University of Wollongong

Winner 2000
Australian Business
Excellence Awards

AUSTRALIAN QUALITY COUNCIL

Library

2001 Annual Report

Vision

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

- contribute to the education of information literate graduates, equipped to enhance the quality of our society
- foster staff who are innovative information specialists, skilled in providing exceptional service, customised to meet individual needs and preferences and
- structure systems and develop gateways to provide integrated, convenient and client-friendly access to resources
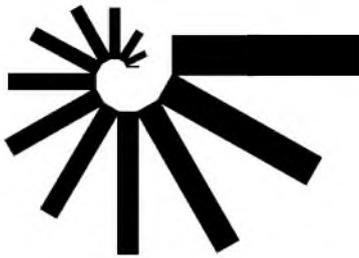
Mission

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 retrieval of needed resources, irrespective of their format of 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

Effective and efficient resource management

Reliable, accessible information technology infrastructure

Continuous learning, innovation and readiness for change

Skilled and knowledgeable staff who embody our values and attributes

Key Performance Indicator

Client and stakeholder satisfaction

Winner 2000
Australian Business
Excellence Awards

AUSTRALIAN QUALITY COUNCIL

INVESTOR IN PEOPLE

Investors in People UK 1992

University Librarian's review

Quality Outcomes

The presentation to the Library of an *Australian Business Excellence Award 2000* at the International Business Excellence Summit in March, was an opportunity to celebrate achievement and to network with best practice organisations from many other countries. A paper on the Library's measurement and evaluation strategies, which I presented at the Summit generated considerable interest, particularly from other not-for-profit organisations who appreciate the challenges of developing ways of measuring performance when traditional financial indicators are not appropriate.

As a result of the publicity generated by the Award, the Library hosted several Australian Quality Council (AQC) *Business Excellence Study Tours* and responded, where possible, to requests for information, visits and documents. Margie Jantti, the Quality Coordinator delivered a number of excellent presentations at the request of the AQC and other organisations. She was also asked to lead a Site Visit Team in her role of accredited auditor.

I responded to several requests to present papers, including one from the Australian Graduate School of Management, and to conduct reviews of other organisations. Selection as an auditor for the Australian Universities Quality Agency provided additional learning opportunities and I will participate in a review panel in the first round of audits in 2002. An invitation to contribute to the AQC's Panel of Review was accepted. The panel examines all recommendations for recognition as part of the Award process and was an opportunity to expand knowledge of the audit process. Both Margie and myself are looking forward to contributing to the further development of the University's Quality Assurance processes.

Online and out there

Designing and developing services for students and staff in remote locations and for those choosing to study online was the subject of many strategies and action plans this year. The growing number of locations is accompanied by expectations that resource access

and service quality will be equal to that available to main campus students and staff. This has presented many challenges for management of all resources – physical, financial, human and information. Of particular importance is the identification and application of technological solutions to overcome the *tyranny of distance*.

One such solution was the implementation of a greatly improved method for authenticating access by members of the University community to Library-subscribed electronic resources, using *Ezproxy* software. This involved close liaison with Information Technology Services to ensure integration with the University's proxy and web quota management systems. The system has enabled the Library to provide seamless access to electronic resources for all off-campus students and staff, including the Dubai, Shoalhaven and Sydney campuses, where such access was previously constrained.

Dubai Campus Library

With Technology Services Manager, Neil Cairns, I visited our Dubai Campus (pictured) in May. This was in response to a request from Jim Langridge, Vice-Principal (International), to provide advice on ways of improving access to information resources for Dubai staff and students. We were impressed with the vibrant, diverse and extremely busy campus and with the excellent service provided, within somewhat limited resources, by the Dubai Campus Librarians, Jane Whiteside and Jennifer Binnie. Together, we were able to develop a number of recommendations for service improvement. Technological solutions were identified to improve access to all relevant Wollongong-subscribed databases, enhancements to staffing and infrastructure were recommended and improved liaison processes were established.

A recommendation to support development leave in Wollongong was implemented in July when Jane Whiteside spent three days on the Wollongong campus working with staff on a range of issues. This included a brief visit to our Shoalhaven campus which was of particular interest, given the

similarities in managing access to resources in distance mode. Jane reported that the visit overall was *an intensive but highly valuable experience.*

Access to journals

The cancellation of subscriptions necessitated by the unprecedented decline in the value of the Australian dollar was a painful process for academic and Library staff alike. The cooperation of faculty staff was invaluable in the decision-making process. Library staff will continue to make strenuous efforts to locate alternative avenues for obtaining access to needed serial articles.

On the plus side, the new electronic-preferred Serials Policy accepted by the University Community this year has served us well. In June 1999 the Library was able to provide access to a total of 3,762 titles. At the end of 2001 we had arranged access to approximately 8,000 journal titles with over 6,500 being in electronic format.

National site licence

The prospect of obtaining national site licences for expensive large datasets was tantalising throughout the year as the Australian Vice-Chancellors Committee, (AVCC), supported by university librarians, conducted negotiations with key suppliers. Towards the end of the year, prospects were bright for a successful conclusion to the negotiations for ISI's *Web of Science* citation databases and we hope to be offering access to this valuable research resource from early January.

The Council of Australian University Librarians (CAUL) continued to negotiate very favourable consortial arrangements for a number of important databases. The Library took advantage of these as funds permitted and in accordance with feedback from users. All CAUL libraries collaborated in the development of a National Borrowing Scheme which enables all students and staff from AVCC member universities to borrow from any participating library.

Strategic realignment

The appointment of Professor Rob Castle (pictured) to the position of Pro Vice-Chancellor (Academic) with responsibility for the Library, provided an opportunity to look again at plans, strategies and structures. Soon after his appointment, Professor Castle addressed the Library staff at our first planning meeting for the year.

To ensure that the Library is optimally positioned to support the University's strategic priorities, a review of the overall management structure was conducted in consultation with all Library staff, the Pro Vice-Chancellor (Academic), Personnel and Financial Services and representatives of the CPSU. The resulting revised structure will deliver improved alignment between University priorities and Library services plus enhanced sustainability and succession management. At the end of the year, two new Associate Librarian positions were advertised and filled by existing staff members Helen Mandl and Lyn Wailes. This was an excellent outcome, as both will provide a valuable addition to the Library's strategic planning and executive team.

Copyright

The devolution of University-wide responsibility for copyright management was one impetus for the new structure. With changes to the Copyright Act (Digital Amendment) coming into force on 4 March 2001, it was essential to develop management and educative processes to ensure compliance with the legislation. Coupled with a growing demand from subject coordinators for the inclusion of digitised readings in WebCT subjects, it was decided to centralise the scanning and delivery of electronic readings in the Library. Continuing collaboration with CEDIR, ITS and Financial Services will be essential to the effective management of the service. The Electronic Readings Service was launched on 5 March 2001 to coincide with the implementation of the amended Copyright Act.

Resources for courses

Another collaborative initiative to support the development of online (Web CT) courses was the identification of a workspace in the library known as CODA (Collaborative Online Development Area), which can be used by teams of academics, programmers, educational designers, learning developers and librarians when developing online subjects.

Inclusion of Library staff in the planning stages of development of all courses and programs is essential so that expert advice is available on resource location and access in time to ensure that resources are available when needed by students.

