LIBRARY

ANNUAL REPORT 1990

UNIVERSITY OF WOLLONGONG
UNIVERSITY OF WOLLONGONG

LIBRARY

ANNUAL REPORT

1990

UNIVERSITY OF WOLLONGONG
UNIVERSITY OF WOLLONGONG LIBRARY

Annual Report/University of Wollongong Library.
Wollongong: University of Wollongong, 1974-

Continues: Annual report issued by the Wollongong University College Library

ISSN 0726-3007
### CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIVERSITY LIBRARIAN'S REVIEW</td>
<td>1</td>
</tr>
<tr>
<td>HUMAN RESOURCES</td>
<td>5</td>
</tr>
<tr>
<td>TECHNICAL SERVICES</td>
<td>8</td>
</tr>
<tr>
<td>Systems</td>
<td>10</td>
</tr>
<tr>
<td>Acquisitions</td>
<td>12</td>
</tr>
<tr>
<td>Cataloguing</td>
<td>14</td>
</tr>
<tr>
<td>Serials</td>
<td>16</td>
</tr>
<tr>
<td>INFORMATION SERVICES</td>
<td>18</td>
</tr>
<tr>
<td>Reference/Reader Education</td>
<td>20</td>
</tr>
<tr>
<td>Online and CD ROM Services</td>
<td>23</td>
</tr>
<tr>
<td>Loans</td>
<td>24</td>
</tr>
<tr>
<td>Inter-Library Loans</td>
<td>25</td>
</tr>
<tr>
<td>Special Collections</td>
<td>26</td>
</tr>
<tr>
<td>Law</td>
<td>28</td>
</tr>
<tr>
<td>CURRICULUM RESOURCES CENTRE</td>
<td>30</td>
</tr>
<tr>
<td>STAFF TRAINING AND DEVELOPMENT</td>
<td>32</td>
</tr>
<tr>
<td>STAFF MEMBERS</td>
<td>43</td>
</tr>
<tr>
<td>STATISTICS</td>
<td>46</td>
</tr>
</tbody>
</table>
Use of the Library continued to increase as a consequence of the sustained growth of the University and of the active promotion of Library services. By establishing priorities aligned with the goals of the University, the Library was able to meet most of the greater demand and to improve the quality of services in key areas. Although partly the result of effective planning, most of this achievement was due to the commitment of Library staff.

For some years, the Library has used strategic planning as a means of ensuring the optimum use of resources. The main goals set for 1990 were:

* establish a basic Law Library before the commencement of the 1991 academic year;
* assess the effectiveness of the interlibrary loan and Reserve services and implement changes where necessary;
* enhance access to Library services, collections and facilities;
* increase the efficiency and cost-effectiveness of Library operations.

Establishment of the Law collection was the major activity for the year. The achievement of this goal demonstrated the value of sound planning. Whilst it is impossible to provide for every eventuality, the availability of a range of proven strategies kept crisis management to a minimum. Strategic planning permitted the identification of priorities and the channeling of resources to Law from other activities.

With assistance from John Rodwell of the University of NSW Law Library, a list of essential holdings was compiled and acquired. Several organisations and individuals, including the Chancellor of the University, made sizeable donations of material. The collection building process was well underway when the Law Librarian, John Bahrij, assumed his duties in June.

The Law collection has been located in the Main Library until a separate Law building is constructed. By the commencement of the 1991 academic year, the collection will contain about 25,000 volumes. Although small, it will compare favourably with the initial law library collections of the established Australian universities.
An essential element of any planning strategy is the constant review of procedures and aims to ensure cost-effectiveness and responsiveness to the needs of patrons. Both the Reserve and Interlibrary Loans are key library services, particularly in terms of high usage. Their effectiveness is one measure of the Library's performance. The review of the Reserve, therefore, took a critical look at procedures and philosophies governing the inclusion of materials in the collection. With the cooperation of academic staff, strategies continue to be developed to encourage undergraduate students to use a broader range of information sources and lessen their dependence on Reserve materials.

The increased use of technology and the rising cost of library materials, necessitated a re-assessment of the interlibrary loan service. The first stage of the review resulted in the abandonment of the telex machine and changes in the use of the facsimile equipment. In early 1991, a task force of Library staff will investigate the feasibility of integrating the interlibrary loan and acquisitions processes.

All Library publications were appraised on the basis of appearance, function and effectiveness. This review included the computer-assisted learning packages which were developed to provide general orientation to services and facilities and to give instruction in the use of the catalogue. Building on this experience, the Library hosted a seminar on computer-assisted learning in May. Further development of computer-assisted learning packages will occur in 1991 and, when completed, will provide Library patrons with opportunities to determine their own information needs and learning patterns.

Activity in the area of computer-assisted learning was accompanied by a re-evaluation of reader education programmes. Growth in enrolments and the expansion of subject offerings contributed to greater demand for reader education. With enrolment in some courses approaching one thousand, it has been impossible to allocate sufficient resources to ensure effective traditional reader education programmes if these are based on small group instruction. Toward the end of the year, work commenced on the identification of the basic library skills which each first year student should acquire. With a move toward common core subjects in each degree programme, it is expected that the library skills component will become part of the curriculum.

A major advance was made in the enhancement of access to the collections by the implementation of stage 2 of the serials software. By the end of the year, information about the holdings of all current serial titles was available through the online catalogue. Once the holdings of non-current titles are added, the serials visidex card catalogue will be discarded.

In addition to processing new acquisitions for the Law collection, Technical Services staff completed the retrospective cataloguing of music recordings and catalogued a large collection of items on philosophy donated by Emeritus Professor John Passmore. The designation of a full-time Government Publications librarian permitted a backlog of government publications to be processed. Promotion of the value of government publications resulted in an increased use of the material.
Whilst it is easy to become fascinated with technology, judicious application can bring considerable benefits in terms of greater efficiency and access to a wider range of information. To this end, appropriate staff work places were equipped with personal computers. From these workstations, Library staff are able to access the PALS database and use word processing and spreadsheet software. As each workstation is connected to the campus network, staff members can access electronic mail facilities, the Australian Academic Research Network and a range of databases on compact disk.

Greater use of computing and communications technology increases the need for Library staff to possess a high level of computer literacy and expertise in the use of the technology. It highlights, also, the need to ensure that work flows and procedures are integrated to take maximum advantage of the investment. Most importantly, it provides the Library with an opportunity to extend both the quantity and quality of its services.

None of this can occur without competent staff who are able to adapt to change and to extend their work skills. Commitment to the ethic of service has always been necessary but has become increasingly important as more demands are placed on available resources. A network of performance indicators, including the appraisal of staff performance, has been used to determine the effectiveness of the Library. The importance of using such indicators was highlighted by the committee appointed to investigate Library Provision in Higher Education Institutions. The Committee advocated the establishment of a national set of indicators and the Library will be investigating appropriate strategies in 1991.

The Deputy University Librarian, Felicity McGregor, developed a Performance Management Programme which was implemented in 1988 and was well received by staff members. Toward the end of 1990, the University introduced a standard, ratings-based system for the performance evaluation of general staff. It is too early to assess the effectiveness of this approach.

