Chancellor (Academic), Professor Rob Castle, at a planning morning early in the year. Professor Castle outlined the challenges involved in meeting the needs of students, both Australian and international who are completing Wollongong degrees at a distance from the main campus. Dean of Commerce, Professor John Glynn, also addressed the meeting on some of the specific issues to be resolved in providing services and resources for students involved in dual degrees, corporate students and the eclectic mix of international students. The meeting was also attended by our public library and TAFE partners: Glennis Beauchamp, Batemans Bay Community Library; John Scott, Bega Valley Shire Library and Zdena Peldova, TAFE Moss Vale Library.

Mid-year, Trish Tindall, Manager, International Programs and Study Abroad, addressed a meeting on issues relating to international and study abroad students. Two Study Abroad students also attended and reported on their library and university experiences away from their home campus. One was a University of Wollongong student who spent time in Southampton and the other a Kalamazoo College student who attended UOW.

Enhancing access

Through working with publishers and suppliers to permit flexibility in licensing their online products, as well as managing technology issues such as authentication and network availability, it is now possible to deliver a wide range of electronic resources to remote sites.

These resources are mainly electronic journals as the issues associated with purchasing and providing access to electronic books are more challenging. The range of book titles is slowly expanding, especially in computer science, and Library staff continue to work with suppliers to develop more user-friendly access conditions and protocols for ebooks.

Access to a sufficient range of print resources is also more challenging, although collaboration with education centre coordinators and other partners in remote sites has ensured that the quality of library support is consistent with that provided on the main campus. The development of the electronic readings service will also enable remote sites to access recommended readings, lecture notes and exam papers online.

Initiatives to assist online clients this year included an upgraded website for remote students, new and revised online information literacy programs and a successful internationalisation grant submission to create a website to support exchange students with the working title of *Doorway Down Under.*

Not forgetting our widely-scattered graduate students, Library staff liaised with Martha Halliday, Manager, Alumni Relations, to review library services for alumni, including membership provisions, access to electronic resources and web links.

Satisfaction measured

Over 1000 respondents to the biennial Client Satisfaction Survey provided useful information to incorporate into planning processes for the year ahead. Staff performance was rated very highly and benchmarked performance with other university libraries was outstanding, especially in the service sections of the survey. Respondents were less satisfied with the availability of computers and access to information resources.

Computer workstation availability will be significantly enhanced by early next year, thanks to the University's decision to give priority to the upgrade of the Library's network switches and connections. An expansion in the number of network outlets and an increase in network speed were regarded as critical for continuing access to resources.

Redressing the perception of insufficient access to information resources will require multiple approaches including: improving students location skills; encouraging timely receipt of reading lists; providing opportunities for student suggestions and directing funding to areas of greatest need.

With the welcome promise from the Vice-Chancellor of additional funding next year to support journals and databases, plus a slightly stronger dollar, the enhancement of access to information resources is definitely on the agenda.

Changes to the selection process introduced this year will also support this strategy. These include greater responsibility for selection by faculty librarians, working in collaboration with their faculty's staff and students.

A new Information Access Policy has been developed to support the above changes and to guide the identification, acquisition and provision of access to the diverse array of information resources potentially available to our scholars.

Scholarly spaces

Contrary to some predictions, the importance of library study spaces has not diminished. Rather than leading to the demise of library buildings, the availability of online scholarly resources, as well as internet access, has actually fuelled an increase in library usage.

Student work patterns have also shifted, from solitary study of print materials to a more collegial style, making use of a wide range of electronic and print resources. This *mix-and-match* approach requires additional workspace which ideally includes a computer plus space for print resources and notes. The Journals Access Area on the second floor, created to meet these specifications, has been hugely popular with students.

Although the building itself was not a critical issue for survey respondents, many comments were received about the appearance and adequacy of some of the facilities, for example: *the library could be a little more modern inside; the library is old; the library needs modernisation.*

A common theme was the desire for more group facilities, more study spaces and more comfortable seating. To fully support the changed ways in which students work and their expanded expectations of library service and facilities, the case for an extension to the present building will need to be made.

Staffing new services

Reflection on the new management structure which has been in place for a year, as well as a more formal review, revealed predominantly positive outcomes. Once the top level was in place, opportunities for improving all elements of the structure and for resolving anomalies were addressed. Many staff have taken advantage of opportunities for job enrichment or promotion. Although most restructured positions were filled by existing staff, it was a pleasure to welcome a number of excellent new staff. A diagram indicating the key areas of responsibility of the new structure is included at the end of this review.

With the increasing complexity and regulatory requirements of copyright management, the establishment of the position of Copyright Officer was an essential component of the reorganisation. Archivist Michael Organ was seconded to the position and was responsible for implementing new management and educational strategies. A Copyright Management Committee with representatives from the academic staff, CEDIR, the Printery and Financial Services has been established.

In October Michael became the first candidate from the Greens Party to be elected to the House of Representatives. Although a loss to the Library and the University, Michael will perform his parliamentary duties with the honest and dedicated approach already evident to his colleagues in the Library.

Staff Development Officer, Lorraine Denny decided to further her career in staff training and development with the University's Career Development Unit. Lorraine was appointed to the Library's staff development position in 1993 and has been a leader in planning strategies, encouraging participation and preparing staff for development opportunities. Although a great loss to the Library, Lorraine will be able to apply her skills and knowledge for the benefit of a much wider range of staff and we wish her every success.

Quality

The expertise of library staff in quality management techniques and training is increasingly in demand both within and outside the University. Quality and Marketing Manager, Margie Jantti has been appointed to the University's Quality Assurance committees and continues in her role as auditor for Standards Australia's business excellence awards. Margie was also the recipient of the first CAUL (Council of Australian University Librarians) Achievement Award for the contribution she has made to the CAUL strategic agenda in the area of best practice.

My experience as an AUQA auditor in the latter part of the year was both stimulating and an excellent learning opportunity.

Late in the year the reaccreditation audit for the *Investors in People* (IiP) standard resulted in a successful outcome. To quote from the auditors' report:

The University of Wollongong Library is a true Investor in People organisation. The management appreciates that to be an innovator it is essential to have the calibre of people that will allow this goal to be achieved. The strong focus on the development of people has clearly paid dividends. This is evidenced by the stead in which the management and staff are held in the eyes of fellow staff members, students and external bodies who constantly call on their expertise.

Felicity McGregor

University of Wollongong Library
31st December 2002

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

New look Library for a new campus

Library facilities for students at the University's latest off-campus site became a reality in 2002. Moss Vale joined the network of libraries and education centres on the South Coast and Southern Highlands when the first students began in Autumn session.

Moss Vale Education Centre was established as a result of a partnership between the University of Wollongong and the Illawarra Institute of TAFE. Moss Vale Library includes a University collection with reference services provided by local TAFE librarians. Planning is underway for library services at Loftus Education Centre, the University's most recent off-campus site, due to open in Southern Sydney in 2003.

Maintaining links with Dubai Campus Library

2002 was a year of major developments at Dubai Campus Library where Head Librarian Jane Whiteside and her staff achieved a great deal with limited resources. The size of the Library doubled and all items were added to the online catalogue. In her yearly report, Jane acknowledged the significant advice and support provided by Library staff at Wollongong in:

- providing access to electronic readings for Dubai students
- facilitating access to a range of relevant databases and electronic journals
- working with Dubai academic staff to integrate information literacy skills into the curriculum
- integrating information resources into WebCT subjects delivered at Dubai
- expanding web-based information resources to increase geographic relevance for students in the Middle East

Dubai Campus

FORGING INTERNATIONAL LINKS

Doorway Down Under for New York students

This project accords with some of the initiatives we at Colgate hope to achieve in the coming years. Those hopes are to assist students to be more information literate in an international context. Ken Lewandoski, Director of Off-Campus Study, Colgate University, New York.

Study abroad students will benefit from a $5,500 grant awarded to the Library by the University's Internationalisation Committee for a project entitled *Doorway Down Under*. The aim of the project is to create a website of Australian resources to assist study abroad students with the transition to academic life in Australia.

A key element of the project, led by Suzanne Lipu, Faculty Librarian for Education, is collaboration with study abroad students and staff from Colgate University in the United States. Focus groups conducted with Colgate students increased understanding about the experience of students with the Library and accessing information resources during their study in Australia. Feedback will be integrated into the planning of the website this project team is creating with further focus groups to be conducted in 2003.

Team teaching benefits Singapore and Hong Kong students

An exciting initiative in team teaching has led to information literacy skills being taught within undergraduate and postgraduate subjects delivered onsite at the University's offshore units in Singapore and Hong Kong. Commerce faculty librarians working with academic staff at Wollongong developed comprehensive teaching packages 'ready to go'. Academic staff were able to use the instructional packages to teach information literacy skills on the other side of the world.