The year ahead

Looking ahead, it is clear that the Library should continue to investigate possible digitisation projects and other mechanisms for improving the availability of resources. We will continue to collaborate with other libraries and resource providers and to work through CAUL to influence developments in publishing and scholarly communication, to develop cooperative solutions to resources availability and to influence the political agenda in terms of support for Australian research. This year for example, CAUL presented a detailed submission to the *Senate Enquiry into the Capacity of Public Universities to Meet Australia's Higher Education Needs*.

Locally, we must try to ensure that our communities have a better understanding of all the forces affecting scholarly publishing and communication and the impact of these forces on resource availability and research support.

A visit from the National Library's Director-General, Ms Jan Fullerton and Deputy Director-General, Mr David Toll (pictured) was an opportunity for an informal discussion on the National Library's Strategic Vision. Topics canvassed included the PANDORA Archive service, a project to capture selected Australian electronic resources and the *Picture Australia* online project. An opportunity to collaborate with the National Library by making our own archival images available through this service will be explored.

The election of the Associate Librarian, Client Services, Lynne Wright to the University Council as the representative of the non-academic staff provides recognition of the contribution Lynne has made to University developments and to the excellent working relationships she has established across-campus.

Feedback from staff and students continued to provide useful suggestions for improvements to services, most of which were able to be addressed. Many compliments and appreciations endorsed the excellent service which I know our staff deliver consistently and enthusiastically.

Felicity McGregor

Sustainable

client

satisfaction

PIs Client satisfaction rates
     Service delivery effectiveness

Measuring up to the standards

The *International Customer Service Standard* (ICSS: 1999-2000) was selected as a new benchmark because it presented a good organisational fit and provided an opportunity to refresh our approach to excellence in client service. It is an approved standard of the International Standards Accreditation Board.

With leadership from the Staff Training and Development Committee, a self- assessment was conducted against the Standard.

Overall, the Library performed very well. The lowest score for an item was in the 5-6 range of and the highest score was 10 out of a possible 10. Most scores ranged between 7 and 8. Although no major compliance gaps were identified, several recommendations have been put forward by the Committee and these will be incorporated into the 2002 strategic planning cycle.

Need help from home?
Email-a-Librarian!

This service, introduced in late 1999 assists clients with online queries about services and collections, accessing electronic resources or guidance on how to begin an information search.

The popularity of the service increased significantly in 2001, perhaps due to greater visibility on the Library web page and increased use of electronic resources. March and April proved to be the busiest months with 33% of the total year's questions answered in that period.

Email-a-Librarian Requests Trends

no. requests received

Year	no. requests received
1999	41
2000	119
2001	442
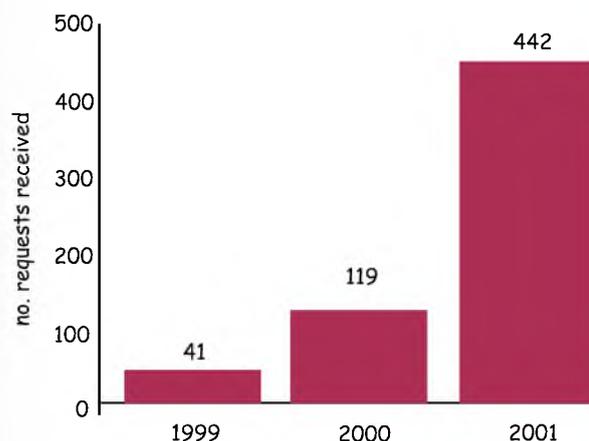
Postgrads and potential postgrads

As part of the Marketing Plan for 2001, a number of strategies to meet the specific needs of postgraduates and honours students were actioned. These included:

- Development of a postgraduate checklist to help identify training needs
- Library representation at the Research Student Orientation Day. The *Research Edge* was promoted by offering a free workshop to one student and one supervisor from each Faculty.
- Customised services to faculty and research institute researchers, for example, a special one-day *Research Edge* course was conducted for the Faculty of Arts Dean's Scholars (first and second years prospective Honours students), and borrowing privileges were extended for this group.
- Production of a *Personal Reference System* video, to be used in 2002. The video introduces students to concepts associated with managing information, citing references and using manual and computer-based bibliographic management systems such as *EndNote.*
- Revision of postgraduate workshops to target identified needs. Feedback from students was positive.

> *The workshops were presented in a down to earth, understandable way.*

Did they find it?

The CAUL *Materials Availability* survey is used to measure success in locating needed items. It has been used since 1997 as a diagnostic tool to monitor client location and retrieval skills of resources within our collections. In 2001 the survey was modified to reflect trends in the current information environment, for example, success with retrieval of electronic information resources.

686 forms were distributed to clients in the Main Library over five days with a 49% response rate, a 20% improvement compared with the last survey in 1998.

Significant improvements were recorded in:

- Materials immediately available – a 13% improvement compared with the previous evaluation and a 21% overall improvement from the original benchmark recorded in 1997.
- Missing – a 7% reduction in the number of items unable to be located by the client or staff member.
- User-error shelf search – (clients finding difficulty with the classification systems). An 8% improvement was recorded over previous evaluations.

Process improvement

Client convenience was the driver for a range of process improvements:

- Cataloguing service standards were improved from 10 days to 5 days. Items are now shelf ready within 5 working days of receipt and measures in 2001 showed an average turnaround time of 3 days.
- The accuracy of the catalogue as an access point was improved through additional maintenance of catalogue records and authority files, for example, to remove anomalies and records for items missing or weeded from the collection.
- The service standard for returns turnaround times was improved from 30 minutes to 10 minutes. A second daily pickup of browsed items left on desks throughout the Library has resulted in a substantial reduction in time taken for items to be returned to the shelves.
- Missing items can be frustrating for clients. Staff now check shelves with clients wherever possible and, if necessary, search again over the next few days. 45% of reported items are located within three days.
- Improvements to the process for identifying resources for new subjects and courses were achieved through close liaison with the Academic Registrar's Division. Tightening of approval procedures and better documentation assisted in more effective use of information resource funds.

HERE TO HELP

Access to resources for research, teaching and learning

PIs Collection relevance
      Service delivery effectiveness

Electronic readings

The development of a centralised service for processing, production and copyright management of electronic readings became a reality during 2001. An initial three month trial period benefited from technical staff and scanning equipment provided by the Printery and was followed by technological developments with the *E'Zerve* software and extensive mapping of procedures and processes.

Material for subjects delivered via the South Coast network was targeted for the electronic readings service. The convenience of accessing readings from home is of great benefit to these students. Academics using WebCT were able to incorporate electronic readings into the flexible delivery of their subjects and further promotion of the service is planned in 2002.

E journals and the Serials Policy

Promotion of the range of journal titles now available in electronic format was a priority in 2001. 'E' stickers were placed on the Current Serials shelves to identify print titles now available electronically. In the bound serials section, end-of-run markers were placed to indicate that, although the print has stopped, the title is still available. Large posters explaining *What is E* were placed throughout the Serials Collection.

Using *JournalSearch* as an entry point for electronic journals was included in the compulsory first year ILIP100 subject and promoted further via discipline-specific information literacy classes and the *Finding Journal Articles* workshops.

