<table>
<thead>
<tr>
<th>Contents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>University Librarian's review</td>
<td>2</td>
</tr>
<tr>
<td>South Coast Campus</td>
<td>8</td>
</tr>
<tr>
<td>Sustainable client satisfaction</td>
<td>10</td>
</tr>
<tr>
<td>Access to resources for research, teaching and learning</td>
<td>14</td>
</tr>
<tr>
<td>Resource management</td>
<td>18</td>
</tr>
<tr>
<td>Continuous learning and readiness for change</td>
<td>22</td>
</tr>
<tr>
<td>Strategic alliances</td>
<td>28</td>
</tr>
<tr>
<td>Staff members</td>
<td>33</td>
</tr>
<tr>
<td>Statistics</td>
<td>36</td>
</tr>
<tr>
<td>Library Consultative Committee membership</td>
<td>37</td>
</tr>
<tr>
<td>Glossary</td>
<td>38</td>
</tr>
</tbody>
</table>
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 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

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
University Librarian’s review

Strategic initiatives

The strategic imperative for the Library is to position itself as a centre of excellence in the provision of knowledge resources within a higher education environment experiencing unprecedented change. Publishers and suppliers, the main source of library products, are currently in a state of transition from print to electronic and are competing to retain their traditional market share while, at the same time, new information providers are entering the market.

Many of the changes are exciting and offer enormous potential for librarians to add value to their services and products in ways undreamed of before the advent of databases, networks and new communication technologies. The challenges are vast, however, and involve managing almost daily developments in technology, distribution and content-packaging, all within a context of reduced purchasing power and expanded client expectations.

Incorporating environmental analysis, as well as feedback from clients and stakeholders, three initiatives were identified for 2000 and beyond:

- Improve mechanisms for capturing, understanding and differentiating client needs and expectations.
- Improve access to resources and services through enhanced web capacity and design.
- Plan for the diversification of service delivery to include increased support for information technology and flexible learning.

In determining strategic initiatives, we were primarily influenced by:

- changing expectations and needs of our clients
- strongly expressed need for timeliness and convenience
- desire for seamless access to increasingly varied resources
- customisation or packaging of information to meet individual needs and
- goals to be achievable within available resources.

The strategic initiatives point the way to future services which will be characterised by an expansion in remote access and provision of networked resources available independent of the Library, supported by appropriate online tutorials and help desk facilities, 24 hour access to library services and the provision of enhanced support for information technology.

Progress in these areas is presented throughout this Report.
Marketing and educating

In positioning the Library, we are mindful of the need to develop services which are reliable, sustainable and will enable us to remain competitive in the burgeoning online education industry. A marketing plan is now an essential component of the Library's planning process. Universities are competing for students in a rapidly changing marketplace, in which student expectations are increasingly driving the format, delivery mode and flexibility of educational programs.

University of Wollongong courses need to be saleable, serviceable and student-oriented, which means convenience, service, relevance and value. Library services and products are increasingly designed to underpin and enhance this direction.

Prospective students may be international, mature-aged, lifelong learners or professionals upgrading their qualifications. The Library's marketing plan aims to reflect the changing educational marketplace in designing products and services which are attractive to the different target groups and which are competitive with other providers of information products and services.

Awareness of Library resources and services is often surprisingly low. Promotion of services and the development of educational strategies to reach target audiences is therefore of primary importance. Library staff have become more involved in undergraduate recruitment evenings and other University promotional initiatives such as Research Student Day, a forum for research students to present their work to the University and the wider community.

Academic Outreach has been a particularly successful program in assisting staff to make the transition from a predominantly print to a largely electronic information environment. All academic staff have been contacted by faculty librarians and offered individual tuition in accessing resources from the desktop. An evaluative survey of the program found a very high level of satisfaction; 96% of participants indicated that they would recommend the session to others.

A Knowledge nation?

A climate of optimism was generated with the increasing public debate about the need to improve funding and infrastructure in support of Australia's researchers. Agreement on recommendations to further Australia's research enterprise was reached by the participants in a seminar; *Australia's information Future: Securing the Infrastructure for Research and Innovation*, sponsored by the Australian Research Council, the National Academies Forum and the Coalition for Innovation in Scholarly Communication. Participants included representatives of the Australian Vice-Chancellors Committee, (AVCC) the Learned Academies, DETYA and, of course, University Librarians. There was strong agreement on the importance of investing in information and knowledge resources to support the research community.

The availability of electronic datasets, commonly aggregations of academic journal titles in various subject areas, has enhanced the Library's capacity to support access to a much wider range of literature than was possible in the print-only environment. Nevertheless, the cost of all information resources, both electronic and print continues to rise, as do the costs of acquiring and maintaining the technology needed to deliver access to Library users, wherever
they are located. In the context of a consistently unfavourable exchange rate throughout the year, it is critical that funding is obtained to underwrite national access to key digital information resources.

Identification of potential resources and consideration of a wide range of issues associated with the possible adoption of national site licenses will be high on the agenda of the Council of Australian University Librarians (CAUL) in 2001.

CAUL

As a member of the CAUL Executive, I continued to be involved in discussion and implementation of a wide range of information and resource sharing initiatives. One of the most important functions of CAUL is its consortial role in negotiating favourable pricing and license provisions for the databases which form such an important component of all university library resource provision.

My particular responsibility was the steering of a working party on performance indicators whose brief is to identify and develop a common set of indicators which could be used for national benchmarking of library services. One of the initiatives approved to be implemented in 2001 is a website for sharing experience amongst practitioners, as well as the results of benchmarking and other aspects of measurement.

The Quality Coordinator, Margie Jantti was asked to present papers and contribute to business excellence forums and study tours throughout the year. Margie and I were both invited to present a workshop on Performance, Benchmarking and Quality Service for an AVCC Leadership Conference in Melbourne. I also contributed a paper: Performance measures, benchmarking and value for the Australian Library and Information Association’s Biennial Conference in Canberra.

AUSTRALIAN BUSINESS EXCELLENCE AWARD

The Library continued to benchmark its performance against other organisations in both the information and service industry sectors. Many of the areas selected for benchmarking and further improvement were those identified in our feedback report from the 1998 Australian Business Excellence Awards process. Having assessed progress internally, we again applied for recognition in the Australian Quality Awards process, this time successfully, becoming the first library to achieve a nationally recognised business excellence award. The Award will be presented at the International Business Excellence Summit in March 2001. The Summit includes a conference and business exhibition and the Library will use this opportunity to promote both our own achievements and those of the University to a large number of international delegates.

What does the Award mean for the University?

Adopting the Australian Business Excellence Framework has provided a focus for continuous improvement of all services and processes with the aim of directing resources to new areas of strategic importance. Some of the improvements of particular benefit to the University community are:

- Substantially increased access to information resources – especially databases and journal articles
- Significant increase in satisfaction with the availability of library materials as evidenced by our recent Client Survey
- Reduction in processing costs – enabling us to resource the management of new services such as electronic access
Commitment of Library staff to providing the best possible services

Research findings have verified that organisations which adopt business excellence principles demonstrate improved performance and achieve positive outcomes for the organisation, its stakeholders and society. Alexander Hausner, a postgraduate student of the University of Wollongong has conducted research demonstrating: a direct link between performance in the Awards and annual improvement in bottom line results. (Hausner 1999, p I). He also found that: Management aspects such as senior executive leadership, analysis and use of data and information measures of success and planning processes were found to be of particular importance. (Hausner 1999 p iv). Winning the Award provided well-earned recognition for the involvement, commitment, willingness to learn and sheer hard work on the part of all staff. Exceptional leadership throughout the process by the Quality Coordinator, Marge Jantti, the Executive Committee and the Quality Assurance Committee, as well as excellent support from key administrative staff, Jo Lombardi and Lara Duggan, were also critical to our success and to the team spirit which has become a hallmark of the Library service.

My own recognition by the Australian Library and Information profession through its ALIA Manager of the Year award was personally satisfying and capped a year of achievement in which considerable progress was made towards our goals in an information environment of increasing technical and legal complexity, financial challenges and of course, unrelenting change.
South Coast Education Network

A brand new Library and Access Centre was ready for the opening of the University's Shoalhaven Campus in May. Designed to make the maximum possible use of online resources, the Centre still provides an extremely attractive physical space in which students can study and seek assistance from Library staff. The success of the new branch – its effective layout, use of colour and carefully chosen information resources, furniture and equipment is largely due to the planning skills, attention to detail and dedication of Outreach Librarian, Craig Littler. Craig, who has a degree in Architecture, spent long hours poring over plans and holding discussions with architects, city planners, builders, other University units and TAFE representatives. Although many other Library staff were involved in planning and implementing services for the Shoalhaven, Craig provided the leadership and commitment necessary to achieve the project's highly successful outcome. A report by Craig on the SCEN project follows.

