COVER:
Facets of the Law
Peter Cornwell 1998
(depicting sculpture in the Law Library by Bert Flugelman)

Annual Report/University of Wollongong Library
Wollongong: University of Wollongong
1974 -
Continues: Annual report by the
Wollongong University College Library

ISSN 0726-3007
Library

Annual Report 1997

Quality information services for research, teaching and learning
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August 1997 saw the end of an era with the resignation of John Shipp to take up the prestigious appointment of University of Sydney Librarian. John had been University Librarian at Wollongong since 1986, providing leadership during a time of unprecedented change for the library profession. Both the Library and the wider University community benefited from John’s foresight, encyclopaedic knowledge and capacity for sheer hard work in transforming the Library from a somewhat reactive repository of mainly print materials to a client-centred, proactive and technologically innovative information service.

The library profession, as a whole, and the wider scholarly community have also benefited immeasurably from John’s leadership and his willingness to contribute both time and expertise to a range of issues affecting the provision of scholarly information in an environment of constant technological and educational change. This year, John continued to represent the Library community on various standing committees of the Australian Vice-Chancellors’ Conference concerned with information access. John is also President-elect of the Australian Library and Information Association for 1998.

University and Library staff farewelled John with many accolades and it was with great personal regret that I farewelled a colleague, mentor and friend of more than a decade.

The University Council accepted the Vice-Chancellor’s recommendation of my appointment to the position vacated by John on August 11. The post was taken up with some trepidation, however, confident of the support of an incomparable staff and with the good wishes of colleagues throughout the tertiary sector, I look forward to a future which doubtless includes challenges exceeding those of the past.

The Library commenced 1997 with a changed reporting structure within the University. A rationalisation of Senior Executive responsibilities included transferring the Library to the portfolio of Professor Christine Ewan, Pro Vice-Chancellor (Academic), from that of the Pro Vice-Chancellor (Research). Both John and I had enjoyed working with Professor Bill Lovegrove but equally welcomed the opportunity to work with Professor Ewan and other members of the new Academic Services Division.
The Library participated in the identification of reshaping strategies necessitated by the Federal Government's funding cuts to higher education. Although the bookvote was protected to a large extent, reductions in staffing and operational budgets, as well as the very real reduction in purchasing power occasioned by unfavourable exchange rates, meant looking anew at structures, services and processes. The successful integration of quality management techniques was of invaluable assistance in identifying opportunities for reducing costs, while maintaining and improving service levels. Eight positions were relinquished through natural attrition. The issue of reduced purchasing power for a Library with barely adequate resources for teaching, learning and research remains high on the agenda and will be critical for the University community to address in 1998 and beyond.

The Library Committee was naturally preoccupied with the problem of managing a bookvote unable to meet all of the needs of the community and is working closely with Library staff to identify the best possible solutions to the issues before it. Apart from recommending allocations to faculties for monographs, serials, interlibrary loans and initiatives, the Committee received reports on surveys of building space, materials availability and interlibrary loans. The proposed relocation of the Law Library, one of the strategies for increasing the space available for monograph growth, was planned in consultation with the Library Committee and the Law Faculty. Although Law staff are not entirely happy with the change, they are working with Library staff to ensure that services to Law are maintained and improved.

In October, the Library hosted a meeting of the Council of Australian University Librarians (CAUL), for the first time. Some 39 University Librarians or their representatives, plus the Director of Information Technology Services, Greg Naimo were welcomed to the campus by the Vice-Chancellor, Professor Gerard Sutton. The program included a seminar on the process of applying for research grant funding. The University's Pro Vice-Chancellor (Research), Professor Bill Lovegrove and the Dean of the Faculty of Informatics, Professor Ah-Chung Tsoi, kindly relinquished their Sunday afternoon to present an extremely informative and interesting seminar to the librarians. The Monday meeting was followed by the opening of the new Bennetts/Blackwells warehouse in the northern Sydney suburb of Belrose, which included a glittering cocktail reception and an erudite and amusing occasional address by the Hon Gough Whitlam.

Towards the end of the year, the Library's new management structure was approved. Without the option of replacing the Deputy University Librarian position, it was decided to share the major responsibilities between two existing staff members by replacing and extending the Divisional Librarian positions. Lynne Wright accepted the position of Manager, Client Services and Neil Cairns that of Manager, Technical and Corporate Services. Lynne's special expertise is in information literacy and she has worked successfully with other campus members on the integration of generic skills into the curriculum. Neil's particular expertise is in information technology and he has been responsible for many of the Library's successful technological innovations. The Library Executive Committee has been extended to six members to include Sue Craig, Lending services Coordinator, Pam Epe, Acting Technical Services Coordinator and Catriona McGurk, Reference Librarian. The Team enjoys a range of complementary skills which will ensure continuance of the excellently managed facility and services which our community expects and supports.
Together, we look forward to working even more closely with other members of the campus community to ensure that we support the University’s strategic direction, that we exploit all appropriate opportunities offered by innovations in technology and delivery modes and that we continue to support and develop the skills of Library staff to ensure that the benefits of improvements in information delivery are passed on to all of our clients.

Felicity McGregor
University Librarian
The integration of Quality Management into all Library processes and services is reflected in the format of the Annual Report.

Instead of reporting by function or department, as in previous years, the report is organised around the five **Critical Success Factors (CSFs)**, agreed by staff during the year. The CSFs represent the outcome of feedback from our clients and other stakeholders, environmental analysis, both internal and external, as well as our vision for the future, documented in *Prospect 2005*. Achievements are reported in terms of **Key Performance Indicators (KPIs)**, identified for each CSF. Goals have been developed to ensure success in each performance area.

This overall analysis provides the framework for the more detailed Strategic Plan, in which all Library teams develop relevant goals and improvement strategies, accompanied by improvement indicators and measures.

**Critical Success Factors**

**Client Service Satisfaction**

**Effective Support for Research, Teaching and Learning**

**Effective/Efficient Resource Management**

**Innovation**

**Staff Wellbeing**
Client service satisfaction

Satisfaction of clients’ expectations of the quality of the information supplied, timeliness of delivery and helpfulness/courtesy of staff.
Client service satisfaction was monitored throughout 1997 by means of a series of planned assessment activities, with the following results:

- exit surveys of clients using the Information Desk indicated a high level of satisfaction with the level of service provided by Library staff
- results of the Interlibrary Loans Survey indicated improvement in service desk satisfaction: 87% of participants had their service expectations met or exceeded, compared with 84.4% in 1995
- the client feedback system was used to record 57 compliments directly related to service desk staff
- some of the standards supporting client service satisfaction were monitored during key periods, demonstrating achievement levels of between 90% and 100%

**CCC Feedback System**

The client feedback system: Compliments, Comments and Complaints (CCC), continues to be an important mechanism for gauging satisfaction levels. Of the 323 messages recorded on the Client Feedback database, only 14 were complaints. All suggestions or complaints are answered personally, if reply details are provided, or responses are posted on the foyer's noticeboards.

A monthly report is generated from data in the Client Feedback Database and distributed to each team in the Library. This provides teams with a client-focused method of identifying areas for improvement in their areas of responsibility.

**Interlibrary loans**

Three processes were monitored during the year:

- processing requests
- processing of incoming items
- supplying items to external requestors

One of the Interlibrary Loans service standards is to process all requests within 48 hours. During March and June this standard was monitored, results indicating
that 96% of requests were processed within the standard. Time taken to process and receive items and supply to clients was also monitored. Results showed that 92% of requested items were supplied to clients within two days of receipt. The process will be monitored again before a service standard is established.