Central to both formats is a recognition of the importance of staff development to the individual, as well as to the organisation. Within the Library, support for development activities took various forms. A number of staff members undertook formal study in librarianship and other courses and some enrolled in higher degrees. In addition, selected staff attended a range of conferences and seminars relevant to their duties. A series of workshops was conducted in the Library to focus on particular needs.

The Deputy University Librarian, Felicity McGregor, was granted development leave to travel to the United States where she attended the Centre for Creative Leadership. She also visited a number of universities with whom the University has reciprocal arrangements. The development of these strategic alliances will assume greater importance as the concept of the electronic library approaches reality.
The importance, effectiveness and nature of cooperation between libraries is often undervalued. Whilst cooperation may enable costs in some areas to be reduced, effective cooperative effort often entails increased costs. The benefits, however, are substantial particularly in terms of access to a wider range of information sources and support services. During 1990, the cost of serial subscriptions began to rise beyond expected inflation rates and the cost of monographs in some areas exhibited similar tendencies. At the same time, the budgets of most universities did not increase in real terms relative to their enrolments. It is likely that all university libraries will be forced to cancel subscriptions in 1991. Effective cooperation will be necessary to ensure that cancellations are planned to safeguard access to journal literature. Without cooperation, no Australian university will be able to provide access to the type of information environment necessary for quality research.

In NSW, the university librarians established UNISON, a group which will oversee cooperative projects between libraries. UNISON has identified several priority areas for cooperative action, including the implementation of technology to enable all university library catalogues to be searched using a standard protocol. Funding has been secured and implementation is scheduled for early 1992. During 1991, UNISON will seek funding for the development of a mechanism to allow the central storage of little-used print materials as well as promoting the cooperative purchase of access to databases. The success of these ventures will depend on the willingness of the academic community to accommodate changes in the way information is stored and accessed.

Involvement in cooperative projects requires more flexible attitudes to planning and the use of resources, and a clear understanding of the goals to be achieved. One difficulty with strategic planning techniques is the tendency to focus on the achievement of tasks and to stay within fairly limited parameters of achievement. During 1990, senior staff commenced a process of envisioning the future of the Library. The aim of this project is to focus attention on how the Library should develop and the implications for the University. Work on the project will be completed by mid-1991 and will form the basis of future planning models.

John Shipp
University Librarian
The Library has, for many years, recognised the critical importance of human resource strategies in every aspect of its planning process. The overall objective in this area is to staff the Library with skilled, motivated and committed people. In recent years, an increasing amount of time and other resources has been devoted to the realization of this objective. The most critical strategies are those impinging on the selection process and selection criteria, job enrichment, multiskilling, the quality of communication, performance appraisal, management of change and, of course, training and development. Because these strategies are of continuing, long-term importance, they are constantly evaluated in terms of their relevance and effectiveness.

A review of the objectives and functions of the Staff Development Committee towards the end of 1989 resulted in a reaffirmation of our commitment to this function and a changed emphasis in our approach and philosophy. The Committee renamed itself the Staff Training and Development Committee to reflect the perceived importance of task-related training. Although the importance of job enrichment and enlargement has been recognized here for some time, the concept of multiskilling has provided an additional dimension and impetus to achieve this particular development goal.

The concept of special-purpose programs developed and conducted in-house was supported by the Committee. Whether facilitated by an outside consultant or by a staff member, the effectiveness of this approach to learning was clear. The outstanding example of this method was Team Building for Faculty Librarians, a two-day "retreat" designed to support and develop the groups of professional staff responsible for the provision of information services and reader education. Three new appointments had been made during 1990, another faculty librarian had commenced in 1989 and two of the supervisory staff for the group were also relatively new. The timing, therefore, was opportune and the consultant for the "retreat", Mr Brian Palfrey, reported very favourably on both the outcomes of the program and the skills and attributes of all participants.

Other programs developed in consultation with Library staff were: Public Contact Skills, Assisting Foreign Students and Presentation Skills for Librarians. Writing Skills was held for the second time and was popular with those participating.
A highlight of the Committee's year was the first national Seminar on Computer Assisted Learning which was held at the University in May. Attended by some forty five delegates, the seminar presented both theoretical and practical aspects of computer assisted learning. The seminar was organised by an enthusiastic and energetic sub-committee consisting of Craig Grimison, Petra Carpenter and Fiona McGregor. Technical support was ably provided by Janette Burke and Neil Cairns.

In accordance with continuing developments in technology, many staff were trained to use new systems. Faculty Librarians conducted classes in the use of the UMI and Silverplatter systems and in searching individual databases: Austrom, ABI/Inform and Science Citation Index. The Library Systems Manager held a number of classes to train staff in the use of AARNet. Donelle Lutton instructed a number of staff in the use of ABN Supersearch.

All staff attended an introductory session by the University's Personnel Services Branch on the University's Annual Evaluation and Development Review. Although staff were generally satisfied with the Library's previous evaluation program, the new system was adopted to achieve consistency and comparability with the rest of the University. Despite the anticipated problems caused by the introduction of rating scales, most staff have accepted the Review and are becoming proficient at developing goals and strategies.

Personnel Services also provided several sessions for all staff on the new Employee Assistance Program, a program negotiated with local counselling services to provide confidential assistance to staff with problems.

The Library's Induction Program continued for new staff. As an adjunct to this concept, most staff visited the Library's Curriculum Resources Centre and were introduced to the functions of this specialized resource for student teachers. Recently appointed staff continued to spend one or two days in each section of the Library and were enthusiastic about the benefits of this opportunity.

The Serials Librarian, Carole Alcock, visited the United States for the purpose of her own research. She also received some development leave to investigate matters of interest to the Library generally. A report of Carole's visit is included in the Serials section of this report.

Deputy University Librarian, Felicity McGregor, successfully applied to participate in the University's Development Leave program. This enabled her to spend approximately four weeks in the United States. Part of this time was devoted to reviewing developments in selected University libraries. The following universities were selected because they have exchange agreements with this University: University of Illinois, Indiana University, University of North Carolina and University of Massachusetts. Inter alia, it was interesting to observe service levels which might reasonably be expected from American undergraduates when studying at Wollongong.
Yale University Library was included in the program because of the strength of its staff development program and its innovation in organisational development and work design.

Another exciting aspect of the program was participation in a course entitled *Managing for Commitment* held at the Centre for Creative Leadership in Greensboro, North Carolina. A scholarship had been awarded to attend this prestigious Centre which is a non-profit educational institution whose mission is to encourage and develop creative leadership and effective management for the good of society overall. The course was both stimulating and enjoyable.

The Library was represented at the First Australian Library and Information Association Conference in Perth by Craig Grimison and Carole Alcock who presented a joint paper on *Implications of CD ROM technology for the use of and access to information by tertiary students*.

Felicity McGregor was asked to present a paper with Dr Muyaad Jabri of the University's Management Department at the *First World Conference on Action Research and Process Management* held in Brisbane in July. Felicity presented a case study based on change processes in the Library. She also presented a paper on evaluation aspects of staff development at the *National Staff Development Seminar* held in Adelaide, also in July.

The University Librarian continued to represent the Library at meetings of CAUL (Committee of Australian University Librarians), ACLIS (Australian Council of Library and Information Services), UNISON and at the CLANN Annual General Meeting.

