UNIVERSITY OF WOLLONGONG

LIBRARY

ANNUAL REPORT

1994
Cover: lithograph from The Heretic, a play in three acts by Morris West, first published in 1969 republished in 1988 by Isotome Press with original lithographs and relief prints by Idris Murphy (from the Library’s valuable collection)
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Quality was a dominating feature of 1994. Recognition of the University of Wollongong as one of the top ten universities in Australia was a tangible outcome of the effort which has been involved in the development of the University. Within the Library, staff members at all levels contributed to the evolution and success of the quality assurance program. This program was allied closely with similar endeavours elsewhere in the University, particularly within the central administration. It reflected also the objectives contained in the Library's long term vision statement - Prospect 2001.

A complete re-assessment of the Library's vision and strategic objectives was commenced toward the end of the year and was accompanied by a re-evaluation of the external factors affecting the purpose and performance of the Library. Relating the objectives of the Library to the aims of the University was relatively easy as the University has a well-developed statement of its objectives, values and performance targets. There are, however, directions in which the Library has been eager to move but has been constrained by the need to meet more conservative objectives espoused by the academic community.

This has been particularly relevant to the introduction of non-print sources of information. There has been little understanding of the radical changes which have occurred in the information environment and the way in which information can be accessed and used. For many academic staff, the worth and quality of a library remains synonymous with large numbers of printed books and serials. There is an expectation that a collection is deficient which does not contain all of the items which are held by a well-endowed and long established library such as Harvard.

By the late 1980's, it was evident that the University of Wollongong would never be able to develop a traditional library collection sufficient to meet its learning and research needs. Not only was the University unable to afford the acquisition of retrospective materials, it also did not have the resources to accommodate them even if they were donated. At the same time, the cost of acquiring newly published materials began to rise at an annual rate far higher than the growth in the University's income. Faced with this dilemma, the opportunity to use electronic formats was investigated along with on-demand acquisition of journal articles from external sources. This contrasted with prevailing academic library conventions which emphasised acquisition of journals in anticipation of demand and the retention of materials even when there was no demand for them.

At that stage, the Library commenced purchasing databases on CD ROM and developed networked access. Soon after, links were developed with external document supply agencies to improve access to materials which were cited in the databases but were not in the Library collection. These activities lead to a re-evaluation of the way in which the interlibrary loan service functioned, and its integration with the acquisitions process. This enabled decisions to be made about whether requested items should be purchased, acquired as single documents or borrowed from another library.

Contemporaneously, use of the campus electronic mailing system and of AARNet became more widespread and there was a growing appreciation of the benefits of new communications technologies. While the Library was able to take some advantage of this change in attitude, the high cost of databases and the restrictions imposed by copyright impeded full exploitation.
During 1993, the University of Wollongong Library received funding on behalf of the Council of Australian University Librarians (CAUL) to trial national access to databases using AARNet. This project continued throughout 1994 and marked a new direction in Library services. Despite some minor difficulties associated with developing the service, the trial proved that there were significant benefits to be gained by a consortium approach to the provision of information services. These benefits included reducing the cost of providing the service so that institutions could afford to participate, and encouragement of further cooperative projects.

As president of CAUL, I was heavily involved in a campaign which resulted in a grant of $5 million over three years to fund projects associated with database access, information infrastructure and electronic publishing. The projects are supervised by the AVCC Standing Committee on Information Resources and I coordinate the database access program. During 1994, the program provided trials of two international services. Use of these services enhanced support for research and highlighted the benefits which network access provides. In addition to the database trials, the program investigated improved arrangements with commercial document supply companies and sought to identify opportunities for consortium purchase of databases which are unsuitable for networking at a national level. In addition, negotiations were commenced to provide AARNet access to the time series data produced by the Australian Bureau of Statistics.

For the University of Wollongong, participation in national cooperative projects has had a number of benefits. It has enabled access, at a cost which is less than the cost of unilateral action, to services at least equal to those of other universities and has provided Library staff with opportunities to evaluate alternate delivery mechanisms. National network access mechanisms are not, however, universally appropriate.

During 1994, the Library developed an information access strategy which recognises that satisfying the needs of the University community involves a mixture of print materials, locally mounted databases as well as access to information located remotely either in Australia or internationally. Implementation of this strategy was enhanced by the receipt of $400,000 from the University’s quality allocation. The grant was spent equally on the purchase of print materials and on the acquisition of equipment which will enable improved campus network access to databases to which the Library already subscribes.

One of my major commitments during the year was to participate in the review of libraries at the Australian Defence Force Academy, University of Waikato and James Cook University. These followed a review of the University of Sydney Library in which I participated at the end of 1993. In March, I visited Indonesia to advise the University of Jember on the development of its library services.

Throughout 1994, the development of the information infrastructure was emphasised as an essential prerequisite of quality service delivery. This investment included the replacement of the automated system used by the Library and upgrading of work stations used to access electronic information. During 1995, greater emphasis will be given to client service. This will build on work done in previous years to develop staff skills and to survey the needs and expectations of Library users. Specific activities in 1995 will include the publication of client service standards and the specification of the core and value-added services which will be provided by the Library. Continued emphasis will be given to developing information literacy skills through greater cooperation with academic staff to include skill acquisition in the curriculum.

John Shipp
Traditionally, libraries have been considered as supporting players in the pursuit of academic learning and librarians have accepted this somewhat passive role for most of the twenty six hundred years of their existence, (noting, however, that the establishment of libraries preceded that of universities by a considerable margin.) Since the first library in Nineveh in 7BC, the functions and processes of libraries have been remarkably persistent until the last twenty years. In that time, the changes in the Library's environment have been so rapid and so extensive that they have the potential to bring about either a radical transformation or the demise of this remarkably persistent institution. Library staff, not surprisingly, have chosen radical transformation as the more palatable alternative. A major aspect of this transformation has involved a reassessment of the role of Library staff in the teaching and learning process, as well as their own need for continuing professional education and learning.

From an outside perspective, libraries may appear to be much as they have always been, from a staff point of view the challenges have been far reaching and pervasive and occasioned a reexamination of the fundamental tenets, practices and values underpinning the profession. Structure, systems, workflows - the total task environment has been profoundly changed by the application of technology in its various manifestations. Not surprisingly many libraries throughout the world embarked on visionary exercises - trying to imagine how their libraries would or should be affected by the various environmental changes affecting them. Most of these sorties into the unknown concentrated on the technological revolution and developments in tertiary education, there was much less attention devoted to the impact of changes on library staff and their perceived future role.

This library published its own vision document, Prospect 2001, in 1991 and devoted a chapter to the future roles and attributes of staff. Although more widely canvassed now, at the time this crucial aspect of future strategy was usually overlooked. It is satisfying that our leading role has been widely recognised. For example, a 1993 report on Human Resource Management in Academic Libraries commissioned by the British Joint Funding Councils' Libraries Review Group comments on the Prospect as follows: One such impressive document, "Prospect 2001", produced by the University of Wollongong, is unusual because of its attention to the people element in future change. It considers that "library staff have a pivotal role in the identification of appropriate information technology and in teaching members of the university to use it effectively". In order to do this it questions the present skills of library staff and also the structures within which they work; a team or project approach to work is recommended. The report goes on to quote quite extensively from the Prospect.

Recognising that the pace of change allows little respite for resting on one's laurels, the Library has already commenced the process of reassessing the Prospect and envisaging the future that awaits us in the new millennium. The process commenced with a review of our achievements, none of which would have been possible without the acceptance by library staff of the fundamental need to learn new skills, new roles, new attitudes and new knowledge.
A Learning Organisation

A lifetime’s learning
Little or much, its all the wealth I earn

This quotation is from *The Heretic, a play in three acts* by Morris West, first published in 1969 and republished in 1988 by Isotome Press with original lithographs and relief prints by Idris Murphy, a student in the School of Creative Arts. The cover of our report reproduces one of Idris’ lithographs.

As part of the process of developing *Prospect 2001* in 1991, the Library recognised the need to embrace the concept of a learning organisation, defined by Peter Senge as an organisation which is: *continually expanding its capacity to create its future*. In reviewing the achievements of Library staff in 1994, it is apparent that, although there is no final outcome for such an objective, the concept is well integrated into the Library’s culture and has been the source of extensive innovation in services for our clients as well as providing impetus for staff development, empowerment and satisfaction.

The initiatives and achievements of staff are described throughout this report and are a source of considerable pride and satisfaction, stopping short, however, of complacency. Some of these achievements are highlighted here. The staff development program is now fully integrated into the strategic and human resource management plans; it is no longer regarded as a bonus or added activity but as fundamental to the achievement of the Library’s goals. Emphasis has also shifted from reliance on external expertise to a combination of self learning and learning from other staff members who, both severally and collectively, possess a wealth of expertise and knowledge.

A large percentage of training and development needs are now met through programs developed by the Library’s Staff Development Officer, Lorraine Denny. Although the aims in establishing this position were challenging, Lorraine has exceeded expectations in improving the quality, extensiveness and cost effectiveness of staff development. As well as preparing and presenting numerous programs herself, she has been responsible for encouraging all staff to take responsibility for both their own learning and for teaching others.

The major staff development activity using external expertise this year was the *Quality and Service Excellence* program. The impact of quality management and quality assurance throughout the University and in other organisations provided the stimulus to embark on this program. The Library considers that it has been singularly successful in managing the large-step or transformational change which has been responsible for the technological and administrative innovation of recent years. It has paid less attention to the continuing, small-step improvements associated with total quality management.

Furthermore, although responsive to client needs, there have been few formalised attempts to gain feedback from users on their needs and their perceptions of the quality of Library services. Since many of the strategies employed in change management programs are also fundamental to the success of quality programs, for example: the breaking down of interdepartmental barriers, the introduction of team-based structures and the involvement and empowerment of staff, the Library was well placed to build on this foundation and implement a program entitled *Quality and Service Excellence*.

The program included the following stages:

* A cross section of Library staff was interviewed in order to gauge quality perceptions and identify key quality issues.
Structured interviews of representatives of major customer groups were held in order to elicit information on: the services sought from the Library by each major customer group, the service attributes considered important by each group and their relative ranking and the Library's performance against customer expectations and any perceived competitors.