A client survey of the Interlibrary Loans service provided valuable feedback on expectations of service delivery, turnaround times and overall satisfaction with the service:

- 65% of respondents expected a 1-2 week turnaround time for their requests
- 87% of respondents indicated the time taken to supply their requests met or exceeded their expectation
- 86% of respondents using other document supply services rated our service similar to or better than other suppliers

Materials availability survey
A survey developed by the Council of Australian University Librarians (CAUL), was conducted in March. The survey aimed to measure client success in locating items held by the Library and to identify reasons for non-availability. The survey results were comparable to other Australian academic libraries. The survey helped identify some of the less apparent obstacles to locating materials, for example, many respondents had difficulty in interpreting the Dewey Decimal System. Strategies to address this problem will include exercises as part of first year introductory programs and explanatory signs on the end of bays. Unavailability due to non-acquisition of materials was expected. If details were provided, items were purchased if at all possible. Promotion of the suggestions for purchase function, available through the Innopac system, is planned for 1998.

In conjunction with the Materials Availability Survey, the Lending Services Team monitored two of their Key Performance Indicators (KPIs): timeliness of returns and accuracy of shelving. The current standards for these activities were achieved and improved. During the survey period, shelving staff were not informed of the survey and all items were accounted for and shelved with 100% accuracy. The returns processing time did not exceed 30 minutes during the period.

Shelf tidy
The bi-annual shelf tidy was conducted in December and June. All staff participated in checking designated areas of the Dewey
sequence. Client feedback continues to be appreciative of this strategy, which also assists the regular shelvers to maintain their 99% shelving accuracy rate. In addition, the continued commitment of all staff to the weekly half hour shelf tidy program similarly assists shelving staff in maintaining rapid and accurate reshelving.

**Three day loans**
Consistent with our commitment to client consultation, a three day loan period was introduced to increase the availability of high-demand items. Items designated for three day loan include: texts and recommended readings, items requested by academic staff and other high-use items identified by Library staff. Feedback from both students and academic staff has been extremely positive.

**Special collections**
Materials availability was improved by numerous housekeeping improvements, for example: all portable items such as headphones and remote control units were barcoded and added to the Innopac system; a stocktake was completed and a checkout terminal was installed in the Special Collections office.

**Promotions and publicity**
Members of the Promotions Committee attended two workshops in order to improve the standard of presentations and displays. The following displays were mounted:

**Library week**
A display was organised for the Library foyer promoting the Library Week theme: *Libraries... a web of information*. The Library’s WEB page was launched by the University’s Chancellor, Dr R. M. Hope. Demonstrations and workshops on exploring the Library’s Home Page were also offered.

**Shoalhaven display**
The Library hosted a display from the Lower Shoalhaven Catchment Management Committee. The Committee was keen to encourage student participation in its projects and used the display to raise awareness of their activities.

**Open day**
A variety of activities was conducted for Open Day, including Library tours, Internet demonstrations, a Library stall and roving helpers to assist the general public with their enquiries.

**Mental health week**
A large display was organised in the Library foyer to promote Mental Health Week. This display attracted a great deal of interest and promoted the range of resources available both in the Library and within the local community.
Changes to the library
Several sections of the Library were relocated in the latter half of the year and a display was mounted to advertise those changes and to provide a guide to new locations.

Sandwich board
The sandwich board outside the Library continued to be used to promote daily workshops, seminars and training sessions; its position outside the Library attracts those clients who may not have read the noticeboards or email information.

news@library
The first issue of the renamed newsletter, news@library, was distributed in April.
Effective support for research, teaching and learning
Consolidation and innovation were the key features of teaching and learning programs for 1997. Successful programs such as the Research Edge, established in 1996, were expanded and revised. Shared teaching resources used for general workshops were reviewed to ensure significant improvements.

The opportunity to participate in the development of University policy enabled staff to influence decisions which affect the level of support the Library can provide in the areas of research, teaching and learning and flexible delivery.

An increase in electronic reference resources facilitated space changes, for example, the print reference collection was weeded and lesser used items relegated to a compactus. Facilities to access electronic resources have expanded with the installation of multimedia and teaching laboratories.

Each year the Reference Services team strives to improve and extend information literacy programs offered to students and staff. Evaluation methods, employed by both Library staff and faculty members, have resulted in a number of changes to programs in 1997.

Compulsory library introductory program
A decision was made in 1997 to remove basic introductory information skills from curriculum-based sessions. This change in policy requires all first year undergraduate students to attend a Compulsory Library Introductory Program (CLIP) class and complete a follow up assignment in Orientation Week or the first four weeks of session. The Reference Services team offered 123 classes to 2,406 students in the first four weeks of the academic year.

The CLIP program was developed by members of the Reference Services team and encourages a high level of participation. Each class commences with a professionally developed video tour of the Library and is followed by a series of exercises and demonstrations, all designed to help students become familiar with a wide range of services and facilities. The class and the follow-up assignment require approximately two hours to complete.

Evaluation of workshops
All lunchtime and Saturday classes were evaluated in 1997, as considerable time is devoted to preparation and delivery of these generic information skills classes. Evaluation forms were designed to determine if our programs adequately met the needs of our clients.

The Quality Coordinator worked with the Reference Services team to develop a package to enable analysis of evaluations of information literacy workshops. The evaluation package will provide demographic information as well as participants' perceptions of the workshops.

During Autumn session, evaluations from each of the demonstration classes indicated an overwhelming number of students required hands on assistance with electronic database searching. In response to requests, programs were adjusted to allow a fifty minute demonstration, followed by 30 minutes of hands on help in the InfoLab.
Integrated information literacy
Chris Faricy (Faculty Librarian) and Margaret Wallace (Lecturer, Health & Behavioural Sciences), conducted a study of the information literacy skills and computing skills of first and second year Nursing students. The data indicated that first year students greatly benefited from an intensive curriculum-integrated program and, compared with second year students, rated their ability and confidence more highly. Results of the study will provide valuable information for future planning.

Policy development
As members of the University's Information Literacies Policy Committee and Generic Skills Working Party, reference staff contributed to the development of policies which will have a significant impact on the role of the Library.

Early in the year, Reference Librarian, Lynne Wright was appointed as chair of the Working Party on Generic Skills. The brief of the Working Party was, in part, to identify generic skills required by our graduates and to report on practical solutions for integrating skills into the curricula. Issues raised in this working party related directly to the role of librarians in the educational process. A successful workshop conducted in August again provided the opportunity for librarians to promote the role of Library staff in teaching and learning programs.

Video tour of library
A video tour of the Library was developed this year to help meet the increasing demand. Members of the Reference Services team worked with the University's Centre for Educational Development and Interactive Resources (CEDIR), to produce the video which has proved a valuable resource for orientation programs, high school and TAFE groups and visitors on Open Day.

Research edge review
Since its inception in 1996, the Research Edge program has been continuously evaluated. Pre and post-focus group evaluation and follow-up surveys provided extensive data on which to base changes, for example, the structure of the program was modified to provide an introductory morning workshop for those preferring a slower introduction to electronic databases and searching the Internet. As a result of changes, the Research Edge manual was extensively revised. The manual is provided as part of the course fee and is also sold in the University Bookshop.