Felicity McGregor
University Librarian
Shoalhaven Campus Library
George Evans Road
West Nowra NSW 2541
Telephone 02 4448 0810

Opening Hours
Monday - Thursday  9:30am - 6:00pm
Friday          9:30am - 3:00pm

Opening hours may vary during Summer Session,
Session breaks and on public holidays

Batemans Bay Community Library
Hanging Rock Place
Batehaven NSW 2536
Telephone 02 4472 5850

Opening Hours
Monday - Wednesday 10:00am - 5:00pm
Thursday     10:00am - 6:00pm
Friday        10:00am - 5:00pm
Saturday    9:30am - 2:00pm

Bega Valley Shire Library
Civic Centre
Zingel Place
Bega NSW 2550
Telephone 02 6499 2127

Opening Hours
Monday - Friday  9:30am - 5:30pm
Saturday    9:00am - 12:00pm
South Coast Education Network (SCEN)

Library Services

Two and a half years of Library services planning came to fruition with the opening of the South Coast Education Network (SCEN) in 2000, with approximately 170 University and 450 TAFE students enrolled in the first year. The planning process included the design of physical facilities, liaising with academic staff on the selection of information resources, purchasing and installing collections, and developing service level agreements with partner institutions. The project provided an opportunity to develop the concept of the virtual library through the extended networking of a wide range of electronic resources such as fulltext databases and electronic journal collections. These electronic resources are complemented by core collections of hard copy materials in a variety of formats at each location, and a document delivery service from the Wollongong Campus Library.

Service level agreements have been developed for the provision of services to TAFE students at the Shoalhaven Campus, and for University students at Batemans Bay and Bega. At Batemans Bay and Bega, the University Library has established cooperative partnerships with local councils to incorporate academic collections and services into public libraries. Such library partnerships are believed to be the first of their kind in New South Wales, and will provide benefits to local communities by making additional resources and services available.

Shoalhaven Campus Library

The new Shoalhaven Campus Library is a joint-use facility of the University of Wollongong and the Illawarra Institute of Technology, providing services to students and staff from both institutions. The new facility is managed, staffed and operated by the University Library with a contractual agreement with the Illawarra Institute to provide services to its students and staff. The Library has been open since the beginning of classes in May 2000, and the Campus was officially opened on 2 June. It is closely linked to an access centre and videoconferencing room, and provides individual and group study spaces with spectacular views to the west.

The Shoalhaven Campus Librarian, Carol Stiles, and the Information Services Officer, Tracey Myers, were initially located for several months at the Wollongong Campus Library where they developed policies and procedures in preparation for the move to the new Campus. Both Carol and Tracey have been actively involved in establishing links with the local community through meetings with school librarians and public librarians, and conducting tours for high school students. The Campus Librarian and the Outreach Librarian provided training in the use of University resources for public library staff at Batemans Bay and Bega, and conducted information literacy classes and orientation sessions for all newly enrolled SCEN students.

For the past seven years, staff at the Shoalhaven City Library have provided services to students studying at the Berry Campus. The University collection housed in the City Library was moved to the new Campus Library prior to the beginning of classes in early May. In recognition of the support given to the University Library by the Shoalhaven City Library over the years, an original artwork by a local Shoalhaven artist was presented to Lyn Hawkins (Library Manager). The relationship with the Shoalhaven City Library will continue through the sharing of staff expertise and collection resources, and the processing of University materials to be housed in the Batemans Bay Community Library.

Batemans Bay Community Library

The Batemans Bay Community Library is linked with the Education Access Centre in a single new building which integrates the activities of study, teaching, and access to information resources. Batemans Bay Education Access Centre was the first of the SCEN locations to be completed, and was officially opened on 31 March. Branch Librarian, Glennis Beauchamp and her staff have worked enthusiastically to create a service which is responsive to the needs of local students, and they work closely with the Access Centre Coordinator to ensure that services are integrated with academic programs.

Bega Valley Shire Library

The Bega Valley Shire Library is a short walk from the new Education Access Centre, and the local council has undertaken internal renovations to accommodate the University collection and study facilities. The Outreach Librarian and the Shoalhaven Campus Librarian have conducted a number of training programs for Bega Library staff, and have maintained a close working relationship with the Access Centre Coordinator to monitor student feedback and to foster effective links between the local Library and the Access Centre.

Evaluation of operation

SCEN Library Services Groups, with representatives from each of the partner institutions, were established at each location to monitor and review the effectiveness of Library services. A mid-year review involving staff from all locations, and incorporating feedback from a student survey, was conducted by videoconference in early September. The Library also participated in a University-wide review and evaluation of the SCEN project in October. These processes revealed a positive view of SCEN Library services, however, improvements identified were: to provide more support for students studying in an electronic environment and to provide additional training for public library staff. This information will feed into the planning of services for 2001.
Sustainable client satisfaction

Pis Satisfaction rates
Promotion/communication success
Knowledge and fulfilment of client needs and expectations

A sense of value

Adding value is much more than improving and increasing the range of services on offer. In order to assess just what it is that our clients value, surveys were designed to elicit this information for inclusion in the strategic planning process.

What do clients value?

Wollongong City Council was our partner in a joint research project aimed at identifying service attributes valued by local community members. The key components of the project included: research on service and service value; conducting a focus group with a representative sample of the local community and developing a comprehensive survey based on the outcomes of the focus group.

The surveys were constructed around four service scenarios: government, retail, restaurant and telephone services. Our aim was to determine whether a core set of service value attributes existed across a range of age groups and differing service scenarios.

The findings were presented to the managers of Wollongong City Council and the Library Executive Committee in November at the Council Chambers. A collaborative client service training program will be arranged in 2001 to address identified gaps in service provision.

Client survey

Awareness of the unique needs and expectations of our various client groups is the key to service quality and excellence. Surveys are conducted each year to evaluate performance in specific service areas. In addition, a major client survey designed to evaluate service across all key areas, is conducted every five years. The 2000 survey focussed on: communication, service quality, client focus, service delivery, environment, staff knowledge and skills, people and equipment. The survey instrument was distributed to clients in print and via the web, to encourage completion by both remote and on-site users.
A very high level of satisfaction with Library services and study facilities was recorded. Library staff were rated very highly for their professionalism, responsiveness and attitude.

Over my last eight years at UOW I have found the Library staff terrific. They are generous with their time and knowledge and are involved in sharing their skills with all of us. (client feedback)

Recommendations for improvement included the management of missing items, the availability of resources and evaluation of current communication strategies. Academic staff proved to be the most satisfied client group which may be directly related to the success of the Academic Outreach program. Postgraduate students were found to be the least satisfied across most categories, and improvement strategies for this target group will be a priority in 2001.

The survey also highlighted the critical importance placed on access to fulltext electronic information resources.

Opening hours survey

We continued to receive requests to vary opening hours during session, especially to provide longer opening hours on Sundays and earlier opening throughout the week. Recognising the difficulty of meeting the needs of all clients and remaining within budget, an opinion poll on various options was conducted with a cross-section of the University community. The changes have so far received enthusiastic support.

New Opening Hours

<table>
<thead>
<tr>
<th>Days</th>
<th>Opening Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8am - 10pm</td>
</tr>
<tr>
<td>Friday</td>
<td>8am - 6pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>10am - 5pm</td>
</tr>
</tbody>
</table>

IMPROVING COMMUNICATION

Email notices

A campaign to encourage clients to register their email address for receipt of electronic notices for holds, fines and recalls resulted in an additional 1,839 registrations.

Client Feedback Statistics

<table>
<thead>
<tr>
<th>Year</th>
<th>Compliments</th>
<th>Comments</th>
<th>Complaints</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>140</td>
<td>198</td>
<td>32</td>
</tr>
<tr>
<td>1999</td>
<td>84</td>
<td>161</td>
<td>18</td>
</tr>
</tbody>
</table>

Tell Us – Client Feedback

As an extension of the successful Compliments/Comments/Complaints form, a Tell Us link was developed on the Library’s web site to encourage feedback on services and initiatives, to compliment staff and to register general comments and complaints. As a result of feedback received, the following improvements have been implemented:
• Revised opening hours
• Purchase of a leisure reading collection
• Increase from one hold to two holds (reserved items)
• All computer terminals connected to print servers
• 174 new items purchased via the student suggestion scheme
• A change machine installed for the photocopy service
• Extra photocopiers installed in identified high use areas of the collections

What’s on TV?
An innovative solution to alert clients to new services and essential information saw the introduction of three Multiscreen Billboard units in the foyer. This in-house television network advertises and promotes services and facilities using a combination of text and images. Alert themes have included the student suggestion-for-purchase scheme, information literacy workshops and changed opening hours for Summer Session.

