UNIVERSITY OF WOLLONGONG LIBRARY

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Throughout the year, Library activities were directed toward the delivery of services and the fulfillment of the goals identified in the forward planning document - *Prospect 2001*. Special attention was devoted to redefining the role of the Library in the scholarly process.

Members of the Library staff have been active in several projects associated with extending access to scholarly information. A grant of $200,000 was received to coordinate the provision of access to journal citation indexed via AARNet. This project involves all Australian university libraries and is expected to be implemented in 1993. The project will enable scholars to search the database from their own workstations without incurring any fees.

In November, the University Librarian was elected president of the Council of Australian University Librarians. This position involves a considerable commitment to the promotion of collaboration between libraries and interaction with other organisations. One notable activity has been membership of a committee planning a major conference - *Changes in Scholarly Communication Patterns: Australia and the Electronic Library*. The conference will be hosted by the Australian Academies in April 1993. It will provide a forum for re-assessing the information needs of scholars and determining the most appropriate means of meeting them.

Use of Library facilities increased at a greater rate than the growth in enrolments and placed stress on service points such as the loans and information desks. The increased demand was particularly noticeable in the larger number of books which had to be reshelved each day and higher occupancy of reader tables in the Library. To alleviate some of the demands at the main loans desk, facilities were installed to permit borrowers to process their own loans. Redesign of the entrance foyer was commenced in an attempt to ease congestion at service desks, lessen noise and improve traffic flows.

In July, the Library installed an ARIEL workstation to enable the transmission of scanned documents over the Internet. As this was the first installation in Australia, initial interaction was with North American libraries. Once other Australian libraries acquired the system, it was possible to integrate it into the interlibrary loan operation. The ARIEL system is now the preferred means of delivering copies of journal articles. Unfortunately, the software does not permit the easy transmission of documents to the workstations of individual researchers.

In association with the other university libraries in NSW, Wollongong participated in the development of LIBLINK catalogue enquiry software. This system allows the catalogues of the various NSW libraries to be searched using a single interface. The next stages of the LIBLINK development will involve providing online request of interlibrary loans and developing an interface with the Australian Bibliographic Network. LIBLINK is part of a wider strategy to improve access to library collections so that more rational use can be made of resources.
The Library was an Australian pioneer in the use of the UNCOVER journal article database. After a trial period to test the functionality of the database, a licence was acquired to allow any member of the University to access the database via the campus network. Not only does UNCOVER provide easy access to information about recently published journal articles, it also provides a document delivery service with a twenty-four hour supply period.

Facilities such as UNCOVER and ARIEL are portents of an emerging information environment which will be characterized by significant changes in the way in which scholarly information is stored and accessed. The extent to which optimum benefit can be derived from these changes depends to a large extent on the skills possessed by Library staff. A comprehensive staff development programme was conducted throughout the year. This included skills development opportunities but the most important activities were those developed to introduce the staff to the concepts and benefits of organizational change. The Deputy University Library, Felicity McGregor, was invited to address the staff of several other libraries on the methodology which she has developed to ensure that staff of the University Library have the skills and attitudes necessary to meet changing conditions.

In 1993, implementation of Prospect 2001 will continue with special attention given to extending reciprocal borrowing privileges to undergraduate students and entering agreements with selected universities for the cooperative provision of access to information. Initiatives commenced in 1992, particularly the provision of access to databases using Australian Academic and Research Network, will become increasingly important.

John Shipp
University Librarian
Library management has long recognised that development and evaluation are key elements in performance improvement. Perhaps the most effective means of improving performance is honest self-evaluation combined with the resolve and the means to remedy perceived weaknesses. This process does not come easily to everyone and many need assistance to trigger the self awareness which necessarily precedes evaluation. In other words, awareness is a prerequisite to the change process. For these reasons, the Myers-Briggs Type Indicator (MBTI), a personality inventory based on the theories of Carl Jung, has been widely used in organisations to help staff to recognise and understand their preferences for taking in information and for acting on this information - critical functions in the workplace and in dealing with the world in general. The Library commenced using the MBTI in 1991, all staff completed the indicator in 1992 and its use will be extended in 1993 to enhance ongoing team building objectives and individual career development objectives.

Award Restructuring and the advent of enterprise bargaining will challenge staff to reexamine their roles as librarians, to identify and acquire essential skills and to recognise the need to be competitive in a changing environment. This continuing evaluation and improvement is essential to the provision of a quality service. Faced with constant environmental change - from both inside the University and from external forces - staff need support in the form of strong and visionary leadership, access to relevant training and development and increased awareness of their own attributes and their interdependence with other groups and individuals.

In 1992, as in previous years, many strategies were directed towards enhancing staff skills and awareness and to designing jobs and systems which facilitate the change process, are supportive for the staff involved and which improve communication and inter-group interaction by reducing structures which are unnecessarily hierarchical.

Progress towards a less hierarchical staffing structure was made in a number of ways. The culmination of the team building effort in 1992 was a one day retreat for senior staff and the Library Executive Committee facilitated by Mr Brian Palfrey. The objectives of the retreat were to review the role and responsibilities of each group and to identify more productive communication links and working modes. The senior staff proposed the formation of a Middle Management Team, with the aim of developing a more proactive role in Library policy making and decision making and fostering a total Library approach to planning which would replace the somewhat fragmented, departmental approach. The proposal was strongly supported by the Executive Committee. With an enhanced planning and policy development role for middle managers, the day to day operational decisions will increasingly be made by work teams and the minimisation of hierarchical structures can proceed apace.
A relatively high number of vacancies facilitated the redesign of several positions and further examination of the current management structure. Opportunities for staff to gain promotion and advance their career objectives were also generated by the occurrence of vacancies. Existing Library staff are increasingly competitive with external applicants, partly as a result of effective selection processes and partly because of the Library's responsive, needs-based staff development program. Sue Pollock, previously Commerce Faculty Librarian, was appointed to the position of Reference Librarian. The responsibilities of the position were extended to include overall management of the Loans Department. The Loans Librarian was transferred to the Faculty Librarian's Unit to augment services to faculties and to investigate and develop the application of appropriate technology in this area.

A substantial increase in student numbers over the last few years and an associated increase in Library usage has meant growing pressure on Loans staff. The change in leadership provided the opportunity to review the Loans Department in terms of staffing levels, systems and procedures. The Review resulted in a number of changes to loans conditions and the deployment of staff. A significant change was the decision not to fill two vacant positions with permanent staff but to create four limited term positions whose terms would coincide with University sessions. This strategy released additional funds for casual staffing and ensured that the Loans Desk was more adequately staffed in busy periods.

As a result of the deliberations in 1991 of the Task Force on Library Skills and Reorganisation, the Acquisitions and InterLibrary Loans Departments merged early in the year. The InterLibrary Loans Librarian, Gay Antonopolous, successfully applied for a position in the Law Library and Fiona McGregor, Library Technician, Acquisitions, was appointed to the vacancy. The position was redesigned to take account of the vast changes in relevant technology, the increase in InterLibrary Loans traffic and to further the objective of providing a more effective, electronic document delivery service. All staff in the combined department are involved in the design and implementation of changes and are becoming skilled in both of the formerly discrete functions. This group will be involved in a project to examine the effectiveness of self managing work teams which will commence at the beginning of 1993.

Serials Librarian, Carole Alcock, gained a part time lecturing appointment in the Faculty of Informatics. At the same time, she successfully applied for grant funding to assist female academic staff, thus releasing her position for a period of two years. Serials cataloguer, Petra Carpenter, was appointed Acting Serials Librarian, thus providing an opportunity for her to develop managerial, financial and liaison skills.

In order to support the University's burgeoning research programs, the Library created the position of Research Services Librarian. Pam Epe, Government Publications Librarian, was the successful applicant. Pam has already made significant progress in disseminating information on the use of AARNet, UNCOVER and a range of resources previously underutilised by academic staff.
A number of external appointments were also made, prompting a review of the Library's induction kit and induction program. Training for both new staff and for staff rotating from other departments was enhanced by the development of a new loans training package. The package was the brain-child of Loans General Library Assistant, Annette Meldrum and Acquisitions Library Technician, Barbara McGuire who worked with Loans Supervisor, Marion Pain, to develop and test a comprehensive manual and training program for all loans-related tasks. As a result of her work, Annette Meldrum was the recipient of one of the Vice Chancellor's Inaugural Awards for Outstanding Service. Only five other members of the general staff throughout the University received an award.

As negotiations for Award Restructuring draw to a conclusion, the Library is particularly well placed to take advantage of its objectives, for example, flexibility, improvement in productive performance and the enhancement of career opportunities. With initiatives in the areas of multiskilling, rotation, job sharing and variable employment patterns, the Library is achieving a high degree of flexibility in meeting staffing requirements. The Library is already experimenting with training staff for positions previously not considered appropriate to their classification. For example, selected Library Technicians have been trained to staff the Information Desk, a role usually reserved for the professional librarian. Felicity McGregor and union representative, Marion Pain, continued to be involved in the Award Restructuring negotiations and worked together to achieve outcomes which were conducive to the provision of a career structure for Library staff and all general staff of the University.

Felicity McGregor represented the Library at the University's Career Development Planning Conference, is a continuing member of the Committee managing the program and participated in the design of the Career Coaching program developed by the Centre for Staff Development which will ultimately form one module of a new Supervisors' Course. Work with other sections of the University has become increasingly vital and productive as the University adopts a global, rather than a sectional approach to its development initiatives, notably in the area of staff development and career development. Felicity McGregor and Lorraine Denny will continue to work with the Centre for Staff Development and Personnel Services to develop the Supervisors' Course in 1993.