Moving to self-paced learning
The Reference Services team was successful in obtaining $19,000 from the Vice-Chancellor's Educational Strategies Development Fund to allow specific modules from the Research Edge to be manipulated into self-paced modules, with the potential for mounting on the web. The modules best suited for this purpose were identified as Personal reference systems, Email, Electronic databases and Grey Literature (material which is not always easily accessible through conventional indexing and abstracting services). This development project will continue into 1998.
KPI: Access to research resources

Research edge manual
On a trial basis, ten copies of the manual supporting the Research Edge program, were made available for sale in the UniCentre bookshop. All ten copies sold very quickly, indicating a demand for this type of information. An increased number of copies will be offered for sale in 1998 and promoted with all postgraduate groups. At $25 per copy, the book is an excellent tool for all those needing advanced information literacy skills.

Special projects and grants
Members of the Reference Services team worked with the Centre for Educational Development and Interactive Resources (CEDIR) to finalise several projects.

- A Grey Literature web page resulted from a suggestion by academic staff that there is a need to acknowledge this type of literature in the research process. Computer programmers from CEDIR were commissioned to develop the web page and the content was provided by members of the Reference Services team.

- A HTML version of the Electronic Databases: Getting Started class was designed with two purposes in mind: firstly, to streamline a frequently presented class reliant on a stable database environment and, secondly, as a precursor to developing a self-paced web version of the instruction session. A successful application for a grant late in 1997 will allow Library staff to develop the self-paced version in 1998.

Projects such as these contribute to the achievement of the Library’s vision—irrespective of the nature or the location of the sources, the Library will provide a range of services and technologies which facilitate access, retrieval and interpretation of knowledge and, where possible, will make access independent of the Library building.

Flexible delivery
Craig Littler, Faculty Librarian for Engineering, was appointed to the position of Outreach Librarian. This position was created to ensure Library support for the growing emphasis on flexible learning. Craig represented the Library on the University’s Working Party on Staff Development to Support Flexible Delivery. He also attends the development committee for the South Coast Education Network, (SCEN). Craig had significant input into the design of the new SCEN access centre, which will utilise technological developments facilitating the remote delivery of information services.

Support was provided for 376 off-campus students in Autumn session and 247 in Spring session. A total of 249 requests was received for materials and 138 were successfully filled.
Publications database
The University's Research Office enlisted the services of Library staff to assist in compiling the University's 1996 Publications Database. Library staff were responsible for the collection, verification and inclusion of data, according to existing publication criteria established by DEETYA. The success of this project will ensure the Library remains involved on a continuing basis.

Law citation guide
A Citation Guide for Law students was compiled by the Law Reference Librarian. The Guide provides examples of how to cite law material in bibliographies and footnotes. Examples include references from law books, serials, loose-leaf services, cases, statutes and conference proceedings. The Law Faculty found this very useful and provided a copy to each student undertaking a Research Project.

Donations
A considerable donation of monographs and archival material was received from the personal collection of Emeritus Professor, Ken Blakey. An extensive serial collection was donated from the estate of the late Professor Ron King of the Faculty of Education.

Electronic databases
Trial access to the Academic Press IDEAL (International Digital Electronic Access Library) database was made available throughout the year. IDEAL provides access to full text articles from 173 of the Academic Press journal titles for the period 1996-7. The trial is funded by the Federal Government's National Priority (Reserve) Fund through recommendations of the Australian Vice-Chancellors' Committee's Standing Committee on Information Resources.

The successful trial of Expanded Academic Index and Computer Database resulted in a decision to continue subscription in 1998. These databases provide access to full text records, complete with graphics, via the Internet, for up to ten users at a time.

Other additions to database subscriptions were: PharmaSource: Dictionary of Pharmacological Agents with PDR Generics, which provides data on names, trade names, molecular formulae, marketing status and patenting companies and CLIB96 Census data.

New law databases
The CCH Electronic Corporations Law Library on CD ROM includes: Australian Corporations & Securities Law Reporter, Australian Corporations & Securities Legislation and Australian Company Law Cases and was purchased to replaced the equivalent CCH loose-leaf service.

Lexis is an international full text information retrieval system covering case law and statutes, as well as administrative materials, annotated reports, law reviews, business, current affairs and patents information. Important databases include AUST Library (Australian), GENFED Library (US), and ENGGEN Library (British).

Database usage
The highlighted statistics demonstrate the growing reliance on databases mounted on remote servers, rather than reflecting actual growth of database use. In 1996-1997 there was substantial growth of use of the FirstSearch suite of databases. The increased use of the databases on the Ovid server reflects natural growth and the availability of additional databases, as subscriptions were taken out on that
platform, rather than provided locally. In 1997, the engineering database, Compendex was added to those available on this server. ABI Inform was also made available on this platform.

Technical difficulties have made it impossible to obtain a meaningful set of data for databases mounted in-house but growth has been significant, as access options have improved for users.

A total of 9,689 items was processed for the Reserve Collection this year. As part of an ongoing review of procedures, the Reserve Officer attended Faculty meetings to discuss methods to improve processing times for reserve items. As a result, turnaround times improved considerably during the year. All items received for Spring session were processed and shelved well within the 5 day processing standard.

At the completion of Spring session, use statistics for the Curriculum Resources Centre reserve were provided to the Faculty of Education, information which assisted lecturers in evaluating recommended reading for courses.

The redesign of the Reserve work area contributed to the improvement in processing time. The area now operates as a production line and staff are able to see at a glance where bottlenecks are occurring. As a result, there are few processing backlogs at the commencement of each session.

The use of commercial suppliers: British Library Document Supply Centre, Canada Institute for Scientific and Technical Information, EBSCOdoc, UMI Infostore and CARL Uncover, has helped improve the overall operation of the document delivery service. Fulfilment rates have improved by 10% since 1994.

In addition to commercial suppliers, a collaborative arrangement with the Australian National University (ANU), has facilitated timely document supply. A total of 2,352 requests was sent to ANU, which represents 26% of overall requests for 1997. Of these requests, 83% were filled within one week of request.
Effective/efficient resource management
Strategies which were implemented in 1996 to meet the challenges of funding cuts were developed further in 1997. These included multiskilling across different teams to improve flexibility and the development of a broader staff skills base, for example:

- new staffing arrangements for Special Collections, with five Loans staff rostered to regular shifts
- an additional four staff members from Loans and Technical Services trained to work at the Information Desk
- Cataloguing staff members working in Law, Special Collections and Orders
- Serials staff working in Law and Materials Processing
- Orders staff working in Reference Services and Cataloguing
- team representatives trained in basic systems support
- formation of a team to consolidate the provision of reference services and teaching programs.

All staffing expenditure, including casual staff and overtime costs, are now included in the salaries allocation. The salaries expenditure target was maintained at 50% of the overall budget, although this required a reduction in overall numbers through natural attrition, cessation of limited term positions and one voluntary redundancy. Elimination of the position of Deputy University Librarian provided further savings. Changes in the deployment, training and monitoring of casual staff resulted in reduced expenditure in this area.

The bookvote was under-expended by 4.3% at year-end which was a good result. Although funds are routinely over-committed, many orders remain unfulfilled by the financial closing date. Under-expenditure will be carried forward to meet outstanding commitments in 1998.