The data gathered during both sets of interviews was analysed and a report prepared. Predictably, the Library's performance in meeting the need for resources was not ranked highly by our clients and it was also clear that considerable improvements could be made in aspects such as availability of resources and responsiveness to client needs. The results of the employee interviews were satisfying in that the overall quality performance of the Library was rated highly by staff, an outcome usually achieved after the implementation of a quality program.

A survey is being developed, based on the customer interviews, to be used to measure future improvements in service delivery.

Quality awareness training has been completed for all staff and fifteen staff have been trained as group facilitators. Three project teams were formed to address the processes identified by clients as most in need of improvement and all teams completed their analysis and reports within the identified time frame. All levels of staff participated and enthusiastic involvement and creativity were evident.

The Library has also participated in the University Administration's Continuous Improvement Project, a most exciting initiative for all staff who are committed to improving administrative effectiveness. This project has the potential to implement consistent and complementary improvement processes throughout the campus and will continue to be supported by the Library.

The implementation of a new, fully integrated automated system to manage all Library processes and services was specified, tendered, selected and almost fully implemented during the year. This achievement cannot be overstated, given the complexity of modern library functions and the legendary delays usually associated with large systems installations. The successful outcome was due to the expertise, persistence and leadership provided by the Technology Development Librarian, Neil Cairns, coupled with the involvement, responsibility, initiative and sheer hard work on the part of all staff. All teams accepted the challenge of redesigning their own workflows, rewriting procedures, keying data within deadlines and learning everything possible about operating the new system. Although increased bookvote funds had to be spent and all other targets met, Orders Supervisor, Barbara McGuire and all Technical Services leaders and teams performed beyond expectation.

Far from being preoccupied with their own learning requirements, Library staff looked outwards to reassess the needs of their clientele through the Quality and Service Excellence program and, particularly, to reassess the role of library staff in supporting student learning and, by extension, in inculcating lifelong learning through information literacy.

A Teaching Organisation

As well as emphasising the importance of learning for its own staff, the Library exists to support and enhance the learning of others. The Library is critically important to the achievement of the University's goals and particularly that of producing graduates who are equipped for continued learning.
Although the Library staff's role in teaching University members to use technology to access information was foreseen in *Prospect 2001*, their role in teaching information literacy as part of academic programs was not specifically emphasised. Libraries have always recognised and fulfilled their educative role but it was interpreted as a relatively limited role in demonstrating how to use the various locational and information tools such as catalogues, indexes, abstracts, reference books. Students are now confronted with an information environment which includes a bewildering range of electronic formats and access modes which are both growing in quantity and changing constantly. Selecting and locating appropriate resources for their needs is a process which often involves unfamiliar language and technology. Librarians, in partnership with technology professionals and academic staff, are particularly well placed to assist students in developing the skills which are now essential for lifelong learning and independent research.

Library staff have worked hard to improve the skills they perceived they would need. Although many already possess a teaching background, faculty librarians have all willingly undertaken training programs to improve their presentation and communication skills and a number have completed the *Introduction to Tertiary Teaching* course offered by the University's Centre for Staff Development and Faculty of Education. Various other strategies such as organising a forum with academic staff to discuss issues and directions, initiating a seminar on teaching development and the generation of an inventory of core information skills are discussed elsewhere in this report.

The challenge facing librarians is to convince others that these *information literacy* skills must be fully integrated into the university curricula. Substantial progress was made in 1994 when library staff were invited to participate in the planning and design of a new subject to cover three literacy requirements: statistical, computer and information literacy. The subject: *ARTS 101: Analysis Research and Technical Skills in the Arts*, will be offered in 1995 and Catriona McGurk, Arts Faculty Librarian will teach the information skills component. Recognition of this enhanced role for library staff has considerable implications for professional education, for staffing patterns, for remuneration and, not least, for status. As the boundaries between teaching and nonteaching staff and academic and general staff become increasingly blurred, there are significant industrial and equity issues which will need to be addressed.

All services provided by Information Services have been reviewed and improved, particularly those offered by the Curriculum Resources Centre. The leadership skills of Sue Pollock, Lynne Wright and Margie Jantti and the teamwork displayed by all divisional staff are evident from their achievements.

**Library Committee**

The Library Committee met four times during the year. As usual, the Committee was concerned with recommending the allocation of the bookvote and deliberating on submissions for a share of the Initiatives funding which is set aside for new courses and subjects. In addition, the Committee recommended guidelines for the allocation of $400,000 allocated to the Library from funding received by the University from the Department of Employment Education and Training's Quality Assurance funds. The Committee also endorsed changes to the Library's Code of Conduct and recommended the introduction of a mechanism to allow charging for InterLibrary Loans, once faculty allocations for this purpose are exhausted. Both the Committee and the Library are reluctant to introduce charges, however, it is recognised that funding is essentially static whereas demands for services which incur fees, such as InterLibrary Loans, are increasing.

**Other**

Systems Manager, Janette Burke was one of six recipients from across the University of the Vice Chancellor's Award for Outstanding Service. Janette was recognised for her commitment to improving the availability of information technology to members of the University, as well as to enhancing their knowledge and skills in this area, thus making a definable contribution to the goal of information literacy for all staff and students.
The Deputy Librarian continued to represent the general staff on the University Council and was elected to the Council's Administrative Committee. She continued to represent users on the Human Resources Project Implementation Committee, to attend meetings of the Continuous Improvement Project Steering Committee, and as one component of the latter, to lead a benchmarking team which aims to identify, through benchmarking with other organisations, best practices in enquiry processes and service and to recommend improvements to be implemented throughout the University. Implementation of the Quality and Service Excellence Program led to an invitation to contribute to a seminar on Total Quality Management in Libraries, organised by the Council of Australian University Librarians. Although the University Librarian's presidency of the Council of Australian University Librarians and the demand for his participation in library reviews, both within Australia and abroad occasioned an increased workload, the assistance and support provided by the Library's Executive Assistant and other administrative staff was invaluable.

A student petition supporting an increase in Library funding was presented to Council during the year. At the Vice Chancellor's suggestion, the Council agreed to visit the Library prior to the next Council meeting for a presentation on future directions and issues confronting the Library. Council members commented very favourably on the presentation and suggested that a similar process be initiated for each faculty. The presentation, which made good use of available technology, was led by the University Librarian and the Reference Librarian. Some of the issues explored were: developments affecting Library infrastructure, including buildings, resources, equipment, networks and staffing; funding considerations affecting incorporation of electronic resources and issues affecting access such as cost, copyright and electronic storage. A similar presentation was also made for the information of Library Committee members.
During 1994 a comprehensive program of in-house training and development opportunities was available to staff within the Library. These in-house courses drew on the expertise of both Library staff and the University Community. Since staff development is not a finite activity, especially in an environment constantly requiring new skills, the Library aims to be increasingly self-sufficient in its provision of training programs. Although there will always be a need for some specialist consultants and staff attendance at professional conferences and courses, the increasing expertise of many Library staff means that a large proportion of training needs can be met from within the Library's own staff resources.

The following programs were presented by the Staff Development Officer and other Library staff:

**Teaching Development Seminar for Librarians involved in Teaching**
A five-day program was conducted in February. The program was designed to improve teaching and communication skills and facilitate discussion with academics on the importance of information literacy skills. Presenters were from within the Library and from the University community.

**AARNet/Internet basics for Library staff**
Pam Epe and Carole Alcock presented this session to the Faculty Librarians. Pam also presented a similar session to Cataloguing and Acquisitions staff.

**Information Desk Training**
During 1994, Information Desk Staff had the opportunity to attend a number of workshops aimed at improving skills in accessing particular types of information. The workshops included:
- **Government Sources of Information** - presented by Chris Faricy
- **Company Information** - presented by Susan Jones
- **Statistical Information Sources** - presented by Susan Jones and Lorraine Denny

**Customer Service Training**
The Staff Development Officer conducted a **Quality Customer Service** workshop for all limited term and casual staff who are rostered on service points. As part of the Library’s commitment to providing quality service, all staff will receive client service training. Loans staff participated in a **Follow-up Customer Service Workshop** in December. This was a follow-up to a workshop conducted last year and demonstrates the commitment of Loans staff to continually improving their service. Participants looked at telephone technique and barriers to providing quality service. Action plans were developed which staff will work on during Summer session.

**Neutral Questioning Workshop**
This workshop was conducted for Information Desk staff by Chris Faricy and Lorraine Denny. Questioning techniques used in the Reference Interview were examined.
E-mail Skills for Library Staff
Chris Faricy conducted this workshop for new Library staff who had not received training on how to use e-mail. It consisted of a basic introduction to Electronic Mail and Campus Network News systems.

Effective Group Functioning for Serials Staff
This program began in 1992 and was completed this year. The aim of the program was to give Serials staff the necessary skills to function as an effective team. The following sessions were held this year: Assertiveness skills; Group Decision Making and Conflict Management. Team members found the sessions very beneficial as the following quote from a participant illustrates: The sessions brought the team closer together - the team was very open in discussion throughout. The session developed the team further and built each members confidence in themselves and each other.

Staff development programs presented by University staff or outside consultants included:

Voice Projection
Michael Kelly from Kelly Speech Communications conducted a workshop aimed at helping the Faculty Librarians develop techniques to add variety to their voice, aid in voice projection and help preserve the voice. All participants enjoyed the course and found the techniques useful.

Communicating Effectively with International Students
Faculty Librarians attended this session which was conducted by Steve Rogers from the English Language centre. Steve passed on some very useful hints to use when teaching International students.

Running Focus Groups
Twelve staff participated in this course conducted by Vivien Twyford from Vivien Twyford Communications. The aim of this course was to train and prepare staff to act as facilitators of focus groups. Focus groups are a tool that will enable Library staff to obtain and review clients perceptions of Library services.