For the first time, a three day management development program was offered to a combined group of University administrative staff consisting of senior administrative officers, senior Library staff and Faculty Officers. The initiative was taken by the Manager, Personnel Services who developed the program in consultation with Felicity McGregor. He also asked Felicity to present the Myers-Briggs Type Indicator and a segment entitled Priorities. The conference was in the form of a retreat to the Jamberoo Conference Centre and was favourably evaluated by most participants, who appreciated particularly the opportunity to increase contact with their colleagues from other sections of the University.
Contact with colleagues in the library and information business was renewed at the Australian Library and Information Association's (ALIA) Biennial Conference held at Albury-Wodonga. Four staff presented two combined papers: John Shipp and Neil Cairns on new age cooperation and Felicity McGregor and Fiona McGregor on the experimental library. Five other staff members represented Wollongong at the Conference. All staff were given the opportunity to hear the papers when they were presented at an in-house seminar. As a result of their Conference presentation, Felicity McGregor and Fiona McGregor were asked to present a session on team development for a large group of staff from the University of New South Wales Libraries. Annie Talve from the State Library of NSW also presented her experiences and the session was a rewarding one for all concerned. Cooperative staff development is an area of cooperation amongst libraries which ALIA is pursuing and which will be supported by the University of Wollongong Library whenever possible.

The Staff Training and Development Committee commenced the year with several new members and an additional representative from the Middle Management Team. The Committee continued to promote arrangements for rotations, helping out and job sharing as well as considering applications for training positions on the Information Desk, monitoring induction processes and selecting staff to attend conferences. The Committee initiated a merit award proposal with the aim of rewarding outstanding performance. The award was named the Rita Rando Merit Award in memory of Rita Rando, a long serving member of the Cataloguing staff who died of cancer in April. Rita had always been actively involved in staff development, in obtaining donations and in the promotion of the Library generally. Rita was the first member of the general staff to be awarded development leave by the University in 1984. The first merit award will be made at the beginning of 1993 and will consist of funding for a staff development activity selected by the recipient.

As a logical extension of the team building program, the Committee sponsored Conflict Management workshops for all staff which were conducted by an external consultant, Mr Greg Latemeore. Conflict management skills are recognised as an indispensable asset for all staff, particularly in a team-based working environment. The workshops incorporated the use of MBTI type as one very useful tool in the resolution of conflict. The Induction Program was enhanced by the creation of a staff-mate, a volunteer from the existing staff whose purpose is to ensure that the process of integration for new staff is as smooth, friendly and effective as possible. Interaction and cooperation between the Centre for Staff Development and the Library increased through contact with Maureen Bell, one of the Centre's Staff Development Officers. Long-serving Committee member Lorraine Denny was selected to be the general staff representative on the University's Advisory Committee on Staff Development. Lorraine also developed and presented a number of in-house workshops on quality customer service and improving reading skills. Lynne Wright presented sessions on using Word for Windows. Barbara McGuire chose to do the library placement component of her information science degree at Hong Kong Polytechnic. Other staff, particularly the Systems Manager, continued to update staff technical skills. All staff contributed to the objective of becoming increasingly self sufficient in the provision of job-related training.

Felicity McGregor was elected to the position of general staff representative on the University Council. The Library Committee met on several occasions during the year, chiefly to discuss the distribution of the bookvote.
Towards the end of the year, the University Librarian was elected as the President of the Council of Australian University Librarians. As such, he will continue to promote the development of cooperative arrangements amongst libraries, particularly in the areas of electronic transmission of information and cooperative purchase of scholarly databases.

Publications


**Developments**

* The position of Research Services Librarian was established in 1992. The aim of this service is to provide and develop a variety of information services to support the needs of researchers on campus.

* Prior to the establishment of this service a brief survey of researchers, needs was conducted in November 1991. Survey forms were sent to all academic staff and research staff at the Illawarra Technology Corporation. Although the response rate was low, the following patterns were evident:-

- Use of the online library catalogue from individual offices is well established in all faculties.

- Print formats (monographs and serials) continue to be the main resources used by researchers.

- 50% of respondents had used the CD ROM databases available in the Library, but few used the online database services.

- The most common use of AARNet is electronic mail and file transfer, while some respondents use it to search catalogues of other libraries.

- Respondents unable to find required information in the University Library are more likely to visit another easily accessible library known to have the required information than to request interlibrary loans.

- Proximity to residential address and the existence of better research-level holdings are the main factors influencing the use of other libraries.

Respondents were also encouraged to comment on Library services. Suggestions included the need for more serial subscriptions and for more demonstrations of electronic information services. A few complaints regarding the slowness of borrowing procedures and the incorrect shelving of books were also received.

The Library has since taken action to address the major issues highlighted by the survey.

* During May and June 1992, several Library staff were co-opted to assist with two government consultancies on campus. Library staff were engaged to perform the relevant literature searches and also arrange the document delivery of items requested from the searches.
The document delivery aspect of the projects provided an interesting test of the capabilities of the Interlibrary Loans unit of the Library, as well as a means of testing the response times of our suppliers. In all, 57 items were requested, of which forty seven were obtained within three days of the request. The majority were received within one or two days. The nine remaining items that were not available in Australia, were received within eight days of their request from an overseas source.

* In an effort to promote online database services and, in particular, Australian databases, the Research Services Librarian and the Faculty Librarian for Informatics, (Lynne Wright), organised information sessions and demonstrations of the CSIRO database, Australis, in July.

Sue Harvey, Manager CSIRO Database and Information Retrieval Section, was invited to attend and discuss the various individual databases and the service in general. All academic staff were invited to attend, although the databases have a bias towards science and technology. Librarians from the Wollongong City Library as well as University Library staff were also invited. Two sessions were held and online demonstrations of searches in the databases were included.

* In conjunction with Karen Scott, ITS, several sessions on information sources available through AARNet were held. These sessions were designed to make researchers aware of the electronic resources available in their particular discipline as well as to promote AARNet in general. Online demonstrations of the resources available were a feature of the sessions and handouts for future reference by participants were also provided. Sessions for Health and Behavioural Sciences and Languages have been held to date and other departments/faculties will be targeted in 1993.

* The Library has also investigated alternative means of accessing journal literature in 1992, in particular, the UnCover journals database of the Colorado Alliance of Research Libraries (CARL).

The greatest advantage of the UnCover system to Australian users is current awareness. It will be possible to have access to journal articles within days of the journal being received by CARL libraries, rather than waiting up to three months for delivery to the University Library.

UnCover is accessible through AARNet but is password protected. The Library has arranged for UnCover to be available through the campus network in 1993. Several information sessions and demonstrations of the database were held in late 1992 and will continue in early 1993.

**Staff**

The Research Services Librarian attended a two day workshop on *AARNet and the Academic Library* in February and also the Management Development Conference organised for Senior University administrative staff in November.
TECHNICAL SERVICES

Neil Cairns
Technology Development Librarian

Structure

The structural change needed to accompany implementation of the Library's Prospect 2001 blueprint foreshadowed in last year's Annual Report began during 1992. A number of issues need to be satisfactorily resolved before radical changes to workflows and responsibilities can be attempted to ensure services are appropriately resourced to reflect the University's goals and priorities. These include: further development of the technology available at staff workstations to provide seamless and comprehensive access to the variety of database tools required in the Division; an increase in the range and level of skills at all levels in the Division to ensure that staff can be effectively deployed in a number of different areas; and an acceptance from the user community that effective library service requires a comprehensive and fair system of charging some costs.

Progress was made in a number of areas:-

With the introduction of generic job descriptions for General Library Assistants, Library Technicians and Graduate Librarians, selection committees are now more focused on the need to recommend prospective employees who demonstrate an aptitude for, and ability to develop skills in both client service and efficient information management. As far as possible, new staff are not permanently attached to a particular unit, but work through a variety of training programmes in at least two different sections in their first six months. After training in both areas, a job-share arrangement is usually established. This was certainly the case with two GLA positions shared between Cataloguing and Loans sections during 1992. Job-sharing occurred between the Law Library, Loans, Faculty Librarians and Technical Services during the year.

A valuable spin-off from this approach is the recognition that skills and abilities needed in both Divisions do vary, and it is hoped that by sharing jobs between the divisions, a climate of cooperation and awareness of the different stresses and requirements in each area will be fostered. There is already evidence to suggest that because of this approach, attitudinal barriers are being broken down.

Electronic links with suppliers were utilised increasingly during the year. As each of the suppliers requires different communications and batching software, there is still much to do to achieve a seamless and common workstation environment, which will readily access the plethora of systems used in the Acquisitions and Serials sections. Ordering was conducted electronically with three booksellers and two serials suppliers, while access to two other suppliers' databases was established. Staff in these sections are learning valuable skills and developing an awareness of the issues surrounding adoption of Electronic Data Interchange in the publishing community by trialling these systems, and generating feedback to book suppliers.
The successful merging of the Inter-Library Loans and Acquisitions departments early in 1992, created a climate of rationalisation and change, in which many work processes were streamlined or redirected. The merger is described elsewhere in this report. As staff in the amalgamated department become practised in using the variety of document delivery mechanisms becoming available, they will be better able to assess the information needs of the University and to advise accordingly. A significant issue facing this library (and many other academic libraries), is that of rapidly-increasing serial subscriptions costs. By developing our procurement staffs' skills in sourcing materials we expect to begin cancelling serial subscriptions, and provide fast article-level access to information on demand.

Various staff development exercises during the year were directed towards the goal of team responsibility for achieving unit aims. A series of Effective Group Functioning sessions were conducted for Serials staff by Lorraine Denny, and most Divisional staff participated in teamwork workshops conducted by an external consultant.

**Technology**

A grant of $10,000 from Apple Australia was used to purchase equipment on which to pursue further development of a Hypercard front-end to the PALS integrated library system. While the existing software is of limited application, it is being expanded to enable greater interactivity for users of the local system, and more functions of wider relevance, viz, an online Inter-Library Loan and Reference query lodgement system, and access to the Liblink shared catalogue enquiry system.

A significant redesign of the local area network infrastructure was put into place in the latter half of the year. The Library building was fully sub-netted, which effectively gave Library staff direct access AARNET, rather than via a university host system. This was crucial in enabling the ARIEL document delivery system to be installed. As well, it has resulted in far greater redundancy in the campus network, meaning that the whole network is not adversely affected by damage in one building. Further cabling is being installed to link all seminar rooms and provide additional public access points within the Library, so that users with appropriate equipment can link to the network at study carrels.

Discussions within the University established support for the replacement of the existing integrated library system. Negotiations continue during 1993.