With advice and support from the Library Committee, strategies were implemented to assist faculties in managing their bookvote allocation:

- expenditure and collection usage reports were provided from the Innopac Library system. The reports provided data on price increases, average delivery times, cancelled orders and claims required.
- liaison with the UniCentre Bookshop for the supply of text and recommended reading lists continued to ensure timely materials availability for the commencement of each session
- monograph spending targets were reviewed and brought forward by 5% to ensure expenditure by year-end.
- initiatives funding for new courses was determined by the Library Committee and orders were processed in time to support new programs.

Other bookvote support activities included:

- purchase of ninety four items suggested by students through the Innopac system
- enhancement of the music collection with the purchase of Australian Composers on CD sale items from the UniCentre Bookshop
- maintenance of binding costs at 1996 levels.
The quality management principle of continuous process improvement has been effectively integrated into the operations of all teams. Improvements to processes include:

- linking of information from Library Resource Checklists, which are completed during the University’s course approval process, with the Library’s initiatives submissions process
- meetings between Acquisitions staff and faculty Library Liaison Officers resulted in improved determination of 1998 budget goals, access to selection tools, initiatives submissions and acquisitions information via the Net
- copy cataloguing and end-processing of Curriculum Resources Centre (CRC) material was devolved to CRC staff to improve productivity
- process redesign in Reserve processing improved turnaround times
- The Innopac management system was upgraded to Release 10
- minimum records were added to the Library catalogue for PAGE videos, Australian Standards and reports held on the Annual Report Collection on CD ROM. These records improve access through individual title and corporate body
- order records prior to June 1995 were archived and an additional 15,000 monograph order records were purchased for 1998
- item records were improved to include the full replacement charge for lost items costing more than $150
- use of Innopac's rapid update function improved the speed of deprocessing Reserve folders
- a new server was installed to accommodate software for networked Macintosh computers
- the transfer of Library literacy data to the Student Services section was automated
- new item codes were created to identify donations, gifts and deposit serials
- a binding software package was introduced which eliminated the need for printed binding slips

Some of the core service improvements for the Library include:

- a 13.51% reduction in the cost of reshelving returned items to the Main Library Collection since 1994

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<th>Year</th>
<th>Average cost per item of reshelving</th>
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<td>1994</td>
<td>$0.38</td>
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<td>1995</td>
<td>$0.36</td>
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<td>1996</td>
<td>$0.34</td>
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<td>1997</td>
<td>$0.32</td>
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Average cost per item of reshelving
KPI: Achievement of plans

- A 10% increase in fill rates for Interlibrary Loan requests from 79% in 1994 to 89% in 1997
- Up to 60% decrease in supply times for new book acquisitions since 1995
- Service standards achieved 90-100% of the time during monitoring periods

The staff performance management system for staff was reviewed and renamed Development Review. Objectives achieved include:

- Improved communication
- Structured opportunity for feedback
- Development of individual goals which contribute to team and Library goals
- Identification of individual training and development needs
- Planned career and personal development goals
- Management of change by linking objectives and staff development to long-term goals

Organisational performance

The first comprehensive organisational performance report was prepared and distributed. The report was a compilation of improvement strategies and performance outcomes achieved within the Critical Success Factor (CSF) framework.
Strategic planning

The 1997-98 Strategic Plan was revised to incorporate the CSF framework in the development of improvement goals and objectives. Teams continued with their contribution to the process and greater emphasis was placed on the development of performance indicators at the team level. A summary of the Strategic Plan was developed and distributed to staff.

Costing of services

All teams participated in costing surveys and most key processes were analysed. Data was collected on salary costs associated with each process which will assist in targeting and monitoring service improvements.

Space utilisation

The Library's capacity to accommodate its collections and provide space for teaching and research needs became critical in 1996. Many of the recommendations of the Space Team, a Quality Improvement Team, were progressively implemented in 1997:

- a large compactus was installed on the top floor of the Library to house less frequently used items
- the Law Library office and collections were relocated from the first floor to the ground floor
- indexes and less frequently used Reference items were transferred to the compactus
- Special Collections moved to the former reference area to make room for the Law Library
- Faculty Librarians were relocated, resulting in improved consultation and meeting spaces
- a Teaching laboratory was installed in the former Faculty Librarians office
- the Reserve Collection area was expanded to include Law Reserve material and to provide extra seating for students.

KPI:

Space utilisation
Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management. • Continuous improvement of processes, access to information and resource management through the judicious selection of technological and administrative solutions/applications. • Leadership in the identification and implementation of administrative applications and best practice in human resources management.
Upgrade of workstations
The Library commenced a phased introduction of Windows 95 as new machines were acquired. The public access workstations received memory upgrades to enable faster processing and use of browsers.

Infolab web access
The name of the CD ROM room was changed to the Infolab, to reflect the variety of database types available for searching. The interface was changed from a DOS menu application to a secure web interface which allowed searchers to use Netscape to readily access available databases, but which precluded general web searching. A multimedia laboratory is also now available, adjacent to the Infolab.

Database rationalisation
Additional databases were networked as subscriptions were rationalised, with the aim of reducing stand-alone access. These included two that were first negotiated as trial subscriptions through the Council of Australian University Librarians. Improved access is now available for both on-campus and remote users.

Teaching lab
Office space vacated in October was converted to a much needed teaching laboratory. Sixteen Power Macintosh computers were installed to provide an instruction facility that will allow librarians to teach hands on classes in information access, using the full range of web and online resources available.

Upgrade of the Innopac system
The operating system was upgraded in October, with some difficulty. While the upgrade offered no immediate increase in functionality to users, it is a necessary precursor to future enhancements.

Cataloguing innovations
The CatSkill CD ROM product was acquired as a training tool for new or inexperienced cataloguers and as a refresher training tool for more experienced cataloguers.

Participation in the OCLC trial using Passport for Windows to search WorldCat for copy cataloguing has yielded favourable outcomes. Results so far indicate a 60% hit rate for items awaiting cataloguing which do not have records on the Australian Bibliographic Network.

Electronic access
Terry Morrow from the University of Bath visited the Library to demonstrate the University's database service. Known as BIDS, the service has potential to allow the University of Wollongong to provide a range of databases more efficiently than at present.

Serials staff attended a demonstration of Blackwell's Electronic Journal Navigator. To date, access is provided to only 404 journals, although this will steadily expand. The benefits of the service will continue to be assessed.
Shelflist discarded
The last remaining significant card file in the Library, the Shelflist, was finally, and with nostalgia on the part of some staff, laid to rest. Although a 'closed file' since December 1994, when online shelflisting came into operation, the card shelflist continued to be consulted for some problem solving. However, this is no longer necessary and, with the planned reorganisation of the Technical Services work area, the time was right for its disposal.

Self-charge units
The self-charge workstations were recommissioned in February after a long absence while interface issues were resolved with vendors. Their reintroduction was welcomed by clients and staff as queuing time for service was reduced and self-help encouraged.

Quicksilver
A web-based electronic Interlibrary Loans request form was introduced, known as Quicksilver, which allows registered clients to input requests from their desktop.

Teleworking trial
Two members of the Acquisitions Team initiated a teleworking trial. In preparing their proposal, staff cited the following factors:

- teleworking considered as a flexible work option of the future, as cited in Prospect 2005
- the Library's mission, vision and values promote innovation, staff well-being, client focus and timely delivery of services
- the Library's Quality and Service Excellence program fosters continuous improvement of processes
- the practice of management by output, rather than observation, has provided staff with the skills and confidence to work independently of the Library building.