Electronic Databases - Collection Growth Trends
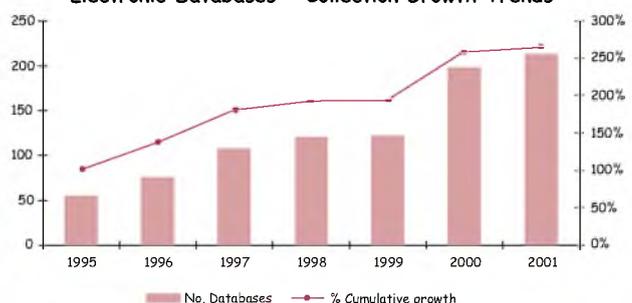
The electronic-preferred Serials Policy, supported by the purchase of additional databases containing multiple journal titles, resulted in a 106% increase in the number of electronic titles available from January to December 2001.

NetLibrary and electronic books

In line with strategic and operational initiatives, the Library continued to explore and monitor developments in electronic books. The variety of formats requires a range of responses in order to make the material available to clients.

A trial of electronic books via NetLibrary continued throughout the year with MARC records for the relevant titles being loaded into the Library's Catalogue. Unfortunately, delays were experienced due to company system upgrades and the sale of NetLibrary to another supplier.

Collection Services dealt with an increase in the number of printed books which included supplementary electronic resources in the form of a cd-rom or access to a web site. Procedures were developed to assist staff in assessing this material, particularly where licensing restrictions are contrary to our goal of seamless access.

Web page revision

A revised Library home page was designed and implemented, delivering improved accessibility. The home page is leaner and faster to download and easier to update. The Web Reference Group met regularly to advise on content and continuing improvements to the Library's virtual entry point.

Digital theses

Access to the research output of postgraduate students has been enhanced with the introduction of the Australian Digital Theses program. In conjunction with ITS, software for the program was loaded allowing the University of Wollongong to act as one server in a national collaborative distributed database of digitised theses. As part of a trial, six theses have been digitised into PDF format and loaded onto the system. Links to the electronic theses have been added to the Catalogue.

Quicksilver

A concerted effort was made to increase the use of Quicksilver, the Library's electronic system for submission of interlibrary loans. Quicksilver allows clients to enter or cut and paste citation details into an electronic form. The use of printed forms was phased out and clients encouraged to enjoy the convenience of working from their desktops. 87% of interlibrary loan requests were submitted via Quicksilver compared with 44% the previous year. The number of postgraduate students using the service also increased.

Do-it-yourself online learning

In collaboration with academics, faculty librarians have utilised the online learning environment of WebCT to integrate information literacy skills into the curriculum.

- In the Faculty of Arts, a face-to-face lecture on search strategies and databases, presented to English Studies students was augmented by a compulsory self-paced WebCT based library skills quiz.
- Students studying outside Australia were the target group for an online research skills tutorial developed by the Faculty of Commerce faculty librarians. It has since been linked through WebCT to subjects taught in Singapore.
- Self-paced modules were developed for first year Legal Research students. Three modules complete with quizzes cover the essential skills of finding legislation, cases and journal articles. Students provided positive feedback, enjoying this alternative method of learning that allowed them to complete assignments in their own time.

Student designers

The expertise of final-year students from the School of Information Technology and Computer Science was harnessed in two development projects. In one project, the students (pictured with Lynne Wright, Manager, Client Services and Beth Peisley, Faculty Librarian, Science) investigated ways of individualising the assessment task for the Information Literacies Introductory Program, ILIP100 by developing a program that would generate questions in a random manner specifically directed to the relevant discipline area.

In the second project students (pictured with Neil Cairns, Manager Technology services) explored the concept of pre-print archives and servers by examining current technology, architectures and standards. The group developed a prototype archive with the facility for loading documents in a variety of formats.

A morning tea was held for the groups to present their findings to Library staff and to receive a certificate and token of recognition. Knowledge gained from the projects will be used in assessing future models for these services.

E-verywhere

Changes to the academic publishing environment saw a greater range of information resources become available in electronic format. Each new option required careful investigation of licence conditions, software compatibility and ease of use. Feedback from potential users was gathered by conducting trials of prospective purchases.

Notable database acquisitions include:

Butterworths Online

Dow Jones Interactive

Evidence Based Medicine Reviews

Metadex

Project Muse

Proquest 5000

Wiley Interscience

The majority of new databases are full text and the Library now provides students and staff with access to over 8,000 journals and newspapers.

A number of electronic reference titles were made available, increasing availability for material that can normally only be used in the Library and is not for loan. Titles included:

Business Who's Who of Australia

Grove Music Online

Books@Ovid Nursing Collection (including: *Lippincott Manual of Nursing Practice, Lippincott's Nursing Drug Guide, A Manual of Laboratory* and *Diagnostic Tests, and Nursing Care Plans and Documentation*).

To promote the new resources, a *Database of the Month* display was launched. The mobile display will be updated regularly and placed in another area of the Library to raise client awareness. Faculty librarians conducted database workshops for academic staff focusing on improved search techniques and new article alert services.

Needs of academic researchers

In line with supporting the research activities of the University, academics in all research units were surveyed on their information needs. Information was gathered on the range of journals essential to their research, the titles in which they published and other relevant information resources. The resources have been crosschecked against holdings and unavailable material has been costed.

The following actions also specifically targeted researchers on campus:

- Two full day *Research Edge* programs for Faculty of Commerce postgraduate students, providing searching skills and resource awareness.
- Seminars provided directly to research units including the BHP Steel Institute and the Research Centre for Interactive Learning Environments.
- A series of research skills workshops for the Smart Foods Centre. This fee-based service was designed to assist nutritionists and dieticians from leading food companies to competently locate information in their field of expertise.

Resource management

Budget summary

The continuing decline in the value of the Australian dollar provided the year's main challenge in resource management. As the major recurrent commitment against the information resources budget, serials are the usual targets for making the necessary savings. As many print titles are now available as part of large databases, cancellation of these titles was a first priority, although print titles were retained if they met the criteria listed in the Serials Policy.

Funding for document delivery was increased so that needed articles could rapidly be made available, regardless of library holdings.

	1999	2000	2001
Budget	$6,660,000	$6,829,000	$7,037,000
Income	$226,131	$344,739	$358,624
Total	**$6,886,131**	**$7,173,739**	**$7,395,624**
Allocation			
Bookvote	$3,081,596	$3,122,312	$3,030,401
Salaries	$3,293,371	$3,424,373	$3,726,632
Equipment & Operational	$511,164	$611,994	$389,031
Total	**$6,886,131**	**$7,158,679**	**$7,146,06**
Expenditure			
Bookvote	$3,085,653	$3,223,691	$3,007,254
Salaries	$3,319,255	$3,464,284	$3,589,317
Equipment & Operational	$596,253	$622,012	$835,182
Total	**$7,001,161**	**$7,309,987**	**$7,431,753**

PIs Effective budget utilisation
Supplier performance
Systems performance

To help faculties decide serial and database priorities aligned with the new Serials Policy, data on electronic and print usage rates, cost trends and full-text availability was collated, analysed and presented to academic staff. Meetings with Deans and faculty staff provided a forum for decisions about the most cost-effective use of information resource funds.

A total of 603 individual print subscriptions was cancelled with electronic access to 333 of these retained through full-text databases. Overall access to journals has increased significantly with over 8,000 titles available either online or in print.