**Budget**

The 1992 bookvote was supplemented by additional monies. $130,000 from University development funds was directed to new courses and specific areas where student load has increased. Faculty allocations were made on the basis of audited load after equity grants had been allocated to Commerce and Health/Behavioural Sciences. Income received from fee-paying students was distributed to faculty allocations, based on the audited fee-paying student load.
The Library Committee continued to discuss the issue of bookvote allocation. Spiralling serial subscription prices in some subject areas (particularly Science, Information Technology and Engineering) have contributed to a situation where monograph allocations have been effectively reduced to pay for existing subscriptions. Various strategies for controlling this trend were discussed. Late in 1992 a proposal from the Science Faculty and Library for a Challenge Grant to fund a trial of the use of the Uncover document delivery service for Science research in 1993 was accepted by the Vice-Chancellor. It is hoped that this trial will prove the relative efficiencies of on-demand article-level access to information, and pave the way for reductions in expenditure on subscriptions.

Overexpenditure for the year was approximately 2.3%. This figure was lower than expected, given the sustained lower value of the Australian dollar in the second half of 1992. While serial price increases were significant in some disciplines, overall serial costs were contained to below 10% for the year. Serial cancellations will, however, be necessary in 1993 in some disciplines.
Developments

* Direct connections to AARNet (Australian Academic and Research Network) and file transfer became possible from all Library staff workstations.

* Access to the CD ROM network from outside the Library building was tested, using IPX tunnelling. This allows the majority of academic staff and students access to the CD ROM network from their offices and the microcomputer laboratories. Dial-in access from a Macintosh to the CD ROM network was successfully tested and will be implemented in 1993 for use within the University campus.

* The CD-Watch program was installed on the Library network in October 1992. This program allows supervisors and faculty librarians to determine the number of users accessing CD ROM search software. It also provides details of which CD ROM disk is being accessed, the time the person logged on to the CD ROM disk and from which location. Supervisors can also send messages and log off users from the CD ROM network using the CD-Watch program.

* Blackwell’s CONNECT was loaded on to all workstations in the Serials and Acquisitions/ILL Department. CONNECT uses AARNet as the communication route to Blackwell’s Periodicals division in Oxford, England. In October, the use of dial in facilities was converted to a direct connection to AARNet using TCP/IP over the University’s local area network. CONNECT was used extensively in the Serials Department for electronic ordering, placing claims and subscription renewals. Electronic ordering for monographs from Blackwells will be possible in early 1993.

* Extra workstations were purchased for the Acquisitions/ILL Department. From these workstations, Acquisitions/ILL staff have direct access to ABN, AARNet, the online catalogue and the Library’s acquisition system.

* Extensive computer training took place for all Library staff, particularly in the use of software packages such as Windows, Word for Windows, AARNet and electronic mail.

* WAIS (Wide-area information servers) and Gopher were tested on both Macintosh’s and PC’s within the Library. Gopher is a menu based tool which can be used to browse and select resources on the Internet. Gopher also helps obtain access to these resources quickly and easily. WAIS is a service to indexed material. Words and phrases can be used to search collections of data or databases on the Internet. WAIS and Gopher allow Library staff quick and easy access to campus information and services, at Australian and international sites. The Library became responsible for the development of the hierarchical structure and design of the front end screens for Gopher.

* Three new workstations were purchased for the Law Library. One workstation was connected to the CD ROM network using a unique menuing system.
ACQUISITIONS

Jenny Ross
Acquisitions Librarian

Developments

* The major development in the Department in 1992 was the merger, in January, of the Acquisitions Department and the Interlibrary Loans Department, to form the Acquisitions/Interlibrary Loans Department. The primary aim of the new department is to assist in the rationalisation of the Library's access to information. The Acquisitions/Interlibrary Loans staff, in co-operation with the Faculty Librarians and the academic staff, are now able to consider the most efficient ways of obtaining information; by purchase, interlibrary loan, or electronic access. The staff of the new department have had a considerable change in their duties so that they can work towards this aim. Library Technicians in the department now have responsibility for both ordering and processing interlibrary loans for a Faculty. Other members of the Department have also taken on new responsibilities, and the merger has led to a considerable increase in multiskilling in the Department.

* Library suppliers are beginning to make electronic ordering available. In 1992, the Department placed orders electronically with the University Co-operative Bookshop, DA Information Services and Blackwell North America. The systems have been very useful, particularly for the placing of urgent orders.

* Visits were received from James Bennett Library Services, Butterworths, CCH, John Coutts Library Services, DA Information Services, W.H. Everett & Son, Otto Harrowitz, Identic Books, Law Book Co., Riddell Information Services, UMI, and the University Co-operative Bookshop.

* Major purchases for the Library in 1992 included:

* Major donations during the year included those from: Dr. Mark Anshel of the Department of Human Movement, Mr. D. Brand, Associate-Professor V. Cincotta of the Department of Modern Languages, Computerworld Australia, the School of Creative Arts, Professor O. Friggieri of the University of Malta, the Japan Foundation, Dr. Brian Martin of the Department of Science and Technology Studies, the Department of Modern Languages, Ms. Grace Parry, Dr. Paul Sharrad of the Department of English, The Water Board (Illawarra Region), and Professor Murray Wilson of the Department of Geography.

Staff

In March the Interlibrary Loans Librarian, Gay Antonopoulos, accepted a position in the Law Library. Fiona McGregor was appointed Interlibrary Loans Librarian in April. Another two new members of the Department appointed in 1992 were Bronwyn Donald and Gwen Vardareff. Gwen is job sharing between Acquisitions/Interlibrary Loans and Loans.

Several members of the Department attended a seminar on Innovacq, given by the University of Newcastle staff. This was a very useful introduction to the new Acquisitions and Serials subsystems we hope to implement in 1993.

Jenny Ross continued to represent the Library on the ACLIS (Australian Council on Library & Information Services) NSW Collection Development Sub-Committee.
INTER-LIBRARY LOANS

Fiona McGregor
Inter-Library Loans Librarian

Developments

* In January 1992 Interlibrary Loans merged with the Acquisitions Department. As a result, services are now offered to Library users on a faculty basis, with users having one contact person for both functions. The merge has changed the entire structure of the two departments and has resulted in the restructuring and streamlining of interlibrary loans functions, which will continue into 1993.

* A new national system was introduced by the Australian Council for Libraries and Information Services (ACLIS) to ensure an equitable system for obtaining urgent interlibrary loan requests. This system, called FAST TRACK, ensures delivery within 24 hours for material which may be transmitted by facsimile and delivery within a few days for borrowed material. The system operates on a cost recovery basis.

* In July, the Department began sending interlibrary loan requests via the Interlibrary Loans Sub-system of the Australian Bibliographic Network (ABN). This has decreased the amount of staff time required to place requests and has decreased the turnaround time for Inter-Library Loans requests.

* The ARIEL document transmission system was implemented early in the year. The introduction of ARIEL has meant that documents can now be sent and received electronically via AARNet between registered ARIEL sites, both within Australia and overseas. This has meant a more rapid rate of delivery of documents received in this way.

* UNILINK (NSW Libraries Linking System) continued development of the LIBLINK Interlibrary Loans Interface (LILI), which will undergo a trial period by the Interlibrary Loans department in early 1993.

* Some investigation was conducted into the possibility of completely automating the Interlibrary Loans function. However, during 1992, ABN began working on a proposal to upgrade their Interlibrary Loans sub-system to include in-house management of interlibrary loans. Investigation of an automated system has been placed on hold, pending re-development of the ABN Interlibrary Loans Sub-system.

* Interlibrary Loans experimented with the CARL UNCOVER system - a form of electronic document delivery. Investigations will continue into 1993 to determine other means of receiving documents via more time-efficient means.
**Staff**

Gay Antonopoulos, Interlibrary Loans Librarian for many years successfully applied for a new position in the Law Library.

Raji George accepted the role of Acting Interlibrary Loans Librarian from the end of March until the appointment of the new Interlibrary Loans Librarian.

Fiona McGregor was appointed as Interlibrary Loans Librarian in May, with a new brief: to investigate forms of document delivery and to implement means of streamlining interlibrary loan processes.

Staff of the newly merged Acquisitions/Interlibrary Loans Department had the opportunity to learn many new skills throughout the year as a result of changes to the roles of various staff members.

All library technicians developed new skills in the processing of interlibrary loans, along with their new role of liaising with Interlibrary Loans users on a faculty basis.

Nina Pierro took part in a job share program with Annette Meldrum from Loans for two days per week. The program gave both staff members an opportunity to learn new skills and furthered the Library's commitment to multiskilling.

Raji George was upgraded to the classification of Library Technician Grade Two, which reflected more accurately the role she played in the merged department. Raji was also nominated for the Rita Rando Merit Award.

Fiona McGregor attended meetings of the ABN User Group NSW and of the Interlibrary Loans Special Interest Group of ABN NSW.

Fiona McGregor co-authored and co-presented a paper with Felicity McGregor entitled *The Experimental Library* for the Australian Library and Information Association's (ALIA) biennial conference in September.

Fiona McGregor also co-presented a paper on the subject of teamwork in libraries at the University of New South Wales Libraries in December.

Interlibrary loans staff from the branch libraries of the University of New South Wales visited the Interlibrary Loans Department in December.
Developments

* Cataloguing output for 1992 was pleasing, with over 10,000 new titles added to the collection. Approximately one quarter of these were assigned to the Law Collection.

* The major tool used in Law classification, the Moys classification scheme, was updated with the release of a new edition in the latter part of the year. This latest version of the scheme features an expanded section on Environmental Law and is timely, from our viewpoint, because we now have clearer directions for arranging the growing collection of material, which has been acquired to support the Faculty's concentration on this branch of Law.

* The Cataloguing Department has continued to contribute towards education for Librarianship, by providing opportunities for work experience. During the year, a student from Charles Sturt University spent three weeks in the Department, fulfilling library experience obligations, while a second student from the same institution was accommodated for two days as part of a similar work program.

* Multi-skilling was further encouraged. One of our staff worked for short periods each week in the Law Library. Another job share arrangement was put in place with two General Library Assistants working in both the Cataloguing and Loans Departments, on a weekly rotation basis. Both of these schemes have been generally well accepted and appear to have been successful in broadening the range of skills of those involved.