Roving IT support
The increased use of web interfaces to access information resources resulted in an IT Roving Help initiative. University students with strong IT skills coupled with demonstrated excellence in communication, were recruited to provide technical assistance in searching and printing from the range of resources available from the Library’s web-pages. From the commencement of Orientation week to the end of Spring Session, the Roving Helpers assisted with a total of 2,422 enquiries.

I just want to read a good book!
In response to feedback received from student focus groups, a leisure reading collection was developed. The University Bookshop agreed to sponsor the collection, thereby ensuring the acquisition of vital information resources is not compromised. The collection is located in the foyer and students are encouraged to suggest additional titles by simply completing a form or using the email Suggestions for Purchase scheme.

Identifying and supporting the needs of postgraduate students
The development of a detailed Marketing Plan highlighted the special needs of postgraduate students and identified opportunities for improving services to this key group. Feedback from postgraduate students via the Client Survey also confirmed a need to scrutinise the information needs of postgraduate students.

To explore postgraduate needs, the Reference Services team conducted focus groups with postgraduate coordinators and students. Outcomes from these groups indicated high expectations of staff knowledge and skills, a need for customised service and access to resources relevant to their needs.

Outcomes from the discussions also highlighted that many students were unaware of the services and products available to them and actions to remedy this will be implemented in the next planning phase. Faculty Librarians have commenced meeting with the Chairs of Faculty Research Committees to discuss the Library’s contribution to improving research training. These meetings provided an excellent opportunity for a collaborative approach to the provision of skills support and the retention of all postgraduate research students.
**Academic outreach**

The Academic Outreach program, an initiative to offer academic staff individual tuition in the use of electronic resources, was launched as a twelve month project in July 1999. A total of 594 academic staff was contacted and 410 staff received visits for a private consultation. The program will now continue on an informal basis, primarily directed at new academic staff and those requesting refresher sessions.

---

**Curriculum Resources Centre (CRC)**

The long awaited renovations to the building housing the Curriculum Resources Centre were completed in the Summer recess. The renovations have provided many improvements for both staff and students, including increased study space, a new circulation desk, refurbished toilets and disabled person access. Network recabling has ensured access to the full range of electronic information resources.

---

**CRC opening hours**

Part-time students were pleased with our response to their request for a trial of extended opening hours on Monday evenings until 7.30pm. A further improvement was negotiated at the request of one of the program coordinators to open until 6pm Monday – Wednesday during 2001.

---

**Automatic doors**

The main entry and exit doors of the Library were modified to improve access for clients with disabilities. The doors operate on a push button mechanism, placed at an appropriate height for people using wheelchairs and scooters.
Access to resources for research, teaching and learning

**PIs**
**Materials availability**
**Document delivery effectiveness**
**Information literacy success**

The burgeoning demand for electronic services and resources, which can be provided independently of physical location, has been the catalyst for a series of improvement initiatives designed to facilitate access to resources to meet the research, teaching and learning needs of our clients.

**Fulltext journals – it just gets better!**

Demand for convenient, round-the-clock access to relevant teaching and research information resources has led to a vast improvement in the range and scope of resources. Students and staff now have access to approximately 6,000 scholarly journals, plus significantly improved access to newspapers, legal information, research publications and resources reflecting Australian content. Notable acquisitions include: The Electric Library, Academic Press Ideal, ScienceDirect, Health Reference Centre Academic, ACM Digital Library, CCH Online, Lexis and the NBER Working Papers Database.

**Authentication**

As a solution to the increasing cost of internet traffic, a University internet access policy was introduced in 2000. Members of the University must be authenticated and are allocated a quota for the use of off-campus internet based services. To maintain equitable access to scholarly resources, it was agreed that databases and essential electronic resources would not be included as part of the proposed student quota. Access for alumni and visitors will be limited, however, and possible solutions to this issue are being canvassed.

**Enhancing remote access to services and resources**

The Library web site reconstruction project is nearing completion and will be launched at the commencement of Autumn session 2001. Key objectives for the project included:

- Improved access through redesign of the user interface and review and reorganisation of content
- Implementation of standards and procedures to ensure that service and information products available via the site are of a consistently high standard.

Consultation with clients and content contributors to the web site helped to determine the use made of resources and their perceived value. Feedback was used also to reduce duplication and unnecessary complexity.

Our subscription to IEEE Explore, a key engineering fulltext resource, was enhanced by adoption of a web interface and purchase of a multiple user licence, enabling access from outside the Library. The installation of SciFinder Scholar software improved access to Chemical Abstracts from the desktop.
Integrating E-resources into online subjects

The formation of an Online Subjects Working Group (OSWG) enhanced our capacity to support flexible delivery strategies. OSWG delivered a series of presentations to academic staff from Arts, Education, Engineering and Informatics which showcased some of the collaborative pilot projects in progress. The projects are designed to integrate electronic resources into online subjects. Further promotion included the development of a web page: Linking to Library Resources.

As a result of enthusiastic support for this initiative, a dedicated resource space has been identified within the Library to facilitate ongoing collaboration and development of the program.

Critical success factor: Reliable, accessible IT infrastructure.

Online access

In pursuit of our goal of providing seamless access to information resources, the number of computer terminals has been increased to 117 and all equipment has been upgraded to improve the availability of online Library resources plus email, Microsoft Office software and improved printing facilities.

To contain the maintenance cost of an increased number of terminals, thin client technology was trialed and subsequently adopted for approximately half of the terminals. Thin client eliminates the need for hard drives on individual workstations, thus reducing the risk of interference and, consequently, staff maintenance time.

A paperless interlibrary loan service?

The use of Quicksilver, our electronic document delivery requesting service, was promoted throughout the year. Use of electronic forms will mean both library staff and clients will benefit from the improved efficiency and flexibility of an automated document delivery management system, LIDDAS, which will be phased in during 2001. Currently, 25% of all requests are placed using Quicksilver.

Document Delivery Success Rates

Students using express terminals
Digital theses

In August, the Australian Digital Theses (ADT) program was launched as part of a top-level meeting of key research stakeholders in Canberra: Australia's Information Future. Funded initially by a research grant, the program is now managed by the Council of Australian University Librarians (CAUL) and is an exciting new initiative for Australian research. The program offers the following benefits:

• enhanced exposure to the University's research both nationally and internationally
• greater access to a valuable but underutilised information resource
• distribution of research in an environment free of monetary restrictions
• ability for graduates to include links to their theses in job applications

In partnership with the University's Office of Research, the Library has joined the program and will commence implementation in 2001.

Faculty of Education planning days

Collaborating with faculty staff to develop students' skills in the location, retrieval and evaluation of information is a high priority for Faculty Librarians. An example of this commitment was the participation of Suzanne Lipu, Faculty Librarian for Education in the planning days for Primary and Early Childhood programs. Suzanne presented an information literacy plan for the two programs, designed in collaboration with Program Directors, which targeted relevant subjects for information literacy development throughout the program.

Workshops go online

Evaluating Websites and Citing Internet Sources was developed as an online, self-paced workshop. It is designed to be interactive and to encourage students to critically evaluate information according to criteria such as authorship, authority and currency.