Terri Mylett, a lecturer in Employment Relations, taught the skills to students enrolled in a University of Wollongong Bachelor of Business Administration at Singapore. *The students in Singapore just loved it. They had never been taught how to use the Internet as an academic tool before ... They used the website developed by the Commerce Faculty Librarians and the Research Skills online tutorial specially developed for offshore students. I was extremely pleased with what the students achieved as a result of the information literacy course!*

Offshore and online – Vice-Chancellor's Symposium presentation

Online research skills for offshore students were the focus of a presentation by Allison Hill, Commerce Faculty Librarian, at the Vice-Chancellor's Symposium on Innovative Teaching and Learning Practices. The Library's commitment to embedding information literacy skills into course curricula, despite the challenges this poses when working with offshore students, was evident from the discussion and demonstrated by the *Research Skills* online tutorial developed by Allison.

Guidelines and web page for offshore students

2002 was a busy year for Library staff serving on a number of University internationalisation committees and sub-committees. Arising out of this, a new set of guidelines for services to offshore students has been developed, as well as a web page outlining services for students outside Australia.

http://www.library.uow.edu.au/services/offcampus/overseas.html

Sustainable client satisfaction

Library sets national benchmarks for client satisfaction

In October 2002, 1,008 members of the University took time out to tell us what they thought about the Library by completing the biennial Client Satisfaction Survey.
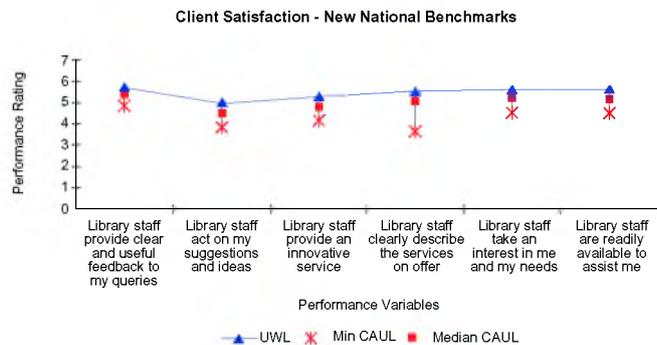
Through participation in a Council of Australian University Librarians (CAUL) agreement, a new instrument was adopted by all university libraries thus enabling benchmarking of agreed common data elements.

Significant outcomes were achieved including:

- a 10% improvement in client satisfaction (from 82% in 2000 to 92% in 2002)

- a 6% improvement in perceived quality of the Library (from 82% in 2000 to 88% in 2002).

The Library is situated in the best in class range across every satisfaction category: Communication, Quality, Customer, Delivery, Promotion/image and, People, compared with organisations currently contributing to this national database.

Client Satisfaction 2002

Y-axis: (Scale 1 - 7) Performance Rating

Categories: Communication, Service Quality, Service Delivery, Facilities & Equip, Library Staff

Legend:
- University of Wollongong Library
- Average of Australian academic libraries

The Library also established new national benchmarks for performance against a number of variables.

Client Satisfaction - New National Benchmarks

Y-axis: Performance Rating (0–7)

Performance Variables:
- Library staff provide clear and useful feedback to my queries
- Library staff act on my suggestions and ideas
- Library staff provide an innovative service
- Library staff clearly describe the services on offer
- Library staff take an interest in me and my needs
- Library staff are readily available to assist me

Legend: UWL — Min CAUL — Median CAUL

The main improvement opportunities identified were accessibility and adequacy of information resources and the availability of computer workstations. The latter will be addressed by the start of Autumn session 2003 with the addition of 80 new computers, a number of which will be situated in a purpose designed area known as *Research Help*. Resource concerns will be the focus of extensive strategic initiatives in 2003 which will seek to identify solutions to this complex and challenging issue.

Client Service Charter introduced

The Library's Client Service Charter released in 2002 reflects a commitment to delivering high quality service to clients and formalises our collaborative approach to improving and maintaining service excellence.
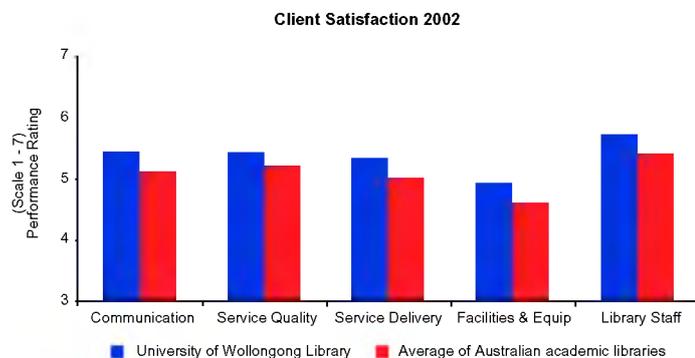
We will provide… Fair and equitable access to print and electronic Library resources

You can help by … Returning resources in good condition and by the due time or date, and suggesting new items for the collection

excerpt from Client Service Charter

The Client Satisfaction Survey evaluated service across all key areas. Library staff were rated very highly for their professionalism, service and quality and helpful attitude.

IMPROVEMENTS AND INITIATIVES

New consultation service for ASD and WUC academic staff

Staff from the Academic Services Division and Wollongong University College greatly appreciated a new consultation service introduced in 2002. A proactive approach to offering individual consultations to these staff reflects an extension of the Academic Outreach service available to faculty and research staff since 1999 and has been greeted with much enthusiasm. *A wonderful new service …Bernadette will come to your office to update your skills for using the latest databases and journal search tools. She can also point you towards appropriate workshops the library offers on such things as using Endnote or the new citation index. I spent a very informative hour last Friday and can really recommend this new service - and like all new services it will only be on offer if we continue to make use of it!* Lecturer, Centre for Educational Development and Interactive Resources (CEDIR)

Revised information literacy online tutorial

The revised ILIP100 Online Tutorial was released in February 2002 to provide improved online access to information literacy modules designed to support students undertaking the University's ILIP100 requirement. The tutorial was redesigned by Irene Mar and Beth Peisley in consultation with the Library's ILIP Team and now has an interface consistent with other library tutorials as well as intuitive links to resources aligned with the content of the ILIP100 compulsory assignment.

Queues reduced, use of self checkout units up

Upgrading of the self checkout units, improved software and continued encouragement of student use resulted in an overall increase in self checkout usage from 48.7% in 2001 to 55% in 2002. The target of 50% for self checkout activity as a percentage of all loans activity was achieved consistently from April 2002.

Suggest an item for purchase – online form

An online form to enable clients to suggest purchases for the Library was released during 2002. The form can be accessed from the Library's homepage and uses a PERL script which generates a message to confirm the successful submission of a suggestion, or prompts users for more details if submitted data is incomplete.

One of the best university libraries in NSW. Staff are friendly and helpful, materials available - especially online. Overall great service!

The Library has a lovely atmosphere of quiet professionalism

Library rovers are excellent

Very friendly and helpful staff at Shoalhaven Campus

You do the best jobs!! The excellent library!!

Curriculum Resources Centre reviews opening hours

In response to feedback from students, a review of CRC opening hours was conducted. This resulted in several recommendations including the earlier opening time of 8.00am in 2003 to improve access to the collection. An initiative to increase access to curriculum documents, syllabi and related resources will take the form of curriculum evenings organised on a needs basis by academic staff in consultation with the CRC Coordinator.

After-hours access at Shoalhaven Campus Library

A successful trial was conducted with Shoalhaven Campus students to provide them with after-hours entry to the Access Centre, a computer lab located in the Shoalhaven Campus Library building. As a result, after-hours access during Monday to Friday will be implemented in 2003 enabling students to use the Library's electronic resources and to access other IT resources after hours.

Three-day loan material moves to one week loan

An assessment of the use of three-day loan items and consideration of client feedback on these materials were the impetus for the replacement of three-day loan with one-week loan at the end of the year. Material on one-week loan is identified with a yellow 'one week loan' sticker to alert clients at the time of borrowing.

Improved borrowing for Masters by Coursework

As a result of client feedback and evaluation of current borrowing conditions, Masters by Coursework students can now borrow 20 items instead of the previous 15.

Redesign of 'Contact Us' web pages

New web pages for contacting the Library were released during August. These reflect an improved layout to assist clients in receiving help with a range of enquiries and with reaching individual Library staff members. Further enhancements will include individual profile pages for selected staff.

WebCT site for the Library

A generic WebCT site was developed for the Library's website following collaboration between staff from the Centre for Educational Development and Interactive Resources and the Library. The site will act as a demonstration tool for academics to encourage them to obtain the input of faculty librarians when linking to resources within their WebCT subjects.