* For approximately three months, another member of the Cataloguing Department spent four hours per week with the Systems Manager, gaining a more detailed insight into the operations of the Library's computerised system. The additional expertise gained has been of great value to the Department, particularly in terms of solving a number of systems problems relating to cataloguing.

* Continual monitoring of new technology has taken place and, wherever possible, any worthwhile developments were applied to the cataloguing processes. ABN (Australian Bibliographic Network) released two new enhancements, the CLONE and UPGRADE facilities, which have made it quicker and easier to add original catalogue records to the national database. We have utilised these new features extensively. We have also expanded our use of AARNet, which has proved valuable in allowing us to search other library catalogues and in providing us with a means of contacting other cataloguers through the E-Mail discussion groups. In particular, the AUTOCAT group, based in the United States, has been the source of much useful information.

* Although some fine tuning is still required, the ABN/AARNet gateway is a promising development, since it allows us the flexibility of accessing ABN via the Library's PCs instead of depending on dedicated terminals.
Staff

Rod Higham continued to represent the Library at the quarterly meetings of the NSW ABN Users' Group.

He also demonstrated ABN to Second Year TAFE students enrolled in the Associate Diploma in Library Practices.

Tracy Sweeny was involved in the following activities:

* Attending meetings of the Australian Law Librarians' Group, in Sydney
* Explaining the Moys Classification Scheme to TAFE library studies classes
* Providing advice on request to two other institutions: the University of Newcastle Library and the University of New England, Northern Rivers Campus Library, which are both in the process of establishing Law collections
* Assisting with the conspectus assessment of Law Collection material

All Cataloguing staff volunteered their services either for "helping out" programs or providing assistance with Library induction tours and OPAC classes for new students.

During the year, the Department was unfortunate to lose two experienced and well-respected staff members. Rita Rando, who had catalogued Foreign Language and Music materials for many years, sadly passed away after a long illness, and, Penny Verrall, a very capable cataloguer, who was obliged to resign when her husband was transferred interstate. Both will be sorely missed.
**SERIALS**

*Petra Carpenter*

*Acting Serials Librarian*

**Developments**


* Updating of serial holdings information on PALS commenced, with the aim of discarding the serials visidex and improving searching efficiency for both users and staff.

* Binding procedures were reviewed to allow for more efficient use of staff time. This enabled binding staff to spend time on other essential duties as well as increasing the number of volumes being bound.

* Links were set up to enable serials to be ordered electronically through Bennett Ebsco using *Ebsconet* and through DA Books and Journals using *DA Direct*.

* The Serials Department was visited by representatives of the following suppliers: Bennett Ebsco, CCH, Butterworths, DA Books & Journals, Harrassowitz, and All States Binding.

* Twelve workshop sessions on *Effective Group Functioning* were organised by the Government Publications Officer. This was as a follow up to the Teambuilding workshops organised in 1991 for all Library Staff. These sessions will continue into 1993.

* Two staff members attended the Biennial ALIA Conference held in Albury.

**Staff**

The Serials Librarian, Carole Alcock, accepted a 12 month position with the Faculty of Informatics from July 1992 and an Acting Serials Librarian, Petra Carpenter, was appointed for this period. A number of staff changes resulted in the Serials Department having to cope with reduced staffing for part of the year. However, this was offset by the help of a half time casual assistant for the year and of two volunteers during the second half of 1992. Serials regained it's full complement of staff in August 1992.

Multiskilling continued: Lorraine Denny and Diane DeFaveri worked on the Information Desk; Diane DeFaveri worked 2.5 days each in Serials and Loans; Lorraine Denny acted as a liaison person between the Serials Department and the Faculty Librarians; and several staff members helped out in other Departments when assistance was needed.

Lorraine Denny attended two external courses: *Mastering Information Overload* and *ABS: Library Extension Program* Seminar.

Petra Carpenter assisted Pam Epe, Research Services Librarian, with a number of UNCOVER database demonstrations as well as setting up a trial of the database with the Faculty of Science for a period of twelve months to commence in 1993.
Structure

The Division of Information Services commenced implementation of the changes outlined in the Library’s *Prospect 2001* during 1992, particularly in terms of staffing and services to users. It is probably realistic to say that the prospects of increased staffing in the Library, in the near future, are slim and, consequently, it is necessary to look more carefully at procedures and services, especially as demands increase from a larger student population. As part of this thinking, considerable time was spent on restructuring positions and reassessing services during 1992.

The position of Reference Librarian, which had become vacant in 1991, was upgraded and filled at the level of Senior Librarian 2. Responsibilities were increased, to encompass overall responsibility of the Loans department, as well as the Reference and Reader Education departments. The Reference Librarian also assumed responsibility for the Division in the absence of the Information Services Librarian.

At the same time, the Loans Librarian was transferred to the Faculty librarian’s unit and assumed the position of Senior Faculty Librarian, with particular responsibility for technological developments in the Division. The day to day management of the Loans department became the responsibility of the Senior Loans Officer.

The appointment of a new manager for Loans, together with the pressure of increased demand from the student community, prompted a review of the Department. The review was conducted by a committee, consisting of the Information Services Librarian, the Reference Librarian, the Senior Loans Officer and the Reserve Officer. It examined a range of issues affecting the Department and made recommendations to the Library Executive Committee. The Committee examined the following: increased workload in the Loans Department, staffing requirements, work practices, computing requirements, training needs, loans conditions and the physical layout of the Loans and Reserve departments.

As a result of the review, a number of recommendations were implemented. The most notable was the conversion of two full time positions to four limited term positions. This recommendation recognised the seasonal nature of demand in the Loans department and consequently allowed for staff to be increased at times of peak demand. Staff are employed on a contract basis for nominated periods throughout the year. In addition, the temporary assistance funds for the Library were re-assessed and additional assistance will be provided in 1993.
**Developments**

Other recommendations involved the implementation of new technologies, as a means of not only improving services to users but streamlining procedures for staff and consequently reducing workload. In particular, this involved the purchase of two self checkout units. By scanning their I.D. card and the barcode label in the book, users are able to borrow books themselves, without having to queue at the Loans desk.

A quick discharge unit, which dramatically reduces the time taken to discharge loans after they have been returned has also been ordered. Technologies such as these improve services for users and permit library staff to perform necessary and more meaningful tasks. These are strategies which are consistent with the Library's Prospect 2001.

In addition, the Reserve collection was fully automated using the PALS reserve module. Reserve items are now accessible through the Library's online catalogue and loans are conducted using the automated loans system. Course reading lists and management statistics are also generated by the system.

New technologies were also adopted as a way of improving services to users at the Information Desk. These included access to the following databases:

* ABN (Australian Bibliographic Network). Searches were offered at the Information desk and allowed users access to the holdings of many libraries around the country. Enhanced searching capabilities also meant that users were able to conduct comprehensive subject searches of this database.

* AARNet (Australian Academic Research Network). Services were marketed widely and sessions held, particularly for academic staff, to demonstrate services available through this network.

* CARL Uncover (electronic journals database of the Colorado Alliance of Research Libraries). This was used by staff in response to urgent requests for journal articles. Although a cost is involved, delivery times are fast and reliable.

While not a new technology, the use of the Library's databases on CD ROM continued to increase. Demand for this service rose by a dramatic 56% over 1991. As a result of this increased demand, training sessions for the various CD ROM systems were expanded. These sessions were offered on a weekly basis, although CD ROM training has also become a regular feature of the Division's Reader Education Program. This to some extent, accounted for the increases in the number of Reader Education classes, with the number of classes increasing by 26% and the number of students who participated increasing by 37%.

Part of the University's commitment to computer literacy involves competence in the use of the Library's online catalogue. All undergraduate students are required to attend a training session on the use of the catalogue by the end of the year, although a written tutorial and questionnaire are available as an alternative. During the first four weeks of the academic year, 2026 students attended training sessions and by the end of the year most students had fulfilled the Library's component of the computer literacy program.
It is hoped that the Library's contribution to computer literacy can be expanded in future years to encompass information literacy skills. During 1993, the Division will concentrate on expanding the information literacy program as an integral part of undergraduate studies. Technology will form an important part of this development.

The Law Library, continued to expand during 1992 and at the end of the year had a collection of 48,000 volumes. As a result of an ARC grant, the environmental law collection was expanded significantly. In addition, two new staffing positions, a Graduate Librarian and a General Library Assistant were added to the Law Library, in accordance with the consultant's report on the establishment of the Law Library.

In line with the Library's commitment to multiskilling, staff from various departments in the Division participated in job rotation programs, within the Division itself and, more importantly, within the Library as a whole. The introduction of generic job descriptions for General Library Assistants, Library Technicians and Librarians has assisted this process and promoted an attitude within the library that both benefits the individual and the Library. A much flatter organisational structure will be the end result of developments such as this and encourages staff to take greater responsibility for their work, both individually and as members of teams.

The University of Wollongong Library has developed into a library with a strong reputation for progressive leadership and commitment to change, particularly in terms of managerial and technological developments. This is largely due to the support and creative leadership of the University Librarian and the Deputy University Librarian, but also because staff in the Library are committed to improving services to users. The staff of the Library, particularly the staff of the Division of Information Services, deserve special recognition for their dedication to this ideal.
Reference Services

Developments

* The demands upon the Library's Reference Service, as measured by the use of its collections and services, have again increased dramatically compared with the previous year. The level and quality of services offered are now notably higher. Statistics reveal that overall activity at the Information Desk has increased by 15%, with Reference queries increasing markedly by 38%.

* Demand for CD ROM services at the Desk rose by a dramatic 56% on the previous year. The addition of more CD ROM titles and the popularity of this format has necessitated the continual training and updating of the technical and reference skills of our Information Desk staff.

* The Reference Refresher series designed to keep all Information Desk staff up-to-date continued in 1992. Sessions were presented on topics such as: new CD ROM's; use of AARNet and ABN; ABS and Government publications; new sources of printed information.

* Reference staff sought to improve the Library's services to users by introducing new and enhanced services at the Information Desk. These included:

  • ABN (Australian Bibliographic Network) searches were offered at the Desk and an ABN manual was written to ensure all staff were able to offer the same high level of service. While all staff contributed to this document, final credit for its compilation goes to Susan Jones, Commerce Faculty Librarian.