Academic information workshops

Investment in electronic resources increased by 25%. Actions to improve return on this investment included the delivery of workshops targeted to the special needs of academics and postgraduates in various subject areas, for example:

• The faculties of Science and Health & Behavioural Sciences were introduced to a range of new health-related databases
• Scholars in the Geosciences areas received an overview of recent developments in electronic access to relevant material and instruction in using electronic resources alert functions
• Staff from a number of faculties were introduced to the ScienceDirect database. Most staff who attended the workshops took the opportunity to obtain a transaction usage password enabling access to any full text articles available on the database
• Users of statistics were introduced to the AusStats database, which provides enhanced online access to a wide range of Australian Bureau of Statistics publications

Welcome to the Evaluating Web pages & Citing Internet Resources Workshop

(Click on the Internet globe to begin)
Research Edge

Since 1995, classroom based Research Edge workshops have been conducted in various formats. Sessions delivered this year included: Journals and Databases for Research, Internet Search Tools, Introduction to EndNote and a tailored program for Sociology researchers entitled Research Edge for Sociology. Feedback from participants continues to be very positive, however, changing trends in attendance rates of target audiences prompted a review which resulted in the following actions:

- A successful bid for development hours from the Centre for Educational Development and Interactive Resources (CEDIR). A total of 70 production time hours were secured for the development of a modular web-based version of the Research Edge.
- Negotiations with the Queensland University of Technology Library resulted in a reciprocal agreement permitting UoW Library to use elements of their online tutorial program: Pilot, and for QUT to use our Electronic Database tutorial.
- Direct marketing of the Research Edge to the Chairs of Faculty Research Committees. The Commerce and Education faculties have since requested customised Research Edge modules which will be funded by the faculties.
- Focus groups with postgraduate students and their coordinators to examine current and future needs to feed into the ongoing review of programs for researchers.

Overall, the course was informative and helpful. The librarians were excellent - knowledgeable and understanding of people’s differing abilities.
Managing the introduction of new services needed to support the delivery of services and resources to students at remote locations such as the Shoalhaven or Dubai campuses, the Sydney Business School and Wollongong University College, while maintaining high-demand on-campus services is an ever-growing challenge in the context of an essentially static budget. Examples of new services include access to electronic databases through Journalsearch, the development of an Electronic Reserve and online access to information skills tutorials and assistance from qualified staff.

Although these new services are demonstrably popular, there is no significant change in the demand for traditional lending services, use of the building or assistance at the Information Desk. These services are being maintained and new ones developed, despite a decreasing number of staff and the additional cost implications of providing training in essential new skills and knowledge, plus expanding information technology costs.

As always, our priority was to maintain spending on information resources, however, the exchange rate factor plus the usual increase in publishers’ costs inevitably meant a decline in some areas of resource availability.

The effect of salary increases and a further decline in the value of the Australian dollar, was an end-of-year result of 1.9% overexpenditure.

<table>
<thead>
<tr>
<th></th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget</td>
<td>$6,660,000</td>
<td>$6,829,000</td>
</tr>
<tr>
<td>Income</td>
<td>$226,131</td>
<td>$344,739</td>
</tr>
<tr>
<td>Total</td>
<td>$6,886,131</td>
<td>$7,173,739</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bookvote</td>
<td>$3,081,596</td>
<td>$3,122,312</td>
</tr>
<tr>
<td>Salaries</td>
<td>$3,293,371</td>
<td>$3,424,373</td>
</tr>
<tr>
<td>Equipment and Operational</td>
<td>$478,223</td>
<td>$611,994</td>
</tr>
<tr>
<td>Total</td>
<td>$6,853,190</td>
<td>$7,158,679</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expenditure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bookvote</td>
<td>$3,085,653</td>
<td>$3,223,691</td>
</tr>
<tr>
<td>Salaries</td>
<td>$3,319,255</td>
<td>$3,464,284</td>
</tr>
<tr>
<td>Equipment and Operational</td>
<td>$596,253</td>
<td>$622,012</td>
</tr>
<tr>
<td>Total</td>
<td>$7,001,161</td>
<td>$7,309,987</td>
</tr>
</tbody>
</table>

**Electronic access**

Expenditure on electronic resources as a percentage of the bookvote has increased from 10% in 1997 to 25% in 2000. Although the cost of electronic resources is no less than the print equivalent, value for money is enhanced through the provision of access to many additional, relevant titles included in large datasets. Usage of these resources continues to expand and, based on survey and circulation data, far outstrips the use made of print serials.
Current serials usage survey

Data from the *Serials Usage Survey* which was conducted over three sampling periods was collated and distributed to faculties. The data provided a good indication of usage over the past year and assisted faculties in making decisions on cancellation and/or electronic substitution.

Electronic journals up, print subscriptions down

Serial cancellations for 2001 totalled 239, which included 101 titles from the IEEE print subscription package. Of the 239 titles, access to 179 (or 75%) will be retained through our electronic fulltext database subscriptions.

Database trials – critical for electronic collection development

The rapid growth in the number and range of electronic databases has been greeted with a mixture of excitement and caution. The reliability of the various suppliers, publishers and their software for managing access must be assessed, as well as licence restrictions, pricing and access to backsets, before decisions on purchase are made.

Continued participation in trials of electronic databases negotiated by the Council of Australian University Librarians provided the opportunity for the Library’s Datasets team and academic staff to test and evaluate database content prior to selection. Databases trialed during 2000 included:

- Proquest 5000
- Capital Monitor
- ERIC Document Reproduction Service
- Euromonitor
- Times Literary Supplement Archive
- Wiley Interscience
- CRC Press - ENGnetBase, ITKnowledgeBase, CHEMnetBase, Handbook of Chemistry and Physics
- Grove Dictionary of Art Online
- New Grove Dictionary of Music and Musicians

On the basis of feedback received, not all titles were selected for our collections.

Monographs

To improve the achievement of expenditure of monograph allocations, commitment targets were rescheduled to encourage year-round ordering. The resulting improvement in acquisition and processing workflows has meant faster turnaround times for the availability of new acquisitions.

The scheduling of initiatives funding applications was revised from a set time each year to submission of applications throughout the year, thus improving the timeliness of acquiring information resources to support new subjects.
Cost trends

The annual Services Costs Report provides a snapshot of annual trends in key function areas. The most significant trend is the reduction in costs associated with some processing activities. Savings are directed to the funding of areas of strategic importance such as services associated with information technology. This year, a 10% reduction in Lending Services costs was achieved through planned changes in staffing configurations, for example the introduction of '44/52' arrangements to replace various casual and limited-term positions.

Financial plan

The Plan was extensively revised to improve the transparency of linkages to strategic initiatives and to human resource and operational plans.

A smooth transition for GST

The formation of a GST working party, which worked closely with the University's Financial Services Division and with library suppliers, ensured that procedures were compliant and documentation was prepared. Areas affected by the GST included: fines processing, visitor membership, reciprocal borrowing, interlibrary loans/document delivery, consultancies, workshops and the acquisition of serials and monographs. The cost in terms of staff time has been significant.

Supplier relationships - service level agreements

A longstanding business arrangement with Blackwell's Books Services was formalised with the development of a Service Level Agreement (SLA) in May. The SLA facilitates a more active role in articulating requirements and identifying opportunities for collaboration on mutually advantageous developments. The significant components of the agreement include:

- Defined trading relationship
- Development of future services
- Performance management
- Cancellation/dispute resolution
- Performance targets, quality checks and measures
- Review schedule

Blackwell's intend to use this SLA as a prototype. A service level agreement has also been concluded with the University's UniCentre Bookshop and another is being developed with DA Information Services.

The performance evaluation components of the agreements have achieved positive outcomes, for example a 47% improvement in supply times and a 32% reduction in orders claimed with one supplier alone.
Electroni books
The Australian Library and Information Association, South Coast Regional Group, organised an E-books seminar in August. The seminar provided an opportunity for publishers to demonstrate their products to academic staff and librarians from the University, TAFE and other regional libraries. The take-up rate for E-Books has been slow due to access restrictions which are contrary to our goal of *seamless access*. Fifty E-titles will be made available, on a trial basis, for the commencement of Autumn session 2001.

Electronic readings
With the number of online subjects increasing, as well as the number of students studying remotely, demand for a sustainable solution to digitising and storing high-demand coursework materials has accelerated. Strategies to improve access to digital material included:

- acquisition of a high speed/volume scanner for the E-Reserve scanning process
- purchase of the latest release of Innopac E-Reserve module
- instigation of discussions on collaborative development with Macquarie University Library
- collaboration with academic staff from the Faculty of Informatics on an experimental project to create links from Reserve lists to databases at article level

Before Christmas, the Vice-Chancellor announced that the Library would be responsible for provision of a centralised service for digital resources which will ensure compliance with the provisions of the Copyright Act (Digital Amendment) due to come into effect in March next year. Partners in developing the service include the Printery, Information Technology Services and the Centre for Educational Development and Interactive Resources (CEDIR).

Reference collection review
An extensive review of the print Reference collection was conducted at the end of 2000, including rationalisation of print index holdings. This led to a redistribution of the total collection to ensure adequate space would be available for future growth and to improve the ease of reshelving existing material.
Continuous learning and readiness for change

P1s

Benchmarking success
Skilled and knowledgeable staff
Skill levels
Staff development effectiveness

The achievement of current goals and future sustainability depends primarily on our people: their capacity to learn, to innovate and to develop those skills which will equip them to manage a changing environment, as well as enabling them to realise their full potential. 2000 represents another milestone year in terms of organisational learning and development opportunities and outcomes.