Quality and Service Excellence Program
As part of the Library's Quality and Service Excellence program all Library staff participated in a two-day Total Quality Management Awareness Workshop. Fifteen staff volunteered to participate in a Facilitator's Workshop. The training was conducted by a consultant from the Australian Quality Council - Sam Durland. As a result of this training three quality teams were established.

Developments

Quality Client Service Booklet
This booklet was compiled by the Staff Development Officer and is given to all new staff as part of their induction. The aim of this booklet is to provide an outline of what constitutes quality service and to emphasise the Library's commitment to quality service.

Information Bulletin
Each month the Staff Development Officer compiles an Information Bulletin which is circulated to all Library staff. The aim of this Bulletin is to improve communication. The Bulletin includes information from all sections of the Library which may be of interest to other staff.

Lunchtime Workshops
As a career development initiative the Staff Development Officer conducts monthly lunchtime workshops for interested Library staff to attend. Usually a video is shown followed by a discussion or activity. These workshops are designed as a personal development opportunity for staff and have been well attended. They will continue to be held in 1995.
Dr. Rogelia Pe-Pua from the Centre for Multicultural Studies gave an informal talk titled: *A different face in a different place: communicating with overseas students* to staff on service points. Dr. Pe-Pua raised awareness of what it is like for International students when they come to study here and presented hints on assisting international students more effectively.

**Study Time**

Eight staff members had study time approved for University or TAFE courses in which they were enrolled. In addition, two staff are currently enrolled in a self-paced learning course conducted by the Australian Library and Information Association. The course is titled: *Marketing strategies for Libraries and Information Agencies*.

**Staff Training and Development Committee**

The Staff Development Officer convened the Staff training and Development Committee throughout the year and issued a *Staff Development Bulletin* after each meeting.

The Committee again selected the recipients of the Rita Rando Merit Award. Toni Lanyon and Donna Dee, two limited term staff from Loans and Petra Carpenter from Serials were selected. Toni and Donna were recognised for their team spirit, their hard work and their contribution to the quality of Library services. Petra was recognised for her dedication, hard work, team building and leadership skills.

A sub-committee was formed to review career development within the Library and to develop a policy for the Library consistent with the University's policy. The committee will continue its work in 1995.

Increasingly almost all staff are involved in training others on the job. The Committee was asked to provide some assistance in ensuring that trainers have the necessary skills. As a result, a self-paced *On-the-job training guide* was developed and issued.

Committee member, Neil Grant, is currently developing a *Style Manual* for Library staff. The manual aims to achieve consistency as well as accuracy in written communication. It is currently in draft format and will be made available to staff in 1995.

As a result of a suggestion from Committee member, Jacqui Birchall, a Promotions Committee has been established within the Library. This committee will target various services to ensure that clients are aware of the Library's offerings, commencing with Orientation in 1995.

Sheree Pupovac from Cataloguing organised a *Round Table Music Cattledogging Workshop*. Seventeen music cataloguers from around the country gathered in the Library to discuss music cataloguing issues. The workshop was very successful.

The Staff Development Officer attended the AITD (Australian Institute of Training and Development) Conference - *Organisational Futures* in Adelaide. As a result of the conference, a number of recommendations will be implemented in 1995.

The Staff Development Officer facilitated the quality team *Shelve Trek - the new investigation* which is developing strategies for improving shelving and the accessibility of materials.
The Library commenced producing a newsletter, *Library News*, in 1994. This newsletter targets academic staff and aims to keep them aware of developments in the Library. The appearance of the newsletter was greatly enhanced through art work undertaken by Megan Armstrong, from the University's Planning and Marketing Branch. The newsletter will be issued each session, including the Summer session.

Information sessions for academic staff were again held during the mid year break continuing on from the program initiated in 1993. These sessions include demonstrations of databases available through AARNet to academics at their desktop, as well as sessions on various Library services. The sessions were well attended and indicate the need for this type of program.

Access to ABN (Australian Bibliographic Network) and the Ozline group of databases via AARNet was provided to academic and postgraduate students from April 1994. Demonstrations of this service were conducted in April and as part of the Academic Information sessions. According to login statistics, this service has been well utilised by staff and students.

The Library participated in a three month trial organised by CAUL (Council of Australian Librarians) of the FirstSearch databases during May - July. FirstSearch is an online reference system available from the Online Computer Library Centre (OCLC) in the United States, the largest computer and telecommunications network of libraries in the world. FirstSearch provides access to a large number of databases and was well utilised by staff and students during the trial. Subsequently additional search time was purchased and access will continue in 1995.

The Research Services Librarian conducted a number of AARNet Introductory sessions for new Library staff during the year. In addition, advanced classes were held for Faculty Librarians and Cataloguing staff. The session for Faculty Librarians, comprising a "hands on" approach was co-presented by Carole Alcock, a former member of staff, now lecturing in the Department of Information and Communication Technology.

A session on AARNet Information Sources was held for a research group within the Department of Biological Sciences and was co-presented by Wendy Smith, from Information Technology Services. The session included a demonstration of Mosaic, an interface to Internet resources, that permits the transfer of both sound and picture documents.

The Research Services Librarian participated in training for the Library's *Quality and Service Excellence* program, including the Facilitator's workshop. In the latter half of the year, with the formation of the Library's initial Project Teams, she has acted as Facilitator for the Project Team for Resources.

The Research Services Librarian presented two workshops on *Information Sources via AARNet* as part of the Lunchtime Workshop program, organised by the Library and the Learning Development Centre.
The Library continued to place information on the Campus-wide Information Service (CWIS), using the Mosaic server mounted by Information Technology Services. In 1994 the Library Newsletter appeared on Mosaic for the first time. This service provides an alternative access point for library publications and to a bulletin board for details of lunchtime workshops and CD ROM classes. The Library Home page also provides links to other services such as the online catalogue, Liblink, UnCover and the CAUL ISI Current Contents database.

The Research Services Librarian's role aligns closely with that of the Faculty Librarians and she attends most of the training and information sessions for that team. This included participation in the Teaching Development Seminar for Faculty Librarians in February. The Research Services Librarian has a considerable teaching role conducting both classes and individual tuition, particularly for those wishing to access the Internet to locate appropriate resources.
Systems

The year was one of consolidation of existing services and support mechanisms. As the new integrated library software system was being planned and implemented, existing computer systems required continual support and minor development. With the PALS system reaching the end of its useful life and an expansion of the number of workstations connecting to the variety of local, Internet-based and LAN (local area network) applications, hardware and software support issues occupied much of the time of the Systems Manager and systems support staff.

Systems staff were able to rationalise local area networking and to document the array of applications and connectivity mechanisms in use to a much greater extent and thus were able to efficiently pinpoint problems and find solutions more readily. Modifications to the CD ROM network resulted in more controlled and reliable service to users.

Workstations in the CD ROM laboratory were replaced late in the year with multimedia-capable Pentium machines. Printers were also upgraded and a LAN printing solution implemented. With the introduction of one full-text database and the expectation that more multi-media applications will need to be made accessible to Library users in the future, the laboratory has been equipped to deliver a wider range of software applications to Library clients. Other CD ROM workstations were added to the Library’s network, in the Law Library and at service points.

With planning for the new integrated library management software proceeding throughout the year any significant expenditure on staff computer hardware was contained until December, when twenty X-terminals were purchased for use with the Innopac system. These will be installed in 1995, largely for use in areas where staff are routinely accessing a range of Internet-connected applications and databases simultaneously.

The Library Systems Manager, Ms. Janette Burke resigned during the year. Her resignation was accepted with regret as her contributions, to the Library generally and to Systems particularly, were considerable and valuable.

A New Integrated System Takes Shape

After many months of evaluation, tendering and negotiation, in August the Library signed a contract with Innovative Interfaces, Inc. of San Francisco for the supply of an Innopac software package which incorporates an Online Catalogue, Loans, Acquisitions and Serials Check-in software; as well as a range of software tools which will enable the Library to deliver a more comprehensive and responsive information service to its clients. Features of the new system which will be developed in 1995 include a Z39.50 client and server service, integrated InterLibrary Loans request management, significantly improved management of bookvote expenditure and gateways to external database providers.
Two training sessions were held for staff trainers in the Cataloguing, Acquisitions and Serials Departments, and by November ordering of books and serials check-in had already commenced on the new system. Much of the bibliographic and loans data was being prepared for transfer from the PALS system to Innopac and a functioning online catalogue was in place by December.

**Meeting our Goals - Technical Services**

Increasing use was made of document delivery mechanisms available on the Internet as an information resource supplementing the InterLibrary Loans service. Given the increase in the use made of the ILL service, more efficient methods were needed to meet demand and reduce turn-around times; the Uncover and British Library document delivery utilities were used to good effect.

A Project Team worked on developing better communication links between orders staff, faculty librarians, students and faculty staff to ensure that Library resources were ordered and available in time to meet needs. This team was subsumed later under the Client Service program, to develop appropriate mechanisms and a strategic plan for 1995.

Each unit within the Division undertook extensive planning and training to ensure that the Innopac system was introduced with minimum disruption and maximum efficiency; a goal which was achieved with spectacular success. The system is being used by all sections within the Division, and plans are in place to further revise workflows to suit the new system in 1995.

**Library Materials Budget**

The 1994 bookvote was supplemented by $200,000 from the University's Development Funds. The Library Committee recommended that these funds were used to compensate for continued increases in serials subscriptions costs and to partially restore monograph allocations. Allocations were also made to the new area of Biomedical Science and to support the increased cost of Interlibrary Loans.

The Library successfully submitted for a share of the University Quality Assurance Program funds and received $400,000. With Library Committee support, the funds will be used to acquire frequently used materials, including the purchase of multiple copies, to purchase special collections in areas of strategic importance to faculty missions and to purchase and instal technology which will improve the networking capability for heavily used databases.

![Bookvote](image-url)
Acquisitions

Barbara McGuire, Orders Supervisor

Developments

As part of the Department's objective to develop workflows and structures that complement the new integrated library system, the Department consolidated liaison with a number of suppliers, including James Bennett, Blackwell's U.K. and North America, the University Bookshop and DA Information Services. Online access to the databases of all these suppliers has streamlined the ordering process. A new service provided by Blackwell's, New Titles Online (NTO) was trialled at the end of 1994 and it is envisaged that this service can be developed further in 1995.