  • AARNet services were marketed widely and sessions were held to demonstrate this service to the academic community; in this way our Reference staff played a pivotal role in ensuring timely access to information for our clientele.

  • access to CARL Uncover (electronic journals) and access to free time on BIDS (ISI) further enhanced our services to the academic community.

* A partial job share between Lynne Wright, Faculty Librarian and Elizabeth White, Law Reference Librarian, proved to be of great benefit to both the staff members involved and to both departments, providing another avenue to develop skills and provide better service to our users.

* All of the Library's publications were reviewed and updated, ensuring that our users had access to the most relevant and up-to-date information about our services.
* The Information Desk procedures manual was completely updated to incorporate all the information required for those who work on the Desk to answer questions promptly and correctly.

* The quality of our reference service and reader education programs has been widely recognised and we hosted a number of visits from staff of other university and public libraries.

* Library Displays included:

  British Council Nursing and Gerontology Display. This was well received by the nursing department as they are proposing a new gerontology subject. The display was also a point of interest to the general public on Open Day.

**Staff**

Considerable staff turnover necessitated an increased investment in training new staff at the Information Desk. The Library's objective of multiskilling was advanced by training Library Technicians to work at the Desk (with the prerequisite of completion (or near-completion) of a Diploma in Librarianship). There are four such appointees successfully working on the Information Desk and credit must go to the entire Information Desk staff who contributed a large amount of time training the technicians. The program will be finalised in 1993 into a formal training package for ease of reference in the future.

**Summary**

Provision of relevant, up-to-date information is the key success factor in academic research and teaching and the Library aims to ensure that all reference staff are able to meet this challenge by providing opportunities for staff to refine their knowledge and skills with an emphasis on the delivery of effective information services. The achievements of the reference service this year were the result of the hard work and enthusiasm of staff. They continue to provide services to users in a complex environment of changing technologies which require the acquisition of new skills to meet the ever-increasing demands from users.
Reader Education

Developments

* Significant staff changes occurred in the Faculty Librarian's unit with the appointment of two new Faculty Librarians, Neil Grant (Engineering) and Susan Jones (Commerce). The previous Commerce Faculty Librarian, Sue Pollock, was appointed as Reference/Loans Librarian. The resignation of the Health and Behavioural Sciences Faculty Librarian led to a limited term appointment until a permanent Faculty Librarian can be recruited. By the end of the year the newly constituted department was functioning very successfully as a team.

* It is pleasing to report that there was yet another dramatic increase in the number of students participating in our reader education programs; with the number of students rising by 37% and the number of classes conducted rising by 26% on 1991's figures.

* CD ROM training sessions are becoming an increasingly popular component of our reader education sessions. Therefore much work went into the preparation and revision of all guides and tutorials used in CD ROM training. The addition of new CD ROM titles led to an expansion of reader education services to areas not previously supported by automated abstracting services. For example, the addition of AUSTLIT on CD ROM greatly increased the participation of students from the English Department in our reader education programs.

* The Library currently subscribes to twenty-one CD ROM titles and these are reviewed annually to ensure that we offer the best available databases to support the teaching and research needs of the University. Many of the titles are now networked, allowing increased access to each database.

* Faculty Librarians continued to offer general training sessions on a variety of CD ROM systems each week. The schedule of sessions is posted in the Library and advertised around campus so that anyone can attend. Many staff and students took advantage of these sessions.

* Faculty Librarians continued to review the reader education programs in order to identify new strategies to deal with increased student numbers and new technologies.

* The Faculty Librarians for Informatics and Education both used a Macintosh Powerpoint program and Datashow presentation in lecture theatres, to enhance their introductory presentations to undergraduates. These sessions proved to be very successful and 1993 should see the development of a series of training modules using the Powerpoint program.

* Another method of dealing with large numbers of students was to revise the first year handout which was distributed to most first year undergraduates, outlining the most relevant Library information needed by new students.
* The 1992 Orientation program continued to use the self-guided tour and the Library Services Directory as a form of self-paced learning for new students. Orientation tours and online catalogue classes were also conducted; including classes for groups such as WELC, mature-age, overseas, TAFE, high school and Foundation Studies students.

* As part of the University's Computer Literacy program, the Library conducted online catalogue classes for 2,026 new students during the first four weeks of Sessions 1 and 2, (this represents a 7.4% increase over 1991's figures). As an alternative to the classes, a written tutorial and a written questionnaire were offered, which were marked by Faculty Librarians. By the end of the year most students had completed the compulsory Library Literacy requirement.

* A new Informatics (ITAC) course required students to gain experience with online searching. This led to small group work in the online room and was the first "hands-on" online session provided for students. Many favourable reports were received from this program.

* A new reader education room was set up adjacent to the online room and next to the Reference Collection on the ground floor. This new location has improved our ability to supply "hands-on" experience with reference tools and new technologies.

* Campus Personal Computing installed multi-media facilities in Seminar 4. This enabled Faculty Librarians to use these facilities to demonstrate new information technologies such as AARNet, CARL Uncover and CD ROM's, on large, clearly visible screens.

* The Library again participated in the Gateway program, which is designed to prepare students for entering tertiary education. Several sessions were conducted for 175 students, which covered online catalogue classes, Library tours and the use of basic research tools and techniques. A booklet was provided and questions were completed by the students. Feedback from these sessions continues to be extremely positive.

* Similar sessions were also held for students from the Wollongong English Language Centre (WELC), with the aim of equipping students with basic Library literacy skills before their entry to University. A booklet was provided and questions were completed by the 296 students, which were marked by Faculty Librarians.

**Staff**

Staff development activities continued to play a major role in the Faculty Librarian's unit. Staff updated their online skills at Dialog (Advanced, Business) and Ausinet courses.

In-house technology sessions were attended on topics such as AARNet, E-mail, CD ROM's and CARL Uncover. All staff attended the Conflict Management workshop. The division was often represented at ALIA meetings, including the Neutral Questioning Workshop by Anne Lipow.
Some of the highlights of staff development for 1992 included:

* A study visit to the United Kingdom by Catriona McGurk, Arts Faculty Librarian. Catriona attended a conference, a workshop and visited several libraries. She brought back many interesting ideas, which will be investigated in 1993.

* Sue Pollock, Reference/Loans librarian attended the Australian Universities Administrative Staff course in Adelaide, which gave a useful perspective on the directions universities may take in the future.

* Lynne Wright, Informatics/Health Faculty Librarian spent one session attending a non-award computer-assisted learning (CAL) course in the Informatics Department. As a result of this activity, IconAuthor, an authoring software package for the PC was purchased. Lynne worked on the development of a tutorial for APAIS, which will eventually be housed in the Reference Collection as a further teaching aid in 1993. It is envisaged that this will be the first of many CAL projects developed over the next few years using the IconAuthor software.
ONLINE AND CD ROM SERVICES

Neil Grant
Senior Faculty Librarian (Technology)

Developments

* Growth in the use of CD ROM databases continued to accelerate in 1992. Users conducted 40,090 searches in 1992, compared with 14,348 in 1991. This is an increase of 180%. Some of this increase may be the result of the automated statistics program, as 1992 was the first full year of its operation. The previous manual system did not accurately track users who used several networked databases in the one search session. Also, 1992 was the first full year of networked CD ROM and the greater availability of databases is reflected in these figures. Despite these considerations it is clear that the Library's users find CD ROM an increasingly important tool in their study and research.

* The demand for training classes in the use of CD ROM continued to be strong. Reader education sessions also frequently include components of instruction on specific databases. 132 general training sessions with 364 participants were conducted in 1992. These figures are down slightly on 1991 figures, although this may reflect the fact that more users are becoming familiar with the various systems and do not require training. Other strategies such as self guided tutorials were also introduced in 1992.

* In an effort to encourage users to master the CD ROM systems themselves, full sets of instructional material were placed at each work station. This has alleviated the demands on staff time to some degree.

* The subject coverage on CD ROM has been increased through new subscriptions to Computer Selects, Georef Legaltrac and Austlit. These databases have proved relatively popular with users.

* Neworking of the most heavily used discs has made the most popular databases more readily available. It has moved the point of pressure from the discs to the workstations. At busy times of the year, all workstations were fully booked for hours at a time and users often found thirty minutes search time insufficient. Continuing network problems have had detrimental effects on the smooth operation of the CD ROM service.

* The cause of the problems has not been obvious and appropriate solutions have been difficult to identify. Certain databases have been more affected than others. Technical difficulties have delayed the ready access of the CD ROMS from the PC laboratory within the Library or from elsewhere on campus. Planned networking of additional discs and the provision of extra work stations with greater hard disc space should make the service more efficient and easier for the users.

* Demand for online services has not been substantial. Figures for 1992 are almost identical to those for 1991. A workshop and demonstration of the Australis database was conducted. This was reasonably well attended by academic staff. Following the workshop, searching on Australis has been conducted at a flat fee of ten dollars.
Developments

* Neil Grant, the Loans Librarian, was transferred to the Faculty Librarians Unit. Sue Pollock, the Reference Librarian, assumed overall responsibility for the Department.

* As a result of the above changes, a review of the Loans Department was conducted. A number of recommendations resulted from this. In 1993, Loans conditions for borrowers will change, the production of overdue notices will be discontinued, and the grace period for overdue items will be removed. Reserve Collection fines will be halved.

* The Loans workroom was extended, allowing staff members to have individual desks. New continuous tables were also installed for the computers. The Returns Room was remodelled in consultation with the Occupational Health and Safety Officer and new furniture was installed in October.

* The 3M self-checkout units were installed in October. After initial problems, borrowers were keen to use them. This alleviated some of the queuing at the Loans desk. Loans and discharges increased by 70,000 each during 1992, while the entrance gate figure increased by 124,000.

* As a result of the Loans Review, two permanent staff positions were replaced with four part-time limited-term positions. The limited-term staff will be in Loans during the period February- November each year.

* The monograph collection was reorganised during 1992, to allow for more space in the computer science and journalism sections.

* The Loans procedures manual was also revised. It is now in an easy-to-use format and available for all staff to use.

* The Reserve Collection was fully automated for Autumn Session 1992 after a trial period during Summer Session 1991-92, using the PALS Reserve module. Course reading lists and all statistics are now generated by the system.