The final report was submitted in June and included outcomes achieved and recommendations. Staff involved in the trial delivered a paper: Teleworking: a trial conducted at the University of Wollongong Library, at the 9th National Library Technicians' Conference in Canberra.

Benchmarking
The Acquisitions Teams was awarded an Australian Council of Libraries and Information Services (ACLIS) grant to complete a benchmarking project. The aim of the team's investigation is: Improvement of collection relevance and development concerning acquisition of University of Wollongong curriculum texts and recommended readings through benchmarking.
The team secured three benchmarking partners: Fisher Library, University of Sydney; the Northern Territory University Library; and the University of NSW Library. The grant, valued at $2,000, provided the team with resources to develop data collection packages and prepare for site visits in 1998. The project will be completed in June 1998 and a paper will be prepared for ACLIS, reporting the outcomes and recommendations for improvement.

The Australian Quality Council (AQC) invited the Library to participate in a national benchmarking network Leading and Managing Improvement and Change. Partners within this network come from diverse service, education, and manufacturing industries. Data collection activities were conducted with all Library staff and the data was collated by the AQC to provide comparative data across the participating organisations to identify strengths and opportunities for improvement. Site visits will occur early in 1998 and recommendations for improvement will be finalised in April.

E-Team
The Loans Team hosted an E-Team from Corrimal High School during August. The E-Team concept is an initiative of the Australian Quality Council to assist the integration of quality and to offer secondary students an opportunity to apply quality tools in the workplace. The 'E' stands for enterprising students. The team investigated our Returns Room process and, using quality management tools and concepts, presented a report which included recommendations for improvement. As a result, changes have been made to Returns Room procedures to ensure more regular clearing of returned loans, which increased by 5.5% in 1997.

Project Cuckoo
A collaborative trial project, called Project Cuckoo, was conducted for six months between the Interlibrary Loans departments of the University of Wollongong and the Australian National University Library. A designated staff member from ANU was employed for four days a week to process faxed requests and supply photocopies. The purpose of the project was to determine whether turnaround times could be improved while containing costs. Following a positive evaluation of the initial trial, the project will continue until the end of 1998, when it will be reviewed again.

South Coast Educational Network
Planning for the Access Centre for the South Coast Educational Network has been conducted in a short time frame but should result in a functional and attractive resource and access centre for our South Coast students.
Staff wellbeing
In a period of rapid change and some uncertainty, a skilled and flexible workforce is vital to ensure the Library’s success in the future. During 1997, 99% of staff attended at least one training and development activity. A total of 3272.25 hours was devoted to staff training and development, which represents 6.8 days per equivalent full-time position.

Integration of training programs was facilitated by the introduction of workplace assignments for the majority of internal training programs. Assignments were designed to ensure that participants applied knowledge, skills or attitudes gained from training as soon as possible. Evaluation demonstrated that 91.6% of participants who attended internal courses successfully applied knowledge, skills or attitudes in the workplace; for external courses the figure was 88.6%.

The Staff Development Officer was involved in the following activities which support the strategy of: elucidating the links between training programs and Library goals:

- documentation of the prioritisation process for identifying training needs
- development of a form: Training Relationship to Organisational Goals, which will be completed for all internal training programs
- review of the evaluation process for training programs with the aim of gaining more useful statistical information, to align the process within the quality framework and to emphasise demonstrated outcomes of courses. The revised application, report and evaluation forms will be introduced in 1998.

The Library’s revised Induction Program was evaluated by new employees. Both the new staff and their Team Coordinators found the program useful and comprehensive, the checklists proving to be very successful in ensuring a smooth and informative introduction to the Library.

The Staff Development Officer piloted a Team Effectiveness Survey with the Serials Team. The survey aims to measure the maintenance aspect of teams and is based on the six team norms for effective teams: purpose, trust, individual differences, feedback, problem solving and celebration. Analysis of results helps teams to identify actions to improve the way in which they function. The evaluation process will be conducted with other teams in the Library in 1998.

The Library Executive Committee (LEC) initiated a monthly morning tea/staff meeting, with the aim of improving communication in a relaxing and enjoyable format.

Staff presented papers at a variety of conferences and seminars throughout 1997:

- Three Library Technicians presented papers at the 9th National Library Technicians Conference in September. Traci Rice presented: Total Quality Management: curse or cure? The University of Wollongong Library’s Quality and Service Excellence program and Bernadette Stephens and Frances Riva presented: Teleworking: a trial conducted at the University of Wollongong Library.
- Sheree Pupovac and Michelle Aitkin presented a paper: Innovation and change for the Nineties - University of Wollongong Library style, at the 12th National Cataloguing Conference.
The Library hosted an Illawarra Quality Improvement Network Seminar which included a presentation of our quality case study by the Quality Coordinator and the Deputy University Librarian.

The Acquisitions Coordinator, Traci Rice, was invited by the Wollongong City Librarian to present a paper: University of Wollongong Library, Quality and Service Excellence, at the Country Public Libraries Annual Conference.

The Quality Coordinator, Margie Jantti, co-presented a workshop on Quality Function Deployment at an Illawarra Quality Improvement Network meeting.


A Quality Improvement Team was formed to investigate the results of the 1996 Staff Perceptions Survey. Following the analysis of data and feedback gathered from focus groups, the team identified communication as an opportunity for improvement. Some of the recommendations for improvement include: important communications to be emailed to staff as well as supplying a print version for notice boards and more information to be included in the minutes of the Library Executive Committee.

The Staff Training and Development Committee selected the recipient of the annual Rita Rando Merit Award. Shandell O'Neill, from the Loans Team, was chosen for her commitment to delivering high quality client service, her highly organised approach to work and her initiatives to improve service. Other staff were recognised in the following ways:

Craig Littler, Faculty Librarian for Engineering, received the Vice-Chancellor's Award for Outstanding Service at the University Day ceremony in March. Craig was recognised for his commitment to providing quality service to students and academic staff, initiative in the types of information skills programs he developed and his dedication to completing tasks accurately and on time.
• Susan Jones and Sonya Ollerenshaw received the Client Service Award for providing quality service to both internal and external clients.

• The Staff Development Officer, Lorraine Denny, was awarded the Dunn and Wilson Scholarship at the 9th Library Technicians Conference. Lorraine’s project is: to examine job descriptions within Australian libraries by focussing on library technician job descriptions. The three stages of research will involve a literature review, a survey of library technicians to determine the currency, accuracy and usefulness of job descriptions and an investigation of best practice in Australia.

The Staff Training and Development Committee implemented a training and development plan which identified objectives and highlighted training priorities for the year. These were developed by examining organisational needs, results from training needs analyses and individual Development Reviews. Objectives were addressed as follows:

Leadership development. A workshop was commissioned and attended by fourteen staff. Several positions were made available as leadership opportunities for existing staff.

Training in desktop applications. Workshops in Basic Word, Create Lists, Exploring the Library Web Page, Electronic Databases: Getting Started, Basic and Advanced ABN and Introduction to Excel, were conducted by Library staff and Information Technology Services staff.

Skills for dealing with difficult clients. A workshop on this topic was developed by the Staff Development Officer.

Understanding benchmarking. The Quality Coordinator and Staff Development Officer developed and presented an Introduction to Benchmarking workshop.