Visits were received from various Library suppliers: James Bennett Library Services, DA Information Services, Blackwell's, including representatives from the British, North American and Australian divisions, Law Book Company, Butterworths and Guy Boussac.

Major donations to the Library in 1994 included:

* New books from the Psychology Department in memory of Eloise Mixon
* Following the conference of the Australian Psychological Society in Wollongong, Thomas Nelson Australia donated a large collection of new books
* Substantial donations of music material from Gerard Brophy, a visiting lecturer and Australian composer; Ian McGrath of the Faculty of Creative Arts and the Wollongong City Council Library
* A substantial English donation from Grace Parry, a former student
* User manuals from Information Technology Services
* A notable donation of microfiche statistics and yearbooks donated by Professor Wolfers, Department of History.

Following their 1993 donation of $6,000, in 1994 the Australian Institute of Mining and Metallurgy donated a total of $9,000 for the purchase of new titles for Engineering.

Ordering and accessioning procedures for the Curriculum Resources Centre were changed to become part of the main Library's processes in 1994 and most new material was processed through the main Library. The aim of this was to streamline processes to complement the new integrated library system, as well as to create more efficient workflows.

At the end of October 1994 the Department commenced the changeover to the new system developed by Innovative Interfaces Inc and by November the first orders were produced using this system. Staff received training in the new system and were involved in the setting up of new and more streamlined workflows, in line with the Division's objective to develop workflows and structures that complement the new library system.
Development of a formalised link between the Orders Officers, the Faculty Librarians and the Faculty Liaison Officers commenced. The aim of this was to ensure that collection policy decisions were being reached collectively.

**Staff**

In February existing vacancies were reviewed and as a result two new positions were created in the department. Barbara McGuire was appointed as Orders Supervisor and Anne Brown was appointed as Accessions Supervisor. The latter position was recommended by the Working Party on Award Restructuring to provide career opportunities for Level 2 staff.

Several staff were able to further develop their skills by participating in job share arrangements with other departments. Acquisitions staff worked in Loans, on the Information Desk and on the Law Reference Desk.
Developments

Over 15,000 requests were submitted to the Interlibrary Loans Department in 1994. This was a 20% increase on requests submitted the previous year.

In July ILAMAIL 3.0 was upgraded to ILAMAIL 5.0. This new upgrade is a complete interlibrary loans management package and incorporates many of the functions of the earlier version but with a number of enhancements; it allows a far more efficient method of processing and tracking requests. This upgrade also provides greater control over ILAMAIL requests and clients can now be provided with more details about their requests. Workflows in the department were also streamlined to ensure an efficient service was provided to all clients.

In July, at the request of the Centre for Staff Development, Interlibrary Loans staff assumed the task of obtaining films and videos requested on interlibrary loan by academic staff.

Staff

Throughout 1994 all Interlibrary Loans staff participated in the Quality and Service Excellence training and Customer Focus courses. This has greatly improved staff understanding of client needs and expectations of the Interlibrary Loans service.

The Interlibrary Loans Supervisor was rostered once per week on the Information Desk, as part of the Library’s commitment to ensuring staff from all levels and areas of the Library participate in direct client contact at service points.
Developments

As part of the Library's overall effort to develop and maintain a collection that supports the current research and teaching needs of the University, weeding of the Serials collection continued for the first part of 1994 and will continue into 1995. Discarded serials will be sent to various universities in Indonesia, the transport costs will be covered by a project organised through the Lion's Club, NSW. A further aim of this exercise was to create more shelving space for the ever increasing current serials.

Sessions on Effective Group Functioning which commenced in 1993, continued through the second half of 1994. These sessions were organised by the Staff Development Officer, Lorraine Denny, and have continued to improve team building within the Department. Due to numerous staff changes in 1994, some sessions will be repeated in 1995. As these sessions have been so successful they will also be used as a basis for team building sessions in other departments. These sessions are part of a continuous process of empowering staff through team and staff development.

In order to create a more efficient workflow, Law serials processing, previously processed by the Serials Department, was assumed by Law Library staff.

Visits were received from various Library suppliers including: Blackwell's, Bennett-Ebsco and BH Walsh and Sons.

At the beginning of November 1994, the Department commenced training for the new system developed by Innovative Interfaces Inc. Toward the end of November 1994, current serials were no longer entered on the existing system - PALS. All staff in the Department were involved in training for the new system, as well as developing more efficient workflows to coincide with the overall Divisional objectives of developing workflows that complement the new integrated library system.

Staff

The effectiveness of the self managing team approach was demonstrated by the department's success in retaining efficiency during numerous changes in leadership and staffing. Petra Carpenter became the Acting Technical Services Co-ordinator, responsible for the overall operation of the Technical Services Division's processes, systems and staff, with particular responsibility for Serials.

Serials staff were involved in job sharing arrangements with Loans, Acquisitions and the Curriculum Resources Centre.
Developments

During 1994 the attention of Cataloguing Department staff was focused mainly on preparations for the installation of the new Library system which became fully operational, as far as cataloguing processes were concerned, in December.

A considerable amount of time was spent on "cleaning up" the existing database prior to its transfer to the new system. This work was necessary to ensure that the data transferred was correct and that outdated records were not included in the new database.

Preparations for the new system also involved the planning of new workflows because cataloguers now have the facility to add records and make changes online, whereas alterations and additions to the old system could only be achieved through a monthly batch update. Cataloguers are much happier with the new arrangement since all changes to catalogue records are immediately effective, which means that online catalogue users will enjoy a far better service than that provided by the old system.

The introduction of the new system has also enabled us to change our method of obtaining catalogue records from ABN (Australian Bibliographic Network). Previously, new records were supplied via a monthly tape. Now we are able to take advantage of ABN's downline loading facility, so that when a suitable record is found it can be immediately loaded into our local system. As mentioned above, this results in an up-to-date catalogue. It is intended to downline load as many records as possible at the ordering stage. This will speed up the cataloguing process since Cataloguers will only need to check the record for correctness and add the necessary local details.

Responsibility for cataloguing new material for the Curriculum Resources Centre was assumed by the Cataloguing Department. Previously, this was carried out by staff at the Curriculum Resources Centre, but it was felt that it would be more cost-effective to centralise the process. The introduction of the new system provided the opportunity to incorporate the Curriculum Resources Centre catalogue into the main database. This should provide much better access to the material held at the Centre.

The Cataloguing Department continued its involvement in the Library's work experience programs, accommodating visitors from China, Malaysia and Thailand at different times through the year.

Staff

Rod Higham continued his involvement with the NSW ABN Users' Group, attending the quarterly meetings held at the State Library in Sydney. He also hosted a visit to the Library by two Librarians from the University of Auckland Library in New Zealand. Other activities included chairing the Task Force for Restructuring Technical Services, and participating in a fact-finding visit to the Auchmuty Library at the University of Newcastle, to gather information for the installation of the new Library system.
Sheree Pupovac organised a Music Cataloguers' Workshop, which was attended by music cataloguers from a number of institutions in New South Wales and the University of Queensland.

Michelle Aitkin served on the *Task Force for Restructuring Technical Services* and also took part in the fact-finding visit to the Auchmuty Library.

Traci Rice became a Union Representative for the Library. She also assumed the responsibility of Facilitator for the Project Team on Information Access, one of the teams set up for the purpose of improving quality and service in the Library.
The pursuit of *Quality and Service Excellence* was a major goal during 1994. Library staff were well prepared to implement the principles of quality, having already developed their skills in team building, conflict management and effective team functioning. Staff participated in several training programs to equip them with the necessary skills to implement the concepts and tools of total quality management. Library management recognises that the key success factor of quality management is the empowerment of employees and an increased level of participation garnered through team management approaches. Project teams were formed which enabled staff to use their newly acquired TQM skills to seek out users' needs and perceptions of our Library services. Systematically listening to and tracking client feedback resulted in the development of improved client services. All departments in the Division were able to benefit from this process.

Significant progress was made in the development of information literacy programs in consultation with academic staff. The teaching role of the Faculty Librarians continued to grow and steps were taken to ensure that they were equipped with the skills necessary to teach effectively. Two more staff members participated in the University's *Introduction to Tertiary Teaching* program and achieved commendable results.

A five day *Teaching Development Seminar* focussed on lesson preparation, evaluation and delivery techniques, on the use of technology in presentations and ways to share resources and skills among the team. One session of this program was devoted to an *Academic Forum*, attended by academic representatives from all faculties. At this forum support was given to the information literacy objectives set by the Faculty Librarians and it was encouraging to have such a confirmation of direction from members of the academic community.

Another significant outcome from this exercise was the invitation by the Arts Faculty to the Faculty Librarian for Arts, Catriona McGurk, to teach the information literacy component of a new first year Arts course in 1995.

Loans staff utilised some of the tools of TQM to critically assess the reshelving functions of the unit and were able to use this information to improve turnaround times for library items from the Returns Room. A project team resulting from the *Quality and Service Excellence* program targeted the first floor shelving operations and a number of recommendations were implemented; including a biannual shelf tidy project involving all staff in the Library, improved training and procedures for shelving staff and improved supervisory practices for the area. This project team will use the data gathered in 1994 to benchmark the performance of the shelving function in 1995 and to continually assess improvements to processes which will increase the shelving speed and accuracy.

Loans staff were also able to take advantage of the Library's commitment to multiskilling by participating in job share arrangements across almost all departments of the Library. This has proved to be beneficial to both the individuals concerned and the Library, as communication channels are improved and the inter-group interaction further breaks down divisional and hierarchical structures.
As part of their commitment to quality services, Loans staff identified a range of key quality service attributes which were displayed in a prominent location in the Loans work area thus serving as a constant reinforcement of client service standards for all full time and part time staff. The Library's commitment to the provision of quality services was furthered by a series of Quality Customer Service Workshops for all staff working on service points.