**Publications**

**Alcock, Carole and Grimison, Craig.**

**Alcock, Carole.**
*CD ROM and access to information in Academic Libraries.* In: Alcock and Grimison, op. cit.: 389-398.

**Grimison, Craig.**
*CD ROMs at the University of Wollongong: a case study.* In Alcock and Grimison, op. cit.: 399-417.
The Technical Services Division is responsible for acquiring, organising and providing information about library materials to users and staff. The Division aims to maximise the effectiveness of its functions by ensuring that the book-vote is optimally allocated and expended, continuing to improve the accuracy and currency of the bibliographic database and enhancing access to the Library's collections and other information resources.

General Summary

With the appointment of a new Divisional Librarian, the objectives of the previous year's restructuring started to be realized in terms of increased rationalization of functions together with more effective deployment of staff. The position of Technology Development Librarian (formerly Technical Services Librarian) was filled in February by the former Systems Librarian, and the latter position (renamed Library Systems Manager) was filled in May by the Informatics Faculty Librarian. Both positions required a large amount of orientation and training which continued throughout the year. However, as the Systems Manager now reports to the Technology Development Librarian, systems support has effectively been increased.

The first year of Law Library acquisitions generated a huge increase in workload in all departments. By the end of the year approximately 5000 volumes had been acquired and processed for the collection. An experienced law cataloguer was appointed to an existing vacancy which greatly assisted in the application of the Moys classification scheme. Inevitably, some other cataloguing duties have been temporarily suspended. Significant work was needed to incorporate Moys call numbers and Law records into the existing Dewey-based bibliographic database. Additional casual assistance was employed to help process Law materials in the latter months of the year. Considerable effort was expended by staff in all sections to ensure procedures and workflows were modified to handle the large influx of Law materials. The amelioration of existing data and records, which was one outcome of the 1989 stocktake, paid dividends in that the bibliographic database and shelflist were in good order before the Law material began arriving.
The Serials staff completed, on time, the implementation of the PALS Serials module for serial check-in and binding with only limited additional assistance. Of the Australian PALS sites, the University of Wollongong Library is the only site using the PALS system for checking-in all serial publications. The accompanying changes to workflows, together with training and problem-solving, have required a considerable effort from the Serials staff who also absorbed the additional workload generated by law orders.

The establishment of the Law Library and the increased availability of computer technology helped to foster a sense of constructive questioning of procedures and workflows throughout the Division. Staff in all sections reviewed procedures and practices and a number of labour-saving suggestions were implemented. The changes have resulted in a better flow of information between sections and the abolition of some outdated practices. As additional staffing resources for Law have not been forthcoming, it is heartening to see staff at all levels playing their part to ensure that the Division does more with its existing resources.

Expertise in the use of computer technology installed over the last three years increased dramatically in 1990. Multi-session workstations in Acquisitions were greeted with enthusiasm by staff needing to access three systems for bibliographic checking. CD ROMs were used to output order slips, thus eliminating the need for hand-written cards. A comprehensive revision of the PERFECT serials funds system is also in progress. Staff in all areas increased their use of word processing and other network applications. The desire to improve output through efficient use of new technology motivated many staff to improve their technology based skills.

Staff in the Division continued to provide support at the Information Desk and other service points during the year. The number of queries received from users in the Serials Department was higher due to the change from a manual to an automated check-in system and the advent of binding information online. Further progress was made towards achieving the objective of multi skilling as Acquisitions staff continued to assist in cataloguing government publications as well as developing their technological skills.

Achievements in all departments have been considerable and are largely due to the hard work and commitment of department heads and staff at all levels.
The Systems Department is responsible for the management of Library software including testing, maintenance and development. The Library Systems Manager assists with the training of staff in the use of software, develops specifications for software enhancement and modification, provides user documentation and manages the Library's microcomputer hardware and software resources.

Developments

* The latest PALS and barcode conversion software (version 89.2) was installed in mid June. During installation the database was reconstructed and shelflist identifications and automatic location stamps were added within bibliographic records, providing detailed location information. Faster communications (baud rate of 4800) increased PALS response time and was greeted with enthusiasm by staff.

* Nineteen microcomputers were added to the Library, increasing the number to forty six. The majority of staff now have access to the local area network and the Australian Academic and Research Network (AARNet) from their desks.

* The CD ROM service continued to increase in popularity. To service this demand, a CD-Net Server with 20 drives and CD-connection user software were purchased in the latter half of 1990. Users will be able to access the CD Network in early 1991.

* A new Library Systems Manager and Library programmer were appointed in May. The Systems Manager, Janette Burke, was promoted from the position of Informatics Faculty Librarian. Much of her time has been devoted to training and becoming familiar with PALS and its subsystems.

* The communication protocol (TCP/IP) module for the UNISYS 2200 has been installed and the number of public access terminals and technical service workstations has been increased. There are still problems associated with attaching workstations directly to PALS from the campus network, this should be resolved in 1991.

* The Library's local area network was upgraded to include a new file server based on the 386 processor, with a larger hard disk and more memory. Library staff now have access to spreadsheet applications, word processing, the University administration system, file-sharing, PALS and AARNet.
* The Library, in association with the Department of Economics and the Asia Pacific Development Studies Program, jointly purchased a core collection of books to support Indonesian Studies. The books are to be housed in the Library. As part of its Silver Anniversary celebrations, the University Co-operative Bookshop donated $2,500 to the Library for book purchases.

* Acquisitions Department staff continued to assist with copy cataloguing and with processing government publications.

* Following the 1989-1990 stocktake, orders were placed for replacement copies of 925 titles.

* A project was commenced in 1990 to ensure that, wherever possible, books listed on reading lists given to students are held by the Library. The cooperation of academic staff in sending copies of reading lists to the Acquisitions Department is greatly appreciated.

* Visits were received from representatives of the following major suppliers: James Bennett Library Suppliers, Blackwell’s, Coutts, DA Books and Journals, Educational Media Australia, Harrassowitz, and B.H. Walshe & Sons.

Staff

Jenny Ross continued to represent the Library on the ACLIS (Australian Council on Library & Information Services) Collection Development Sub-Committee.
The Cataloguing Department classifies library materials for placement into their appropriate subject areas, prepares catalogue records for each individual title, and carries out maintenance of the on-line catalogue to ensure that it is as current and correct as possible.

Developments

* The most notable activity of the year was the commencement of the processing of material for the new Law collection. By the end of the year, some 1200 titles, comprising approximately 5,400 volumes, had been catalogued and processed. These included recently purchased and donated items, as well as material reclassified from the general library collection. The application of the Moys classification scheme to Law cataloguing meant that staff had to adapt to an unfamiliar system. However they coped admirably with the change.

* The cataloguer, temporarily assigned to Law, faced the challenging task of planning the classification of the new collection. This involved interpreting the Moys scheme and selecting the most appropriate options to ensure both consistency in classification and an arrangement which best suits the needs of our users. As the collection begins to take shape the success of this exercise is becoming obvious.

* Early in the year, a stocktake of the general monograph collection was completed, with the assistance of staff from other sections of the Library. Cataloguing and Acquisitions staff then followed up with a second search for missing items. Those still not located were re-ordered, unless their replacement was considered unwarranted. In the final count, 2900 items were confirmed missing from a total of 229,300. Of these, approximately 50% were re-ordered.