Roving help review

A review of the Roving Help service, in place since 2000, was conducted at the Easter session break. The Rovers are University students with strong IT skills coupled with demonstrated excellence in communication, and have been recruited by the Library to assist clients with accessing and printing electronic resources. The aim of the review was to ensure effective resourcing of service points whilst still meeting the needs of clients who appreciate the *just in time* help at their terminal. As a result of the review, mid day Rovers spent time working on the Journals Help Desk over lunchtime periods and outside peak session times.

Access to information resources

Electronic readings - more effective copyright compliance

The Electronic Readings service continued to mature in 2002 with promotional and educational strategies serving to improve understanding and uptake of the service. A critical aim of the education process was to increase awareness among academic staff of the role of the Electronic Readings team in providing a centralised approach to copyright management.

- Library staff were heavily involved in campus-wide initiatives to ensure understanding of the obligations and responsibilities under the Copyright Act.

- 1,996 ereadings were available to clients by the end of 2002.

- Print readings in Reserve at Wollongong were progressively replaced with electronic readings, saving on space as well as providing an improved service to remote library users on the South Coast, Southern Highlands, Dubai and other overseas locations.

- The Ereadings team visited faculties to outline the Library's policy of replacing all print articles with ereadings and to provide assurance that attachments sent electronically would be made available within the current Reserve processing turnaround times.

Ereadings Team Andrew Giesajtis, Lesley Smith, Donna Dee, Fran Pinkerton, Margaret Williams and Rodney Horan

- Information sessions were conducted for academic staff to inform them of the process of submitting materials to be made available as electronic readings.

- The Ereadings team in conjunction with ITS trialled a tool permitting direct loading of files to WebCT sites. The new procedure has been adopted and will reduce the processing time for material.

- A new 'Using Electronic Readings' web page was developed to assist students in locating, using, and accessing electronic readings. http://www.library.uow.edu.au/helptraining/guides/ereaduse.html

- In order to refine submission and production processes, members of the Ereadings Team and Technology Services reviewed the operation of similar readings services at other institutions through meetings with staff at various universities.

HELPING CLIENTS TO MANAGE INFORMATION

New video produced

To assist students to develop information literacy skills in managing information, a fifteen minute video was produced. *Managing Information: Personal Reference Systems* is an excellent introduction for all students and staff to the principles of managing information, referencing and using personal reference systems such as card indexes and EndNote. Craig Littler, the Remote Services Manager, coordinated the project and worked with CEDIR Video Production to develop this resource. The video is designed to be used by individuals or by academics in tutorials or lecture theatres and is available for loan from the Library.

EndNote web page

To support the University's implementation of an EndNote site licence, Craig Littler also developed an EndNote web page containing information about the software and links to tutorials and related resources. The page is located at: http://www.library.uow.edu.au/helptraining/endnote/index.html

UOW Higher Education Gateway - "at last, a really useful portal"

A major initiative in 2002 was the development by Library staff of a higher education gateway designed to assist academic staff and researchers keep up to date with developments in Australian higher education. The UOW Higher Education Gateway provides links to major stories in the sector and, in 2002, included the *Higher Education at the Crossroads* papers and AVCC responses. Stories are updated and archived regularly.

Staff also welcomed links to electronic journals in higher education as well as entry sites for general and university specific news; research; teaching; government; scholarly communication; conferences and grants.

This is excellent! I'm making it my home page at present! Dr Lori Lockyer, Faculty of Education

Fantastic site, well done, will be using it regularly. Especially interested in the e-journals. Jamie Harris, Wollongong University Postgraduate Association

Web of Science - a welcome new research tool!

Availability of resources to support researchers was enhanced through the successful negotiation by the Australian Vice-Chancellors Committee of a national site licence for the citation database *Web of Science*. This database facilitates citation searching for current and retrospective multidisciplinary information in over 8,500 of the most prestigious, high impact research journals in the world - in all subject areas, not just science. Of particular importance is the ability to establish who is citing whom and who has been cited. Academics wishing to find a journal in which to publish can explore journal impact factors via *JCR Web* a unique research tool also acquired in 2002. Workshops conducted in June to promote the *Web of Science* and *JCR Web* were well attended and web-based guides prepared in-house for these two valuable resources have been heavily promoted.

Access to research resources

Continued participation in CAUL consortial negotiations enabled ongoing access to a wide range of databases and acquisition of a number of new electronic resources. Notable acquisitions during the year included:

- *JCR Web*, a unique tool for evaluation and comparison of scholarly journals, providing access to Journal Citation Reports

- *E-Subscribe* providing fulltext access to ERIC documents from 1993

- *ChemnetBase*, a common interface to a number of Chemistry reference databases

- *BioMedNet Reviews* providing fulltext access to a number of key Elsevier journals

- *Contemporary Women's Issues*, fulltext journals and reports

- *Gale Ready Reference Shelf*, a one-stop shop to the Gale directory titles

- *Oxford English Dictionary*, the e-version of the complete 24 volume edition

- *Oxford Reference Online*, fulltext access to dictionaries and other reference tools across arts, science and other disciplines

Increase in article downloads

The significant increase in access to electronic journals was reflected in the continuing trend of greater usage of the Library's databases as measured by article downloads. Although a number of service providers do not yet supply statistics, sufficient data from key vendors is available to identify significant trends and analysis showed that fulltext downloads increased by 49% during 2002.

Endorsement of Information Access Policy

In response to changing University priorities, client expectations and information technology developments, a new Information Access Policy was formulated and gained positive endorsement from members of the Library Consultative Committee. The policy provides a planning tool for development of the collection and guides academic and library staff in the selection of information resources which support research, teaching and learning. The policy will be reviewed regularly to ensure collection strengths are maintained and weaknesses addressed thus ensuring client information needs are met in a timely and effective way.

Email registrations on the rise

The campaign to encourage clients to register their email address for receipt of electronic notices for holds, fines and recalls continued in 2002. Registrations indicated an upward trend as reflected in October figures for the past three years: 1800 (in 2000), 3315 (in 2001) and 4353 (in 2002).

	1999	2000	2001	2002
Fulltext downloads	291,692	475,744	565,281	844,624
% difference		63%	19%	49%

Budget summary

Additional serials funding to be provided in 2003 and future years, plus a slightly more favourable exchange rate for the Australian dollar towards year-end, meant cancellations were avoided in 2002. If the dollar continues its upward trend there will be an opportunity to increase resources in key areas which will help redress the perception of inadequate resources reported by some respondents to the Client Satisfaction Survey. Funding will mainly be directed to print monograph resources, as feedback from most faculties has indicated increased satisfaction with access to electronic journals.

Agreement on a leasing arrangement for some of the Library's desktop computers was reached late in the year, temporarily affecting the usual expenditure patterns. Needed improvements to infrastructure, including building refurbishment and an upgrade to toilet facilities, are planned for 2003.

In response to University strategic directions and changes in information and communication technology, the Library has developed a number of new services, many of which are designed to address the needs of students and staff working at locations other than the main campus. Staffing resources are increasingly stretched and strategies to address the growing demands and expectations of clients for expert assistance will be developed. Agreement from the University Research Committee to fund a two-year Research Training Librarian position is one initiative which will enhance the Library's capacity to support research students and staff.

Dedicated space for access to ejournals

Returning students in autumn session didn't take long to discover the attractions of the new journals area established on the top floor. The comfort of larger workspaces in a dedicated space for accessing the Library's electronic resources proved an immediate hit!

	2000	2001	2002
Budget	$6,829,000	$7,037,000	$7,701,000
Income	$344,739	$358,624	$403,330
Total	**$7,173,739**	**$7,395,624**	**$8,104,330**
Allocation			
Bookvote	$3,122,312	$3,030,401	$3,139,567
Salaries	$3,424,373	$3,726,632	$3,792,564
Equipment & Operational	$611,994	$389,031	$721,629
Total	**$7,158,679**	**$7,146,06**	**$7,653,760**
Expenditure			
Bookvote	$3,223,691	$3,007,254	$3,488,174
Salaries	$3,464,284	$3,589,317	$3,733,462
Equipment & Operational	$622,012	$835,182	$626,825
Total	**$7,309,987**	**$7,431,753**	**$7,848,461**

Serials Collection Development Trends

■ Print ■ Electronic
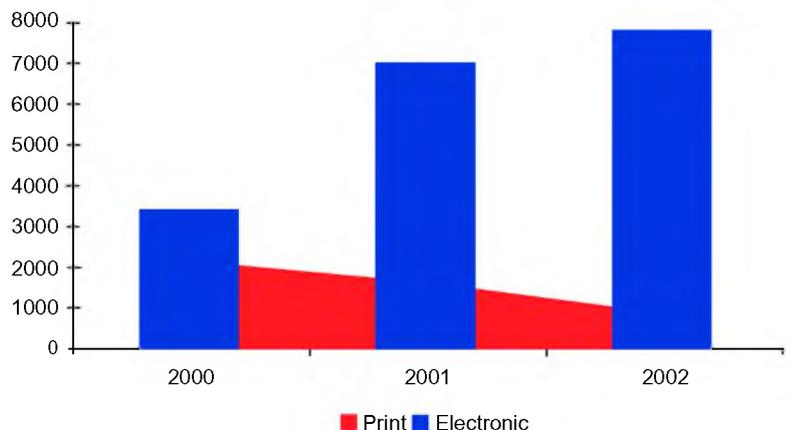
Journals area – facts

- Almost 6000 enquiries were received (the desk was only staffed during session); the busiest time was 11.00am - 1.00pm

- The most frequently asked questions concerned databases (1128), the Catalogue (844) and printing assistance (724)

- The results of a survey conducted in May to assess client service satisfaction with the refurbished area and its help desk were very favourable - 82% overall satisfaction with the desk and its staff

- A number of improvements were introduced in response to feedback from the survey

- Students were highly complimentary about staff and the general facility

  I have no complaints or suggestions, but it's great up here now ... the computers are fantastic - if anything, you need more! Fantastic (its my oasis).