Staff

1992 has seen many changes to the staffing in Loans. Frances Riva was appointed as Reserve Collection Officer. Gary Norwell, Annette Meldrum, Sylvia Jacobs, Carol Richards, Diane DeFaveri and Gwen Vardareff participated in job sharing and job rotation programmes. All Loans staff rotated off desk duties at regular six-monthly intervals. This facilitated multiskilling and improved job satisfaction.

Lee Hennessy was appointed as a permanent Loans staff member. Lindi Crichton, Janette Roberts, Sonya Hale and Donna Dee were appointed to the limited-term positions.
SPECIAL COLLECTIONS

Mary Tow
Senior Faculty Librarian (Special Collections)

Archives

Developments

* Usage of archival material has continued to grow. There are currently five postgraduate students from the History department working with Archival records and one from Health Studies/Human Movement. There have also been numerous requests for access to photo collections.

* During 1993 the Archives received material from:

  • *Australia-Vietnam Society* - Records of this community group complement the growing collection of community politics material already held by the Archives.

  • *Illawarra New Left Party* - circa 1986 - 1990. These records follow on from the existing Communist Party records.

  • *Australian Railways Union*

  • *Illawarra Ethnic Communities Council* - Minutes, Correspondence, etc.

  • *Coalition for Just Society* - A social pressure group established in the Illawarra in the early 1980's. Minutes, pamphlets, correspondence etc. This collection will form part of the Community Politics collection and provide insight into cross factional politics between Labour and the broad Left in the Illawarra.

The Archives has also received over sixty shelf metres of University records during the last four months, including staff files, student files, and general administrative files.

* The project on the history of Communist Party pamphlets and publications (see Archives Report, July 22, 1992) was expanded due to the discovery of more records. The guide to the collection has been updated and is being prepared for publication. There are similar projects being considered at two other Archives, so our publication is timely and should attract interest from other Libraries and Archives.

* In October, the Archives was required to remove its records held in one of the external storage rooms. This meant that we were unable to access material held there until Autumn Session 1993. Records were transferred over three weekends with some 1000 boxes and items being moved. This put pressure on storage space in the Compactus room and the task of records management has been time consuming.
Staff

As a result of the Archivist taking maternity leave, Patrick Brownlee, Archives Assistant, took responsibility for the day to day operations of the area.

Patrick attended the Museums Association of Australia Annual Conference and a meeting on the proposed establishment of an Immigration Museum at Port Kembla, two meetings with Illawarra Ethnic Communities Council regarding the Council’s written records and their participation in the oral history project. In November he attended the State Archives of NSW seminar/workshop.

Audio Visual Services

Developments

* The William Pollak Collection of sound recordings and music scores was processed in 1992 and cataloguing is in progress, most of the scores have been catalogued, and a start has been made on the sound recordings.

* The separate collections of videocassettes, kits, slides and transparencies were integrated into one sequence, making the collections easier to use. Extra shelving was installed for compact discs and atlases.

* Accountancy and Geography students made heavy use of the microfilm collection and equipment for their assignments during the year, and required a great deal of assistance.

* A new Minolta reader-printer featuring automatic loading and zoom lens was purchased and replaced the old machine which caused so many problems. Printing statistics increased by 17%.

* The Audiovisual Librarian collaborated with faculty librarians in the presentation of reader education courses for music, history, education and information technology students. He discussed the Audiovisual facilities, demonstrated the use of the equipment and distributed information sheets on music materials and newspapers. The Audiovisual Librarian also gave a tour of the AV collections and facilities, and presented a reader education class on Audio-Visual materials to 2 groups of TAFE library science students.

Staff

Keith Gaymer attended a number of external and in-house staff development sessions. He also attended the International Association of Music Libraries Biennial Conference and a seminar on the use of television in education. He also visited libraries at Murdoch University (W.A.), Australian National University and University of Technology, Sydney.
Developments

* Two new positions, a Graduate Librarian and General Library Assistant, were allocated to the Law Library in 1992. The General Library Assistant assumed some of the many duties associated with the processing of Law material, previously undertaken by existing Technical Services staff.

The Law Library has introduced new CD Rom services and online services for users. We now have access to Australian, American, UK, Canadian and New Zealand legal online services. The CD ROM's available are Infotrac, a bibliographic database of legal journals and Austrom. Currently the Law Library has one terminal available in the reserve room, for CD ROM searching.

* The general development fund has been fully expended and the collection now stands at 48,000 volumes. The ARC grant funding for Natural Resources law is also fully committed. Over 80 new natural resources law serial titles have been purchased on 3-5 year contracts. Their continuation after this time will be dependent on the funds generated by the Centre for Natural Resources Law.

* In first session an assessable curriculum based Reader Education program was prepared and conducted by library staff. In weeks 4, 5 and 6, students were taught how to use both manual and automated legal research materials and how to develop systematic research methods and skills. Over 600 commerce students undertaking legal subjects were also given a one hour tutorial on legal research basics.

Staff

John Bahrij visited various Sydney law libraries and with financial support from both the library and Faculty of Law visited the University of Melbourne, Monash University, University of Adelaide and Flinders University.

Elizabeth White, reference librarian represents the Law Library on the NSW ABN Users group and the Inter-Library Loans and Information Services Special Interest groups. Elizabeth attended the inaugural meeting held at the NSW State library in Sydney, of the Information Services Special Interest group.

Elizabeth White and Lynne Wright, the Informatics Faculty Librarian undertook a job rotation program of 4 hours per week during 1992. Lynne expanded her legal reference skills while Elizabeth staffed the general Information desk.

Another job rotation was undertaken between Cheryl Brindle-Jones and Sheree Pupovac from the Cataloguing Department. Cheryl spent 1/2 a day per week training in the Cataloguing Department while Sheree trained on the law information desk. Cheryl Brindle-Jones continues to spend 1/2 a day per week assisting in the Cataloguing Department.
Developments

* The Curriculum Resources Centre hosted the Third National Curriculum Resources Collection Conference which was attended by 33 delegates, including representatives from Universities in Tasmania, Victoria, South Australia, Queensland, A.C.T., and N.S.W.

The conference program proved to be very interesting. Seminars were presented by Dr Michael Wilson, Associate Professor John Hedberg, Dr Barry Harper, Associate Professor Brian Cambourne, Jan Turbill, Neil Hall, Dr Pauline Harris and Michael Stone. Visits to Mt Kembla Field Studies Centre and the Science Centre were also arranged.

* The Bachelor of Education Early Childhood Program was introduced during Autumn Session. An allocation of $15,500 was received from the Faculty of Education to expand the Early Childhood resources and to provide additional storage and shelving.

* Usage of the Curriculum Resources Centre increased throughout 1992. Usage of the reserve collection usage increased by 3%, while total loans increased by 2%.

* The Centre was again used extensively by overseas students enrolled in courses run by the Wollongong Language Centre.

* Reader Education classes were conducted for a range of courses. These included the Diploma of Education students, the Teaching Methods students and the Bachelor of Education students. Classes were also provided by the coordinator of the Wollongong English Language Centre.

* Orientation tours of the Curriculum Resources Centre were provided for all new and visiting academic staff of the Faculty of Education.

* Existing databases were continually updated and several new databases were created. The purchase of Macintosh computer allowed for the transfer onto hard disk of all existing databases and office files. Many existing databases which had been created using Appleworks, were converted to the program, Claris Works. These files were then transferred to the new computer providing easy access for all staff members.
Special projects during 1992 included:

- the cataloguing and processing of Early Childhood resources,
- the complete checking of 'awaiting update/accession cards' against the UNILINC CD ROM catalogue,
- the display of Sculpture by first year Visual Arts students,
- installation of additional shelving
- the continuation of an extensive mending program.

The staff of the CRC continued to highlight curriculum resources for students through displays of new material and information relevant to activities held in schools, eg. Education Day, Wattle Day and Book Week. Special displays of Early Childhood resources were periodically arranged throughout the year.

Special interest groups who visited the CRC were:

- Library Technician students from Wollongong College of T.A.F.E.
- Students from the Wollongong English Language Centre, on a weekly basis.

Open Day activities held in the CRC included displays of current curriculum resources highlighted by the Early Childhood resources. Storytelling sessions were again conducted by Karen Hendricks. The sessions proved to be very popular and were very well attended throughout the day. Faculty of Education Advisors were available to discuss all aspects of the Teacher Training courses offered to prospective students.

The CRC opened on several weekends to make resources available to external studies students. The hours of the CRC were extended to accommodate students on Practice Teaching Sessions and for special weekend schools including a Heritage Day.

Staff

Paula Brown and Michelle Chilby attended a number of inhouse development activities.

Rosemarie Dowe continued to attend UNILINC Library Managers meetings, the UNILINC Annual General Meeting /Extra Ordinary Meeting.
Michelle Aitkin

* Basic Dos Course - presenter Janette Burke : 4 March
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 28 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Improving your reading skills - presenter Lorraine Denny : 28 October

Carole Alcock

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Special Libraries Section Seminar - ALIA - Sydney : 8 April
* Seminar, The Electronic Journal - The Future is with us - Bond University : 3 May
* Bookvote Allocations - presenter John Shipp : 8 May
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Methods of Student Assessment - University : 15 June
* Higher Education and the Law - University : 15 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 24 June
* Cross Cultural Commuunication - University : 22 & 25 June
* Basic Presentation Skills - University : 23 July & 5, 6 August
* ALIA Biennial Conference - Albury-Wodonga : 27 September - 2 October

Helen Andrews

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October

Gay Antonopoulos

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* ABN User Group Meeting - Sydney : 6 April
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 23 June
* Big W - Windows & AARNet Seminar - presenter Janette Burke : 23 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December
Sharat Arora

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October

John Bahrij

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Middle Management Team Retreat - Jamberoo : 11 May
* AIMA Management Institute 200, Sydney : 22-26 June
* Australian Law Teachers Association Conference - Queensland University of Technology : 9-12 July
* Big W - Windows & ARRNet Seminar - presenter Janette Burke : 22 July
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September

Alison Bell

* Bookvote Allocations - presenter John Shipp : 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June

Kerry Benny

* Quality Customer Service - presenter Lorraine Denny : 23 April
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September