* In connection with an upgrade to the PALS database in July, Cataloguing staff were required to adopt a new format for holdings statements added to ABN records. The change resulted in more detailed location information appearing on the OPAC record, and consequently provided the user with a more convenient catalogue.

* Despite the additional work created by the activities already described, the output of normal work was more than satisfactory, with some 2,000 more items processed than in the previous year.
* Backlogs in music and government publications cataloguing were eliminated, while a substantial donation, presented to the Library by Professor J.A. Passmore, was catalogued and incorporated into the collection.

* A considerable backlog in the reviewing of original catalogue records, prepared for entry to the Australian Bibliographic Network, was also reduced to a minimum.

* Co-operation with other sections of the Library continued to be encouraged. Whilst this tended to favour the Cataloguing Department, through Acquisitions and Serials staff providing assistance with copy cataloguing and other tasks, we were able to reciprocate by helping with orders keying.

* A successful half day per week exchange between our Audio Visual cataloguer and one of the Faculty librarians broadened the work experience of both members of staff and furthered the Library's trend towards multi skilling.

**Staff**

Rod Higham attended the quarterly meetings of the NSW ABN Users' Group, and the Annual National Meeting of ABN users held in Sydney on June 6-7, 1990.

Tracy Sweeny visited the Attorney-General's Dept. Library in Canberra and the University of New South Wales Law Library at Kensington, to obtain information on Moys classification and Law cataloguing in general.
The Serials Department oversees the ordering and receipt of all serial publications, and maintains records which ensure appropriate budgetary allocation among faculties. Staff ensure that new serials are displayed on receipt and that back issues are bound as volumes become complete. A computerised record of subscriptions is maintained which also records allocation by faculty. The Department's responsibilities also include ordering, receiving and maintaining Government Publications as well as providing reference assistance in this area.

Developments

* As a result of the decision to establish a Law Library, funds became available to significantly expand our existing collection of legal materials. Serials staff have devoted considerable time and energy to ordering and recording these new subscriptions.

* In addition to the substantial increase in funds for Law, $25,000 was provided for the purchase of new serials for other faculties. The majority of these subscriptions will commence arriving in early 1991. In all, approximately 500 new serials orders were processed using existing staff.

* Perhaps the achievement with which Serials staff are most pleased is the completion of the initial stage of the PALS Serials Subsystem project. All current serial publications are now being checked-in using this system. By December 1990, 4340 records representing all currently received serials had been entered on the system. The Department's next project is to extend the system to record binding data and to add to each record a brief statement indicating library holdings.

* Problems with the receipt of ABS publications were alleviated during the year. Items are now being received frequently and the need to claim missing titles has been minimized.

* Revision of the PERFECT funds accounting system commenced during the year. The aim is to improve the flexibility of the software to accept estimated as well as actual costs.

* NSW Parliamentary publications and legislation are again being received regularly. This follows the return to some normality with the appointment of the Government Information Service and other bodies to fill the gap created by the closure of the Government Printing Office in mid 1989.

* A number of Government Publications Reader Education classes were conducted throughout the year. These included one for final-year TAFE Library Practices students in March and several on Social Research Statistics with Faculty Librarians in September.
Staff

The Government Publications Librarian, Pam Epe, attended a meeting with representatives of the NSW Government Information Service regarding the NSW deposit scheme, held at the State Library in August.

The Serials Librarian, Carole Alcock, was absent during June and July on a study tour of the United States. Some highlights of Carole's tour were:

- Visit to Dialog Information Services: May 30th
- Interviews with Librarians and Information Specialists throughout the US including:
  - Dan Schiller, UCLA
  - Patricia Glass Schuman, current ALA President
  - John Berry, Library Journal Editor in Chief
  - Richard DeGennaro, former Director, NY Public Library
  - Arthur Curley, Director, Boston Public Library
  - Alice Sizer Warner, Information Consultant, Lexington
  - Bernard Margolis, Pikes Peak Library, Colorado Springs
  - Mary Pensyl, MIT Library
  - John Lorenz and Jane Williams, NCLIS, Washington
  - Pete Giacoma, Librarian, Salt Lake City

- Visits to major libraries including New York Public (June 8th & 16th), MIT (June 18th), Boston Public (June 19th), and the Library of Congress (June 20th & 21st)

- Attended Special Libraries Conference in Pittsburgh June 9th - 14th

- Attended Unisys/PALS sessions, Chicago: June 22nd-23rd

- Attended American Library Association Conference Chicago: June 23rd - 27th

- Attended FISCAL (Fee-based Information Services in College and Academic Libraries) meeting: Chicago: June 24th

- Genealogical Library, Salt Lake City: June 29th
The Information Services Division is responsible for providing efficient access to information held in this library and other libraries. It is also responsible for circulating library materials. The Division includes the following departments: Inter-Library Loans, Reference, Reader Education, Online and CD ROM Services and Special Collections.

GENERAL SUMMARY

Following the considerable changes to programs and structure in 1989, the Division concentrated on improving information services to users during 1990. Demand increased in all service areas: the Information Desk, Loans, the Audio Visual Section and Inter-Library Loans.

Significant staff changes occurred in Information services with the appointment of three new Faculty Librarians to positions which fell vacant in the second half of the year. As the Creative Arts/Health Sciences Faculty Librarian is also a relatively recent appointment, the opportunity to develop a fresh approach to the provision of reference and reader education was seized. Planning new services proceeded with renewed energy from all staff in the Faculty Librarians unit. The process of *team-building* was enhanced by a special, two day workshop facilitated by an external consultant. The workshop focussed on the conditions necessary for any team to be successful. A similar workshop will be conducted again in 1991 for Loans staff.

Substantial increases in both reader education and enquiries at the Information Desk occurred throughout the year, 38% and 60% respectively. As a result, it is anticipated that two staff members will be required to staff the Information Desk for most of the day during 1991. A major review of the Reference Collection by Faculty Librarians was also completed at the beginning of the year. The review identified items to be updated, discarded and relocated to the general collections as well as identifying areas that needed development.

During second session, Faculty Librarians commenced work on developing a reader education plan for the next few years. With an increasing number of students, the introduction of new technologies and the emergence of groups with special needs, for example, international students, new strategies were required. One strategy was the development of a basic information package for first year students. This will be used in 1991 as an alternative to basic reader education classes, thus enabling staff to concentrate on other areas which are not adequately serviced, for example, postgraduate students.
Bibliographic databases on CD ROM continued to dominate searching services in 1990. The Library purchased an additional ten databases, which more adequately reflected the range of teaching and research interests of the University. A survey of student and staff use of the CD ROMs in April revealed a preference for CD ROM databases over the print equivalent. This was largely due to the convenience of use, speed and coverage. The survey was reported at the 1st Conference of the *Australian Library and Information Association* in September, as part of a joint paper presented by the Information Services Librarian and the Serials Librarian. To more adequately service the increasing demand for CD ROMs, a CD-Net Server with twenty drives was purchased in late 1990. This, potentially, allows access to the CD ROM databases across the campus.

Further structural rationalisation occurred with the Audio Visual section being subsumed under the umbrella of Special Collections. The University's Archivist, Annabel Lloyd, assumed the position of Co-ordinator of Special Collections. As a result, services were reviewed and work commenced on streamlining activities and updating equipment.