Serials Collection Development Trends
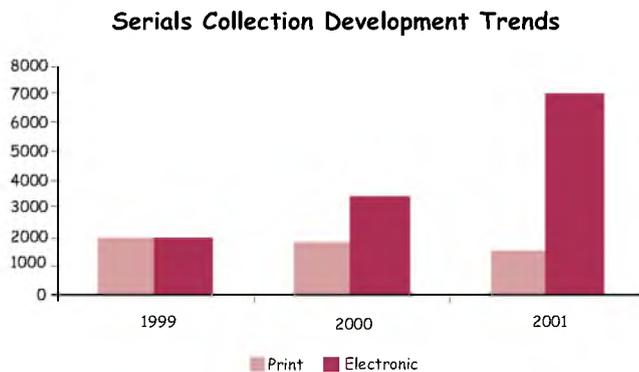
Value for money

The importance of developing and maintaining excellent relationships with suppliers is paramount in optimising available funds for the purchase of information resources. Further work on formalising business arrangements with book suppliers was achieved through the signing of four additional service level agreements, outlining clear expectations for both parties in terms of service delivery. A review of efficiency in order status reporting has resulted in improved supply time data.

Security of resources

The maintenance and security of the building continued to be a high priority. Increasing incidences of theft and the age and unreliability of current security arrangements were compelling reasons to work with Buildings and Grounds to install a modern system linked to the University's central security system. With all external fire doors now able to be secured, swipe card access to staff areas and security cameras located in strategic positions, a reduction in loss to personal property and theft of resources is anticipated.

Technology enhances services

The year saw a number of software enhancements to ensure a reliable Information Technology infrastructure. After extensive testing of various backup software, *Backup Xpress Pro* was chosen as the best application for the Library's specific needs. Implementation commenced in October with scheduled backups of Intranet shared directories and personal folders. Automated updating of virus definition files was introduced also for both Mac and PC machines, saving valuable staff time and eliminating the possibility of manual updating being overlooked.

A new proxy service was introduced to alleviate the problems experienced by some off-shore clients when accessing electronic databases. The use of *Ezproxy* software will make it easier for those clients to authenticate against the University's database without adjusting browser settings or connecting to the University network directly.

Workstations in demand

Computer facilities were upgraded with the installation of 108 new workstations providing a range of different interfaces.

- **Express** - walk-up access to email, the catalogue and web sites
- **InfoAccess** – access to all information resources and capability to export search results to email accounts
- **InfoAccess** Plus- access to all information resources, capability to download search results to disc and access to Word, Excel and Powerpoint

With many students still experiencing difficulty in accessing computers, a survey was undertaken to generate possible solutions to perceived misuse of computer time. Actions taken in response to survey data included an increase in email access, timeout facilities programmed for some workstations and promotion of appropriate use for University related work.

More print facilities needed

A new photocopier contract incorporating services to meet increased demand for copying and printing was signed late in 2000. 34 digital copiers, 8 of which allow network printing were installed, together with a new service counter and extended hours of support.

Improved data for improved decisions

Improvements to strategic decision-making were achieved through a review of the central statistical database and management reports for the Library Executive Committee (LEC). Quarterly LEC reports now document 3 year trends in a consistent format and highlight *significant variations to processes* to alert senior management to changes and proposed remedial action.

National interloans code

Soon after its launch in early 2001, the new *InterLibrary Resource Sharing Code* was adopted. The *Code* allows greater flexibility and an increased range of choices for different service levels. Clearly defined turnaround times and delivery methods have facilitated consistency between libraries and an improved level of service.

Development reviews

Following a suggestion about the number of paper and forms involved in the Development Review process, the Staff Development Officer and the Administration Coordinator improved this process by combining forms and rearranging sections to allow the process to flow more logically. Instructions for the process were reviewed and will be incorporated into the 2002 cycle of staff Development Reviews.

Continuous learning and readiness for change

PIs Benchmarking success
     Skill levels
     Staff development effectiveness

Benchmarking

Establishing comparative performance data against best practice organisations and identifying ways to close the *performance gap* are critical in ensuring sustainability in an increasingly competitive environment. Benchmarking activities during the year included:

Document delivery

Document Delivery services were ranked amongst ninety libraries across Australia as part of the National Resource Sharing Working Group Interlibrary Loan and Document Delivery Benchmarking Study. Results indicated that our services are competitive when measured against most criteria.

Cataloguing

An internal review of cataloguing and end processing costs, based on the initial UNILINC model, was repeated in November using July 2000 to June 2001 cost and throughput data. The Collection Services Team was successful in achieving further savings in processing costs, bringing the total reduction to 44% from 1999 to 2001.

Visits

Swinburne University of Technology visited Lending Services during the year for the purpose of examining return room processes, shelving allocations and processing. The visit provided an excellent opportunity to exchange ideas about work-flow and staffing arrangements.

The Reference Team hosted a study visit for Reference Services staff from the University of Western Sydney to look at alternative ways of delivering services within fixed budgets. Enthusiastic feedback was received on the presentations offered, which included Online tutorials, *Research Edge* and Academic Outreach programs.

Staff development - is it effective?

Staff capacity to learn and innovate is measured by a range of indicators including attendance, training hours per employee, training effectiveness and activities ratings. Results include:

- 2454.25 hours, or 5.63 days per equivalent full time position (EFP), were devoted to staff training and development
- 94% of participants applied knowledge, skills or attitudes from training in the workplace against a target of 95%
- 95% of participants rated the activity they attended as positive
- 88% of high priority training needs identified in Development Reviews were met

Core training

In response to staff feedback, training for the popular *Team Building* workshop, was redesigned into three modules:

- *Being Effective in a Winning Team*
- *You Know What I Mean: Developing an Effective Communication Environment*
- *Everyone Can Win: How to Resolve Team Conflict*

Participants rated the modules as very worthwhile, finding the training invaluable in learning a range of skills such as causes and consequences of conflict, communication climate and styles and stages of team development.

An excellent and timely refresher for me. In spite of workshops, we all get a bit blasé, and it was good to go back to the basics. All the activities reinforced the concepts and offered a good mix between doing and listening.

As part of Information Desk core training, a workshop titled *Reference Interviewing: Using Neutral Questioning* was presented by the Staff Development Officer and Faculty Librarian, Health and Behavioural Sciences. Staff learnt how to identify differences between closed, open and neutral questioning and the appropriateness of using this technique in conducting effective reference interviews.

Permanent and casual staff rostered on service desks attended a *Platforms of Service and Client Friendly Referrals* workshop, which provided an excellent forum to clarify roles in overlapping services and to inform future expansion of service points.

Teaching in focus

The Reference Services Team held their annual *Teaching in Focus Day* at Campus East. The day provided an opportunity for each member of the team to share useful teaching tips and experiences with others in the team.