As a result of an internal review, the Curriculum Resources Centre underwent many changes throughout the year. A thorough weeding process, a refurbishment program and the relocation of some services to the main library were the main outcomes of this process. The Centre's policies and procedures are now standardised so that it functions as an integral part of the main library.

The Library continued its commitment to the provision of services for disabled students by providing an item retrieval and photocopying service for disabled students. Library staff are also represented on the University's Disabilities Committee and provide assistance and a booking system for the Access Room, located on the ground floor of the Library. This room is now equipped with the Os.Ca.R reader/scanner machine, a Versa Point braille printer, a TTY phone for people who are deaf or hearing impaired, a lap top computer (which uses "Keynote", a speech synthesiser), ergonomic desk and chairs, and a Mac Plus computer with printer. An additional scooter was donated by the Student Representative Council and both the scooters are located on the ground floor.

Services were also provided to PAGE (Professional and Graduate Education) consortium external students. The Library offered a phone, mail, e-mail, fax request and reference service and a postal service for Library materials. As the number of PAGE and other external courses increases, the Library will need to explore ways of funding and delivering services within an essentially static budget.

1994 was a year in which the Library's commitment to ongoing training programs, tailored to Library needs, paid dividends. Staff from all levels and departments have taken on the challenge of continuous improvement and have been very active in forming teams that are responsible for identifying problem areas, developing alternative solutions and proposing changes to policies and procedures to improve library services to internal and external clients. New staff are now appointed as much for their ability to contribute to a team-based structure as they are for their technical expertise. The challenge for 1995 will be to avoid complacency about our achievements and to continue to develop strategies to receive feedback from clients and to then develop services to meet those needs. The Library is well placed to meet this challenge as the long term commitment to staff development has ensured that staff are both highly skilled and responsive to change.
Reference Services

Lynne Wright, Reference Librarian

Reference Services

1994 was an extremely busy and productive year for the Reference Services division. Ambitious goals were set at the commencement of the year in the areas of information literacy, database access, Information Desk services, new publications and improved liaison with Academic staff. As a result, many initiatives and developments have been implemented this year and their success has been due to the hard work and dedication of the Information Services team.

Information Literacy

Throughout 1993 Faculty Librarians had secured information literacy skills classes as part of the curriculum in a number of subjects. In February 1994 a commitment by academic staff to support the information literacy objectives set by the Faculty librarians was gained at a forum on Information Literacy. Shared goals and future collaborative efforts to gain university-wide support for information literacy across the curriculum were discussed and this enabled the Faculty librarians to form a clear set of objectives for 1994. The idea of a common core of information skills tailored to each department's needs was strongly supported and staff proceeded to develop a Skills Inventory, which defined the core skills needed to be acquired progressively by students throughout their university life.

The most significant outcome of the forum was the emergence of a first year Arts subject with two credit points being attributed to Information Literacy skills. Catriona McGurk, Faculty Librarian, Arts, and Lynne Wright, Reference Librarian, attended meetings with the course co-ordinator and the other lecturers to develop the subject. Catriona McGurk will be delivering the Library component of ARTS 101 in 1995.

Statistics show that librarians taught approximately the same number of students in 1994 as 1993. In 1994 a great deal of time was spent concentrating on improving the quality and style of presentation of library skills sessions. A five day Teaching Development Seminar for all Librarians involved in teaching was held in February. The aim of this program was to further develop teaching and presentation skills. Emphasis was placed on lesson planning and presentation, producing quality documentation and the use of evaluation techniques to facilitate continued improvement in teaching.

The Lunchtime workshops and CD ROM classes continued to be conducted throughout the year. A large number of CD ROM classes were offered, however, attendance was down on last year, due in the main to the use of our new and improved self instruction guides. Another contributing factor to this decline in numbers at general classes is that students are provided with CD ROM training in many of the subject-based library skills instruction sessions. Lunchtime workshops on topics such as Advanced Catalogue Searching, Internet Browsing, basic reference searching and more complex CD ROM searching, have continued to be well received by the participants. Students, academics and research assistants take the opportunity to learn and revise a range of research skills.
A range of information skills programs was provided on a cost recovery basis for students from the Wollongong English Language Centre and from the Foundation Studies course, a preparatory program for international students intending to enrol at University. These programs ranged from a two hour research skills session for previous Library users to a six hour program which commenced with a general overview of Library services and progressed to sessions on the use of journals and indexes to locate information for essay topics. Workbooks were produced by Library staff to use in these sessions.

**Reference Collection**

The review of the Reference Collection completed in 1993 led to a number of changes in the collection development policy for this area. Throughout 1994 a thorough weeding project took place and a number of significant changes were made:

* subject specific bibliographies were transferred to the monograph collection to enable broader usage
* archiving of collections regarded as rare or valuable but which are little used
* discarding outdated publications and a number of indexes covered by CD ROM databases
* the relocation of the ABS and Australian Standards collections from the Special Collections area to the Reference Collection.

**Information Desk**

The Information Desk statistics show a decrease in demand for assistance at the Information Desk this year. This is largely due to some initiatives with the use of the CD ROM databases. The development of a series of improved self-help guides and instructional programs prompted a change to a more open arrangement in the CD ROM room in June, where students made their own bookings and selected the database for their needs directly from the within the CD ROM room. Assistance is only sought at the Information Desk when necessary. This has proven to be very successful, however, it has not eliminated the need to conduct instructional classes, as it is recognised that not all students prefer to learn by the self-help method.

Greater demands for Information Desk services have been placed on the weekend staff for a number of years now. This necessitated a review of the existing practice of rostering only one person to the Information Desk on weekends. The Information Desk staff is now drawn from all departments and all classification levels in the Library and so it was possible to canvass a wide range of alternative staffing options. In Autumn Session it was decided to invoke the option provided by the flexible span of bandwidth hours to include Saturday as part of the 35 hour week, the ensuing savings were then used to double the number of staff at the Information Desk.

The Reference section continues to be highly sought after by students studying for their Librarianship qualifications and study visits were arranged for a number of students from Charles Sturt University, University of Canberra and an exchange Librarian from the University of Songkhla in Thailand.

**Publications**

One of the objectives for 1994 was to standardise all Library publications using a more professional format to ensure a consistent style, colour and design. The University's publications officer assisted in this process and the old publications are slowly being phased out.
CD ROM databases

In order to meet the spiralling demand by staff and students to access the increasing number of CD ROM databases, the Library used some of the funds received in 1994 under the Department of Employment, Education and Training's Quality Assurance program, to purchase twelve new computers and CD ROM machines for a newly refurbished room. The room has been reorganised to accommodate the twelve machines in three rows with a laser printer for each row. Another section of the room has been set aside for the two full text database work stations.

In June, as part of the Library's Quality and Service Excellence program, a project team was formed to evaluate database access from both within and outside the Library. The needs of academics and students studying at all levels and across all disciplines were taken into consideration. In order to provide better campus-wide access to high use databases, more full text databases and more indexes suitable for undergraduates, the following databases were ordered: General Periodicals on Disc (GPO), Annual Reports (full text), SMH (full text), General Science Abstracts, Extra (an index to Australian newspapers) and the ERL software package was purchased to enable some of the databases to be networked campus wide.

Online Services

Online services continue to be used on a very irregular basis mainly for searching those databases not available via any other means. Promotion of online services and particularly the Alert service (an online current awareness service tailored to an individual's research needs), continues to be part of the Library's education programs.

Two Alerts in the fields of Medicine and Education have been established to determine the value of using online services as a form of full text updates on research projects.

Staff

A number of staff vacancies occurred in the Faculty Librarians' unit during the year. This has become the norm as our staff are increasingly competitive in the job market and are either promoted or move on to other challenging positions. New Faculty Librarians were appointed to Informatics, Arts and Creative Arts. Their roles are not strictly limited to an individual faculty, however, as this unit works as a team, assisting each other to provide information skills across a whole range of general and subject specific classes.

Highlights of 1994

Open Day Display A depiction of The Information Superhighway, together with road signs and directions, ran through the foyer of the Library to a seminar room where visitors were shown the impressive capabilities of MOSAIC in accessing the plethora of information available via world wide networks.

Introduction to Tertiary Teaching Susan Jones, Faculty Librarian for Commerce and Chris Faricy, Faculty Librarian for Health and Behavioural Sciences, completed this program in Spring Session. As the role of Librarians is changing to include more teaching, this course will benefit both the staff and students they teach.

Teaching the Teachers The Library receives many requests from high school groups to teach year 11 and 12 students how to use the Library. Due to the large number of requests during 1994 an alternative solution was devised. An invitation to local high school teachers and teacher/librarians to attend a tutorial to demonstrate what can be done from their own library was met with enthusiasm and success. Susan Jones, Faculty Librarian for Commerce presented a similar talk to Commerce high school teachers at a conference organised by the Economics Department for secondary teachers.
The Faculty Librarian for Commerce presented a similar talk to Commerce high school teachers at a conference organised by the Economics Department for secondary teachers.

**Saturday Workshop** Information and Communication Technology students studying from the University Centre in Sydney were provided with a full day of instruction and workshops by their Faculty Librarian and the Reference Librarian. This is often the only contact these students have with the Library and is met with great appreciation for the efforts involved.

**New presentation equipment** The purchase of a portable colour Macintosh computer and colour display panel has enabled Faculty Librarians to develop professional presentations using Powerpoint software. These presentations can be taken to lecture theatres, seminar rooms or off campus to conferences and presentations.

**Exhibition** An exhibition devoted to the life and work of Tomasso Campanella (1568 - 1639) was held in November. The exhibition consisted of 45 facsimile letters by Campanella, a Dominican friar and philosopher, including correspondence with Galileo. It was opened by Dr Fabio De Nardis, Consul General of Italy.

**Conferences and Presentations** Lynne Wright and Catriona McGurk presented a paper titled *Information Literacy: Towards a Credit Point Subject* at a Tertiary Education Language and Learning conference in November. This paper traces the expansion of Information Literacy at the University of Wollongong Library. Lynne Wright was asked to speak at an ALIA seminar on the *Acquisition of Multimedia in Libraries*.
Developments

The redesign of the Library foyer had a major impact on the provision of services offered by the Loans department. The returns room was relocated to an area behind the Loans desk which is also easily accessible to the workroom. The new location encourages all staff to participate in the returns process and ensures staff are close by when required. As a result, the returns turnaround time during peak periods has been reduced by 25%, from two hours to one and half hours maximum.