Copy Card Services assumed responsibility for the provision and maintenance of photocopying thus releasing staff time previously devoted to support tasks.

Reference staff, with assistance from other Library staff, continued to service the Library component of the University's *Computer Literacy Program* through the provision of online catalogue classes for all first-year students. Owing to the considerable staff time involved in administering and teaching the classes, the program will be reviewed in 1991.

Staff development activities continued to play a major role in Information Services. Seminars were conducted on: *How to Deal with the Public* and *Working with International Students*. The Faculty Librarians participated in two workshops specially designed to develop the new group. These were: *Presentation Skills for Librarians* and *Team Building for Faculty Librarians*. Two staff members: a faculty librarian and a cataloguer, initiated a partial job-sharing arrangement. Both learned new individual skills and, at the same time, enhanced the Library's pool of skilled staff.

Many of the activities described above will be developed further in 1991. It is largely due to the energy and commitment of Divisional staff that this is possible.
The purpose of Reference Services is to provide access to information necessary to support and enhance the teaching and research activities of the University. The Reader Education Program provides instruction in the use of Library resources and the development of research skills. Orientation tours, online catalogue classes, and subject-oriented classes are used to achieve this aim.

Reference Services

Developments

* There was a dramatic increase in the demand for reference and information services in 1990. From July 1989 statistics were recorded at the Information Desk. Comparing July - December 1989 to the same period in 1990, activity has increased by 60%, and over half of this increase can be attributed to the high usage of CD ROMs (databases on compact disc). Networking of CD ROMs in 1991 will reduce some of the staff involvement with this format at the Information Desk.

* To meet the continuing commitment to service, and to accommodate the increased number of Library users, several changes were implemented. The Information Desk was relocated to the centre of the foyer so that it would be more visible to Library users. A personal computer was also located at the Information Desk to assist users with CD ROMs and to keep a record of all students completing the Library component of the computer literacy requirement.

* The objective of multiskilling was forwarded by a partial job exchange between a Faculty Librarian, Donelle Lutton, and a cataloguer, Penny Verrall. The Library, and the staff concerned, have both benefited from this equitable exchange of skilled people, which provided another avenue for sharing ideas, developing skills, and providing better service to our users.

* A review of the reference collection was completed during first session 1990. The Faculty Librarians used this review to identify items to be updated, discarded from the collection or relocated as well as subject areas which needed to be developed.

* A Library Services Directory was developed using Hypercard on a Macintosh. This provided students with another source for becoming familiar with the services that the Library has to offer.
* All of the Library's publications were revised and additional guides were written for *Opening Hours*, *Compact Discs* and *Serials*. All new publications incorporated the Library's logo.

* In December, a *reference refresher* was given by the Government Publications Librarian, Pam Epe, on the Australian Bureau of Statistics (ABS) collection. This overview of the ABS collection was given to all Information Desk staff, and will be followed up by another session on the ABS Census in February 1991. This was the first in a series of *reference refreshers* that have been planned for 1991.

* The Information Desk staff helped to draft a procedures manual. The manual will not only be useful to those working on the desk, but will be used to train any new Information Desk staff.

* Library displays included:

  "Blue Stocking" Week, 20-24 August 1990

**Reader Education**

**Developments**

* The appointment of three new faculty librarians in July occasioned a reorganisation of duties and faculty responsibilities. Towards the end of the year faculty librarians were functioning successfully as a team. All had commenced work on special projects designed to greatly enhance the provision of services to the University community.

* The number of students participating in reader education sessions increased by 38% in 1990. There was an increase in reader education for Health and Behavioral Sciences, Commerce and Law, while there was a decrease in reader education in the Arts Faculty.

* During second session, the Faculty Librarians reviewed the reader education program in order to identify new strategies to deal with the increased number of students, new technologies, and service to particular groups. Some possible strategies include: the provision of a basic kit which targets the information needs of first year students and further development of the computer assisted learning programs. Because over half of our reader education classes involve the use of CD ROMs, the Faculty Librarians have been reviewing all of our instruction sheets, tutorials, and other training aids used with CD ROMs with the aim of improving our capacity to accommodate large numbers of students. The reader education plan for 1991 also targets postgraduates and faculties that may not be aware of our services.
* The 1990 orientation program continued to use the self-guided tour and the CAL (computer assisted learning) programs which were developed for the 1989 orientation program. Both options were designed for students to use at their own pace, and involved a series of questions about the Library and its services. In addition to these two options, students also used the Library Services Directory, available on a Macintosh, to become familiar with the Library.

* As part of the University's computer literacy program, the Library conducted online catalogue classes for 1700 new students during the first four weeks of session, (a 70% increase over 1989). A database system, OCESS, was designed for booking online catalogue classes and producing a machine-readable record of completion. Orientation tours and online catalogue classes were also conducted for mature age, Aboriginal, and Wollongong English Language Centre students.

* For the second year, the Library participated in the Gateway Program, a program designed to prepare students for University entrance. Two groups of students were each given six hours of library instruction. Students were taught to use the online catalogue, given a tour of the Library, and completed a session in basic research skills.
The main function of Online Services is to support research activities by providing access to information stored in remote databases or compact discs. Both options provide access to very recent information.

Developments

* Ten additional CD ROM databases were purchased in 1990 including Australia on Disc, Austrom, Biosis, Cinahl, Compendex, MathSci, Osh-Rom and Science Citation Index, making a total of 18 on offer to students and staff. Usage continued to increase with a total of 5,888 searches being conducted, compared with 1,913 in 1989.

* The number of workstations was increased to seven, including one at the Information Desk. The increased number helped considerably during peak times of demand. The terminal located at the Information Desk was extremely useful for reference inquiries and quick demonstrations.

* Our holdings of bibliographic databases on CD ROM now include all of the databases most requested in online searches. Despite this, the total number of online searches increased by 8.5%. This represents a change in usage patterns over the previous year, which saw a dramatic decrease in online searches due to the purchase of the CD ROM databases. The increase in online searches in 1990 was due largely to searches conducted on the new system AUSTLIT and the increase in CAS searches from 29 in 1989 to 43.

* Training procedures were revised in 1990 to try to accommodate the increased number of databases and the increasing number of students discovering the advantages of doing their research by using CD ROMs.

* Demonstrations of searches to classes of up to 20 students were trialled, using an overhead projector and PC viewer, but this proved only partially successful as it did not provide hands-on experience for the students. Recognising that this is the most desirable method of teaching, classes were also offered in the CD ROM room where students were able to perform simple searches at individual workstations. Classes were offered on a weekly basis and will continue to be offered throughout 1991.

* The purchase of new CD ROM products also meant the introduction of four new software systems for database searching. This meant additional training for Faculty Librarians and database users.

* The annual review of CD ROM titles resulted in the cancellation of: MathSci, Academic Index and Social Sciences Citation Index. A comparison of usage statistics for the other titles indicated a steady increase for all the databases, with a dramatic 200% increase for ABI/Inform. All of these databases will be retained.
The Loans Department is responsible for all activities associated with the issue and discharge of materials loaned to borrowers. This includes the shelving of material returned from loan or used in the Library. A large component of the Department's activities relates to the Reserve Collection, which provides a temporary location for material on student reading lists and in heavy demand. This includes books from the Library collection, photocopies and some items belonging to the academic staff.