BENCHMARKING

Continuous improvement of processes is a tenet of the Quality and Service Excellence Program. Benchmarking is one of the main tools we use to identify improvements and to evaluate performance against strategic partners and competitors. Processes and activities benchmarked throughout the year are described below.

Training and development

Participation in the American Society for Training and Development Benchmarking Study was a useful measure of development policies and participation rates. We rated highly in most indicators, for example:

- Employee access to business information
- Annual development reviews
- Percentage of eligible employees receiving training
- Total training hours per eligible employee

Human resource management

A sample of 19 staff, representing all teams, completed a survey on human resources management issues for an Australian Quality Council benchmarking study. Survey topics included: Workforce/people planning; Classification and remuneration planning; Flexible work practices; Performance management; Recognition and reward; Enhancing people skills and career opportunities; Education, training and development; Induction; Separation; Health, safety and wellbeing; Recruitment; and Business improvement. The Library achieved the highest rating in fourteen of the fifteen categories in comparison with the thirty organisations contributing to the database.
Cataloguing

Outcomes of an initial assessment of cataloguing processes by an external organisation indicated the potential for savings to be made. Recommendations for improvement were implemented, realising a 32% saving in costs over the 1999 figure, with further cost reductions anticipated with the use of new label printing technology.

Wollongong City Library engaged the Collection Services team as a benchmarking partner in an examination of copy cataloguing processes. Following site visits and a focus group to share information, a report was prepared by the City Library which highlighted the University Library's strong commitment to quality management principles and listed efficient processes, detailed documentation, rapid throughput, and minimal backlog as key strengths.

Document delivery

A successful long-term document delivery benchmarking partnership with the University of Otago NZ concluded with a scheduled repeat of data sampling which provided comparative performance data across two years. Both organisations had previously established and communicated their recommendations for improvement based on the first round of data collection and analysis. The Document Delivery Team's improvement strategies include:

- Fast track/urgent requests placed within one hour of receipt
- Other requests will be placed within 24 hours
- A fulfilment target of 90% of requests within 14 days
- Move from snapshot monitoring to sampling

Results indicated that the number of requests filled within 2 weeks increased slightly on the previous year from 83% to 84%. The main area of improvement was in the number of requests filled within 1 week – this increased from 39% in 1999 to 57% of total requests filled.

Striving for excellence – the Australian Business Excellence Awards


Evaluation was conducted by a six member team during a two day site visit.

The evaluation team highlighted the following key strengths:

- Organisational culture
- Understanding the business environment
- Involvement and commitment of staff
- Leadership throughout the organisation
- Strategic direction
Improvement in measurement and evaluation systems was also evident. All staff now recognise the importance of evaluating performance and demonstrating success. Developing a “culture of assessment” through awareness strategies, training, working together on performance indicators and the regular review and revision of indicators has been a key factor in our successful management of constant change.

Sharing learning from the Awards process is a key feature of the International Business Excellence Conference and Exhibition at which the Library will present information on measurement and evaluation and network with conference participants and other award-winning organisations. The exhibition will also provide an opportunity to promote the University, libraries in general and their importance to the nation in supporting innovation, knowledge creation and competitive advantage.

Investor in People – International Best Practice Standard

Excellence in management and development of staff was formally recognised in 1999 with the Library’s accreditation as an Investor in People. To ensure commitment to the standard is maintained, an annual surveillance audit is conducted which includes a review of key planning and reporting documents and interviews with a random selection of staff. To quote from the Auditor’s report: There was no question about the level of commitment and the implementation of the strategies in place to support the development of the staff in line with the organisation’s goals and objectives.

Personal and professional growth

Our cultural norms support achievement, innovation, continuous improvement, flexibility, willingness to experiment and involvement and empowerment of staff. To enable this level of contribution, the Staff Training and Development Plan encompassed a range of personal and professional development programs:

- **Breakthrough Strategies for Women** - a fast-paced and challenging workshop focused on setting personal and professional goals for future direction, consistent with staff values and ambitions.
- **Seven Habits of Highly Effective People** – A further nine staff participated in this highly valued and effective program.
- **Frontline Management Initiative** – Two staff successfully completed the Frontline Management Initiative organised by the University’s Career Development Unit. Both continued with their studies to complete the Diploma in Frontline Management.
• Cultural Diversity Workshop - Participants examined issues related to working within a culturally diverse environment and identified useful cross-cultural communication strategies to deal with issues that may arise in client interactions. This program now forms part of our core training.

• Dynamic Presenter Workshop - Several staff attended this series of workshops presented by Doug Malouf. Participants found the workshops to be very challenging and entertaining.

• Survey Methods Course - Conducted by the Statistical Consulting Service and covering the processes involved in developing and conducting surveys.

Information technology skills

Developing information technology competencies for all staff is of critical importance to staff in managing new work practices and in helping clients to access the constantly expanding array of online resources.

A needs analysis identified:

• the core information technology competencies for all Library staff
• competency gaps to determine training requirements
• the range of training options required to close the gaps.

Training needs for individuals and work teams were actioned with solutions ranging from workshops on Managing Windows and Managing email, to FAQ and help sheets developed for understanding networks. Extensive use will be made of the University's online computer-based tutorials in both supervised and unsupervised self-paced workshop environments.

Getting to know you....

The University Librarian, an accredited Myers-Briggs Type Indicator practitioner conducted, Understanding self and others: An introductory MBTI workshop. The workshop forms a component of team building training. It is designed to increase staff awareness of their own preferences with respect to information gathering, decision making and work patterns and to gain an appreciation for the way others like to work and interact.

Rediscovering creativity

The real key to creativity is what you do with your knowledge

To encourage innovative ideas and suggestions for improvement, a Rediscover your Creativity workshop was designed. Workshop aims include: encouraging staff to explore the concept of creativity and establishing a balance between creative thinking and routine thinking. Participants were introduced to a range of creativity tools and techniques such as Edward de Bono's Six Thinking Hats, imagineering and mind mapping.

Building on other people's experience

Recognition of best practice in staff training and development led to selection of the Library as a case study for a project conducted by the National Centre for Vocational Education and Research. The results of the first phase of the project have been published in a book titled: Building on Other People's Experience.
Casual staff induction

Feedback from the Investor in People accreditation in 1999 suggested: that there should be a more systematic approach to managing the needs of casual staff, especially those employed for desk duties. An induction program for casual staff is now integrated with mainstream policies and programs to ensure that all new staff are aware of goals, policies, values and service commitment.

Staff perceptions survey

The Staff Perceptions Survey is a key diagnostic tool to measure the acceptance, integration and internalisation of the Ideal Culture which was developed in 1998 as a means of reinforcing agreed values. Positive trends were recorded across all elements with a notable improvement in overall staff satisfaction which has increased by 17% since 1994.

University librarian awarded Manager of the Year

Felicity McGregor was recognised by her peers when awarded the prestigious title of ALIA Manager of the Year 2000 at the annual Australian Library and Information Association conference in Canberra. Felicity has been University Librarian since 1997. The award recognises her strengths in leadership, management excellence, establishment of successful communication strategies both with staff and external clients and significant improvements to information service delivery as a result of innovative management practices, particularly in the areas of staff training and development.

Rewards and recognition

Carolyn Norris, a long standing and highly valued member of the Collection Services team was recognised with the annual Rita Rando Merit Award for her consistently high standard of work and excellence in service to others.

Margaret Williams, Lending Services and the Systems Team received the Client Service Award for their excellent service to both internal and external clients.
Health and wellbeing

The *Health and Wellbeing* program featured a number of activities designed to promote staff wellbeing, as well as contributing to a range of worthwhile causes. The following organisations were the beneficiaries of fund raising activities which included a car rally, soup kitchen, and morning teas: the Salvation Army – Illawarra Red Shield Industries, Illawarra School for Autism, Australian Cancer Society and the Leukaemia Foundation of Australia Ltd.

Fervent support for the Olympics was evidenced with Helen Mandl, Information Access Coordinator being accepted as volunteer in the Research Centre of the Main Press Centre, providing support to over 5,000 national and international journalists. Not wanting to miss out, the Library conducted its own *mini-Olympics* with an official torch bearer, multi-lingual mistress of ceremonies and events such as the hammer throw, discus, relay and free-style gymnastics.