Topics included: *Reviewing our Workshops; Evaluating Journals* (a student exercise); *Become a Dynamic Presenter; Instructing our Off-shore Students; MBTI and Teaching; WebCT developments.*

Leadership

The Information Access Coordinator, Helen Mandl and Faculty Librarian, Health and Behavioural Sciences, Chris Brewer attended the AVCC Leadership Program for Middle Managers. The Program's hands-on approach provided an excellent opportunity to explore leadership issues and challenges that impact at personal, work unit and organisational levels and to network with other leaders in the higher education sector.
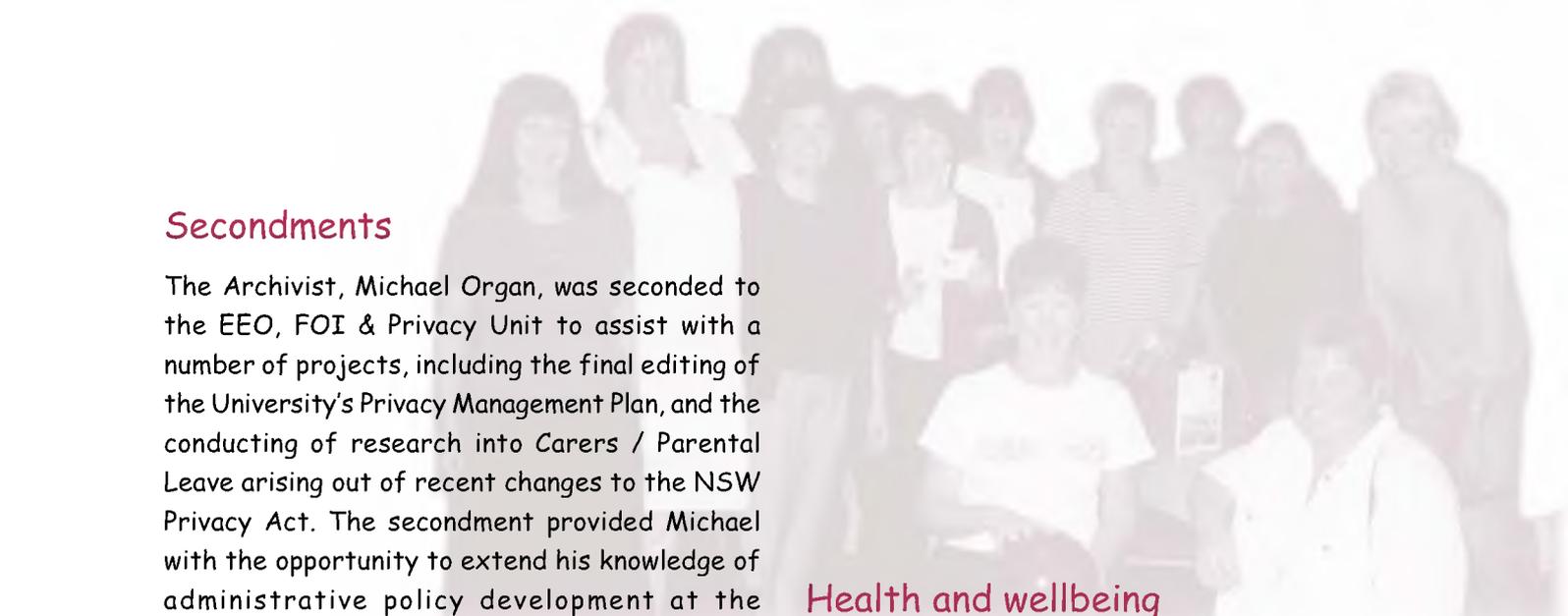
Secondments

The Archivist, Michael Organ, was seconded to the EEO, FOI & Privacy Unit to assist with a number of projects, including the final editing of the University's Privacy Management Plan, and the conducting of research into Carers / Parental Leave arising out of recent changes to the NSW Privacy Act. The secondment provided Michael with the opportunity to extend his knowledge of administrative policy development at the University, as well as providing valuable assistance to the EEO Unit.

Helen Mandl, the Information Access Coordinator, was seconded to the School of Information Technology and Computer Science as Senior Administrator for a period of three months. The School has grown very quickly in terms of student enrolments over the past few years, and a review of the support structure was needed. Helen's experience was used to recommend possible changes to the administrative staffing structure of the School and to identify staff training and development needs. In addition to assisting the School, Helen gained valuable insights into the daily functions and work of an academic unit.

Health and wellbeing

The Health and Wellbeing Program, now in its fifth year, continued to provide staff with a range of activities. These included a visit to the Nan Tien Temple, a ten-pin bowling night, Melbourne Cup celebrations and a *creative memories* photo techniques class, as well as a fund raising morning tea for the Cancer Council and Salvation Army soup kitchen.

Rewards and recognition

The *Rita Rando Merit Award,* given in recognition of exceptional performance, was awarded to Chris Brewer for her responsiveness in customising training workshops for clients from the Smart Foods Research Institute.

Allison Hill and Shandell O'Neil received the *Client Service Award* for their high level of commitment and role-modelling of effective team participation in delivering quality client services.

Sue Craig was presented with the inaugural *Innovations Award* in recognition of her creative solution to the issue of database password security.

(from left Sue Craig, Chris Brewer, Allison Hill and Shandell O"Neill)

Collaboration

Up into the Highlands

Expanding its off-campus sites into the Southern Highlands, the University launched the Moss Vale Access Centre in October. Using the existing facilities of the Moss Vale TAFE, the University has assisted in upgrading classrooms, staff offices, computer labs, the AV/videoconferencing room and library. Library space was altered to accommodate the University collection of about 300-400 items and new computing facilities provided to allow all users of computers to log-in to either the TAFE or University networks.

South Coast library services were reviewed by the Outreach Librarian and the Shoalhaven Campus Librarian. Meetings were held with the Library Advisory Groups, comprising the Access Centre Coordinator and library representatives from the local councils, in Batemans Bay and Bega. Library services have operated more effectively this year, with significant increases in loans and intercampus document delivery requests.

The visit to Bega coincided with the launch by the State Librarian, Dagmar Schmidmaier, of a new Bega library web site and OPAC. This provided an opportunity to discuss the partnership between the University and Council libraries and to tour the Access Centre. The local member of Parliament, Gary Nairn, and the Federal Minister for Education, David Kemp, also visited the Access Centre on the same day. The Minister congratulated the University on its innovative approach to providing educational opportunities for the region and noted that the Access Centre was a model that could be applied in other rural and regional areas.

Supporting the Wollongong University College

Students attending English language and university bridging courses at the Wollongong University College benefited from increased Library support in the form of information skills classes. Integrated into the course structure, the classes successfully launch students into the world of the catalogue and databases, providing skills that can be utilised in further study.

PIs Planning success
Partnerships effectiveness

The number of students participating in classes on the Wollongong campus increased by 100% on the previous year. A successful initiative brought students studying through the College in Sydney to Wollongong for hands-on classes in the Library's Teaching Lab. Students gained an understanding of the range of library resources and services available and had an opportunity to visit the Wollongong campus.

In recognition of the growth of services to the University College, a full time position of Faculty Librarian, WUC was created and provided as a development opportunity for an internal staff member.

Working with faculties

Chris Brewer, Faculty Librarian for Health and Behavioural Sciences, was invited to join the Advisory Committee to Course Curriculum Development for the Bachelor of Indigenous Health Science. This is a collaborative project between the University of Wollongong and the Centre for Remote Health in Alice Springs. It is proposed to launch a variety of subjects for this degree via flexible delivery in 2002.

Partnerships on campus

Outreach Librarian, Craig Littler, has worked continuously over the past few years with other support units on campus to improve services to students studying off campus or by flexible delivery. Craig was part of two collaborations for conference papers. In conjunction with CEDIR, a paper on developing an electronic readings service was presented to the EDUCAUSE conference in Queensland. The other paper involved staff from the Faculty of Arts, CEDIR and Learning Development Services and focussed on the lessons learnt in creating partnerships in a distributed learning environment. This paper was presented at the HERDSA conference in Newcastle and has since been amended to be a chapter of a book on online learning environments published by the University of Wollongong.