Cheryl Brindle-Jones

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Basic Dos Course - presenter Janette Burke : 4 March
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December
Anne Brown

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Conflict Management Seminar - presenter Greg Latemore: 2 September
* Improving your reading skills - presenter Lorraine Denny: 28 October
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University: 9 December

Paula Brown

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Conflict Management Seminar - presenter Greg Latemore: 1 September

Patrick Brownlee

* Big W - Windows Seminar - presenter Neil Cairns: 11 June

Janette Burke

* Team Building - presenter Brian Palfrey: 12 and 13 February
* PC Show - Sydney: 12 March
* Middle Management Team Retreat - Jamberoo: 11 May
* Interlibrary Loans Interface Demonstration - Unilink - Sydney: 29 May
* ARIEL Meeting - Macquarie University: 4 June
* Novel Advanced Course - Comtech - Sydney: 29 June - 1 July
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Demonstration of Innovative Interfaces - presenter M Carr - University of Newcastle: 9 October
* Management Planning Conference - Personnel Services - Jamberoo: 22, 23 and 24 November

Neil Cairns

* PC Show - Sydney: 12 March
* Conflict Resolution - Cecily Stead, Conflict Resolution Consultant: 27 July to 21 September, 7:30pm - 9:30pm
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore: 2 September
* ALIA Biennial Conference - Albury-Wodonga: 27 September - 2 October
* Networkshop '92 - Brisbane: 31 November - 4 December
Petra Carpenter

* Dialog Training course - Sydney : 16 January
* Selection Techniques for General Staff - University : 18/19 March
* Bookvote Allocations - presenter John Shipp : 8 May
* Middle Management Team Retreat - Jamberoo : 11 May
* Big W - Windows Seminar - presenter Neil Cairns : 16 June
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* ALIA Biennial Conference - Albury-Wodonga : 27 September - 2 October
* Demonstration of Innovative Interfaces - presenter M Carr - University of Newcastle : 9 October
* Improving your reading skills - presenter Lorraine Denny : 28 October
* Management Planning Conference - Personnel Services - Jamberoo : 22, 23 and 24 November

Kath Cave

* Selection Techniques for General Staff - University : 18/19 March
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows Seminar - presenter Neil Cairns : 16 June
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Michelle Chilby

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Quality Customer Services Workshop - presenter Lorraine Denny : 14 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
Diane DeFaveri

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Quality Customer Service - presenter Lorraine Denny: 23 April
* ALIA Biennial Conference - Albury-Wodonga: 27 September - 2 October
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library: 4 June
* Big W - Windows Seminar - presenter Neil Cairns: 11 June
* Big W - Windows - presenter Lynne Wright: 13 July
* Conflict Management Seminar - presenter Greg Latemore: 2 September
* Improving your reading skills - presenter Lorraine Denny: 28 October
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University: 9 December

Lorraine Denny

* Selection Techniques for General Staff - University: 18/19 March
* Conflict Management and Resolution Workshop - Australasian Institute of Tertiary Education Administrators NSW Branch - Sydney: 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library: 4 June
* Conflict Management Seminar - presenter Greg Latemore: 2 September
* Mastering Information Overload - Management Technology Education - Sydney: 14 and 15 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* Library Extension Program - Australian Bureau of Statistics, Sydney: 26 and 27 November

Bronwyn Donald

* Bookvote Allocations - presenter John Shipp: 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library: 4 June
* AARNet and Network Workshop - presenter Janette Burke: 24 August
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* Interview Skills - Vivien Twyford Communication Pty Ltd, University: 9 December
* E-Mail Training on a PC - presenter Karen Scott - University: 9 December
Rosemarie Dowe

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Middle Management Team Retreat - Jamberoo : 11 May
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October

Dutton, Valerie

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Basic Dos Course - presenter Janette Burke : 4 March

Pam Epe

* Team Building - presenter Brian Palfrey : 10 and 11 February
* AARNet and the Academic Library - Sydney : 20/21 February
* Middle Management Team Retreat - Jamberoo : 11 May
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Management Planning Conference - Personnel Services - Jamberoo : 22, 23 and 24 November

Jenny Fenwick

* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows - presenter Lynne Wright : 13 July
* Quality Customer Service - presenter Lorraine Denny : 14 July

Sherilee Gardiner

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
Keith Gaymer

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Basic Presentation Skills - University : 23 July, 5 & 6 August
* International Association of Music Libraries Biennial Conference - IAML Australian Branch - Canberra : 24 September
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* Neutral Questioning in Library Environments - Reference and Information Services Section - ALIA NSW Branch - presenter Anne Lipow : 30 September
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December

Raji George

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Bookvote Allocations - presenter John Shipp : 8 May
* Interlibrary Loans Interface Demonstration - Unilink - Sydney : 29 May
* ARIEL Meeting - Macquarie University : 4 June
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Neil Grant

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Bookvote Allocations - presenter John Shipp : 8 May
* Middle Management Team Retreat - Jamberoo : 11 May
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 24 June
* Beyond the Basics - Insearch/Dialog - Sydney : 28 July
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* Introduction to Microcomputing and MS-DOS - State Library of NSW : 21 August
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* Neutral Questioning in Library Environments - Reference and Information Services Section - ALIA NSW Branch - presenter Anne Lipow : 30 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* JANET - British and European Networks - ALIA - Sydney : 25 November
* Ausinet Training - Sydney : 26 November
* Australis New User Training - CSIRO, State Library of NSW : 4 December
Craig Grimison

* ALA Summer Annual Conference - San Francisco: 25 June - 3 July
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* Management Planning Conference - Personnel Services - Jamberoo: 22, 23 and 24 November

Tony Hassan

* Conflict Management Seminar - presenter Greg Latemore: 2 September

Lee Hennessy

* Big W - Windows - presenter Lynne Wright: 13 July
* Quality Customer Services Workshop - presenter Lorraine Denny: 14 July
* Conflict Management Seminar - presenter Greg Latemore: 1 September

Liz Hemseley

* E-Mail Training on a PC - presenter Karen Scott - University: 10 December

Rod Higham

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 4 - 6 February
* Team Building - presenter Brian Palfrey: 12 and 13 February
* Middle Management Team Retreat - Jamberoo: 11 May
* Big W - Windows Seminar - presenter Neil Cairns: 16 June
* AIMA Management Institute 200, Sydney: 22-26 June
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Sources on AARNet for Faculty Librarians - presenter Pam Epe: 28 July
* Conflict Management Seminar - presenter Greg Latemore: 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October

Sylvia Jacobs

* Big W - Windows Seminar - presenter Neil Cairns: 16 June
* Quality Customer Service - presenter Lorraine Denny: 23 April
* Big W - Windows - presenter Lynne Wright: 13 July
* Conflict Management Seminar - presenter Greg Latemore: 1 September
Deirdre Jewell

* Bookvote Allocations - presenter John Shipp : 8 May
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 28 July
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December

Mark Johnson

* Team Building - presenter Brian Palfrey : 10 and 11 February
* Quality Customer Service - presenter Lorraine Denny : 23 April
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December

Susan Jones

* Bookvote Allocations - presenter John Shipp : 8 May
* Big W - Windows Seminar - presenter Janette Burke : 12 June
* New Developments in Australia Company Information - Australian Graduate School of Management - Sydney : 17 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 24 June
* Dialog Seminar on Business - University of Technology, Sydney : 13 August
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Dialog Seminar, Beyond the Basics - Dialog Insearch Ltd - University of Technology, Sydney : 6 November
* AUSINET Introductory Course - Femtree Computer Corporation - Sydney : 26 November
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December
* Australis New User Training - CSIRO, State Library of NSW : 4 December
* E-Mail Training Session - presenter Karen Scott, Information Technology Services - University : 9 December

Heather Kitchener

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Conflict Management Seminar - presenter Greg Latemore : 1 September
Annabel Lloyd
* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February

Jo-anne Lombardi
* Conflict Management Seminar - presenter Greg Latemore : 3 September

Donelle Lutton
* Bookvote Allocations - presenter John Shipp : 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows Seminar - presenter Neil Cairns : 11 June

Angela Mant
* Bookvote Allocations - presenter John Shipp : 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* Selection Techniques for General Staff - University : 8 and 9 September
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December

Felicity McGregor
* Bookvote Allocations - presenter John Shipp : 8 May
* Confronting the Future - University of NSW : 12 June
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* ALIA Biennial Conference - Albury-Wodonga : 27 September - 2 October
* Management Planning Conference - presenter with Personnel Services - Jamberoo : 22, 23 and 24 November

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Fiona McGregor

* Bookvote Allocations - presenter John Shipp : 8 May
* Interlibrary Loans Interface Demonstration - Unilink - Sydney : 29 May
* ARIEL Meeting - Macquarie University : 4 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 23 June
* Young Managers Program - Australian Management College : 28 June to 3 July
* ABN User Group Meeting - Sydney : 2 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* ALIA Biennial Conference - Albury-Wodonga : 27 September - 2 October
* Demonstration of Innovative Interfaces - presenter M Carr - University of Newcastle : 9 October
* Selection Techniques for General Staff - University : 4 and 5 November

Barbara McGuire

* Bookvote Allocations - presenter John Shipp : 8 May
* Work placement - Hong Kong Polytechnic Library : 29 June - 3 July
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Basic Presentation Skills - University : 23 July & 5.6 August
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* Basic Presentation Skills - University : 15 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Catriona McGurk

* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 7 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September

Annette Meldrum

* Basic Dos Course - presenter Janette Burke : 4 March
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows Seminar - presenter Neil Cairns : 16 June
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Quality Customer Service - presenter Lorraine Denny : 14 July
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* ALIA Biennial Conference - Albury-Wodonga : 27 September - 2 October
* Uncover Session - presenter Pam Epe : 26 November
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December
Carolyn Norris

* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Gary Norwell

* Basic Dos Course - presenter Janette Burke : 4 March
* Big W - Windows Seminar - presenter Janette Burke : 12 June
* Quality Customer Service - presenter Lorraine Denny : 14 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September