Service level agreement for journals

A service level agreement with the Library's main journal subscription agent was finalised at the end of 2002. The agreement includes measures and targets forming the basis of twice yearly performance management meetings.

Resource selection – new process to increase relevance

Responsibility for resource selection was transferred to the faculty librarians during 2002 in recognition of their pivotal role in the faculties and knowledge of relevant information resources relating to curricula. Proposed changes were presented to the Deans followed by visits to discuss individual issues and to negotiate the introduction of the changes, taking specific faculty requirements into account. All Deans welcomed the proposed changes and the opportunity to improve the relevance and timely availability of information resources. The new arrangements are working well with continuous improvements to suit individual faculties.

Tailored resource selection

As part of the focus on improving information resource selection, Access Services staff and Faculty Librarians worked together to develop a greatly enhanced profiling plan for notification of newly published titles. In partnership with a major book supplier, profile specifications were designed for five faculties using discipline-specific content and non-subject parameters. The profiles ensure that only pertinent titles are notified for selection consideration thus ensuring the most effective use of information resources funds.

Resources for graduate students

Discussions took place throughout the year with the Director, Graduate School of Business and Professional Development to discuss a range of issues including funding of information resources for both Wollongong and Sydney students. Results from the Graduate School's survey will be used to inform ongoing delivery of services and access to resources for graduate students.

Leading the way with millennium acquisitions

Library staff attending the Australasian INNOPAC User Group conference in November were pleased to find themselves regarded as pioneers. The University of Wollongong's significant progress in the implementation of the Millennium Acquisitions module was of interest to many. Wollongong's procedures for invoicing, printing purchase orders and sending electronic orders via Millennium Acquisitions were subsequently shared with a number of other libraries.

The introduction of the module involved extensive testing and troubleshooting as well as enhancement requests to Innovative. Positive aspects of the new system include the ease of downloading records via Z39.50 from Kinetica or other sources, the posting facilities and the ordering functions.

New Books service evokes enthusiastic

Academic staff responded enthusiastically to the New Books service launched on the website in June. In response to many requests, the Library introduced a monthly email reminder to campus staff about the service.

This is SUCH a marvellous initiative - very much appreciated

What a great idea! Well done to all involved

Thank you and the other staff for circulating the lists of new books. It is a very valuable service to myself and my colleagues.

New interfaces throughout the Library

New public access workstation interfaces were deployed to all thin clients and PCs in the main Library and Curriculum Resources Centre early in the year. Design work took place over several months in consultation with staff and in response to feedback from Library clients. A display was mounted in the Library foyer to promote the rationale for introducing 'Catalogue only' access on some terminals as well as an overview of all new interfaces.

I think this new desktop idea is awesome! Man its sooooo cool! Keep it stylish and modern UOW!!

Copyright

The appointment of Michael Organ as University Copyright Officer provided a focal point for copyright compliance issues within the University. In conjunction with the Copyright Management Committee, a number of initiatives and improvements were undertaken to ensure University wide understanding of obligations and responsibilities under the Copyright Act. These included a new copyright web site, updated copyright checklist and copyright information sessions targeting the general campus audience as well as specific units on campus.

Ten units on campus participated in an audit for the Screenrights Copyright Survey that collected information on the copying and use of audiovisual materials. A copyright lawyer with the legal firm advising the AVCC was invited to the University to review copyright management practices. As a result, a number of improvements and adjustments were made to current processes. The University signed a five-year agreement with the Copyright Agency Limited (CAL) to allow print and electronic copying by the University under the Copyright Act.

WUC Sydney Centre Library

In response to the expansion of educational programs at the Wollongong University College (WUC) Sydney Centre, a proposal for the provision of Library services was prepared. Implementation will involve the upgrade of physical facilities, the purchase of additional information resources, and the employment of a librarian to coordinate the service. It is expected that the new service will be operational by the end of April 2003. WUC is the private college of the University of Wollongong and offers university preparation programs and English Language classes at the Wollongong and Sydney campuses.
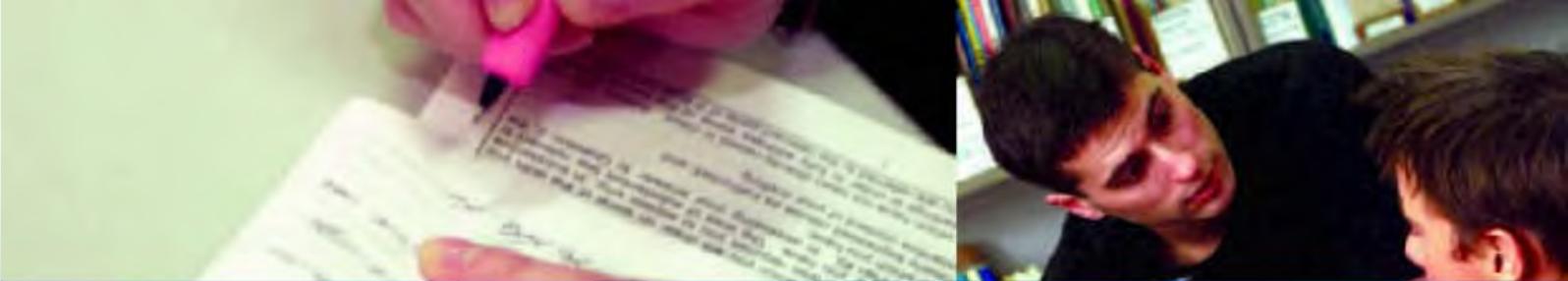
Support for research and teaching

Postgraduate research student orientation

The Library contributed to the achievement of the University's research excellence goals by supporting new students during the Postgraduate Research Student Orientation programs conducted in Autumn and Spring sessions. Library workshops focussing on resources and additional services for research students were promoted by the Office of Research as electives and scheduled throughout the week. *Get on track with your postgraduate research* and *Finding Journal Articles* were particularly well received. An information display was organised and staffed at the main orientation event. *A big thank you for making yesterday such a success. We've had lots of positive feedback and it wouldn't have been possible without your continued support and willingness to commit time. I'm sure the hard work makes a big difference to each student's experience on campus. Dr Lenore Lyons, Office of Research*

Postgraduate seminar series

Support for research students continued with Library contributions to the Postgraduate Seminar series coordinated by Learning Development and the Office of Research. Seminars scheduled in mid-session provided excellent opportunities for new researchers to acquire advanced information literacy skills in addition to academic skills taught by Learning Development staff. The Library delivered a range of seminars:

■ *Getting Published* - a new workshop offered in 2002 outlining how to locate journals in which to publish, including using *Web of Science* and *JCR Web* databases to evaluate and compare impact factors of scholarly journals

■ *Managing Information* - an introduction to information management including the bibliographic management software EndNote - this was also the occasion for the premiere of the new EndNote video!

■ *Finding Theses* - an overview of how to locate theses within databases and ways to access theses through print and electronic means.

Commerce Research Edge

For the second year, the Commerce Faculty Librarians planned, developed and presented a one day course for eleven Commerce Postgraduate and Economics Honours students. Positive feedback was received with the workshop regarded as 'good value' and 'very well managed and executed'.

Students attend free Research Edge and participate in focus group

A Research Edge program was conducted in May for sixteen postgraduate students who had been awarded a free place at the March Postgraduate Research Orientation. Feedback comments from the course included: *This course is valuable for my research. Absolutely essential. Very impressive. Useful for "beginner researchers" like me. Will make our search efforts very productive.*

Course attendees agreed to participate in a focus group one month later to provide feedback on appropriate and effective methods of providing research skills programs. The Library and Office of Research conducted the focus group which aimed to:

■ identify postgraduate research student expectations of and need for Library instructional and support services

■ identify the need for or value of a structured, integrated approach to research students' skill development

■ establish the value gained from participating in programs such as the Research Edge.