The Loans Supervisor's office was also relocated. The new office offers visual access to the Loans Desk and the Reserve Collection Desk. The Loans supervisor can more readily redirect staff to the busiest points to assist Library users.

Several data gathering exercises were conducted throughout the year to measure and record the work flows within the Loans department. These exercises not only measured work flows that are supported by system generated statistics, but also identified hidden work that greatly impacts upon the work flow and services offered by the department.

The first exercise monitored the flow of Library items from the Returns Room to the monograph floor. A two week survey was conducted in an identified peak period during Autumn session. The survey indicated most returned items were transferred to the monograph floor daily (within 12 hours), however, the survey highlighted certain areas that moved infrequently. Procedures for these areas have been modified to ensure frequent turnaround times and more timely accessibility of Library items.

As part of the Quality and Service Excellence program, a project team was formed to critically assess the reshelving functions on the monograph floor. Procedures were designed to measure the work flow and interruptions to reshelving duties. Shelvers were required to change their shelving practice and actively collect and record data. The results of this survey indicated approximately 50% of the shelving time was devoted to tidying and moving shelves. The reshelving project team is now investigating methods to improve the orderliness of the monograph shelves and thus improve shelving speed.

A shelf reading and tidying program was established to occur at the end of Autumn and Spring sessions. All members of the Library staff participated in this program. The first attempt required an entire day to complete the monograph floor. The success of the program was reflected in that the time taken to complete the task was halved at the end of Spring session.

Quality customer service workshops continued throughout the year. The Library's Staff Development Officer designed workshops to meet the needs of service point staff. The effectiveness of the workshops has been enhanced by individual Loans staff assuming responsibility for actions they have identified themselves as necessary for improvement.
Staff

A number of new staffing arrangements occurred during 1994. A Level Three position was created in the Loans department, to act as an administrative support position to the Loans Supervisor and to assist in the supervision of casual staff. This position has proved to be highly beneficial for the department, in addition to providing a further career opportunity for Level Two staff and allowing more time for the Loans Supervisor to devote to the development of the Loans service.

Job share arrangements are now enjoyed by all Level Two staff in the Loans department. The Loans department has arrangements with the Serials, Cataloguing, Acquisitions, Special Collections and Systems departments. Some Loans staff are also providing support to the Information Desk. The fact that Loans functions continue to be fulfilled and continue to improve reflects the calibre of the staff of the department and the benefits that can be gained by offering staff training and development opportunities.

A job rotation program was also initiated during Spring session between the Reserve Collection Supervisor and a member of the Acquisitions department. The rotation has provided an opportunity for the two staff members to gain unique experience that otherwise would not have been provided in their current positions. The rotation was initially scheduled for three months but has been extended into 1995 at the request of both staff members.

A redesign of the Systems team offered the opportunity for two Loans staff members to learn a variety of systems applications and provide systems troubleshooting assistance.
Audio Visual

Video recordings

The lending policy for video recordings was reviewed to allow the majority of the collection to be made available for loan to students and staff. The collection continued to grow with 300 new titles being added to the Collection. Several new series were added to the collection including: Against all odds: inside statistics; Histology videotape series; and Raising America's children. A considerable number of videos on personnel management and staff development topics were also purchased and the Library now has significant holdings in these areas.

A "milestone" was reached in that some of the Library's first video cassette recordings, obtained in 1977-80 had to be withdrawn from use as these U-matic format cassettes had lost picture quality. It was possible to obtain replacement VHS cassettes of important items. Other purchases included the Video Searcher database, which aids clients to locate videos and films available at locations other than this Library and a new TV monitor and amplified indoor antenna.

Music and sound recordings

Wollongong City Library donated about 600 LP recordings from their stack collection. Many of these recordings and performances may never appear in compact disc format and were of considerable relevance to the University's Music staff and students. Music reader education classes were held for 100, 200 and 300 level Creative Arts students and assistance was also provided on an individual basis to students needing to find scores and recordings. Listening facilities were improved with the purchase of a new amplifier.

Newspapers

Improvements were made in the storage of print newspapers, to allow for easier access. A lunchtime workshop titled Australian Newspapers- Sources, was conducted to teach clients about the range of newspapers available and the ways they are indexed.

Microforms

Although being replaced by CD ROM for some titles, microfilms and microfiche are still important publication formats and used frequently by Library clients. A new microfiche reader with large screen and magnification was obtained to improve the readability of the ATHCOM collection of Australian university calendars. The total number of copies made on the microfilm and microfiche reader printers was 35,230, which represents a 16% increase over 1993 figures.
**Maps and atlases**

New shelving was obtained for the atlases improving access and storage. Late in the year an order was placed for maps to complete holdings of the important NSW 1:25,000 topographic series.

**Statistics**

The number of enquiries at the Special Collections Office was 6844 which represents a 14% increase from the previous year.

**Staff**

In 1994 the Audio Visual Librarian was also Faculty Librarian for Creative Arts (music) and in this role conducted library skills classes and liaised with Faculty staff on collection development. To maintain professional links with other audio visual librarians, the Audio Visual Librarian attended meeting of the International Association of Music Libraries, Australian Branch and the Australian Map Circle 1994 Conference at Macquarie University.

An information session was offered to Information Desk staff on music, maps and microforms and a tour of the collection was given to visiting music librarians who attended the Music Cataloguers workshop organised by the staff in the Library's cataloguing department.

**Archives**

The Archives was staffed two days per week in 1994 by an Archivist in training, Patrick Brownlee. A mid-year review of the Archives revealed that this collection was underutilised and that there was a need to promote the resources more widely on campus. Preliminary discussions were held concerning the future of the collection and the need to ensure close correlation with the University's teaching and research programs. The appointment of a full-time Archivist was considered essential to the greater utilisation of the collection and an appointment will be made early in 1995. Despite the Archives only being staffed two days per week, there was a steady demand for items both for research and for University administrative purposes.
Developments

With the departure of the foundation Law Librarian, John Bahrij, early in the year and a lengthy period preceding his replacement, Law Library staff were faced with significant changes in their operations. Despite this change, staff coped very well and continued to maintain and develop services to clients.

To complement the databases purchased under the Law Foundation grant, access to two online databases was provided via Telnet on the CD ROM menu. The first is ALLI (Australian Legal Literature Index) developed by Monash University and the second SCALE (Statutes and Cases Automated Legal Enquiry) from the Attorney General's Department.

The installation of the new automated system has enabled Sandi Wooton and Annette Meldrum to create serial records and check in new issues from their desktops in the Law Library.

CD ROM training continued to be presented, usually on a one-to-one basis as demand indicated. Formal sessions were presented in conjunction with Library Skills classes and Lunchtime Workshops.

A large component of the Law collection comprises microform and audiovisual material. To assist client access, an extra microfiche reader was purchased with an increased lens capability and a television and video unit with headphones.

As the number of final year students increases, there is more demand on improving research skills for students enrolled in the Legal Research Project subject. This demand was met by conducting a skills class in each of the three sessions throughout the year.

The Internet provides a gateway to a large number of legal databases and has enabled access by staff and students to judgments from overseas jurisdictions.

The collection is growing steadily and has reached approximately 55,000 inclusive of purchased materials, reclassified law books previously held in the main library and donated material.

Staff

The Law Librarian, John Bahrij, resigned in May to take up the position of Law Librarian at the University of the South Pacific. The Faculty Librarian for Law, Elizabeth White was subsequently appointed as the new Law Librarian.

Law Library staff participated in multiskilling arrangements with two staff working on the Library's Information Desk. In return, the Faculty Librarian for Science on the Law Library's Reference Desk for four hours per week.
Developments

As a preparation for integrating the Curriculum Resources Centre catalogue into the main catalogue on the new Innopac system, a stocktake of the collection was completed in January and the collection was then extensively weeded. Barcoding and tattletaping of the whole collection was nearing completion by years end.

Acquisitions and cataloguing of CRC resources were relocated to the Library to allow the new material to be processed directly onto the online catalogue in preparation for inclusion on Innopac. A special grant of $20,000 was given to the CRC to update and replace weeded items and to fill gaps in the collection; the Faculty of Education also donated $10,000 for additional resources. To ensure an even distribution of available funds to all departments a committee of CRC and Faculty of Education staff was formed to prioritise order requests.

Most of the CRC Reserve Collection was integrated into the Library's Reserve Collection, which enabled better security for the items and increased access hours for students.

As part of the commitment to quality service, a review of the CRC was undertaken and a working party was formed to look at ways of improving the CRC. The main recommendations identified the urgent need for a security system and improvements to the aesthetic appearance of the Centre.

As a result of these recommendations, the airlock at the entrance of the CRC was removed to accommodate the installation of a new security system. Much of the CRC shelving was relocated and all of the study carrels were removed. This resulted in a brighter, more open and airy appearance to the Centre. The photocopiers were relocated to ensure adequate ventilation.

Orientation tours were arranged for all First Year Education, Diploma of Education, mature age and Aboriginal students. Wollongong English Language Centre students continued to make good use of the collection for their assignments.

Staff

There were a number of job share arrangements in place during 1994, as staff from the Curriculum Resources Centre and the main Library took advantage of the opportunity to gain skills in another area. Three Level 2 staff were trained in Curriculum Resources Centre procedures and shared a rostered shift on the Centre's Information and Loans Desk.