Network awareness. Jacqui Birchall and Craig Littler developed and presented a Workshop: Mysteries of the Network Explained. Twenty three staff attended.
Other in-house workshops conducted during 1997 included: Minute Taking; Team Review; TQM Awareness; Quality and Service Excellence Refresher; Neutral Questioning; Client Service Skills; Self Disclosure and Feedback Skills.

A Coping with Change workshop was attended by 36 staff. The aim of the workshop was to provide staff with strategies to help them cope with change in their work and personal lives. The workshop supported the key strategy: ensuring all staff are informed and involved in change management and in maintaining a positive and productive culture.

A Training Needs Analysis was conducted for Team Coordinators who completed a skills checklist and survey. As a result, a number of programs will be developed in-house in 1998 including Report Writing, TQM Plus, Basic Statistics and Intermediate Excel.

A development opportunity for staff who wished to gain experience in Systems was implemented through a training program for volunteer systems support staff in each team. These staff received intensive systems training and have become the first contact point for systems enquiries within teams. This has alleviated pressure on Systems staff and empowered staff to take responsibility in this area.

Nine staff members had study time approved for the University or TAFE courses in which they were enrolled.

The Staff Development Officer presented a Client Service Skills Workshop to the Illawarra Institute of TAFE and to Parramatta Council Libraries. The same workshop was successfully held for staff from other libraries (including special, public and academic) at the University of Wollongong. The Adelaide Institute of TAFE also purchased this workshop in a modular format to present to their staff in-house.

Staff attended a number of programs organised by the University Career Development Unit. These included:

- Moving Forward in a Changing Environment, designed for University middle managers. This retreat provided a number of valuable tools to assist the integration of change and awareness of others and their approach to change. It also provided a worthwhile opportunity to network with other middle managers on campus.

- Springboard Program, is a professional development initiative for women in non-managerial positions. The program included workshops, a self-paced workbook, network building role models and the identification of a mentor to provide ongoing support and career advice.

- Navigating the Career Maze, designed to help participants plan their careers.

- The Seven Habits of Highly Effective People, two staff achieved facilitator accreditation and will offer the program to Team Coordinators and interested staff in 1998.
The Quality Coordinator developed a kit for new quality team members. The kit will assist in clarifying team roles, the selection of projects, using quality tools, preparing reports and presentation techniques.

The primary focus of the Library's Occupational Health and Safety (OH&S) Committee was to coordinate training courses to improve staff awareness and skills in establishing a safe and healthy working environment. The following sessions were organised:

- Fire and Emergency training for all Library staff
- Ergonomics in the Workplace
- Manual Handling
- OH&S Training for Supervisors
- Auditing of the University Workplace
- Keyboarding Workshop

The Library's two First Aid Officers updated their training. In accordance with the University's revised First Aid Policy, they also assumed the responsibility for reviewing and restocking first aid supplies.

The Library's evacuation procedures were put to the test with three minor emergencies which required clients and staff to evacuate the building. Staff were commended by the University's OH&S and Security staff for their swift actions and effective procedures during such emergencies.
## Staff development programs

The majority of staff participated in at least one staff development activity during the year. Activities ranged from programs developed by the Staff Development Officer, other Library staff or the Career Development Unit to external courses, conferences and seminars. The following list is not exhaustive but indicative of the range and variety of relevant training and development opportunities available to Library staff:

| Building and Leading Highly Effective Teams | Management Skills for New Managers and Supervisors |
| Computers as Constructivist Learning Tool | Measuring and Evaluating Training Performance |
| Conducting OH&S Audits | OH&S Training for Supervisors |
| Conflict Resolution | Online and On Disc Conference |
| Creating Tomorrow Today: Can You Imagine | On the Edge: Specials, Health and Law Librarians Conference |
| Cross Cultural Communications | Pagemaker 6.5 |
| Developing Quality Questionnaires Performance | Planning and Measuring Business Performance |
| Digital Library Technology 97 | Preventing Burnout |
| First Aid Training | Promoting your Library |
| Future of Quality | Public Speaking |
| General Staff Selection Techniques | Reinventing Acquisitions |
| Information Literacy: the Professional Issue | Resolving Workplace Conflict |
| Information and Copyright | Time Management |
| Introduction to Excel | Train the Trainer |
| Introduction to Powerpoint | Unleashing your Creativity |
| Introduction to Supervision | Win that Job |
| Internal Consultancy Skills | Writing Procedures |
| Library Display Workshop | |
Strategic alliances

The Library actively seeks to develop and foster relationships with its stakeholders, clients and suppliers to continuously improve the range and level of services for our clients. In a period of reshaping, successful strategic alliances are paramount to maximise access to resources, maintain a high profile for the University and to identify and adapt innovative practices.

Reciprocal borrowing

Reciprocal borrowing arrangements were re-negotiated with partners including all non-metropolitan NSW universities and NSW TAFE (for all categories of borrowers). As a member of the UNISON scheme, academic staff and post graduate students have reciprocal arrangements with NSW metropolitan university libraries.

Interlibrary loans

Access to resources not located within the Library is supported by the Interlibrary Loans service. Participation in the national interlibrary lending scheme, coordinated by the Australian Council of Libraries and Information Services is further supplemented by special arrangements with a number of libraries. These arrangements offer cost effective access to resources within the local area and strategic links to the business community. Partners include Illawarra Area Health Service, BHP Research Laboratories, Lucas Heights Research and public libraries in the Illawarra and South Coast.

International links

The Library recognises the need for the University to maintain a strong international profile and has developed alliances and arrangements with university libraries across the world. The Library hosted visitors from Germany and Asia during 1997. Our international alliance with the Prince of Songkla University continued with the Head of Cataloging Services visiting the Library in May. Miss Chusri Wongsanuwat spent a month in Wollongong, learning the features of the INNOPAC Cataloguing module.

The University of Wollongong Library was the chosen destination for Chris Gessel, a German Librarianship student. Chris spent three months in Wollongong to complete an internship. She was based in the Information Services Division during her stay.

An Indonesian public official, Dr Cosmas Batabura, received an introduction to online researching during a visit to Wollongong. The Library's archive collection on labour relations was of interest to Dr Barabura's research topic: Comparative History of Industrial Relations in Indonesia and Australia.

Chusri Wongsanuwat, Prince of Songkla University with John Shipp
The Library continued to support students in the field of library practice by offering placements to TAFE and university students. Two TAFE students and one university student completed their practical components of study by working in specified areas of interest in the Library.

Library orientation programs were prepared for local High Schools to meet an increasing demand for this service. Programs were developed in consultation with High School representatives and were designed to introduce students to the Library and to develop their awareness of basic information literacy skills and the rapidly changing information environment.

John Shipp and Felicity McGregor attended the City Council's 50th Anniversary celebrations and the launching of the book *History of Wollongong*, edited by University History Department staff, James Hagan and Andrew Wells. The Archivist, Michael Organ provided much of the illustrative material for the book and, with Carol Speechley, of the Aboriginal Education Unit, contributed the opening chapter: *Illawarra Aborigines*.

Felicity McGregor was asked to join the Executive Committee of the Illawarra Quality Improvement Network (IQIN). IQIN is one of the most successful regional quality networks in Australia; its major goal is to improve quality in business throughout the region.