Prose and poetry competition

Library Week celebrations centred on the Library's Prose and Poetry Competition, generously sponsored by Ovid Technologies. Competition was fierce with almost forty entries, ranging across genres and aligned with the theme "Information Matters". First prize was awarded to Tristan Epstein (pictured with PVC Rob Castle) for his poem titled *The Temple of Infinitesimal Bliss* which was judged to be the most sophisticated entry showing control of language and yet articulating the infinitesimal pleasures of visiting a library. The first and sixth stanzas of the poem are as follows:

why is it
that every time,
I walk into The Library,
I.
know.
Everything.
…I will lose track of
time,
then of my
aim,
then of my
self.
as I become hopelessly enmeshed in a web of ideas that
I swore were mine
alone
until despairingly uncovered
in a dark forsaken book
on a dark forsaken shelf
in a dark forsaken corner
of the dark forsaken
Temple

TAFE alliances

TAFE Illawarra engaged the Library on a fee-for-service basis to provide a *Searching the Internet* workshop for TAFE library staff. Twenty-five participants enjoyed an intensive hands-on session covering neutral questioning techniques and the use of a variety of strategies for searching the web.

Study placements

Support continued for local students requiring work placements as part of their studies. Students gain skills and knowledge from qualified staff and the Library benefits from their assistance towards special projects.

Kerrie Ross, a Dean's Scholar from the Faculty of Arts, spent time in Archives working on uncatalogued material relating to the formation of the Illawarra Natural History Society between 1946-1975.

Marek Hendziak, a final year TAFE student, worked on a project assisting with authority files and maintenance of the Library Catalogue.

Catherine Samways, a final year TAFE student, spent her placement in Archives and was able to assist in preparations for the University's 50th Anniversary celebrations. She constructed a University timeline and compiled University photographs for an exhibition in the Library titled *The Library: Then and Now.*

Development leave

Lynne Wright, Manager, Client Services visited four universities as part of her Development Leave program: University of Tampere in Finland, University of Central Lancashire, Sheffield Hallam University and Glasgow Caledonian University.

Her visits focused on establishing contacts with information professionals who had achieved innovation in lifelong learning, quality assurance, flexible delivery, IT services in a library context or had adopted the *Investors in People* standard.

Lynne returned with a number of practical ideas for consideration by the Library and the University as a whole. Recommendations covered service points, use of mobile phones, internet cafes, IT skills for staff and quality assurance across the University.

High school program

Two groups of high school students participated in the ongoing *High School Program* at Shoalhaven Campus Library. The program features electronic resources and helps provide students with research and information skills. The aim of the program is to raise student awareness of the resources that are available in the community, including the Shoalhaven City Library, in addition to experiencing the University firsthand.

Australian trade union gateway project

The University Archives is a partner in a 2001 RIEF Grant *Australian Trade Union Gateway* project. Other partners include ANU, Monash University and the Australian Science and Technology Centre with the University of Melbourne as the coordinating institution. The $170,000 project aims to create a web-based gateway to the archival holdings of trade unions and associated bodies throughout Australia.

Heritage of health exhibition

Material from the Archives featured in an exhibition entitled *Heritage of Health* on display at the Wollongong City Gallery. Based on the history of Wollongong Hospital, the exhibition featured contemporary artworks and photographs relating to local hospitals, along with artefacts and archival material including photographs and old hospital ledgers. The Archivist, Michael Organ assisted the University Curator and the Dean of Students in compiling the exhibition.

SHARING OUR EXPERTISE

What does a best practice organisation look like? The Library met the groundswell of interest, a direct outcome of winning the prestigious Australian Business Excellence Award in 2000, through a variety of information sharing forums.

Business excellence study tours

To facilitate learning and direct observation of the application of a business excellence framework, a series of one day programs to showcase organisational leadership was developed with the Australian Quality Council. The Library hosted three *Business Excellence Study Tours* throughout the year, with visitors coming from all over Australia representing diverse business interests, such as transport, healthcare, local government and engineering firms. International interest was also evident with cohorts from Singapore and Jakarta.

Meet the winners

Two *Meet the Winners* events, organised by the Australian Quality Council provided additional opportunities to showcase outstanding practices in the development of a supportive and dynamic organisational culture. *Ideals in a Real World* was presented to audiences of business professionals at Sydney and Canberra venues.

> *The very professional and thought-provoking presentations by yourself and your colleagues provided an excellent overview of your organisation's significant progress on the Business Excellence journey and greatly contributed to the group's unique learning experience. Participants have noted that the day was an excellent reflection on the University's corporate image.*

Management skills and libraries

Library and information professionals are working within environments experiencing rapid and often unpredictable change. The Library's expertise in this area was recognised through an invitation by the Australian Graduate School of Management for the University Librarian to present a management case study at the Management Skills and Libraries seminar. Felicity's presentation: *Winning the Australian Business Excellence Award – Learn how an academic library put itself on a business footing*, focussed on: establishing indicators for success; predicting and planning for future sustainability; and using the principles of excellence to drive innovation and manage change.

Laying the foundations for excellence

Lorraine Denny and Margie Jantti presented the *Laying the Foundations for Excellence* workshop at the University of Newcastle on the 11th July. The brief for this workshop was to provide guidance and present options for the University in the selection of a quality framework. The objectives of the course were to:

- Identify components of a quality framework.
- Identify strengths and areas of development for your organisation.
- Develop strategies to reinforce a quality framework.

The participants rated the workshop favourably and offered comments such as: *the workshop provided a general overview with specific strategies which can be implemented at the workplace – it demonstrated that this is achievable and was encouraging.*

Developing best practice standards

Lynne Wright, Manager Client Services and Lorraine Denny, Staff Development Officer participated in a number of meetings with the University's internal staff developers to exchange ideas on best practice human resource policies and strategies. This informal network subsequently developed an issues paper titled *Quality Assurance in Casual Academic Teaching at the University of Wollongong,* which was presented and discussed with the Pro-Vice Chancellor (Academic) and the Director, Personnel and Financial Services. Primary issues identified included:

- Consistency in induction processes for tutors
- Variability in the quality of casual teaching
- Lack of training

As a result of feedback from this presentation the internal staff developers will investigate and implement a number of recommendations to address these issues.