**Developments**

* The Officer-in-Charge of the Loans Desk was reclassified to the grade of Senior Library Technician. This allowed the development of a clearer staff structure, with an established second-in-charge of the Department and a more appropriate allocation of duties.

* The establishment of guidelines for the processing of material in the Reserve Collection allowed for a more streamlined operation, which resulted in material being placed in the collection more speedily. In addition, extra funding was provided for casual assistance to process lists in the peak period at the start of first session. This resulted in a greater proportion of Reserve material being processed prior to the start of session.

* The number of loans increased overall, however, use of the Reserve Collection decreased slightly.

* Extra assistance was provided to Loans by the transfer of a part-time position from Technical Services. The release of staff from responsibility for the photocopying service also alleviated the staff situation. Despite this, staff were often stretched to meet the demands placed on them by increasingly numerous users.

* Responsibility for the provision of the Library's photocopying service was contracted to Copy Card Services on a full service basis. This has released Loans staff from routine maintenance and enquiries as well as improving the operation of the service.

* Recognising that accommodation for staff in the Department was inadequate, efforts were made to find ways to overcome this. While some difficulties remain, it is planned in early 1991 to relocate the returns room into an area almost twice the size of the existing room. As well as improving work-flow and space provision, the new location will house the ID camera and a section for minor book repairs.

* Procedures in the department were reviewed which resulted in the compilation of a completely revised procedures manual; this is supplemented by the PALS manual for activities associated with the automated system.

**Staff**

There has been an upsurge in interest from Loans staff in acquiring librarianship qualifications, with well over half of the staff engaged in study. Five people commenced new courses in 1990.
The purpose of the Inter-Library Loans section is to secure information not contained in this library for our users, and to make our collection accessible to other libraries throughout the world. The Inter-Library Loans staff also give support in other areas of the library as needed.

Developments

* With the implementation of ILANET (the electronic inter-library loans system developed by the State Library of NSW) in 1989, the majority of inter-library loans requests were sent electronically in 1990. This has resulted in the gradual phasing out of requests by mail and by telex and has meant a more efficient delivery of inter-library loans requests.

* In addition, the National Library also introduced its ABN (Australian Bibliographic Network) Inter-Library Loans module in 1990. The Library commenced receiving requests via ABN during 1990 and, in 1991, will participate in a trial of sending requests via this system. The Inter-Library Loans Librarian represented the Library in the planning group of NSW University Libraries which are interested in using this module.

* There were some minor changes implemented within the Inter-Library Loans section to streamline the work flow as the traffic continued to increase.

* In 1990, we made 9254 requests to other libraries on behalf of our users, an 8% increase over the previous year. The increase in the number of requests from other libraries to us was even more dramatic, from 5932 to 7708 (235%).

Staff

The Inter-Library Loans Librarian attended meetings of the Inter-Library Loans Special Interest Group of the NSW ABN Group in Sydney throughout the year.
**SPECIAL COLLECTIONS**

Annabel Lloyd  
Co-ordinator, Special Collections

The purpose of Special Collections is to provide specialist support and instruction to users of the variety of resource material located within the Special Collections Area.

In 1990, the Archives, the Audio Visual section, newspapers and microforms were subsumed under the title Special Collections. The newly structured department is managed by the Archivist, Annabel Lloyd, who has assumed the additional role of Co-ordinator of Special Collections.

**Archives**

The University Archives is responsible for the identification, selection, transfer and preservation of those records of the University deemed to be of long term or permanent value. The Archives also has a unique and valuable collection of records relevant to the University’s teaching and research program. Allied with its conservation function, the Archives maintains the Library’s Rare book and Thesis collections.

**Developments**

* A photographic exhibition on the Industrial Heritage of the Illawarra was mounted for the two weeks following University Day on May 8th.

* Work was completed this year on the inventory to the Records of the NSW Chamber of Manufacturers. This included bringing the research level guide up to publication standard. Comprising over 400 Archival boxes, this collection is the most diverse and important research source in the Archives.

* Twelve new record series were transferred to the Archives from within the University. Approximately 300 shelf metres of ongoing transfers were received from Central Registry, Finance and Purchasing.

* Steps were taken this year to identify University Records requiring permanent retention in the Archives. In view of the increasing amount of semi-current financial material transferred to Archives, records from the financial areas of the University are no longer accepted.

* Major collections processed this year included: the papers of the South Coast Conservation Society and the South Coast Co-operative Building Society.

* In April, Patrick Brownlee, an Honours History Student commenced working in the Archives in a part-time capacity to assist with the processing of records.

* The Archives has a diverse and comprehensive collection of publications concerned with left-wing politics. Work continued this year on arranging and describing this collection.
**Staff**

The Archivist took an active interest in local community activities. These included: membership of the Council of the Illawarra Historical Society, chair of the Management Committee of the Illawarra Museum and membership of the Environmental Heritage Committee. The Archivist continued to attend monthly meetings of the Australian Society of Archivists, Sydney Branch.

In September the Archivist spoke to the Regional Chapter of the Museum Association on *Museum Management*.

**Audio Visual**

*The Audio Visual Collection includes sound recordings in disc, audio tape and compact disc formats. Videos, kits, microforms and maps are also located in this collection.*

**Developments**

* Rita Rando, a music cataloguer, was relocated to the Audio Visual section, on a part-time basis, to assist with reader services and development of the collection.

* The compact disc collection was housed in a new open access display rack. Students are now permitted to borrow from this collection.

* The newspaper collection (printed format) was relocated to Special Collections adjacent to the microform newspapers. A significant addition to the collection was the New York Times from 1981.

* Under new administrative arrangements, a major review of the Audio visual area took pace this year which resulted in the upgrade of equipment and services. In particular, responsibility for maintenance of microform reader-printer equipment was transferred to Copy Card Services resulting in increased efficiency.

* A procedures manual and guide to the collection were compiled. A review of the map collection was completed resulting in recommendations to rationalizing our collection and retention policies. An updated listing of the newspaper collection was produced.

* The size and usage of the video collection increased significantly, particularly in the areas of nursing, media studies and staff training and development. A listing of videos was commenced by downloading from the online catalogue.

* Collection of statistics for activity in the Audio Visual Section commenced from March 1990.

**Staff**

The Audio Visual Librarian attended the Australian Map Circle conference in Bathurst and Audio Visual Librarians' Group meetings in Sydney.
The Law Library is responsible primarily for the provision of collections and services to support the teaching and research functions of the Faculty of Law. It is envisaged that the collection will also provide a valuable resource for the local legal profession and the community in general.

Developments

* In 1990 the University joined the growing number of universities establishing law faculties. Whilst legal studies courses have been taught at the University since 1976, the emphasis has been on commercial law and this is reflected in the Library collection.

* With the establishment of a Law Faculty offering not only basic legal training but also specialised programs in industrial law, natural resources and mining law and the policy and practice of court administration, a massive expansion in resources was needed.

* Approximately one million dollars has been allocated over three years to establish the collection. A further $90,000 worth of materials was donated, including the private library of the University's Chancellor, the Hon. R.M. Hope QC. Other donations were received from the late Edgar Beale, a local legal firm (Russell, McElland and Brown), the Wollongong City Library, the Commonwealth Attorney General's Library, the Australian National University and the University of Sydney Law Library.