A member of Curriculum Resources Centre staff participated in training in the Acquisitions and Cataloguing departments and this broad experience assisted her in successfully competing for the position of Acquisitions officer. This vacancy created another promotional opportunity for a level 2 staff member.
Staff Training & Development

Michelle Aitkin
* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Total Quality Management Awareness Training - Parts 1 & 2
* Uniform Title Workshop, presenter Sheree Pupovac
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Introduction to Windows, Information Technology Services

Helen Andrews
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* ABN Training Session, presenter Rod Higham
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Team Decision Making, presenter Lorraine Denny
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Managing Conflict at Work, presenter Lorraine Denny
* Email - Beginners Session, presenter Chris Faricy

Gay Antonopoulos
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Excel - Bridging, Information Technology Services
* Mosaic/Internet, Information Technology Services
* Advanced: Using the AARNet/Internet, Unilinc

Sharat Arora
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Uniform Title Workshop, presenter Sheree Pupovac
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Email - Beginners Session, presenter Chris Faricy

Kerry Benny
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus

Lara Beringer
* Introduction to Word - Parts 1 & 2, Information Technology Services
Afrodita Brbevski
* Basic Computer Literacy, Information Technology Services
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Email - Beginners Session, presenter Chris Faricy
* Follow-up Customer Service Workshop, presenter Lorraine Denny

Cheryl Brindle-Jones
* Government & Parliamentary Information, School of Information & Archive Studies, University of NSW
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Mosaic/Internet, Information Technology Services
* Uniform Title Workshop, presenter Sheree Pupovac
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones

Anne Brown
* Total Quality Management Awareness Training, Parts 1 & 2, Consulting Plus
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Team Decision Making, presenter Lorraine Denny
* Managing Conflict at Work, presenter Lorraine Denny
* Email - Beginners Session, presenter Chris Faricy

Paula Brown
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus

Donna Bugden
* Basic Computer Literacy, Information Technology Services
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Email - Beginners Session, presenter Chris Faricy

Neil Cairns
* Technology Development for Librarians, CAUSE
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitator’s Workshop - Part 3, Consulting Plus

Petra Carpenter
* Publishing: Present & Future Seminar, University of NSW Libraries
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Team Decision Making, presenter Lorraine Denny
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Managing Conflict at Work, presenter Lorraine Denny

Trent Cavenagh
* Email - Beginners Session, presenter Chris Faricy
* Follow-up Customer Service Workshop, presenter Lorraine Denny

Margaret Chandler
* Email - Beginners Session, presenter Chris Faricy
Michelle Chilby
* Curriculum Resources Collections Conference, University of Western Sydney, Nepean
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Email - Beginners Session, presenter Chris Faricy

Lindi Crichton
* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Team Decision Making, presenter Lorraine Denny
* Managing Conflict at Work, presenter Lorraine Denny
* Email - Beginners Session, presenter Chris Faricy

Donna Dee
* Coaching on the Job, Centre for Staff Development
* Basic Computer Literacy, Information Technology Services
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Excel - Bridging, Information Technology Services
* Email - Beginners Session, presenter Chris Faricy
* Follow-up Customer Service Workshop, presenter Lorraine Denny

Diane DeFaveri
* ABN Training Session, presenter Rod Higham
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitators Workshop, Parts 1 - 3, Consulting Plus
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Government Sources of Information, presenter Chris Faricy
* Managing Conflict at Work, presenter Lorraine Denny
* Music, Maps and Microforms, presenter Keith Gaymer
* Email - Beginners Session, presenter Chris Faricy
* Company Information Sources / Staff Refresher Session, Susan Jones

Cheryl Deith
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Team Decision Making, presenter Lorraine Denny
* Managing Conflict at Work, presenter Lorraine Denny
* Follow-up Customer Service Workshop, presenter Lorraine Denny
Lorraine Denny

* Value Added Customer Service Workshop, Management Technology Education
* ABN Training Session, presenter Rod Higham
* Customer Focus Group Training, Vivien Twyford Communications
* Voice Projection, Kelly Speech Communication
* Continuous Improvement Program, ACTAID
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Quality Forum, Australian Quality Council, Illawarra Region
* Total Quality Management Facilitators Workshop, Parts 1 - 3, Consulting Plus
* AARNET Internet Basics for Library Staff, presenter Carole Alcock & Pam Epe
* Customer Focus Group Training, Vivien Twyford Communication
* Organisational Futures Conference, Australian Institute of Training and Development
* Company Information Refresher Session, presenter Susan Jones
* Client Service Skills, Vivien Twyford Communications
* Music, Maps and Microforms, presenter Keith Gaymer
* Career Management, Keenan Consulting

Bronwyn Donald

* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Introduction to Copyright for Educational Institutions/Advanced Copyright for Tertiary Institutions, Australian Copyright Council
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones
* Follow-up Customer Service Workshop, presenter Lorraine Denny

Pam Epe

* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Teaching and Learning Electronic Information Resources, ALIA

Chris Faricy

* ABN Training Session, presenter Rod Higham
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Excel - Bridging, Information Technology Services
* Company Information Refresher Session, presenter Susan Jones
* Company Information Sources, presenter Susan Jones

Sherliee Gardiner

* Illmail 5 Training, State Library
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
Keith Gaymer

* ABN Training Session, presenter Rod Higham
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Voice Projection, Kelly Speech Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Company Information Refresher Session, presenter Susan Jones
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones
* Company Information Sources, presenter Susan Jones
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones

Raji George

* New Information Dimensions Seminar, DA Information Services & DA Electronic Media
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe

Neil Grant

* ABN Training Session, presenter Rod Higham
* Statistical Measures for Continuous Improvement, AIMA
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Total Quality Management Facilitator's Workshop - Parts 1 - 3, Consulting Plus
* Government Sources of Information, presenter Chris Faricy
* Multimedia: How to Invest in Learning Not Just Pay for Technology, University of NSW Libraries
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones
* Company Information Sources/Staff Refresher Session, presenter Susan Jones
* HTML/WWW Workshop, ALIA

Jacqualine Green

* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Follow-Up Customer Service Workshop, presenter Lorraine Denny

Sonya Hale

* Coaching on the Job, Centre for Staff Development
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Company Information Sources/Staff Refresher Session, presenter Susan Jones
* Follow-Up Customer Service Workshop, presenter Lorraine Denny

Robert Hayes

* ABN Training Session, presenter Rod Higham
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones

Tony Hassan

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
Orders Supervisor
Barbara McGuire BA, Dip Ed (from February)
Anne Brown (from May)
Donna Bugden (from May)
Trent Cavanagh Assoc Dip (Lib Prac) (from September)
Margaret Chandler (from August)
Michelle Chilby Assoc Dip (Lib Prac) (from September)
Bronwyn Donald Dip Teach
Sherilee Gardiner (until September)
Raji George BA, BEd
Tony Hassan
Moraig Henderson-Gow BA, BCA (until April)
Allison Hill BA (Lib Info Sci) (until October)
Angela Mant BA, Grad Dip Info Mang Lib (from May)
Nina Pierro
June Sassall Lib Prac Cert
Augusta Stanizzo Assoc Dip Bus Acc
Bernadette Stephens Lib Prac Cert
Gwen Vardareff

Serials

Serials and Government Publications Officer
Helen Andrews

Lindi Crichton
Cheryl Deith Assoc Dip (Lib Prac) (from May)
Carol Richards
Agnes Wroblewski (until March)

Cataloguing

Senior Cataloguer
Rod Higham BA

Michelle Aitkin BA
Heather Kitchener Assoc Dip (Lib Prac)
Marion Pain Lib Prac Cert
Sheree Pupovac AALIA
Traci Rice
Leone Ross (until August)
Tracy Sweeney BA (Lib), AALIA

Bibliographic Services
Sharat Arora MA, MLS, Dip Lib Sc, Dip Russian

INFORMATION SERVICES

Information Services Librarian
Suzanne Pollock BA, Dip Ed, Dip Lib

Reference/Reader Education
Lynne Wright Dip Teach, Dip Lib
Heather Kitchener

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Uniform Title Workshop, presenter Sheree Pupovac

Toni Lanyon

* Basic Computer Literacy, Information Technology Services
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Excel - Bridging, Information Technology Services
* Email - Beginners Session, presenter Chris Faricy

Craig Littler

* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Getting to Know the AARNet/Internet, Unilinc
* Company Information Refresher Session, presenter Susan Jones
* Music, Maps and Microforms, presenter Keith Gaymer
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones
* Company Information Sources, presenter Susan Jones

Jo-anne Lombardi

* Business Travel, Centre for Staff Development
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus

Karen Lunt

* Imagining a World Transformed by Networking, AIMA
* Management Skills for New Supervisors, Management Technology Education
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenter Carole Alcock & Pam Epe

Helen Mandl

* ABN Training Session, presenter Rod Higham
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Customer Focus Group Training, Vivien Twyford Communications
* Voice Projection, Kelly Speech Communication
* Advanced Ausinet, Ferntree Computers
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Marketing for Library & Information Services, AIMA
* Dialog Beyond the Basics, DIALOG
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Music, Maps and Microforms, presenter Keith Gaymer
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones
* Company Information Sources/Staff Refresher Session, presenter Susan Jones

Angela Mant

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Email - Beginners Session, presenter Chris Faricy
Felicity McGregor

* Voice Projection, Kelly Speech Communication
* Publishing: Present & Future Seminar, University of NSW Libraries
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitator's Workshop - Part 3, Consulting Plus
* Total Quality Management, AIMA/CAUL (speaker)

Barbara McGuire

* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Management Skills for New Supervisors & Managers Workshop, Management Technology Education
* Customer Focus Group Training, Vivien Twyford Communications
* Continuous Improvement Program, ACTAID
* Excel Training (basic), Information Technology Services
* ACLIS Acquisitions Conference: Aquisitions Alive, ACLIS Acquisitions Subcommittee
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitator's Workshop - Parts 1 - 3, Consulting Plus
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Company Information Sources/Staff Refresher Session, presenter Susan Jones

Catriona McGurk

* ABN Training Session, presenter Rod Higham
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Voice Projection, Kelly Speech Communication
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Publishing: Present & Future, NSW Libraries
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Company Information Refresher Session, presenter Susan Jones
* Company Information Sources, presenter Susan Jones
* Advanced Using the AARNet/Internet, Unilinc

Annette Meldrum

* Managing Conflict, Centre for Staff Development
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Mosaic/Internet, Information Technology Services
* Government Sources of Information, presenter Chris Faricy
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones
Shauna Miller