Focus group results indicated that students require a wide range of learning mechanisms to suit different lifestyles and individual learning styles. Although appreciating the Research Edge one-day program approach, they felt that research students may find it difficult to make the commitment of time and money. All participants stressed the need for follow-up assistance through further classes as well as *just in time* help. Results from the focus group were integrated into strategic planning for futue research training and contributed to a research training proposal submitted later in the year to the Office of Research.

Funding approved for Postgraduate Research Training Librarian

A research training proposal submitted to the Pro Vice-Chancellor (Research) outlined new options for Library support of the University's goals of improving the management and training of research students as well as attracting and retaining this client group. As a result, funding has been made available for a Research Training Librarian for an initial period of two years. This will enable the Library to commit further resources to providing a quality research training environment for this key client group.

Postgraduate online tutorial launched

The *Research Edge: Postgraduate Information Skills* online tutorial was launched mid-2002. Tutorial developer, Chris Brewer, designed the resource as a self-paced learning alternative to face-to-face workshops. Modules include information about theses, finding journal articles and Australian government information such as parliamentary debates and papers. The tutorial also includes links to web pages such as document delivery, reciprocal borrowing, theses and emailing. A number of the modules include a self-paced quiz with answers, allowing users to assess their knowledge. Further modules will be added in the future.

## EndNote workshop undergoes major revision

The EndNote workshop in its revised and shorter format of three hours was presented to an appreciative group of postgraduate Education students in May. *This was excellent... I wish I had used this program as an undergrad.* The workshop was integrated into the Spring session generic workshops program, coinciding with the introduction of the University site licence for EndNote software.

EndNote workshops for IT staff

EndNote workshops were also conducted for University IT support staff. These were designed to prepare IT support staff working in faculties, departments and ITS for the implementation of the EndNote site licence, and assisted in establishing a campus-wide support structure for users of the software.

Legal Research Skills – WebCT subject updated

Law Library staff assisted Faculty of Law academic staff to update Legal Research and Writing, a WebCT subject with embedded information literacy skills. In addition to textual changes, a service agreement for twenty hours assistance provided the opportunity for liaison with the Centre for Educational Development and Interactive Resources (CEDIR) to update a number of images within the site.
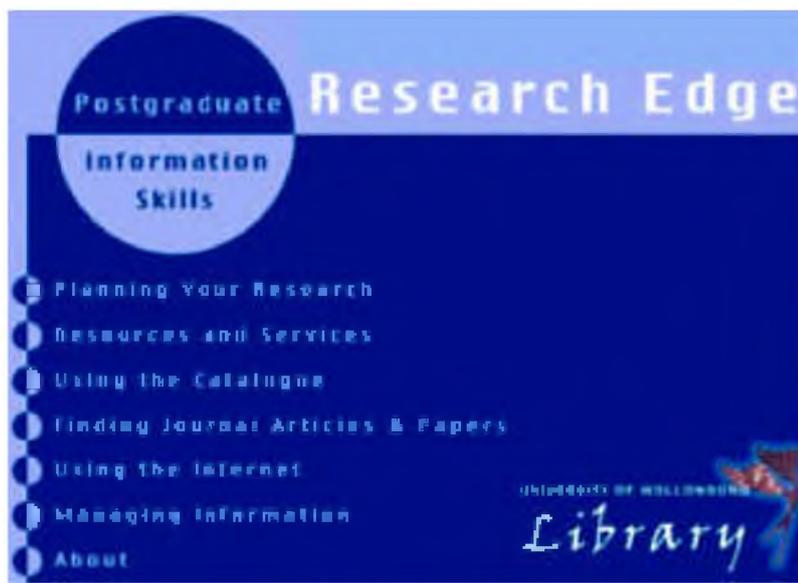
Induction for Arts Faculty tutors

The Arts Faculty Librarian was invited to address tutors working in the Arts Faculty as part of a two hour induction session. The focus was on resources and services the Library can provide to support tutors in their teaching responsibilities. The session is the start of a more formal training program that the Faculty hopes to provide for all its tutoring staff, and interest has been expressed in having further involvement from library staff.

Flexible Learning Expo

Staff from the Information and Research Services team continued to collaborate with staff from the Centre for Educational Development and Interactive Resources to support academics in developing subjects for online teaching.

- The Law Librarian presented at the CEDIR Flexible Learning Expo on the WebCT program for first year law students

- Faculty librarians contributed to a CEDIR Colloquium by sharing their WebCT skills and experience. The CEDIR Colloquium on Online Teaching was designed to involve academic staff in developing or improving their subjects for online teaching. The Ereadings Coordinator also attended to provide support in the area of electronic readings.

Information skills integrated into Bega Nursing program

A bridging program for enrolled nurses to gain entry into the Bachelor of Nursing degree has been developed between the University of Wollongong, Department of Nursing, and NSW TAFE. The first group of students have completed a five week bridging program at the Bega Education Centre. The Library taught three modules of the course covering ILIP100 instruction, searching for journal articles and finding authoritative information on the Internet.

Evidence Based Practice – team teaching

The Faculty Librarian for Health and Behavioural Sciences undertook team teaching twice during 2002 with Margaret Wallace, a lecturer in the Department of Nursing. Evidence Based Practice workshops were presented to students enrolled in nursing research subjects. These were evaluated with an average overall ranking of 8.5.

New web pages for Wollongong University College

Web pages were developed to draw together resources and guides to assist WUC students with Library research and these have been integrated into information literacy classes. The pages include a *Guide to finding information for Wollongong University College* which provides a summary of their Library session as well as links to other relevant guides and online tutorials.

Information skills for Wollongong University College Sydney

WUC Sydney continued to take advantage of student tours to the Wollongong campus, information literacy sessions and library familiarisation exercises. A one hour session was also conducted for students enrolled at the Power Business Institute which has a franchise to conduct the WUC Foundation Studies course in the Hurstville area. Although the students do not have borrowing rights with the Library, the session was viewed as a marketing exercise to potential University of Wollongong students.

Information skills classes for Mozambique academics

Eight visiting academics holding senior positions in the Mozambique government benefitted from an information skills class delivered by the Commerce Faculty Librarian. The class included instruction in database and internet searching.

Skilled and knowledgeable staff
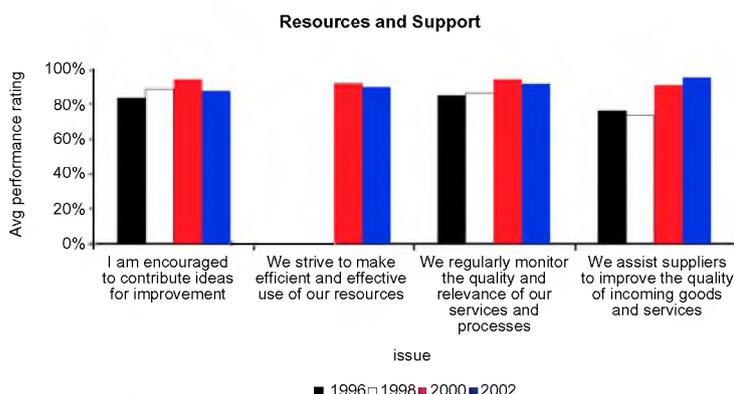
Investors in People reaccreditation

The Library ended the year on a positive note achieving reaccreditation against the international *Investors in People* standard, with auditors commending the commitment to improving performance, client service and the reputation and standing of the University of Wollongong Library. The auditors commented that the Library *just gets better and better*.

Staff Perceptions Survey

The Staff Perceptions Survey, used as a tool to evaluate organisational values since 1996, was again conducted in 2002 after a major review of the instrument. 93% of staff returned the survey and results indicated a number of positive trends in areas including organisational relationships, client service and monitoring of quality of processes. Lower scoring items, although not statistically significant, will be addressed in the 2003 planning process at a staff workshop. These issues were in the area of career and personal growth, workload and open and honest communication.

Staff recorded positive perceptions of the following:

- Excellence in serving clients
- Ability to contribute to team and Library goals
- Proud to say they work for the Library
- Coordinators are approachable
- Cooperation within teams to get the job done

Resources and Support

Avg performance rating (y-axis: 0% to 100%)

issue (x-axis): I am encouraged to contribute ideas for improvement; We strive to make efficient and effective use of our resources; We regularly monitor the quality and relevance of our services and processes; We assist suppliers to improve the quality of incoming goods and services

■ 1996 □ 1998 ■ 2000 ■ 2002

Staff wellbeing

Library staff participated in a number of activities as part of the Wellbeing Program designed to provide opportunities to relax, meet, have fun and stay well. These included a wine and cheese tasting, picnic lunch and guided bushwalk at the local Rhododendron Park, Melbourne Cup afternoon and a fund raising morning tea for the Cancer Council. A lunchtime Tupperware Party included a quiz and learnings from *Tupperware: the promise of plastic in 1950s America* held in the Library's collection. The year finished with a summer and beach theme Christmas Party held at a local surf club.