* The early identification of specialisations within the Faculty has been of immense assistance to the Library in developing a viable collection within the constraints of space and funding.

* The natural resources and mining law materials will be augmented by funding received from the Department of Employment, Education and Training. The grant of $450,000 was jointly received by this University and the University of Technology, Sydney and will fund the development of a unique and comprehensive research resource for the country as a whole.

* The Foundation Law Library, John Bahrij, was appointed in June to establish the law collection, to plan the physical location and to develop the provision of services to the Faculty. During the establishment period, the Law Librarian worked closely with the University Librarian. From January, 1991 he will report to the Information Services Librarian.
* Although some temporary assistance was provided to assist with acquiring and processing law materials, inevitably most of the existing Library staff experienced a significant increase in their work load. An additional three staff will be appointed in 1991. However, their chief responsibilities will be to staff service points in the Law section of the Library. Technical Services staff will continue to attempt to absorb the additional load in processing.

* By the end of the year, approximately 8,000 volumes had been received and subscriptions placed for 289 serial titles. Although it was expected that the collection would be acquired progressively over three years, almost two-thirds of available funding has already been committed.

Staff

John Bahrij represented the Library at the Australian Law Library Group meetings.

He also visited each of the university law libraries in New South Wales, the Law Courts Library, the Australian Bureau of Statistics Library and the Attorney General's Library.
The Curriculum Resources Centre provides collections and services which support and enhance the teaching and curriculum development functions of the University, especially for the Faculty of Education.

Developments

* The Curriculum Resources Centre continued to be well used throughout 1990. The Reserve Collection statistics increased by 11% and the total loans by 8%. The Centre was extensively used by the Wollongong English Language Centre.

* The Reader Education program was expanded to include all first year Bachelor of Education and Diploma of Education students. Reader information signs were renewed and updated to provide clear and concise information on 'How to Borrow' and 'Using the Reserve Collection'. New loan cards were designed to simplify the loan procedure.

* Existing databases were updated throughout the year and several new 'Theme' databases were created. These included: Australian animals, Australian Parliament, Families and Craft Books Within Reading Schemes.

* The databases continued to be a valuable reference tool for both staff and students, by providing efficient access to specific information.

* The educational tests held within the Curriculum Resources Centre were entered onto a database and their shelving was re-organised to improve access for students.

* The existing hanging picture file was catalogued and integrated into the main collection.

* A more streamlined system was developed for the Reserve Collection which provided an ongoing record of the number of items placed in the collection by each individual lecturer. During 1990, the Reserve Collection held 1185 items placed by 45 lecturers.
* Special projects during 1990 included: the commencement of a collection of Curriculum Documents from other states of Australia and New Zealand, preparation for receiving the CLANN CD ROM through the checking of all catalogue entries to ensure the accuracy of the Curriculum Resources Centre holdings, the completion of the 1989 stocktake, the weeding of the entire collection based on relevance to current curriculum, reader usage and age of material, the completion of an inventory of Audio Visual equipment and a display of models created by the 1st year Visual Arts students.

* Promotion of the Curriculum Resources Centre was continued through displays of new materials and displays of thematic material to highlight events such as Book Week, Earth Week and Wattle Day.

* The Curriculum Resources Centre was once again open to the public on University Open Day. Special displays were mounted to focus on the resources available for the education of girls in the areas of Maths and Science. Several Book Publishers were invited to hold displays in the centre on Open Day. These displays, consisting of the latest educational publications and new children's books proved to be of great interest to the visitors to the centre.

* Opening hours of the Curriculum Resources Centre were extended to accommodate external students, special workshops and practice teaching sessions for the Bachelor of Education and Diploma of Education students.

Staff

The Curriculum Resources Librarian, Rosemarie Dowe, continued to attend CLANN Library Managers meetings.
STAFF TRAINING AND DEVELOPMENT

Carole Alcock
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Special Librarian Conference, Pittsburgh, USA : 9/14 June
* Unisys/PALS meeting, Chicago, USA : 22-23 June
* American Library Association conference, Chicago, USA : 23/27 June
* Group Dynamics - presenter John Panter - Library : 7 August
* ALIA Conference - Perth : 29 September to 10 October
* Demonstration of Online System by Bennett Ebscos - Sydney : 7 November

Liza Allen
* Word Processing - Microsoft Word 5 - ITEC - Wollongong : 23, 25, 27 March
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Helen Andrews
* Managing Stress in the Work Place - University : 18/25 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Induction visit to CRC : 18 July
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Gay Antonopoulos
* The Supervisor & On-the-Job Training - University : 15/22 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Supersearch Training Course - presenter Donelle Lutton - Library : 24 October
* Working with International Students, presenter Diana Wong, University : 15 November

Sharat Arora
* Public Contact Skills - Louise Meyrick - Library : 6 July
* Group Dynamics - presenter John Panter - Library : 7 August
* AARNET Demonstration, presenter Janette Burke - Library : 25 September
* Supersearch Training Course - presenter Donelle Lutton - Library : 4 October
* Working with International Students, presenter Diana Wong, University : 8 November
John Bahrij

* Librarians in the Criminal Justice System Conference - Australia Institute of Criminology - Canberra : 29-31 May
* Group Dynamics - presenter John Panter - Library : 7 August
* Australian Law Teachers Association conference - Canberra : 27 to 30 September
* Faculty of Law Teaching Workshop - Jamberoo Resort : 9 November

Kerry Benny

* Telephone Techniques - University : 2 July
* Public Contact Skills - Louise Meyrick - Library : 6 July

Cheryl Brindle-Jones

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Anne Brown

* Writing Skills Course - Louise Meyrick - Library : 28 May
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Induction visit to CRC : 18 July
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Paula Brown

* Child Sexual Assault Seminar (explanation of teaching kit) - University : 11 September

Janette Burke

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Powersearch Demonstration - State Library of NSW : 4 May
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Group Dynamics - presenter John Panter - Library : 7 August
* AARNet Introductory Course for Librarians - Sydney University : 28 August
* AARNet Demonstration, presenter Janette Burke - Library : 25 September
* NSFnet Meeting - Sydney University : 30 November
* AARNet Training Session - presenter Janette Burke, Library : 6 December
Neil Cairns

* Hardware Demonstration - University of Technology Sydney, University of NSW and State Library NSW : 16 May
* Seminar on Computer Assisted Learning in Libraries (Speaker & Organizer) - University of Wollongong : 18 May
* Annual ABN User's Meeting - Sydney : 7 June
* Group Dynamics - presenter John Panter - Library : 7 August
* MacWorld Expo - Sydney : 18 October
* Train the Trainers - University : 23 & 29 October
* Visit to University of Canberra Library to discuss Multiskilling : 1 November

Petra Carpenter

* Seminar on Computer Assisted Learning in Libraries (Organizer) - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Induction visit to CRC : 18 July
* Acquisitions in Japan - ALIA, Acquisitions Section - Mitchell Library Sydney : 12 September
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Kath Cave

* Seminar for Administration Assistants - Wollongong : 22 March

Michelle Chilby

* AARNet Training Session - presenter Janette Burke, Library : 6 December

Diane DeFaveri

* Managing Stress in the Work Place - University : 18/25 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Induction visit to CRC : 18 July
* Working with International Students, presenter Diana Wong, University : 15 November