* Management Skills for New Supervisors, Management Technology Education
* Statistical Measures for Continuous Improvement, AIMA
* Customer Focus Group Training, Vivien Twyford Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Excel - Bridging, Information Technology Services
* Government Sources of Information, presenter Chris Faricy
* Overview of Copyright for Librarians, Copyright for Libraries in the Computer Age, Australian Copyright Council
* Music, Maps and Microforms, presenter Keith Guymer
* Email - Beginners Session, presenter Chris Faricy
* Company Information Sources, presenter Susan Jones

Carolyn Norris

* Uniform Title Workshop, presenter Sheree Pupovac
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe

Gary Norwell

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Follow-up Customer Service Workshop, presenter Lorraine Denny

Marion Pain

* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Coaching on the Job, Centre for Staff Development
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Company Information Refresher Session, presenter Susan Jones
* Uniform Title Workshop, presenter Sheree Pupovac
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Company Information Sources, presenter Susan Jones
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones

Norbert Pauly

* Total Quality Management Awareness Training - Part 1, Consulting Plus

Nina Pierro

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Illmail 5 Training, State Library
* Email - Beginners Session, presenter Chris Faricy

Sue Pollock

* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenter Carole Alcock & Pam Epe
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Excel - Bridging, Information Technology Services
* Quality Improvement for Libraries Conference, Wollongong City Library
Denise Prowse
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Follow-Up Customer Service Workshop, presenter Lorraine Denny

Sherree Pupovac
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe

Traci Rice
* Customer Focus Group Training, Vivien Twyford Communications
* Job Representative 1, Trade Union Training Authority
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Total Quality Management Facilitator's Workshop - Parts 1 - 3, Consulting Plus
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe

Carol Richards
* Effective Group Functioning Training Program, presenter Lorraine Denny
* Total Quality Management Awareness Training - Part 1, Consulting Plus
* Managing Conflict at Work, presenter Lorraine Denny

Frances Riva
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
* Company Information Sources/Staff Refresher Session, presenter Susan Jones

Janette Roberts
* Follow-Up Customer Service Workshop, presenter Lorraine Denny

June Sassall
* Total Quality Management Awareness Training - Part 1, Consulting Plus

John Shipp
* Total Quality Management Awareness Training - Part 2, Consulting Plus

Augusta Stanizzo
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus

Bernadette Stephens
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Outsourcing Opportunity or Threat, State Library of NSW

Tracy Sweeny
* Uniform Title Workshop, presenter Sheree Pupovac
* Telnet/FTP/Gopher/Archie Information Session, presenter Pam Epe
Mary Tow

* Curriculum Resources Collections Conference, University of Western Sydney, Nepean
* ABN Training Session, presenter Rod Higham
* Voice Projection, Kelly Speech Communications
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenters Carole Alcock & Pam Epe
* Government Sources of Information, presenter Chris Faricy

Gwen Vardareff

* Effective Group Functioning Training Program, presenter Lorraine Denny
* Team Decision Making, presenter Lorraine Denny

Elizabeth White

* Computerised Legal Research Conference, presenter Continuing Legal Education - NSW University Faculty of Law
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Powerpoint - Parts 1 & 2, Information Technology Services
* Customer Focus Group Training, Vivien Twyford Communication
* Voice Projection, Kelly Speech Communication
* Continuous Improvement Program, ACTAID
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Mosaic/Internet, Information Technology Services
* Music, Maps and Microforms, presenter Keith Gaymer
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones

Whitehead, Rachael

* Follow-Up Customer Service Workshop, presenter Lorraine Denny

Sandi Wooton

* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* Neutral Questioning, presenters Lorraine Denny & Chris Faricy
* Mosaic/Internet, Information Technology Services
* Government Sources of Information, presenter Chris Faricy
* Music Maps and Microforms, presenter Keith Gaymer
* Statistical Information Sources, presenters Lorraine Denny & Susan Jones
* Company Information Sources, presenter Susan Jones
Lynne Wright

* ABN Training Session, presenter Rod Higham
* Management Skills for New Supervisors & Managers Workshop, Management Technology Education
* Teaching Development Seminar, presenters Catriona McGurk, Lynne Wright, Max Gillet & Susan Jones
* Voice Projection, Kelly Speech Communications
* Imagining a World Transformed by Networking, AIMA
* Total Quality Management Awareness Training - Parts 1 & 2, Consulting Plus
* AARNET Internet Basics for Library Staff, presenter Carole Alcock & Pam Epe
* Total Quality Management Facilitators Workshop - Parts 1 - 3, Consulting Plus
* Government Sources of Information, presenter Chris Faricy
* Dialog: Searching Chemistry for Non-Chemists, DIALOG
* Copyright for Libraries in the Computer Age, Australian Copyright Council
* Music, Maps and Microforms, presenter Keith Gaymer
* Statistical Information Sources Workshop/Staff Refresher Session, presenter Susan Jones
* Integrating Teaching of Academic Discourse into courses in Disciplines: a conference on language and academic skills (LAS) teaching, La Trobe University (presenter)
Staff Members

ADMINISTRATION

University Librarian
John Shipp BA, Dip Ed, Dip Arch Admin, AALIA

Deputy University Librarian
Felicity McGregor BA, Dip Lib, AALIA

Research Services Librarian
Pam Epe BA, AALIA

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

Senior Faculty Librarian - on secondment
Neil Grant BA, Dip Lib

Executive Assistant
Jo-anne Lombardi

Administrative Assistant
Lara Beringer (from August)

TECHNICAL SERVICES

Technology Development Librarian
Neil Cairns BA, Dip Lib

Assistant Technical Services Coordinator
Karen Lunt BA Lib Inf Sci, MLib (from July)

Systems Manager
Janette Burke BA, MComm, AALIA (until August)

Acquisitions/Inter-Library Loans

Acquisitions Librarian
Petra Carpenter BA (Lib Info Sci) AALIA

Inter-Library Loans Supervisor
Shauna Miller Lib Prac Cert
Orders Supervisor
Barbara McGuire BA, Dip Ed (from February)

Anne Brown (from May)
Donna Bugden (from May)
Trent Cavanagh Assoc Dip (Lib Prac) (from September)
Margaret Chandler (from August)
Michelle Chilby Assoc Dip (Lib Prac) (from September)
Bronwyn Donald Dip Teach
Sherilee Gardiner (until September)
Raji George BA, BEd
Tony Hassan
Moraig Henderson-Gow BA, BCA (until April)
Allison Hill BA (Lib Info Sci) (until October)
Angela Mant BA, Grad Dip Info Mang Lib (from May)
Nina Pierro
June Sassall Lib Prac Cert
Augusta Stanizzo Assoc Dip Bus Acc
Bernadette Stephens Lib Prac Cert
Gwen Vardareff

Serials

Serials and Government Publications Officer
Helen Andrews

Lindi Crichton
Cheryl Deith Assoc Dip (Lib Prac) (from May)
Carol Richards
Agnes Wroblewski (until March)

Cataloguing

Senior Cataloguer
Rod Higham BA

Michelle Aitkin BA
Heather Kitchener Assoc Dip (Lib Prac)
Marion Pain Lib Prac Cert
Sheree Pupovac AALIA
Traci Rice
Leone Ross (until August)
Tracy Sweeny BA (Lib), AALIA

Bibliographic Services
Sharat Arora MA, MLS, Dip Lib Sc, Dip Russian

INFORMATION SERVICES

Information Services Librarian
Suzanne Pollock BA, Dip Ed, Dip Lib

Reference/Reader Education
Lynne Wright Dip Teach, Dip Lib
Faculty Librarians
Chris Faricy BA, AALIA
Deirdre Jewell BA, Dip Lib
Susan Jones BA, Dip Lib
Craig Littler BSc (Arch), BA, Grad Dip Info Studies, AALIA (from August)
Catriona McGurk BA, Dip Lib, AALIA
Helen Mandl BA, Dip Ed, Grad Dip Inf Man (Lib), AALIA (from January)

Special Collections

Audio Visual Librarian
Keith Gaymer BA, Dip Lib, AALIA

Archivist-in-training
Patrick Brownlee BA (until November)

Loans

Loans Supervisor
Margie Jantti

Reserve Supervisor
Frances Riva Assoc Dip (Lib Prac)
Kerry Benny
Afrodita Brbevski (from May)
Donna Dee (from May)
Diane DeFaveri BA, Grad Dip Lib, AALIA
Jacqualine Birchall
Sonya Ollerenshaw Assoc Dip (Lib Prac)
Lee Hennessy (until August)
Sylvia Jacobs
Mark Johnson BA, Grad Dip Lib (until February)
Norbert Pauly
Gary Norwell

Law

Law Librarian
John Bahrij BA, Dip Lib, AALIA (until May)
Elizabeth White BA, Grad Dip Lib (from December)
Gay Antonopoulos BA, AALIA
Cheryl Brindle-Jones Assoc Dip (Lib Prac)
Annette Meldrum Assoc Dip (Lib Prac) (from July)
Sandi Wooton Assoc Dip (Lib Prac)

Curriculum Resources

Senior Faculty Librarian - Education
Mary Tow BA, AALIA
Paula Brown BEd
Toni Lanyon (from November)
### BOOK STOCK

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<tr>
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<tbody>
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<td><strong>Central Library</strong></td>
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<td>Monographs</td>
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<td>Current Serials Subscriptions</td>
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<td><strong>Law Library</strong></td>
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### LOANS

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<td>Reserve</td>
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<td><strong>Curriculum Resources</strong></td>
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<td><strong>Total</strong></td>
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<td><strong>Entry Gate</strong></td>
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<td>Central Library</td>
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## INTERLIBRARY LOANS

<table>
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<td>Requested by Wollongong</td>
<td>10,168</td>
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<td>Items received</td>
<td>9,902</td>
<td>9,316</td>
<td>12,642</td>
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<tr>
<td>Requested from Wollongong</td>
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<td>Items supplied</td>
<td>4,516</td>
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## ACQUISITIONS

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## CATALOGUING

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