University and community participation

Felicity McGregor

University Research Committee - Infrastructure and Management

Information Committee

Deans, Senior Executive and Directors

Academic Senate

Library Consultative Committee

University Internationalisation Committee

Academic IT Advisory Committee

Weerona Management Advisory Committee

Margie Jantti

Library Consultative Committee

University Education Committee. Quality Assurance Subcommittee

Australian Business Excellence Awards Evaluator

Lynne Wright

University Education Committee

University Education Committee.Teaching Innovations Subcommittee

Library Consultative Committee

General Staff Development Advisory Committee

Academic Staff Development Advisory Committee

Elizabeth White

Law Library Faculty Committee

Craig Littler

University Education Committee. Teaching Facilities Subcommittee

University Copyright Management Team

Learning OnLine Support Team

President, ALIA South Coast Regional Group

Michael Organ

Vice-Chancellor's Collections Committee

Critical and Historical Studies in Commerce Program

Donna Dee

Equal Employment Opportunity/Affirmative Action Committee

UBA Users Group

Faculty Librarians

Faculty Education Committees

Helen Mandl

Wollongong City Council - Library Liaison Committee

Jo-anne Lombardi

University Finance Users Group

Publications

Denny, Lorraine & Jantti, Margie (2001) Shifting from cost to investment - Quality, standards do deliver sustainable business results, International Case Study, University of Wollongong Library - Australia. URL: http://www.iipuk.co.uk/international/casestudies/cs001.asp [Online article]

Denny, Lorraine (2001) 'Marketing your Library for competitive advantage', 11th National Library Technicians Conference: An information odyssey, Australian Library and Information Association, 21-24th August, Tasmania. URL:http://www.alia.org.au/groups/libtnat/conferences/2001/papers/denny [Online conference paper]

Lipu, Suzanne and Peisley, Beth (2001) 'Keeping our academics on the cutting edge: The academic outreach program at the University of Wollongong Library', Revelling in Reference 2001 RAISS - Reference and Information Services Section Symposium Proceedings, Australian Library and Information Association, 12-14 October 2001, Victorian University of Technology Conference Centre, Melbourne. [Conference paper]

Littler, C. and Wills, S. (2001) 'The power of three plus one: developing an electronic readings service', The Power of Three - Bringing Together Teaching and Learning, Library and Information Technology, EDUCAUSE in Australasia Conference, Surfers Paradise, 20-23 May. URL: http://www.gu.edu.au/ins/its/educause2001/content2a.html Also available as a CD ROM Publication [Conference paper]

Littler, C., Albury, R., Lefoe, G. and Trivett, N. (2001) 'Creating partnerships in a distributed learning environment: some lessons learned', Learning Partnerships: Proceedings of the Annual HERDSA Conference 2001, 24th International HERDSA Conference, HERDSA and University of Newcastle. CD ROM Publication. [Conference paper]

Littler, C., Lefoe, G., Albury, R. and Trivett. N. (2001) 'Collaborative partnerships: changing roles for academic and support staff in new learning environments', in Hedberg, J. (ed.) Online Learning Environments: Research and Teaching, Research Centre for Interactive Learning Environments (RILE), University of Wollongong, Wollongong. [Book Chapter]

McGregor, Felicity (2001) 'Inside, outside and upside down', International Business Excellence Summit 25-27 March 2001, Sydney Convention and Exhibition Centre, Darling Harbour. [Presentation and Publication]

Presentations

Brewer, Chris Research Skills workshop. Smart Foods Centre, University of Wollongong

Denny, Lorraine Client Service Skills workshop. Liverpool City Library

Denny, Lorraine Marketing your Library for Competitive Advantage. 11th ALIA Information Technicians Conference: Information Odyssey, Tasmania

Denny, Lorraine and Jantti, Margie Laying the Foundation for Excellence workshop. University of Newcastle

Jantti, Margie Ideals in a Real World. Meet the Winners Forum, Australian Quality Council, Canberra and Sydney

Jantti, Margie Leading and Managing Improvement and Change. Leading and Managing Improvement and Change Workshop, Australian Quality Council, Sydney

Jantti, Margie Rewards and Recognition. Rewards and Recognition Benchmarking Workshop, Australian Quality Council, Sydney

Lyons, Jen *University of Wollongong Library's Quality Journey and the Australian Business Excellence Awards*: Implications for Document Delivery. NSW Resource Sharing Interest Group meeting at the State Library of NSW

McGregor, Felicity *The Places we Live In.* Wollongong City Gallery as part of the Centenary of Federation events

McGregor, Felicity *Winning the Australian Business Excellence Award.* Australian Graduate School of Management Seminar, UNSW, Sydney

University of Wollongong Library: Case Study. Business Excellence Study Tours, Australian Quality Council

Staff members

Administration

McGregor, Felicity	University Librarian
	[BA, Dip Lib, AALIA]
Cairns, Neil	Manager, Technology & Development
	[BA, Dip Lib]
Denny, Lorraine	Staff Development Officer
	[BA, Assoc Dip Bus (Hum Res Devt), AALIA Tec]
Duggan Lara	Administrative Assistant
Lombardi, Jo-anne	Administration Coordinator
	[Dip FMgmt]
Wailes, Lyn	Manager, Technical Services
	[BA, AALIA]
Wright, Lynne	Manager, Client Services
	[Dip Teach, Dip Lib, AALIA]

Collection Services

James, Kim	Collection Services Coordinator
	[BCom, Grad Dip Lib Info Man]
Brown, Anne	Copy Processing Officer
Cordina, Augusta	Finance Officer
	[Assoc Dip Bus Acc]
Hudson, Michelle	Acquisitions Officer
	[Assoc Dip (Lib Prac)]
Ollerenshaw, Sonya	Copy Processing Officer
	[Assoc Dip (Lib Prac)]
Pain, Marion	Cataloguing Officer
	[BA (Lib & Info Sci), Lib Prac Cert]
Riva, Frances	Acquisitions Officer
	[Assoc Dip (Lib Prac)]
Stephens, Bernadette	Acquisitions Officer
	[Lib Prac Cert]
Wenzel, Birgit	Cataloguing Officer
	[BSocSci (Lib & Info), MB IT]
Werner, Carolyn	Copy Processing Officer

Curriculum Resources Centre

Brown, Paula	Curriculum Resources Centre Coordinator
	[BEd(Hons)]
Mulligan, Kim	Curriculum Resources Centre Assistant

Corporate Services

Epe, Pam	Corporate Services Coordinator
	[BA, AALIA]
Jantti, Margie	Quality Coordinator
	[BA (Lib & Info Sci), AALIA]
Grant, Neil	Electronic Services Librarian
	[BA, Grad Dip Lib]
Littler, Craig	Outreach Librarian
	[BSc (Arch), BA, Grad Dip Info Studies, AALIA]
Mandl, Helen	Information Access Coordinator
	[BA, Grad Dip Ed, Grad Dip Inf Man (Lib), AALIA]
O'Neill, Shandell	Information Access Officer
	[BA (Lib & Info Sci), Assoc Dip (Lib Prac), Dip Mgmt]

Lending Services

Dee, Donna	Lending Services Coordinator
	[Dip FMgmt]
Brbevski, Afrodita	Lending Services Assistant
	[Assoc Dip Arts (Lib Prac), AdvCert Office Admin]
Chandler, Margaret	Lending Services Assistant
	[Assoc Dip Arts (Lib Prac)]
Emin, Cheryl	Lending Services Assistant
	[Assoc Dip (Lib Prac)]
Horan, Rodney	Lending Services Assistant
Lanyon, Toni	Casual Staff Coordinator
Long, Danica	Lending Services Assistant
Messer, Cathy	Lending Services Assistant
Norwell, Gary	Lending Services Assistant
Pinkerton, Fran	Lending Services Assistant
Story, Leanne	Lending Services Assistant
	[BEd]
Williams, Margaret	Fines Coordinator
	[Assoc Dip (Lib Prac)]