Picnic lunch at the local Rhododendron Park
Catriona McGurk, Susanna Colwell, Felicity McGregor, Helen Mandl, Shandell O'Neill and Sandi Wooton

EXPERTISE ACKNOWLEDGED

Quality assurance – library expertise in demand

Expertise in quality assurance was recognised with the appointment of the University Librarian as an auditor for the Australian Universities Quality Agency (AUQA). Margie Jantti, the Quality and Marketing Manager, was appointed to the University's Quality Audit and Planning Committee and responded to numerous requests for evaluation and related activities from external organisations.

Quality workshops

Margie Jantti was commissioned by Central Queensland University to conduct the *Laying the Foundation for Excellence* workshop. Workshop content introduced participants to a wide range of quality frameworks and principles as well as techniques for developing performance indicators and communicating success.

Case study for University of Sydney Library

The University Librarian and Quality and Marketing Manager were invited to present a case study of the Library's Quality Journey, with particular emphasis on the development of performance indicators, for University of Sydney Library staff.

International case study

A case study on how the Library has integrated the Australian Business Excellence Framework and the Investors in People Standard into its work practices was requested by NATA Certification Services International. NCSI, one of Australis's largest third-party certification bodies, required the case study for the Investors in People UK website. The case study *Shifting from cost to investment - quality standards do deliver sustainable business results* can be located at: http://www.iipuk.co.uk/IIP/Internet/International/CaseStudies/Default.htm

Wollongong City Council review

During May, the Quality and Marketing Manager, at the invitation of Wollongong City Council, led an external evaluation team to conduct a functional review of their organisation. The Library has had a longstanding partnership with the Council in the pursuit of business excellence.

Finnish delegates visit

Margie Jantti was invited to deliver a presentation to a delegation of the Finnish Higher Education Evaluation Council (FINHEEC) on the Library's approach to Quality Assurance. The 22 delegates expressed considerable interest in the Library's practices and outcomes, with particular attention on cultural and change issues associated with developing an environment that encourages the pursuit of continual improvement. This was also a unique opportunity for Margie to refresh her Finnish language skills and her opening address to the delegates was warmly received.

Academic leadership program

The University Librarian was asked to sponsor one of the groups participating in the University's Academic Leadership Development Program to provide support for their project which focussed on sustainable strategies for online learning and teaching.

Cultural diversity and business excellence in education

Staff expertise was highlighted in conference presentations in Tasmania and Perth by Suzanne Lipu, Education Faculty Librarian, and Margie Jantti, Quality and Marketing Manager. In her paper, *Beyond books: the Library's role in internationalisation on a university campus*, delivered at the ISANA International Education Association conference in December, Suzanne outlined her development and implementation of *Cultural Diversity*, a core training workshop for library staff. Margie's paper *Minding your own business: can a business excellence framework translate to the education sector?* was presented at the Annual Higher Education Research and Development Society of Australasia (HERDSA) Conference in Perth.

AWARDS

Client Service/People First Award

Lara Duggan was the successful recipient of the *Client Service Award* in February for her high level of service to internal and external clients. The Document Delivery team was the successful recipient of the *Client Service Award* in July for its success in establishing the inter-campus document delivery service. Following a review of the rewards and recognition system, the *Client Service Award* was renamed the *People First Award* and will recognise staff commitment to providing exceptional service to others. Suzanne Lipu received this award in December for her support and development of other staff through sharing her knowledge of information literacy.

Rita Rando Award

Kim James was the recipient of the Rita Rando Award in February for her contribution to seeking solutions to improving the core business of the Collection Services team. Rodney Horan received the Rita Rando Award later in the year for his development and sharing of knowledge and skills in electronic readings.

Award winners Lara Duggan, Neil Grant and Kim James

Innovation Award

Neil Grant's work on EZproxy, a proxy service to enable authentication by clients, made him the choice in February for the Library's Innovation Award which recognises staff for their contribution to continuous improvement by suggesting innovations. Tracey Myers was the recipient later in the year for her innovative approach to promotions at Shoalhaven campus.

Vice-Chancellor's Award

Carol Stiles was a recipient of a Vice-Chancellor's Award for Outstanding Service at a formal ceremony held on June 14th. Carol received the award for her work with the *Email a Librarian* service and for the professional support she provides to other staff in the South Coast and Southern Highlands network.

Achievement award

Margie Jantti was notified that she had been awarded the Council of Australian University Librarians (CAUL) Achievement Award established by CAUL to recognise staff of a member library who make an outstanding contribution to the achievement of the CAUL agenda. Margie's award will be presented at the CAUL meeting in April 2003.

TRAINEESHIP

Shoalhaven participates in Aboriginal Traineeship

Shoalhaven Campus Library had the opportunity in 2002 to contribute to training opportunities for indigenous students when Sally Anderson joined their staff on a part-time basis as part of the GATE Aboriginal Traineeship Program. Sally was able to share her experiences with students who visited campus as part of VEGAS (Vocational and Educational Guidance for Aboriginals Scheme). VEGAS assists students to consider their options for careers and further study. Sally also provided a Library tour for the visiting students.

Annual report on staff training and development

Results in brief:

Measure: *Percentage of staff who attend training and development activities per year.*

During 2002, 97% of staff attended at least one training and development activity against our target of 98%. A total of 1008 hours, or 2.1 days per equivalent full time position (EFTP = 65.65), were devoted to staff training and development in 2002. This figure represents 466 hours for training and development courses and 542 hours for study time.

Measure: *Percentage of annual training and development objectives achieved*

Of the eight training and development objectives identified, six have been successfully completed and two will be ongoing in 2003.

Measure: *Percentage of individual staff member's identified high, medium and low training needs met by level.*

- 85% of staff's high priority training needs were met (85% in 2001)
- 61% of staff's medium priority training needs were met (66% in 2001)
- 10% of staff's low priority training needs were met (0% in 2001)

The full report will be evaluated by the Staff Training and Development Committee and strategies developed to improve results in areas of need.

Staff Development Officer farewelled

Staff farewelled Lorraine Denny, the Library's Staff Development Officer, who was successful in gaining a position within the Career Development Unit. Lorraine was responsible for the introduction of many of the policies and practices which have contributed to the excellence of staff development for all Library staff.

Revision of core attributes

Meetings held with representatives of staff groups led to the revision of the Core Attributes and the development of a set of agreed *personal attributes*. Feedback from staff indicated that the current Attributes were too wordy and that overlap between the Attributes and the Values and Ideal Culture needed to be eliminated. Taking all this into account, the revised attributes will be implemented next year.

Conferences and forums attended throughout the year included:

Australian Universities Quality Forum

AV-CC Library Staff Development & Training Conference

AV-CC Leadership Program for Middle Managers

International Lifelong Learning Conference

Strategic Marketing for Higher Education

ALIA Biennial Conference: Powering our Future

VALA (Victorian Association for Library Automation) Biennial Conference

Annual International HERDSA Conference

National Conference, ISANA: International Education Association

Off Campus Library Services Conference

AV-CC Copyright Workshop

Digital Issues seminar

Kinetica Annual Users Meeting

Promotion and partnerships

Increased liaison with marketing and promotions staff

Promotion of the Library's services and resources plays an important role in achieving the goal *Recognition of the Library as integral to the current and future success of the University*. All staff are involved in communication strategies to achieve effective promotion. Throughout the year faculty liaison, campus-wide communications and contributions to orientation activities and University publications occurred with the usual zest. To improve knowledge of the University's marketing and promotional goals and to strengthen input to their achievement, the Library focused on increasing liaison with UniAdvice, the UniCentre and other targeted units throughout the year. Meetings, both formal and informal, explored opportunities for establishing links with key personnel for collaborative marketing and promotional strategies.

Attracting prospective students

Promotional strategies to support the University's goal of attracting and retaining students included participation in

- School leaver recruitment evenings at Wollongong and Southern Sydney (Menai, Sutherland, Campbelltown) - approximately 10% of UOW first preferences are from Southern Sydney
- Postgraduate Coursework Recruitment Evenings
- Honours Recruitment Breakfasts
- Postgraduate Research Student Recruitment Days

Participation in recruitment activities helped to promote the Library as an integral part of University study and provided networking opportunities with marketing staff from UniAdvice as well as faculty staff. Display stands at events were enhanced with a new pull-up banner designed with the assistance of UniAdvice. Creative solutions to the limitations of a display stand were introduced this year through the use of a laptop to access the Library's website and sample database searches captured on a CD. This proved to be an invaluable contribution to participant understanding of our services and resources.