[Image of a group of people, possibly library staff, getting into the Olympic spirit]

*Library staff getting into the Olympic spirit*

[Image of a group of people, possibly library staff, holding plants]

*Serials/Document Delivery Team win the St Patrick’s Day green competition*
Illawarra images

Over 10,000 historical images of the Illawarra are accessible to the world after the launch on 5 April of Illawarra Images on the web. The images are from the collections of the Wollongong City Library and the Illawarra Historical Society. The Library agreed to host the collection on behalf of the Council Library in order to extend access to a wider audience. The images will be augmented regularly and it is hoped that groups will offer their picture collections to be included in the web site in the future.

Illawarra visions: collections of the University of Wollongong

The Library was one of the sponsors of: Illawarra Visions: Collections of the University of Wollongong, an exhibition mounted at the City Gallery from June to September. Prints, historical photographs and Win 4 television newsreels were some of the items selected from the Archives Collection for the exhibition and for reproduction in the catalogue.

Sharing knowledge and expertise

Each year, the expertise of our staff is sought by teachers of the Illawarra Institute of Technology's Library Practice course to present workshops and seminars demonstrating current library practice. Sessions this year included:

- Ordering and accessioning
- Copy cataloguing
- Supplier evaluation
- Electronic tools for interlibrary loans and document delivery
- Locating Australian Government information

Study placements

Several students benefited from working with qualified staff, acquiring knowledge and skills through the completion of special projects during scheduled placements.

- Helen Dwybowicz, a final year TAFE student, undertook a project to prepare South Coast Educational Network material for client use.
- Di Ridley, enrolled in a Master of Education Teacher Librarianship, spent two weeks in the Reference Services Team and completed a project on comparison of print and electronic indexes.
- Haluk Seyrek, a Year 11 Student from Edmund Rice College, enjoyed one week work experience placement with the Systems staff.
- Joanne Taylor and Talith Jennison worked in Archives on several projects including assistance with theses cataloguing and processing of special donations.
Work opportunity for Aboriginal women

The Curriculum Resources Centre seized a unique opportunity to improve its Aboriginal Education Collections. Renee Andy and Joanne Higgins, participants in the four week Work Opportunity for Aboriginal Women (WOW) program, used their knowledge to develop lists of Aboriginal Resources held within reading schemes and to identify additional resources to further develop the collection.

Creative Arts postgraduate conference

The Reference Librarian, Catriona McGurk, participated in a panel discussion on Research Training at the Faculty of Creative Arts Postgraduate Conference. The session was attended by academic staff and postgraduates of the faculty and provided an opportunity to discuss research support for both these groups. The session also included a demonstration of the University’s new web page Research at Wollongong.

Preparing graduates for an e-world - University of the Year, 2000-2001

The successful bid for the Good Universities Guide, University of the Year Award 2000-2001 was ably supported by Library staff. The theme of the award, Preparing students for an e-world, was congruent with our Vision: contributing to the education of information literate graduates, equipped to enhance the quality of our society. As well as preparing content for the award submission, the University Librarian, the Manager, Client Services and the Reference Librarian were invited to coordinate and participate in sessions with the evaluation panel. The success of the Library’s ILIP100 information literacies introductory program and its integration into the University’s curriculum was of particular interest to the evaluators.

Faculty of Health and Behavioural Sciences

Chris Brewer, Faculty Librarian was invited to present workshops at a number of faculty events including:

- Flexible Delivery Symposium – featuring the Library’s web based Information Literacies Introductory Program, Electronic Databases Tutorial and Evaluating Web Pages and Citing Internet Resources workshop. Demonstration of these programs provided the opportunity to strengthen understanding of the links which can be established between flexible delivery subjects and Library resources.

- Indian Government Health Officials visit – 14 officials participated in a customised workshop which demonstrated the range of resources freely available via the Internet. Practical skills in the location, assessment and retrieval of materials were also taught.

- Smart Foods - The Smart Foods Centre offers short courses which are open to both students of the University and to interested community members. The full-fee short courses are designed to encourage professional nutritionists and postgraduate students to examine issues associated with food safety and genetically modified foods. The Faculty Librarian was contracted to provide three workshops which included Starting the Research Process and Searching and Evaluating Internet Resources.
UniCentre

The supplier/partnership relationship with the Unicentre continued to grow this year with the development of a service level agreement for book supply and agreements for various mutually beneficial working arrangements. The UniCentre generously agreed to sponsor the leisure reading initiative with an initial donation of 90 titles and ongoing monthly additions to the collection. The Unicentre also donated books to the South Coast Education Network collections and to the Main Library. A further sponsorship was for coffee vouchers, one of the Library’s client relationship management initiatives.

Sharing learning

The Staff Development Officer presented a workshop: Client Service Skills: How can we add value to the service we provide? to the staff of the libraries of the Illawarra Institute of Technology.

An Australian Quality Council study tour was hosted for Victoria’s Hume City Council’s management team. Staff presented sessions on the Library’s application of the Australian Business Excellence Framework, covering areas of special interest to the team.

Library Consultative Committee

The Committee represents key stakeholders and its feedback was sought on a range of issues throughout the year. Presentations and papers featured the impact of authentication and access to critical information resources, new database products and integration of electronic resources into online subjects. Craig Littler and Suzanne Lipu, representing the Online Subjects Working Group, demonstrated features of a pilot project developed for the Faculty of Education.

Post Graduate Display

The Science Faculty Librarian was asked to develop a poster display promoting Library services and resources for postgraduate students. The display was a feature of the University’s Research Student day.

Macquarie University Library

Collaboration amongst all libraries is the sine qua non of the profession. Particular partnerships between libraries with similar profiles and interests are also pursued for mutual benefit. Wollongong and Macquarie have shared a number of developmental opportunities including projects to share serials, staff development workshops and most recently, implementation of the LIDDAS interlending system and preparation for access to digitised readings.

Suppliers

Working relationships were enhanced with major database publishers and suppliers to develop services and provide access to resources of most interest to the University community. Suppliers were generous in their provision of training opportunities, promotional material and service options.

Inaugural prose and poetry competition

Ovid Technologies generously agreed to sponsor the inaugural Library Week Prose and Poetry Competition to the value of $500. The prize was awarded to Stephen Hendry’s winning entry The Forbidden Text depicting a futuristic library bound by complex and mysterious access rules. The concluding paragraph reads:

After the gas cleared Martin dressed quickly. The guard returned and led Martin to the library proper.
Martin stifled a gasp as he found himself in the mainframe of the worlds’ knowledge. He was lead to a small cubicle and seated, on the desk in the cubicle was the book that he had spent years searching for. He suppressed a joyous scream and allowed himself only a small smile as he touched the cover and opened the book to the first page. His eyes lit up as he began to read the forbidden text. His lips mouthed the first words, “I am Sam I am, I like green eggs and ham.”

University and community participation

Felicity McGregor
University Research Committee – Infrastructure and Management Information Committee
Deans and Senior Executive – Strategic Planning Group
Academic Senate
Library Consultative Committee
Academic Committee (Academic Services Division) Flexdat (Flexible Delivery Action Team)

Lynne Wright
Tertiary Literacies Working Party (Chair)
University Education Committee
Library Consultative Committee
General Staff Development Advisory Committee
Academic Staff Development Advisory Committee

Catriona McGurk
Academic Committee (Academic Services Division)

Sue Craig
Occupational Health and Safety Committee

Elizabeth White
Law Library Faculty Committee

Neil Grant
Web Developers Group

Pam Epe
Academic Committee (Academic Services Division)

Craig Littler
Teaching and Learning Facilities Advisory Committee,
University Copyright Management Committee
President ALIA South Coast Regional Group

Michael Organ
Labour History and Research Centre
Vice-Chancellor’s Collections Committee
Illawarra Historical Society Management Committee

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

Faculty Librarians

Margie Jantti
Australian Quality Council Evaluator

Helen Mandl
Treasurer ALIA South Coast Regional Group
Wollongong City Library – community member of the Library Liaison Committee

Susan Jones
Secretary ALIA South Coast Regional Group

Jo-anne Lombardi
University Finance Users Group
Publications


Organ, Michael. (2000) History and Heritage: Change and Adaptation, in Glen Barkley (ed.) *Illawarra Visions - Collections of the University of Wollongong*, University of Wollongong and Wollongong City Gallery, June 2000, pp. 6-14.


Presentations


Littler, Craig. (2000) Library services planning for the South Coast Education Network. *Flexible Learning - the New Paradigm*, Australian Library and Information Association, Distance Education Special Interest Group Conference, Monash University, Gippsland Campus, 13-14 February.