**Other community activities:**
- The Library welcomed over 2,000 visitors on Open Day in August
- An E-Team from Corrimal High School spent a week in the Library using quality tools and techniques to analyse and recommend improvements for the reshelving process
- The Faculty Librarian for Engineering, Craig Littler, conducted a Library session for eighty year 10 students participating in the *Girls in Engineering* summer school
- John Shipp continued to attend meetings of the Illawarra Historical Society, the Illawarra Museum and the National Trust, Illawarra Branch
- The Archivist, Michael Organ, continued his involvement with the Wollongong Heritage Committee.

**Library organisations**
John Shipp and Felicity McGregor attended meetings of the Council of Australian University Librarians (CAUL). The University Librarians met in Wollongong for the first time in October and were welcomed by the Vice-Chancellor, Professor Gerard Sutton. As an adjunct to the meeting, an excellent seminar on *Research Grant Applications* was prepared and presented by Pro Vice-Chancellor (Research), Professor Bill Lovegrove and the Dean of Informatics, Professor Ah Chung Tsoi.

John Shipp and Felicity McGregor attended meetings of UNISON, the Committee of Advice on Libraries, NSW Vice-Chancellors' Conference

Interlibrary Loans Coordinator, Shauna Miller, continued in her role as secretary of the NSW Australian Bibliographic Network Users' group and as secretary of the NSW ABN Interlibrary Loans Special Interest Group.

John Shipp was elected Vice-president of the Australian Library and Information Association (ALIA).

Helen Mandl, Faculty of Informatics Librarian, was NSW Branch Vice President of ALIA and treasurer of the South Coast Regional ALIA branch. Chrissy Ralston,
Faculty Librarian for Creative Arts, and Craig Littler, Outreach Librarian, held the positions of President and Secretary, respectively, for the South Coast Regional ALIA branch.

Law Cataloguer, Tracy Sweeny, continued her association with the Australian Law Librarians Group and membership of the Law Society of NSW and Women Lawyers Association of NSW.

Requests for visits from a number of other libraries were received. Visitors were interested in the Library’s quality management programs, approaches to staff training and development, information literacy programs and the interlibrary loans service.

On our part, a visit to Griffith University Library and the Queensland University of Technology Library provided very useful information on re-engineering strategies, benchmarking activities and the use of consolidated services for some operations.

Collaborative projects between British and Australian libraries were formulated in London at meetings attended by the University Librarian, John Shipp. He also finalised arrangements on behalf of all Australian universities for electronic access to the Journal of Biological Chemistry from the Stanford University’s Highwire Press.

The Acquisitions Coordinator was invited to present a paper on the topic of *Quality Management in Libraries* at the Country Public Libraries Association of NSW 1997 Annual Conference in July.

Other organisations

Staff members continued their support of the Illawarra Quality Improvement Network (IQIN) by attending network discussions and workshops. The Library was invited to host an IQIN seminar and to present a case study on the Australian Quality Awards process at Achievement Level. The Quality Coordinator co-presented at an IQIN seminar on Quality Function Deployment.

John Shipp continued his membership of the Australian Vice-Chancellor’s Standing Committee on Information Resources and the Database Access Working Group.

Technology Development Librarian, Neil Cairns, retained his position as Chairperson of the Australian Innovative Users Group users group for a second year. The group acts as a forum for all universities who are operating the Innovative Interfaces Management system.

Reference Librarian, Lynne Wright, was asked to review two professional placement subjects for Charles Sturt University’s Master of Applied Science, Teacher Librarianship and Master of Education, Teacher Librarianship.

University participation

Library representation on University committees and working parties was high. Participation is encouraged to assist professional development, provide networking opportunities and to improve awareness of University issues.

John Shipp - Academic Senate, Computer Policy Committee, Executive and Senior Officers Group, Library Committee

Felicity McGregor - University Council, Administrative Committee, Academic Senate, Library Committee, General Staff Development Advisory Committee, Academic Staff Development Committee, Information Technology Policy Advisory Committee, South Coast Education Network Planning Group, Academic Committee (Academic Services Division), Executive and Senior Officers Group
Lynne Wright  Educational Innovations Sub Committee, Generic Skills Working Party, Steering Group (Literacies Coordinator), Educational Strategic Development Funds Reference Group, Disabilities Action Committee, Service Development Committee (Academic Services Division)

Neil Cairns  Library Committee, Information Technology Advisory Committee, South Coast Education Network

Catriona McGurk  Teaching and Learning Research Group, Faculty of Arts Education Committee, Centre for Research in Textual and Cultural Studies, Orientation Working Party

Michael Organ  Labour History and Research Centre, Academic Committee (Academic Services Division)

Pam Epe  Academic Committee (Academic Services Division)

Craig Littler  Staff Development Working Party of Educational Innovations Subcommittee, Teaching and Learning Research Group, South Coast Education Network.

The Library presented a workshop on quality management and an overview of the Library's quality journey to the units within the Academic Services Division in October.

On a lighter note, the Library fielded a team in the Vice-Chancellor's annual Run-Swim Challenge. We were notable for our enthusiastic participation, if not our sporting prowess!

Supplier relationships
Emphasis was placed on the progress of supplier relationships during 1997. Ongoing developments, innovations to supplier services and increasing competitiveness of consolidated services occasioned a number of visits from suppliers. The Acquisitions Team and the Serials Team met with key suppliers throughout the year. The Acquisitions Team prepared detailed surveys for suppliers to identify service expectations, the impact of innovations and to provide supplier performance feedback.
Publications


Staff members

ADMINISTRATION

University Librarian
John Shipp BA, Dip Ed, Dip Arch Admin, AALIA (until August)

Deputy University Librarian
Felicity McGregor BA, Dip Lib, AALIA

Administration Coordinator
Jo-anne Lombardi (since June)

Administrative Assistant
Lara Duggan

Research Services Librarian
Pam Epe BA, AALIA

Quality Coordinator
Margie Jantti BA, Lib & Info Sci, AALIA

Staff Development Officer
Lorraine Denny BA, Assoc Dip Bus (Hum Res Devt)

TECHNICAL SERVICES

Technology Development Librarian
Neil Cairns BA, Dip Lib

Technical Services Coordinator
Petra Carpenter BA (Lib Info Sci) AALIA

SYSTEMS

Systems Librarian
Karen Lunt BA Lib Inf Sci, MLib

Electronic Services Librarian
Neil Grant BA, Dip Lib

Jacqui Birchall BA, Lib & Info Sci
Sandi Wooton Assoc Dip (Lib Prac) (since May)

INTER LIBRARY LOANS

Inter library Loans Coordinator

Danica Booth (from May)
Heather Kitchener Assoc Dip (Lib Prac)
Nina Pietro
Jen Lyons
ACQUISITIONS
Acquisitions Coordinator
Traci Rice Assoc. Dip (Lib Prac)
Anne Brown
Margaret Chandler Lib Prac Cert.
Michelle Hadwin Assoc. Dip (Lib Prac)
Raji George BA, BEd
Rodney Horan
Angela Mant BA, Dip Info Mgt Lib
Frances Riva Assoc. Dip (Lib Prac)
Ross Smith Dip Mgt
Augusta Cordina Assoc. Dip Bus Acc
Bernadette Stephens Lib Prac Cert

SERIALS
Serials Coordinator
Kim Misios Assoc. Dip (Lib Prac) (until July)
Helen Andrews
Lindi Crichton
Diane DeFaveri BA, Dip Lib, AALIA
Cheryl Emin Assoc. Dip (Lib Prac)
Sylvia Jacobs
Audrey Kew
Carol Richards