Keeping current students and staff informed

Promotional campaigns and strategies included:

- Regular contributions to a new bulletin board/plasma screen which went live at the Student Service Centre during July. Workshops were advertised on a weekly basis and changed opening hours and many other messages were promoted through this medium.
- New designs for the 2003 Student Diary with the use of footers to promote Library workshops, email a librarian, 24x7 access and leisure reading
- Development of a powerpoint presentation to advertise and promote Library services and resources in the Shoalhaven Library foyer
- Enhancements to the display stand at inductions for new academic staff with simulated searches of key resources such as *Web of Science* using a laptop and CD technology.

Poetry, prose and success stories

A website was created for Library and Information Week to host a Prose and Poetry Competition as well as a Success Stories Competition with a new PERL script allowing users to submit stories online. Foyer displays were also organised. As in previous years, $500 sponsorship was obtained from Ovid Technologies, with the UniCentre also providing a financial award this year. Success stories submitted to the website reflected the significance of the University Library in the lives of staff and students. Caroline Bathje's winning poem *The Librarian* is printed at the back of this report. Thanks to Dr Cath Ellis, Arts, for her expertise in judging the competition.

Success Stories winner Stuart Gardoll, with Stacey Mitchell and Jane Langridge from the UniCentre who sponsored the award

Library hosts University social club

The Library began the year in celebratory style by hosting the University's Friday Social Club get together. Catering was provided by Library staff for over seventy people representing many faculties and units on campus.

PARTNERSHIPS

2002 was a year in which the Library entered into new and rewarding partnerships as well as a time for consolidation of existing alliances.

Shirley Nixon textbook award

The inaugural Shirley Nixon Textbook Scholarship Award was presented to two students from Weerona College, one of the University's residences. The award recognises the Library's special relationship with Weerona over many years and was established to support students who have made a significant proven contribution to the Weerona community. It was made possible by funding from DA Information Services after a successful application by the Library for sponsorship of $500 each year for five years. Shirley Nixon has had a long association with Weerona College and the University including a role as Chair of the Weerona Management Committee from 1990-2001 and the award is named in her honour. The recipients this year were Richard Wright, a Commerce student and Olivia Stokes who is studying Law and Creative Arts.

Shirley Nixon award winners Olivia Stokes and Richard Wright with Catriona McGurk, Promotions and Partnerships Manager (left)

Alumni liaison

Liaison with Martha Halliday, Manager, Alumni Relations included a review of library services for alumni including membership fees, access to electronic resources and Library web links for alumni. Ideas for continuing to keep alumni informed of Library developments were also explored as were opportunities for Library/Alumni joint promotional events.

From TAFE to university - smoothing the transition

The Library liaised with UniAdvice to participate in a visit by a group of Shellharbour TAFE students with the focus on library facilities for students making the transition from TAFE to University. The highlight for the visitors was an address by a current university student who had successfully made this transition. An overview of her experience with using library resources, including off campus use, served to demystify the prospect of using a larger library facility and the requirement for advanced literature searching in a university degree program. The Faculty Librarian for Education addressed the students and a tour of the Curriculum Resources Centre was included.

High school information literacy program

Students from Christian Community High School and Shoalhaven High School participated in the ongoing High School Information Literacy Program at the Shoalhaven Campus Library. Sessions featured electronic resources and provided students with research and information skills. The Program also acquainted students with resources available in the community, including the Shoalhaven City Library. Only two schools participated at the Wollongong campus due to overlap between the information literacy program and the University's Discovery Days for high school students.

Bega Valley Shire Library web portal

Planning and Development staff, Helen Mandl and Carol Stiles, represented the Library and University at the launch of the Bega Valley Shire Library's web portal. Students at the launch were enthusiastic about the portal which allows one stop searching across a variety of catalogues, databases and the web. University students at Bega can search, for example, for material held in the Bega Library collection and at the University of Wollongong in one search.

Tutor training program

Lynne Wright, Associate Librarian Client Services collaborated with staff from the Centre for Educational Development and Interactive Resources and the Career Development Unit in the development of a pilot tutor training program. With the support of a small grant assigned to the project, focus groups were conducted with students and subject coordinators. An analysis of the findings will be taken into consideration in the planning of a program to be piloted in 2003.

Archives assist Mount Kembla colliery disaster exhibition

A series of coroners maps held in the Archives Collection from the 1902 Mount Kembla Colliery Disaster Royal Commission featured in an exhibition at the Wollongong City Gallery. The exhibition commemorated the Mount Kembla Mining Disaster which occurred on 31 July 1902 and was the worst mining disaster in Australia's history, killing 96 men and boys.

Visitors

The Library welcomed a large number of visitors seeking information and advice on topics ranging from Library services for prospective students, to management of ereadings, to quality assurance issues of interest to Swedish, Norwegian and Thai visitors.

Publications

Denny, Lorraine (2002). 'People make the difference', *The Vital Link 3: Staffing in Library and Information Services in the 21st Century*, Conference paper delivered at the University of South Australia, Adelaide, 29-30 November

Denny, Lorraine (2002). 'People make the difference', *Australasian Public Libraries and Information Services*, vol. 15, no. 4, pp.160-165

Hill, Allison (2002). *Online Research Skills for Offshore Students.* (Unpublished presentation). Vice-Chancellor's Symposium on Innovative Teaching and Learning Practices, University of Wollongong

Jantti, Margie (2002). *Laying the Foundation for Excellence.* (Unpublished presentation). Central Queensland University, Rockhampton

Jantti, Margie (2002). 'Minding Your Own Business: Can a business excellence framework translate to the education sector?', *Quality Conversations: Proceedings of the Annual Higher Education Research and Development Society of Australasia Conference, 25th Annual International HERDSA Conference,* 7-10 July, Perth. URL: http://www.ecu.edu.au/conferences/herdsa/papers/nonref/pdf/MargieJantti.pdf

Lipu, Suzanne (2002). 'Beyond books: the Library's role in internationalisation on a university campus', *ISANA02: Diversity in Practice: Proceedings of the 13th National Conference, ISANA: International Education Association*, 3-6 December, Launceston, pp.10-15

Littler, Craig and Hanns, Glenn (2002). *Managing information: personal reference systems*, (videorecording), University of Wollongong, Wollongong

University and community participation

Felicity McGregor
University Research Committee
Deans, Senior Executive and Directors
Academic Senate
Library Consultative Committee
University Internationalisation Committee
IT Policy Advisory Committee (Academic)

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

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

Craig Littler
University Education Committee. Teaching Facilities Subcommittee
University Copyright Management Committee
Learning OnLine Support Team
President, ALIA South Coast Regional Group

Neil Cairns
Working Party Senate IT Forum
Information Technology Forum

Michael Manning
University Web Consultative Group
Information Technology Forum

Donna Dee
Equal Employment Opportunity/Affirmative Action Committee
UBA Users Group

Michael Organ
Vice-Chancellor's Collections Committee
Critical and Historical Studies in Commerce Program

Helen Mandl
Wollongong City Council - Library Liaison Committee

Elizabeth White
Law Library Faculty Committee

Catriona McGurk
University Orientation Committee

Amanda Smithers
University Orientation Committee

Jo-anne Lombardi
University Finance Users Group

Irene Mar
University Web Consultative Group

Carol Woolley
NSW Resource Sharing Group

Faculty Librarians
Faculty Education Committees

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 Inf Man (Lib), AALIACP]
Wailes, Lyn	Associate Librarian, Access Services
	[BA, AALIA]
Wright, Lynne	Associate Librarian, Client Services
	[Dip Teach, Dip Lib, AALIA]

Planning and Development

Jantti, Margie	Quality and Marketing Manager
	[BA (Lib & Info Sci), 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]

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)]