Workshops

Denny, Lorraine. (2000) *Client Service Skills: How can we add value to the service we provide?*, Illawarra Institute of Technology Libraries.


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  [Dip FMgmt]
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]
Brindle-Jones, Cheryl  Cataloguing Officer  [BA (Lib & Info Sci), Assoc Dip (Lib Prac)]
Brown, Anne  Copy Processing Officer  [Assoc Dip (Lib Prac)]
Hudson, Michelle  Acquisitions Officer  [Assoc Dip (Lib Prac)]
Ollershaw, 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]
Werner, Carolyn  Copy Processing Officer

Corporate Services

Epe, Pam  Corporate Services Coordinator  [BA, AALIA]
Andrews, Helen  Finance Officer
Cordina, Augusta  Finance Officer  [Assoc Dip Bus Acc]
Jantti, Margie  Quality Coordinator  [BA (Lib & Info Sci), AALIA]
Mandl, Helen  Information Access Coordinator  [BA, Grad Dip Ed, Grad Dip Inf Man (Lib), AALIA]
O’Neill, Shandell  Information Access Officer  [Assoc Dip (Lib Prac), Dip Mgmt]
Webb, Traci  Manager, Resource Services  [Dip (Lib Prac), AALIA Tec]
### Lending Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dee, Donna</td>
<td>Lending Services Coordinator</td>
<td>[Dip FMgmt]</td>
</tr>
<tr>
<td>Benny, Kerry</td>
<td>Lending Services Assistant</td>
<td></td>
</tr>
<tr>
<td>Booth, Danica</td>
<td>Lending Services Assistant</td>
<td>[Assoc Dip Arts (Lib Prac)]</td>
</tr>
<tr>
<td>Brbovski, Afrodita</td>
<td>Lending Services Assistant</td>
<td></td>
</tr>
<tr>
<td>Chandler, Margaret</td>
<td>Lending Services Assistant</td>
<td>[Lib Prac Cert]</td>
</tr>
<tr>
<td>Emin, Cheryl</td>
<td>Lending Services Assistant</td>
<td>[Assoc Dip (Lib Prac)]</td>
</tr>
<tr>
<td>Horan, Rodney</td>
<td>Lending Services Assistant</td>
<td></td>
</tr>
<tr>
<td>Lanyon, Toni</td>
<td>Casual Staff Coordinator</td>
<td></td>
</tr>
<tr>
<td>Norwell, Gary</td>
<td>Lending Services Assistant</td>
<td></td>
</tr>
<tr>
<td>Williams, Margaret</td>
<td>Fines Coordinator</td>
<td>[Assoc Dip (Lib Prac)]</td>
</tr>
</tbody>
</table>

### Reference Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>McGurk, Catriona</td>
<td>Reference Librarian</td>
<td>[BA, Grad Dip Lib, Grad Dip (Adult Ed), MEd]</td>
</tr>
<tr>
<td>Antonopoulos, Gay</td>
<td>Law Reference Librarian</td>
<td>[BA, AALIA]</td>
</tr>
<tr>
<td>Brewer, Chris</td>
<td>Faculty Librarian</td>
<td>[BA (Lib &amp; Info Sci), AALIA]</td>
</tr>
<tr>
<td>Craig, Sue</td>
<td>Commercial Services Coordinator &amp; Faculty Librarian</td>
<td>[BA, Dip Ed, Dip Lib]</td>
</tr>
<tr>
<td>Dodd, Vicki</td>
<td>Faculty Librarian</td>
<td>[BSC, Dip IM-Lib]</td>
</tr>
<tr>
<td>Grant, Neil</td>
<td>Electronic Services Librarian</td>
<td>[BA, Dip Lib]</td>
</tr>
<tr>
<td>Jones, Susan</td>
<td>Faculty Librarian</td>
<td>[BA, Grad Dip (Lib &amp; Info Sci), AALIA]</td>
</tr>
<tr>
<td>Lipu, Suzanne</td>
<td>Faculty Librarian</td>
<td>[BA (Lib &amp; Info Sci) AALIA]</td>
</tr>
<tr>
<td>Littler, Craig</td>
<td>Outreach Librarian</td>
<td>[BSc (Arch), BA, Grad Dip Info Studies, AALIA]</td>
</tr>
<tr>
<td>Organ, Michael</td>
<td>Archivist</td>
<td>[BSc(Hons), Dip Arch Admin]</td>
</tr>
<tr>
<td>Peisley, Elizabeth</td>
<td>Faculty Librarian</td>
<td>[Dip Teach, Grad Dip App Sci, AALIA]</td>
</tr>
<tr>
<td>Ralston, Chrissy</td>
<td>Faculty Librarian</td>
<td>[BSW (Hons), Grad Dip App Sci (Info), AALIA]</td>
</tr>
<tr>
<td>Sweeney, Tracy</td>
<td>Law Reference Librarian</td>
<td>[BA, Dip Lib, LLB(Hons), Grad Dip Leg Prac, AALIA]</td>
</tr>
<tr>
<td>Tome, Lucia</td>
<td>Faculty Librarian</td>
<td>[BA (Lib &amp; Info Sci), Assoc Dip (Lib Prac)]</td>
</tr>
<tr>
<td>White, Elizabeth</td>
<td>Law Librarian</td>
<td>[BA, Grad Dip Lib]</td>
</tr>
</tbody>
</table>
Serials/Document Delivery Services

Lyons, Jen
Crichton, Lindi
Jacobs, Sylvia
Kitchener, Heather
Meldrum, Annette
Moreno, Nina
Richards, Carol
Woolley, Carol

Serials/Document Delivery Coordinator
Serials/Document Delivery Officer
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Officer

Serials/Document Delivery Coordinator
Serials/Document Delivery Officer
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Assistant
Serials/Document Delivery Officer

[BA, Grad Dip Info Mgmt Lib]
[BA, Assoc Dip (Lib Prac)]
[BA, Assoc Dip (Lib Prac)]

Systems

Lunt, Karen
Kew, Audrey
Mar, Irene
Wooton, Sandi

Systems Librarian
Serials/Document Delivery Assistant
Systems Officer
Systems Officer

[BA (Lib & Inf Sci), MLib]
[Assoc Dip Arts (Lib Prac)]
[BA, Grad Dip Ed, Assoc Dip (Lib Prac)]
[Assoc Dip (Lib Prac)]

Curriculum Resources Centre

Brown, Paula
Mulligan, Kim

Curriculum Resources Centre Coordinator
Curriculum Resources Centre Assistant

[BEd(Hons)]

Shoalhaven Campus

Stiles, Carol
Myers, Tracy

Shoalhaven Campus Librarian
Information Access Officer

[BA, MLib Sci, AALIA]
[BArch, Grad Dip Info Mgmt Lib]
Statistics

**COLLECTION**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Library</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monographs</td>
<td>353,239</td>
<td>357,702</td>
<td>368,136</td>
</tr>
<tr>
<td>Serials Vols</td>
<td>163,970</td>
<td>167,057</td>
<td>168,753</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>1,742</td>
<td>1,677</td>
<td>1,536</td>
</tr>
<tr>
<td><strong>Law Library</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monographs</td>
<td>19,989</td>
<td>19,674</td>
<td>20,465</td>
</tr>
<tr>
<td>Serials Vols</td>
<td>28,933</td>
<td>29,364</td>
<td>29,773</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>279</td>
<td>270</td>
<td>228</td>
</tr>
<tr>
<td><strong>CRC</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monographs</td>
<td>34,103</td>
<td>26,399</td>
<td>27,734</td>
</tr>
<tr>
<td>Serials Vols</td>
<td>14</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>5</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

**Previously included in total Library**

**SCEN**

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td>2,629</td>
<td></td>
<td>4,501</td>
</tr>
</tbody>
</table>

**Total Library**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td>397,356</td>
<td>406,404</td>
<td>420,836</td>
</tr>
<tr>
<td>Serials Vols</td>
<td>192,917</td>
<td>196,421</td>
<td>198,544</td>
</tr>
<tr>
<td>Subscriptions</td>
<td>2,026</td>
<td>1,950</td>
<td>1,767</td>
</tr>
<tr>
<td>Electronic Serials</td>
<td>1,908</td>
<td></td>
<td>3,366</td>
</tr>
</tbody>
</table>