Marion Pain

* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* TUTA Course - Union Training - Sydney : 3 July
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Quality Customer Service - presenter Lorraine Denny : 14 July
* Occupational Health & Safety Supervisors - University : 15 & 22 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* Neutral Questioning in Library Environments - Reference and Information Services Section - ALIA NSW Branch - presenter Anne Lipow : 30 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Uncover Session - presenter Pam Epe : 26 November
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Norbert Pauly

* Quality Customer Service - presenter Lorraine Denny : 14 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September

Nina Pierro

* Big W - Windows Seminar - presenter Neil Cairns : 16 June
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Quality Customer Service - presenter Lorraine Denny : 14 July
* AARNet and Network Workshop - presenter Janette Burke : 24 August
* Conflict Management Seminar - presenter Greg Latemore : 3 September
Sue Pollock

* Selection Techniques for General Staff - University : 18/19 March
* Bookvote Allocations - presenter John Shipp : 8 May
* Middle Management Team Retreat - Jamberoo : 11 May
* Launch of LibLink - University of NSW - Sydney : 13 May
* AIMA Management Institute 200, Sydney : 22-26 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 7 July
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* 23rd Australian Universities Admin Staff Course - AUASC - University of Adelaide - South Australia : 2 - 10 September
* Management Planning Conference - Personnel Services - Jamberoo : 22, 23 and 24 November

Sheree Pupovac

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* International Association of Music Libraries Biennial Conference - IAML Australian Branch - Canberra : 23 September
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December

Traci Rice

* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December

Carol Richards

* Basic Dos Course - presenter Janette Burke : 4 March
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Big W - Windows Seminar - presenter Lynne Wright : 13 July
* Quality Customer Service - presenter Lorraine Denny : 14 July
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* Improving your reading skills - presenter Lorraine Denny : 28 October
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
Frances Riva

* Selection Techniques for General Staff - University: 18/19 March
* Big W - Windows Seminar - presenter Lynne Wright: 13 July
* Quality Customer Service - presenter Lorraine Denny: 14 July
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* Uncover Session - presenter Pam Epe: 26 November
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University: 9 December
* E-Mail Training on a PC - presenter Karen Scott - University: 10 December

Jenny Ross

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 4 - 6 February
* Team Building - presenter Brian Palfrey: 12 and 13 February
* ACLIS Sub-Committee on Collection Development - Sydney: 7 April
* Special Libraries Section Seminar - ALIA - Sydney: 8 April
* Bookvote Allocation - presenter John Shipp: 8 May
* Middle Management Team Retreat - Jamberoo: 11 May
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Big W - Windows Seminar - presenter Neil Cairns: 11 June
* AARNet and Network Workshop - presenter Janette Burke: 24 August
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* Demonstration of Innovative Interfaces - presenter M Carr - University of Newcastle: 9 October
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* Management Planning Conference - Personnel Services - Jamberoo: 22, 23 and 24 November
* ALIA Biennial Conference - Albury-Wodonga: 27 September-2 October

Leone Ross

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library: 4 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe: 28 July
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* ALIA Biennial Conference - Albury-Wodonga: 27 September-2 October
June Sassall

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* AARNet and Network Workshop - presenter Janette Burke: 24 August

John Shipp

* Information Services Project CAVAL and CSIRO - Melbourne and Sydney: 25/26 May
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey: 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* ALIA Biennial Conference - Albury-Wodonga: 27 September - 2 October
* Networkshop '92 - Brisbane: 31 November to 4 December

Augusta Stanizzo.

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Bookvote Allocations - presenter John Shipp: 8 May
* Interview Skills - Vivien Twyford Communication Pty Ltd, University: 9 December

Bernadette Stephens

* Team Building - presenter Brian Palfrey: 10 and 11 February
* Bookvote Allocations - presenter John Shipp: 8 May
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library: 4 June
* AARNet and Network Workshop - presenter Janette Burke: 24 August
* Conflict Management Seminar - presenter Greg Latemore: 3 September
* Demonstration of Innovative Interfaces - presenter M Carr - University of Newcastle: 9 October
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor: 10 October
* E-Mail Training on a PC - presenter Karen Scott - University: 10 December

Tracy Sweeny

* Myers-Briggs Type Indicator - presenter Felicity McGregor: 5 - 6 February
* Team Building - presenter Brian Palfrey: 10 and 11 February
* Selection Techniques for General Staff - University: 18/19 March
* Sources on AARNet for Faculty Librarians - presenter Pam Epe: 28 July
* Conflict Management Seminar - presenter Greg Latemore: 1 September
Mary Tow

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 4 - 6 February
* Team Building - presenter Brian Palfrey : 12 and 13 February
* Middle Management Team Retreat - Jamberoo : 11 May
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 23 June
* Team Building with Library Executives and Middle Management - presenter Brian Palfrey : 28 and 29 July
* Conflict Management Seminar - presenter Greg Latemore : 2 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December

Penny Verrall

* Myers-Briggs Type Indicator - presenter Felicity McGregor : 5 - 6 February
* Team Building - presenter Brian Palfrey : 10 and 11 February
* Selection Techniques for General Staff - University : 18/19 March

Maria Vandenbrink

* Bookvote Allocations - presenter John Shipp : 8 May
* Quality Customer Service - presenter Lorraine Denny : 23 April
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* Improving your reading skills - presenter Lorraine Denny : 28 October
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October

Gwen Vardareff

* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October

Elizabeth White

* Team Building - presenter Brian Palfrey : 10 and 11 February
* Quality Customer Service - presenter Lorraine Denny : 23 April
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 23 June
* Big W - Windows Seminar - presenter Janette Burke : 23 July
* Beyond the Basics - Insearch/Dialog - Sydney : 28 July
* Legal Applications - Insearch/Dialog - Sydney : 3 September
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* E-Mail Training on a PC - presenter Karen Scott - University : 9 December
Sandi Wooton

* Quality Customer Service - presenter Lorraine Denny : 23 April
* Job Application Workshop - presenters Felicity McGregor and Craig Grimison - Library : 4 June
* Big W - Windows Seminar - presenter Janette Burke : 23 July
* Conflict Management Seminar - presenter Greg Latemore : 3 September
* E-Mail Training on a PC - presenter Karen Scott - University : 10 December

Lynne Wright

* Australis Advanced Training - Sydney : 10 April
* Bookvote Allocations - presenter John Shipp : 8 May
* Dialog Searching on Patents Seminar - Sydney : 26 May
* Big W - Windows Seminar - presenter Neil Cairns : 11 June
* Sources on AARNet for Faculty Librarians - presenter Pam Epe : 24 June
* Conflict Management Seminar - presenter Greg Latemore : 1 September
* ALIA Conference Papers - presenters John Shipp, Felicity McGregor and Fiona McGregor : 10 October
* Information Literacy the Australian Agenda - convenor Irene Doskatsch - University of South Australia : 2 - 4 December

Agnes Wroblewski

* Conflict Management Seminar - presenter Greg Latemore : 1 September
* Improving your reading skills - presenter Lorraine Denny : 28 October
* Writing and presenting an effective CV and Interview Skills - Vivien Twyford Communication Pty Ltd, University : 9 December
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 (from March)

Secretary
Jo-anne Lombardi

Administration Assistant
Kath Cave

TECHNICAL SERVICES

Technology Development Librarian
Neil Cairns BA, Dip Lib

Systems Manager
Janette Burke BA, AALIA

Acquisitions/Inter-Library Loans

Acquisitions Librarian
Jenny Ross BA, AALIA

Inter-Library Loans Librarian
Fiona McGregor BA (Lib Info Sci) AALIA (from May)

Bronwyn Donald Dip Teach (from July)
Sherilee Gardiner
Raji George BA, BEd

Tony Hassan
Allison Hill BA (Lib Info Sci)
Barbara McGuire BA, Dip Ed (from February)
Nina Pierro
June Sassall
Augusta Stanizzo
Bernadette Stephens
**Serials**

**Acting Serials Librarian**
Petra Carpenter BA (Lib Info Sci) AALIA (from July)

**Government Publications Officer**
Lorraine Denny BA

Helen Andrews  
Anne Brown  
Carol Richards  
Maria Vandenbrink BA  
Agnes Wroblewski (from April)

**Cataloguing**

**Senior Cataloguer**
Rod Higham BA

Michelle Aitkin BA (from July)  
Heather Kitchener  
Sheree Pupovac AALIA  
Traci Rice (from April)  
Leone Ross  
Tracy Sweeney BA  
Penny Verrall BA, Dip Lib Sc, AALIA

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

**INFORMATION SERVICES**

**Information Services Librarian**
Craig Grimison BA, Dip Ter Ed, AALIA

**Reference/Reader Education/Loans Librarian**
Suzanne Pollock BA, Dip Ed, Dip Lib (from March)

**Senior Faculty Librarians**
Neil Grant BA, Dip Lib  
Mary Tow BA, AALIA

**Faculty Librarians**
Deirdre Jewell BA, Dip Lib  
Susan Jones BA, Dip Lib (from May)  
Donelle Lutton BA, Dip Inf Management AALIA (until July)  
Catriona McGurk BA, Dip Lib, AALIA  
Lynne Wright Dip Teach, Dip Lib
Special Collections

Archivist and Co-ordinator of Special Collections
Annabel Lloyd BA, Dip Inf Management (Archives)

Audio Visual Librarian
Keith Gaymer BA, Dip Lib, AALIA

Loans

Loans Supervisor
Marion Pain

Reserve Supervisor
Frances Riva (from February)

Kerry Benny
Diane DeFaveri BA, Grad Dip Lib, AALIA
Lee Hennessy (from April)
Sylvia Jacobs
Mark Johnson BA, Grad Dip Lib
Annette Meldrum
Norbert Pauly
Gary Norwell
Gwen Vardareff

Law

Law Librarian
John Bahrij BA, Dip Lib, AALIA

Gay Antonopoulos BA, AALIA (from March)
Cheryl Brindle-Jones
Sandi Wooton (from June)
Elizabeth White BA, Grad Dip Lib

Curriculum Resources

Curriculum Resources Librarian
Rosemarie Dowe BA, Dip Lib, ALIA

Paula Brown BEd
Michelle Chilby
## BOOK STOCK

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## LOANS

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### ACQUISITIONS

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#### Non-Book

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### Curriculum Resources

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**INFORMATION DESK ENQUIRIES**

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**LAW**

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