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
Keene, Natalie	Lending Services Assistant
Lanyon, Toni	Casual Staff Coordinator
Long, Danica	Reserve Collection Coordinator
Messer, Cathy	Fines and Membership Officer
Mulligan, Kim	Curriculum Resources Centre Assistant
Pinkerton, Fran	Lending Services Assistant
Smith, Lesley	Lending Services Assistant
	[BCom]
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), AALIA]
Dodd, Vicki	Faculty Librarian
	[BSC, Grad Dip IM-Lib]
Hill, Allison	Faculty Librarian
	[BA (Lib & Info Sci), Assoc Dip(Lib Prac)]
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]
Maley, Jenny	Faculty Librarian
	[Dip Teach, Grad Dip, Ed (Teach Lib)]
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	Journal Access Manager
	[BA, AALIA]
Benny, Kerry	Serials/Document Delivery Assistant
Colwell, Susanna	Serials/Document Delivery Assistant
	[Assoc Dip (Lib Prac)]
Crichton, Lindi	Serials Processing Coordinator
Grant, Neil	Electronic Services Librarian
	[BA, DipLib, Grad Dip Lib]
Jacobs, Sylvia	Serials/Document Delivery Assistant
Kitchener, Heather	Serials/Document Delivery Assistant
	[Assoc Dip (Lib Prac)]
Meldrum, Annette	Serials/Document Delivery Assistant
	[BA (Lib & Info Sci), AALIA]
Moreno, Nina	Serials/Document Delivery Assistant
Woolley, Carol	Document Delivery Coordinator
	[BA, Assoc Dip (Lib Prac)]

Collection Services

James, Kim	Collection Services Coordinator
	[BCom, Grad Dip Lib Info Man, AALIA]
Brbevski, Afrodita	Copy Processing Officer
	[Assoc Dip Arts (Lib Prac), AdvCert Office Admin]
Brown, Anne	Collection Services Officer
Ollerenshaw, Sonya	Collection Services Officer
	[Assoc Dip (Lib Prac)]
Riva, Frances	Collection Services Officer
	[BA (Lib & Info Sci), Assoc Dip (Lib Prac)]
Wenzel, Birgit	Cataloguing Officer
	[BSocSci (Lib & Info), MB IT]
Werner, Carolyn	Collection Services Officer
Wooton, Sandi	Systems Officer
	[Assoc Dip (Lib Prac)]

COLLECTION

Total Library (Main, CRC, Law, SCEN , Moss Vale)	2000	2001	2002
Monographs	420,836	433,426	445,058
Serials Vols	198,206	199,962	200,736
Subscriptions	1,767	1,052	1,137
Electronic Serials	3,366	6,946	7,744
E-Books		48	206

DOCUMENT DELIVERY

	2000	2001	2002
Requested by Us	7,115	9,252	11,484
Items Received	6,912	7,986	9,408
Requested from Us	4,410	4,806	4,309
Items Supplied	3,112	3,442	3,507

ACQUISITIONS

	2000	2001	2002
Monographs			
- new titles	7,594	7,070	6,887
- additional copies	1,124	2,261	3,533
- donations	2,615	2,191	1,754

CATALOGUING

	2000	2001	2002
Monographs	9,903	11,637	12,525
Serials	180	143	132
Non - Book	877	810	1,019

Entry Gate Trends (Main, CRC and Shoalhaven)

no. clients visiting Libraries

Year	Value
2000	893,582
2001	968,657
2002	1,106,129

ENTRY GATE

	2000	2001	2002
Main	809,192	901,996	1,028,705
CRC	76,337	57,261	65,684
SCEN	8,053	9,400	11,740
Total	893,582	968,657	1,106,129

LOANS

	2000	2001	2002
Main Library			
General	199,628	177,918	159,002
Self Checkout	127,015	152,217	172,551
Reserve	16,533	17,386	17,753
CRC			
General	33,866	32,582	32,017
Shoalhaven			
General	1,847	2,500	2,741
Remote Sites			
General			6,314
Total Library	**385,433**	**382,603**	**390,378**

INFORMATION ENQUIRIES

	2000	2001	2002
Information Desk	47,721	45,046	46,953
Law	2,924	2,604	869
Shoalhaven	2,865	5,051	4,831
Email a Librarian	119	442	476
Roving Help	2,422	4,930	4,585
Total	**56,051**	**58,073**	**57,714**

INFORMATION LITERACY (no. of clients)

	2000	2001	2002
Subject Based	6,678	7,168	8,094
Generic	434	420	443
ILIP	1,745	1,474	1,547
PG programs	92	111	98
Information Sessions	125	90	84
WUC	476	1,924	1477
Total	**9,550**	**11,187**	**11,743**

Library consultative committee

Chairperson	Ms Felicity McGregor
Secretary	Ms Lynne Wright
Library	Ms Margie Jantti
Academic Services Division	Ms Gerry Lefoe

Faculty Representatives

Arts	Dr S Brown
Commerce	Dr J Moore
Creative Arts	Dr H Dunleavy
Education	Dr A Okely
Engineering	Dr A McLean
Health & Behavioural Sciences	Dr N Taylor
Informatics	Dr C Alcock
Law	Dr A Frazer
Science	Dr S Robinson

Student Representatives

Postgraduate	Mr S Riddiford

Glossary

ASD	Academic Services Division
AUQA	Australian Universities Quality Agency
AVCC	Australian Vice-Chancellors' Committee
CAUL	Council of Australian University Librarians
CEDIR	Centre for Educational Development and Interactive Resources
Ebooks	Electronic books
Ejournals	Electronic journals
Ereadings	Electronic readings
HERDSA	Higher Education Research and Development Society of Australasia
ILIP	Information Literacies Introductory Program
Innopac	Integrated Library Management System
ITS	Information Technology Services
JournalSearch	Web-based list of journals
LEC	Library Executive Committee
UBA	UNISON Borrowing Agreement
WebCT	Web Course Tools
WUC	Wollongong University College

The Librarian

Once upon a midday dreary, while I researched, luckless and weary,
Over many an obsolete and faded journal of forgotten facts,
While I nodded, almost napping, suddenly there came a tapping,
As of some one gently rapping, rapping at my computer table.
"'Only some fool" I muttered, "tapping at my computer table
Only this, and nothing more."

Ah, clearly I remember it was in the pleasant September,
Eagerly I wished for summer vacation; - unsuccessfully I had tried to explore
From the computer I had to fight for - distress for the failed endeavor
For the rare and useful journal that I yearned to discover
It seemed I would be there forever, searching and hiding my head in despair
Nameless here for evermore.

And the looming due date swiftly approaching with an uncertain outcome
Terrified me - filled me with incredible fear never felt before;
So that now, to still the beating of my heart, I stood repeating,
"Only some fool tapping on my computer table;
Only an intruder drumming on my computer table;
That it is, and nothing more."

Deep into thoughts, long I sat there wondering, fearing,
Doubting, dreaming dreams no students ever dared to ponder before;
But these thoughts go unbroken, and the silence gave no reprieve,
And the only words then spoken was the whispered phrase, "Excuse me."
Then I snarled, in an echoed whisper back the words, "Excuse me!"-
Simply this, and nothing more.

Gazing up into the light, all my frustration within me burning,
Before me I saw a tall figure, sweetly smiling down upon me.
"Surely," said I, "surely you are not trying to bother me?"
Let me see, then, see what this mystery figure requests -
Let my mouth be still a moment and listen to her request -
"I'm here to help and nothing more."

Surprised by this revelation, I shook my head in admiration.
Before me stood my rescuer from the library information desk;
Not the least judgmental was she; and not just a brief encounter to disregard;
But, with arrival of this support, stood above my computer table -
Standing above me, optimistic, just above my computer table -
Standing, smiling, and nothing more.

Then this figure detected my anxiety, for now I feared she would be off,

But she took the seat next to mine, looked to me and bravely replied;

"Though you are upset I know I can assist, I will help uncover the manuscripts."

"The computer is inadequate" I answered "no one can unearth these manuscripts

Tell me if you please, when will my frustration ever cease?"

Quoth the Librarian, "Nevermore."

Startled at my silence broken by this reply so pitifully spoken,

"Doubtless," said I, "what can be done to turn up the needed papers?"

Adamant that disaster would be prevented, she clicked the mouse on pages she examined.

Clicking fast and clicking faster as her pursuit turned up more and more

As did the return of my hope, while my angst was suppressed more and more

O' angst "Never - nevermore."

I sat engaged in wonder, but no syllable expressing

To the appreciation I felt for her; she had barred imminent disaster.

With her help, I would have the information for the report I needed to complete.

But on the keyboard's plastic keys she would type no more

For she placed my hands upon them and she would type no more

She shall type, ah, nevermore!

"Help!" said I, "librarian, I cannot perform another search!"

By that she gave her promise "I will not depart until you have confidence."

As I clicked on the mouse with uncertainty, she looked upon me reassuringly

At first I hit upon one article, but as I practised soon followed additional

"You do not need me anymore" quoth the Librarian.

"Anymore" quoth the Librarian.

"For that is not true," I declared, "I have accomplished journal searching

But I will surely need your assistance evermore!"

"That you may" she replied "but now there are others who need me evermore."

"I thank you for helping me to be capable, if you must depart from my computer table."

With that, just as quickly as she appeared, she did depart from my computer table.

Always remember this little tale, when you are frustrated and can't prevail.

Librarians are here to help "Evermore! Evermore!"

Caroline Bathje