**INTERLIBRARY LOANS**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested by UoW</td>
<td>7,213</td>
<td>7,915</td>
<td>7,115</td>
</tr>
<tr>
<td>Items Received</td>
<td>6,784</td>
<td>7,142</td>
<td>6,912</td>
</tr>
<tr>
<td>Requested from UoW</td>
<td>5,902</td>
<td>5,379</td>
<td>4,410</td>
</tr>
<tr>
<td>Items Supplied</td>
<td>4,545</td>
<td>3,815</td>
<td>3,112</td>
</tr>
</tbody>
</table>

**CATALOGUING**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td>7,840</td>
<td>8,581</td>
<td>9,903</td>
</tr>
<tr>
<td>Serials</td>
<td>400</td>
<td>560</td>
<td>180</td>
</tr>
<tr>
<td>Non - Book</td>
<td>622</td>
<td>357</td>
<td>877</td>
</tr>
</tbody>
</table>

**ACQUISITIONS**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- new titles</td>
<td>5,753</td>
<td>10,859</td>
<td>7,594</td>
</tr>
<tr>
<td>- additional copies</td>
<td>809</td>
<td>2,112</td>
<td>1,124</td>
</tr>
<tr>
<td>- donations</td>
<td>3,210</td>
<td>1,295</td>
<td>2,615</td>
</tr>
</tbody>
</table>

**ENTRY GATE**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Library</td>
<td>904,402</td>
<td>815,962</td>
<td>809,192</td>
</tr>
<tr>
<td>CRC</td>
<td>78,472</td>
<td>72,353</td>
<td>76,337</td>
</tr>
<tr>
<td>SCEN</td>
<td></td>
<td></td>
<td>8,053</td>
</tr>
</tbody>
</table>

**LOANS**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>376,752</td>
<td>341,332</td>
<td>326,643</td>
</tr>
<tr>
<td>Self Checkout</td>
<td>90,196</td>
<td>105,812</td>
<td>127,015</td>
</tr>
<tr>
<td>Reserve</td>
<td>20,221</td>
<td>20,868</td>
<td>16,533</td>
</tr>
</tbody>
</table>

In increased study space and photocopying facilities

**CRC**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>31,616</td>
<td>31,366</td>
<td>33,866</td>
</tr>
</tbody>
</table>

**SCEN**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td></td>
<td>1,847</td>
</tr>
</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Library</strong></td>
<td>537,542</td>
<td>516,951</td>
<td>512,448</td>
</tr>
</tbody>
</table>

**INFORMATION DESK ENQUIRIES**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Directional</td>
<td>9,844</td>
<td>8,429</td>
<td>8,273</td>
</tr>
<tr>
<td>Catalogue</td>
<td>8,659</td>
<td>8,395</td>
<td>7,898</td>
</tr>
<tr>
<td>Reference</td>
<td>7,092</td>
<td>3,439</td>
<td>3,387</td>
</tr>
<tr>
<td>Databases</td>
<td>7,375</td>
<td>7,001</td>
<td>7,053</td>
</tr>
<tr>
<td>Other</td>
<td>23,197</td>
<td>23,244</td>
<td>21,110</td>
</tr>
</tbody>
</table>

**Total**

| 56,167 | 50,508 | 47,721 |

**LAW INFORMATION ENQUIRIES**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directional</td>
<td>330</td>
<td>466</td>
<td>354</td>
</tr>
<tr>
<td>Catalogue</td>
<td>2401</td>
<td>570</td>
<td>402</td>
</tr>
<tr>
<td>Reference</td>
<td>913</td>
<td>1,459</td>
<td>1,154</td>
</tr>
<tr>
<td>Databases</td>
<td>495</td>
<td>567</td>
<td>420</td>
</tr>
<tr>
<td>Other</td>
<td>1,077</td>
<td>768</td>
<td>1,085</td>
</tr>
</tbody>
</table>

**Total**

| 3,216   | 3,830  | 3,415  |

**INFORMATION LITERACY CLASSES**

* (number of clients)

**- Subject Based**

<table>
<thead>
<tr>
<th></th>
<th>1998</th>
<th>1999</th>
<th>2000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts</td>
<td>559</td>
<td>670</td>
<td>624</td>
</tr>
<tr>
<td>Commerce</td>
<td>1,126</td>
<td>1,488</td>
<td>1,153</td>
</tr>
<tr>
<td>Creative Arts</td>
<td>5351</td>
<td>561</td>
<td>633</td>
</tr>
<tr>
<td>Education</td>
<td>405</td>
<td>514</td>
<td>826</td>
</tr>
<tr>
<td>Engineering</td>
<td>139</td>
<td>124</td>
<td>487</td>
</tr>
<tr>
<td>Health &amp; Behavioural</td>
<td>1,202</td>
<td>1,066</td>
<td>1,099</td>
</tr>
<tr>
<td>Informatics &amp; STS</td>
<td>434</td>
<td>823</td>
<td>723</td>
</tr>
<tr>
<td>Law</td>
<td>206</td>
<td>417</td>
<td>701</td>
</tr>
<tr>
<td>Science</td>
<td>516</td>
<td>361</td>
<td>285</td>
</tr>
<tr>
<td>Other Campuses</td>
<td>147</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total**

| 4,938   | 6,024  | 6,683  |

**- Other**

**Total**

| 4,395   | 3,982  | 3,390  |
## Library Consultative Committee

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Ms Felicity McGregor</td>
</tr>
<tr>
<td>Secretary</td>
<td>Ms Lynne Wright</td>
</tr>
<tr>
<td>Library</td>
<td>Ms Margie Jantti</td>
</tr>
<tr>
<td>Academic Services Division</td>
<td>Ms Gerri Lefoe</td>
</tr>
</tbody>
</table>

### Faculty Representatives

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts</td>
<td>Dr S Brown</td>
</tr>
<tr>
<td>Commerce</td>
<td>Dr J Moore</td>
</tr>
<tr>
<td>Creative Arts</td>
<td>Dr H Dunleavy</td>
</tr>
<tr>
<td>Education</td>
<td>Dr A Okely</td>
</tr>
<tr>
<td>Engineering</td>
<td>Dr R Kohoutek</td>
</tr>
<tr>
<td>Health &amp; Behavioural Sciences</td>
<td>Dr N Taylor</td>
</tr>
<tr>
<td>Informatics</td>
<td>Dr C Alcock</td>
</tr>
<tr>
<td>Law</td>
<td>Dr A Frazer</td>
</tr>
<tr>
<td>Science</td>
<td>Dr W Price</td>
</tr>
</tbody>
</table>

### Student Representatives

<table>
<thead>
<tr>
<th>Type</th>
<th>Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>Ms S Knowles</td>
</tr>
<tr>
<td>Postgraduate</td>
<td>Mr S Riddiford</td>
</tr>
<tr>
<td>ADT</td>
<td>Australian Digital Theses</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>ALIA</td>
<td>Australian Library and Information Association</td>
</tr>
<tr>
<td>AQC</td>
<td>Australian Quality Council</td>
</tr>
<tr>
<td>AVCC</td>
<td>Australian Vice-Chancellors' Committee</td>
</tr>
<tr>
<td>CAUL</td>
<td>Council of Australian University Librarians</td>
</tr>
<tr>
<td>CEDIR</td>
<td>Centre for Educational Development and Interactive Resources</td>
</tr>
<tr>
<td>CRC</td>
<td>Curriculum Resources Centre</td>
</tr>
<tr>
<td>DETYA</td>
<td>Department of Education, Training &amp; Youth Affairs</td>
</tr>
<tr>
<td>GST</td>
<td>Goods and Services Tax</td>
</tr>
<tr>
<td>ILIP</td>
<td>Information Literacies Introductory Program</td>
</tr>
<tr>
<td>Infolab</td>
<td>Electronic Database Access room</td>
</tr>
<tr>
<td>Innopac</td>
<td>Innovative Online Public Access Catalogue</td>
</tr>
<tr>
<td>ITS</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>JournalSearch</td>
<td>Web-based list of serials</td>
</tr>
<tr>
<td>Kinetica</td>
<td>National database of material held in Australian libraries</td>
</tr>
<tr>
<td>LIDDAS</td>
<td>Local Interlending &amp; Document Delivery Administration System</td>
</tr>
<tr>
<td>OSWG</td>
<td>Online Subjects Working Group</td>
</tr>
<tr>
<td>SCEN</td>
<td>South Coast Education Network</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>TAFE</td>
<td>Technical and Further Education</td>
</tr>
<tr>
<td>UBA</td>
<td>UNISON Borrowing Agreement</td>
</tr>
</tbody>
</table>