CATALOGUING
Senior Cataloguer
Rod Higham BA (until September)
Michelle Aitkin BA, Dip Com (Bus Info Sys)
Sonya Ollerenshaw Assoc. Dip (Lib Prac)
Marion Pain Lib Prac Cert
Sheree Pupovac B Teach, AALIA
Tracy Sweeney BA, Dip Lib, LLB(Hons), Grad Dip Leg Prac, AALIA

INFORMATION SERVICES
Reference Librarian
Lynne Wright Dip Teach, Dip Lib

FACULTY LIBRARIANS
Chris Faricy BA, AALIA
Keith Gaymer BA, Dip Lib, AALIA
Deirdre Jewell BA, Dip Lib, ATC
Susan Jones BA, Dip Lib, AALIA
Catriona McGurk BA, Dip Lib
Helen Mandl BA, Dip Ed, Dip Inf Man (Lib), AALIA
Elizabeth Peisley Grad Dip App Sci, Dip Teach
Chrisy Ralston B Soc Work, Dip App Sc (Info), AALIA

Outreach Librarian
Craig Littler BSc (Arch), BA, Dip Info Studies, AALIA (since May)
**SPECIAL COLLECTIONS**

Archivist
Michael Organ  BSoc, Dip Arch Admin

Special Collections Officer
Tanya Price BA, Dip Inf Man (Lib) (until June)

**LOANS**

Lending Services Coordinator
Sue Craig BA, Dip Ed, Dip Lib

Reserve Coordinator
Jennifer Malins (since May)
Kerry Benny
Afrodita Brbevski
Donna Dee
Dianne Denniss
Toni Lanyon
Irene Mar
Gary Norwell
Shandell O’Neill  Assoc Dip (Lib Prac)
Norbert Pauly
Frances Pinkerton
Denise Prowse  Assoc Dip (Lib Prac)
Carolyn Werner
Margaret Williams
Carol Woolley

**LAW**

Law Librarian
Elizabeth White BA, Grad Dip Lib

Gay Antonopoulos BA, AALIA
Cheryl Brindle-Jones BA (Lib Info Sc), Assoc Dip (Lib Prac)
Vicki Dodd Grad Dip Info Mgt
Annette Meldrum
Sandi Wooton Assoc Dip (Lib Prac) (until May)

**CURRICULUM RESOURCES CENTRE**

Curriculum Resources Centre Coordinator
Paula Brown BEd

Rosemary Cripps
Belinda Saunders
Kim Mulligan
### Statistics

#### INFORMATION DESK ENQUIRIES

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#### OTHER ENQUIRIES

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<th>Year</th>
<th>Special Collections</th>
<th>Serials</th>
<th>Other</th>
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#### INTERLIBRARY LOANS

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<tr>
<th>Year</th>
<th>Requested by Wollongong</th>
<th>Items Received</th>
<th>Requested from Wollongong</th>
<th>Items Supplied</th>
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<tbody>
<tr>
<td>1994</td>
<td>15,894</td>
<td>12,642</td>
<td>6,223</td>
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<td>14,302</td>
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#### CATALOGUING

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<tr>
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<th>Monographs</th>
<th>Serials</th>
<th>Non - Book</th>
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<td>510</td>
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<td>1995</td>
<td>15,088</td>
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#### ACQUISITIONS

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<th>- new titles</th>
<th>- additional titles</th>
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<td>12,426</td>
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<th>Year</th>
<th>Monographs</th>
<th>- donations</th>
</tr>
</thead>
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#### Entry Gate

<table>
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<td>70,248</td>
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<td>1,390,912</td>
<td>77,226</td>
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#### COLLECTION

<table>
<thead>
<tr>
<th>Year</th>
<th>Monographs</th>
<th>Serials Vols</th>
<th>Subscriptions</th>
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<td>135,466</td>
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<td>1995</td>
<td>353,737</td>
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<td>377,525</td>
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<th>Subscriptions</th>
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</thead>
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<tr>
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* Significant reduction due to cancellations and system change over.

#### ATTENDANCE AT INTEGRATED LIBRARY SKILLS CLASSES

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<thead>
<tr>
<th>Year</th>
<th>Arts</th>
<th>Commerce</th>
<th>Creative Arts</th>
<th>Education</th>
<th>Engineering</th>
<th>Health &amp; Behavioural Science</th>
<th>Informatics &amp; STS</th>
<th>Law</th>
<th>Science</th>
<th>Total</th>
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<td>900</td>
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<td>650</td>
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#### Attendance at Generic Skills Classes

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<th>Total</th>
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<tr>
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<td>4,452</td>
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<tr>
<td>1996</td>
<td>4,013</td>
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<td>1997</td>
<td>4,397</td>
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#### CD ROM & ONLINE SERVICES

<table>
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<th>Online Searches</th>
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<tr>
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<td>1997</td>
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**Library committee membership**

Chairperson: Prof C Ewan, Pro Vice Chancellor (Academic)

Ex-Officio: Mr John Shipp, Ms Felicity McGregor

Secretary: Mr Neil Cairns, Manager, Technical Services

**Faculty Representatives**

**Commerce**
Dr W Rifkin

**Creative Arts**
Mr J Senczuk

**Education**
Ms R Westbrook

**Engineering**
Assoc Prof A Basu

**Arts**
Dr D Simpson

**Informatics**
Ms C Alcock

**Science**
Ass Prof C Woodroffe

**Health & Behavioural Sciences**
Dr N Taylor

**Law**
Mr D Considine

**Student Representative**
Ms J Fredericks

**Council Representative**
Ms S Nixon
<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>ABN</td>
<td>Australian Bibliographic Network</td>
</tr>
<tr>
<td>ABS</td>
<td>Australian Bureau of Statistics</td>
</tr>
<tr>
<td>ACLIS</td>
<td>Australian Council of Libraries and Information Services</td>
</tr>
<tr>
<td>AIMA</td>
<td>Australian Information Management Association</td>
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<tr>
<td>ALIA</td>
<td>Australian Library and Information Association</td>
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<tr>
<td>Ariel</td>
<td>Document Transmission Software</td>
</tr>
<tr>
<td>AQC</td>
<td>Australian Quality Council</td>
</tr>
<tr>
<td>CARL Uncover</td>
<td>Document Delivery Service</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>CD ROM</td>
<td>Compact Disk Read Only Memory</td>
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<td>CLIP</td>
<td>Compulsory Library Introductory Program</td>
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<tr>
<td>CRC</td>
<td>Curriculum Resources Centre</td>
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<tr>
<td>CSF</td>
<td>Critical Success Factor</td>
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<td>DEETYA</td>
<td>Department of Employment, Education, Training and Youth Affairs</td>
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<tr>
<td>EBSCOdoc</td>
<td>Document Delivery Service</td>
</tr>
<tr>
<td>HTML</td>
<td>Hyper Text Markup Language</td>
</tr>
<tr>
<td>IDEAL</td>
<td>International Digital Electronic Access Library</td>
</tr>
<tr>
<td>Infolab</td>
<td>Electronic Database room</td>
</tr>
<tr>
<td>Innopac</td>
<td>Integrated Library Management System</td>
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<td>Information Technology</td>
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<td>KPI</td>
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<tr>
<td>Netscape</td>
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</tr>
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<td>Prospect 2005</td>
<td>Library's vision document</td>
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<tr>
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