Reference Services

McGurk, Catriona	Reference Librarian
	[BA, Grad Dip Lib, Grad Dip (Adult Ed), MEd, AALA]
Brindle-Jones, Cheryl	Cataloguing Officer
	[BA (Lib & Info Sci), Assoc Dip (Lib Prac)]
Brewer, Chris	Faculty Librarian
	[BA (Lib & Info Sci), MEd (Adult Ed), AALIA]
Craig, Sue	Commercial Services Coordinator & Faculty Librarian
	[BA, Dip Ed, Dip Lib]
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]
Maley, Jenny	Faculty Librarian
	[Dip Teach, Grad Dip, Ed (Teach Lib)]
Organ, Michael	Archivist
	[BSc(Hons), Dip Arch Admin]
Peisley, Elizabeth	Faculty Librarian
	[Dip Teach, Grad Dip App Sci, AALIA]
Ralston, Chrissy	Faculty Librarian
	[BSW (Hons), Grad Dip App Sci (Info), AALIA]
Tome, Lucia	Faculty Librarian
	[BA (Lib & Info Sci), Assoc Dip (Lib Prac)]
White, Elizabeth	Law Librarian
	[BA, Grad Dip Lib]

Serials/Document Delivery Services

Lyons, Jen	Serials/Document Delivery Coordinator
	[BA, Grad Dip Info Mgmt Lib]
Benny, Kerry	Serials/Document Delivery Assistant
Corwell, Susanna	Serials/Document Delivery Assistant
	[Assoc Dip (Lib Prac)]
Crichton, Lindi	Serials/Document Delivery Officer
Jacobs, Sylvia	Serials/Document Delivery Assistant
Kitchener, Heather	Serials/Document Delivery Assistant
	[Assoc Dip (Lib Prac)]
Meldrum, Annette	Serials/Document Delivery Assistant
Moreno, Nina	Serials/Document Delivery Assistant
Richards, Carol	Serials/Document Delivery Assistant
Woolley, Carol	Serials/Document Delivery Officer
	[BA, Assoc Dip (Lib Prac)]

Systems

Lunt, Karen	Systems Librarian
	[BA (Lib & Inf Sci), MLib]
Kew, Audrey	Serials/Document Delivery Assistant
	[Assoc Dip Arts (Lib Prac)]
Mar, Irene	Systems Officer
	[BA, Grad Dip Ed, Assoc Dip (Lib Prac)]
Wooton, Sandi	Systems Officer
	[Assoc Dip (Lib Prac)]

Shoalhaven Campus

Stiles, Carol	Shoalhaven Campus Librarian
	[BA, MLib Sci, AALIA]
Myers, Tracey	Information Services Officer
	[BArchSt, Grad Dip AppSc (Lib & Info Mgmt)]

Statistics

COLLECTION

Total Library (Main, CRC, Law, SCEN , Mossvale)	1999	2000	2001
Monographs	406,404	420,836	433,426
Serials Vols	196,439	198,206	199,962
Subscriptions	1,950	1,767	1,052
Electronic Serials	1,908	3,366	6,946
E-Books			48

DOCUMENT DELIVERY

	1999	2000	2001
Requested by Us	7,915	7,115	9,252
Items Received	7,142	6,912	7,986
Requested from Us	5,379	4,410	4,806
Items Supplied	3,815	3,112	3,442

ACQUISITIONS

	1999	2000	2001
Monographs			
- new titles	10,859	7,594	7,070
- additional copies	2,112	1,124	2,261
- donations	1,295	2,615	2,191

CATALOGUING

	1999	2000	2001
Monographs	8,581	9,903	11,637
Serials	560	180	143
Non - Book	357	877	810

ENTRY GATE

	1999	2000	2001
Main	815,962	809,192	901,996
CRC	72,353	76,337	57,261
SCEN		8,053	9,400
Total	888,315	893,582	968,657

LOANS

	1999	2000	2001
Main Library			
General	235,520	199,628	177,918
Self Checkout	105,812	127,015	152,217
Reserve	20,868	16,533	17,386
CRC			
General	31,366	33,866	32,582
Reserve	17,573	6,544	*
Shoalhaven			
General		1,847	2,500
Total Library	411,139	385,433	382,603

* CRC Reserve is now a self help service

INFORMATION ENQUIRIES

	1999	2000	2001
Information Desk	50,836	47,721	45,046
Law	3,830	2,924	2,604
Shoalhaven		2,865	5,051
E-mail a Librarian for help		119	442
Roving Help	41	2,422	4,930
Total	54,707	56,051	58,073

Entry Gate Trends (Main, CRC and Shoalhaven)

no. clients visiting Libraries

1999	888,315
2000	893,582
2001	968,657

INFORMATION LITERACY
(Clients and Consultations)

	1999	2000	2001
Subject Based	6,024	6,678	7,168
Generic	306	434	237
ILIP	1,259	1,745	1,474
PG programs	27	92	111
Engineering	139	124	487
Information Sessions		125	90
WUC	1,174	476	1,924
Total	8,790	9,550	11,004
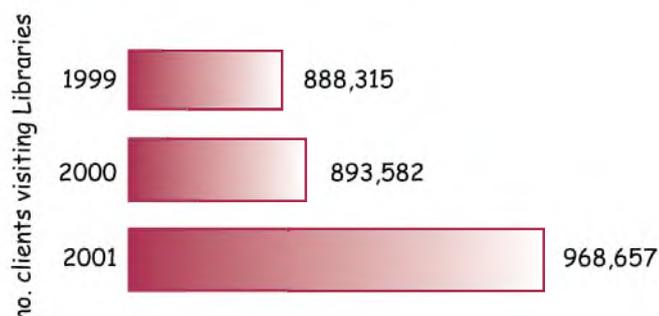
Library Consultative Committee

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

Undergraduate	Ms S Knowles
Postgraduate	Mr S Riddiford

Glossary

AQC	Australian Quality Council
AVCC	Australian Vice-Chancellors' Committee
CAUL	Council of Australian University Librarians
CEDIR	Centre for Educational Development and Interactive Resources
CODA	Collaborative Online Development Area
HERDSA	Higher Education Research and Development Society of Australasia
ICSS	International Customer Service Standard
ILIP	Information Literacies Introductory Program
ISI	Institute for Scientific Information
ITS	Information Technology Services
JournalSearch	Web-based list of serials
LEC	Library Executive Committee
RIEF	Research Infrastructure Equipment and Facilities
UBA	UNISON Borrowing Agreement

New Millennium Digital Library Blues

Chorus

I've got those new millennium, digital library blues

I've got those new millennium, digital library blues

No-one can escape them, gotta pay your dues

Verse 1

I went to the library, librarian met me at the door

She said 'Are you information literate?', I said 'M'am I'm really not sure'

She said 'Then you'd better do ILIP, or you'll end up information poor'

Repeat Chorus

Verse 2

I logged on to a database, didn't make a sound

Got half way through my search, then the server went down

But if you want those citations, man you've gotta stick around

Repeat Chorus

Verse 3

I went surfing on the Internet, to see what I could find

I tried a search engine, and man it blew my mind

Now I'm glued to my terminal nearly all the time

Repeat Chorus

Verse 4

I listened to the rumours, thought I'd take a look

Everything's turning electronic, I'd rather read a book

And when they cancelled all our serials, I was really shook

Repeat Chorus

Verse 5

The millennium's here, just can't push it aside

We caught Y2K, but we all survived

Hello twenty-first century, hope you enjoy the ride

Repeat Chorus (End)

Craig Littler

(A Blues Song – with apologies to every blues musician who ever lived)