Lorraine Denny

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Acquisitions in Japan, ALIA, Acquisitions Section - Mitchell Library Sydney : 12 September
* Selection Techniques Workshop for General Staff - University : 5 & 6 December
* AARNet Training Session - presenter Janette Burke, Library : 6 December
Bronwyn Donald

* Managing Stress in the Work Place - University : 18/25 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Rosemarie Dowe

* Group Dynamics - presenter John Panter - Library : 7 August
* Child Sexual Assault seminar (explanation of teaching kit) - University : 11 September

Pam Epe

* Government Publications Seminar - Australian Serials Special Interest Group - State Library : 11 May
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Public Contact Skills - Louise Meyrick - Library : 6 July
* ACLIS Meeting on Distributed National Collection - Sydney : 31 July
* Working with International Students, presenter Diana Wong, University : 15 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Annette Funnell

* Public Contact Skills - Louise Meyrick - Library : 2 July
* Working with International Students, presenter Diana Wong, University : 8 November

Sherliee Gardiner

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March

Keith Gaymer

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* AARNET Demonstration, presenter Janette Burke - Library : 25 September
* Working with International Students, presenter Diana Wong, University : 15 November

Raji George

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 6 July
* Working with International Students, presenter Diana Wong, University : 8 November
Neil Grant

* Assertiveness Techniques Seminar - AIM (Illawarra) : 1-2 May
* Session with Student Assistants - Library : 27 April
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 6 July
* Group Dynamics - presenter John Panter - Library : 7 August
* ARRNET Demonstration, presenter Janette Burke - Library : 25 September
* Working with International Students, presenter Diana Wong, University : 8 November
* Occupational Health and Safety for Supervisors - University : 23 & 30 November

Craig Grimison

* Session with Student Assistants - Library : 27 April
* Seminar on Computer Assisted Learning in Libraries (Organizer) - University of Wollongong : 18 May
* Managing Stress in the Work Place - University : 18/25 June
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 6 July
* Group Dynamics - presenter John Panter - Library : 7 August
* ARRNET Demonstration, presenter Janette Burke - Library : 25 September
* ALIA Conference - Perth : 29 September to 10 October
* Train the Trainer - University : 23 & 29 October
* Visit to University of Canberra Library to discuss Multiskilling : 1 November
* Working with International Students, presenter Diana Wong, University : 15 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November
* AIMA Train the Trainers Institute - Sydney : 10 - 13 December

Tony Hassan

* Keyboard Skills - University : 12 March

Rod Higham

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Group Dynamics - presenter John Panter - Library : 7 August
* Supersearch Training Course - presenter Donelle Lutton - Library : 24 October
* NSW ABN Users' Group Meeting - Sydney : 29 November
* AARNet Training Session - presenter Janette Burke, Library : 6 December
Allison Hill

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Acquisitions in Japan, ALIA, Acquisitions Section - Mitchell Library Sydney : 12 September

Sylvia Jacobs

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Public Contact Skills - Louise Meyrick - Library : 6 July
* Working with International Students, presenter Diana Wong, University : 15 November

Deirdre Jewell

* Public Contact Skills - Louise Meyrick - Library : 2 July
* ARRNCT Demonstration, presenter Janette Burke - Library : 25 September
* Working with International Students, presenter Diana Wong, University : 15 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November

Mark Johnson

* Public Contact Skills - Louise Meyrick - Library : 6 July
* Working with International Students, presenter Diana Wong, University : 15 November

Josephine Jordan

* Public Contact Skills - Louise Meyrick - Library : 2 July
* Working with International Students, presenter Diana Wong, University : 15 November

Annabel Lloyd

* New Supervisor Seminar - Australian Institute of Management : 26-27 June
* Group Dynamics - presenter John Panter - Library : 7 August
* Disaster Preparedness Meeting - National Maritime Museum Sydney : 23 October
* Working with International Students, presenter Diana Wong, University : 8 November

Jo-anne Lombardi

* Seminar for Administration Assistants - Wollongong : 22 March
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
Donelle Lutton

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Sport Information into the 90's Conference - Australia Institute of Sport - Canberra : 30 March
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 6 July
* OZLINE Seminar - University of NSW : 23 August
* SuperSearch Training - University of NSW : 17 September
* ARNENET Demonstration, presenter Janette Burke - Library : 25 September
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November

Felicity McGregor

* Session with Student Assistants - Library : 27 April
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* World Conference on Action Research and Process Management - speaker : 10-13 July
* Seminar on Library Staff Development - Melbourne - speaker : 18-20 July
* Development Leave - various university libraries in the United States and the Centre for Creative Leadership, Greensboro, North Carolina : September

Fiona McGregor

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Seminar on Computer Assisted Learning in Libraries (Organizer) - University of Wollongong : 18 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Acquisitions in Japan - ALIA, Acquisitions Section - Mitchell Library Sydney : 12 September

Catriona McGurk

* Dialog Training Course - University : 21 August
* ARNENET Demonstration, presenter Janette Burke - Library : 25 September
* AUSINET Introductory - Femtree Information, Sydney : 27 September
* Working with International Students, presenter Diana Wong, University : 15 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November

Annette Moon

* Supersearch Training Course - presenter Donelle Lutton - Library : 4 October
Caroly Norris

* Clann Cataloguing Seminar - Sydney: 27, 28, 29 August

Marion Pain

* The Supervisor & On-the-Job Training - University: 15/22 May
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong: 18 May
* Public Contact Skills - Louise Meyrick - Library: 2 July
* Working with International Students, presenter Diana Wong, University: 15 November

Norbert Pauly

* Public Contact Skills - Louise Meyrick - Library: 6 July
* Working with International Students, presenter Diana Wong, University: 8 November

Joan Phillips

* Seminar on Computer Assisted Learning in Libraries (Speaker) - University of Wollongong: 18 May

Nina Pierro

* Working with International Students, presenter Diana Wong, University: 8 November

Sue Pollock

* ARNNET Demonstration, presenter Janette Burke - Library: 25 September
* AUSINET Introductory - Femtree Information, Sydney: 27 September
* Working with International Students, presenter Diana Wong, University: 15 November
* Cooperative Planning of Reader Education programmes - Newcastle University: 18, 19 November
* Presentation Skills for Librarians, presenter Max Gillet, University: 20 November
* Team Building - presenter Brian Palfrey, Library: 26/27 November

Hilary Powell

* Public Contact Skills - Louise Meyrick - Library: 2 July

Sheree Pupovac

* Supersearch Training Course - presenter Donelle Lutton - Library: 4 October

Rita Rando

* Public Contact Skills - Louise Meyrick - Library: 6 July
* Supersearch Training Course - presenter Donelle Lutton - Library: 4 October
Carol Richards

* Public Contact Skills - Louise Meyrick - Library : 6 July

Frances Riva

* Working with International Students, presenter Diana Wong, University : 8 November

Jenny Ross

* Acquisitions in Japan - ALIA, Acquisitions Sect - Mitchell Library Sydney : 12 September

June Sassall

* Public Contact Skills - Louise Meyrick - Library : 2 July
* Working with International Students, presenter Diana Wong, University : 15 November

Saad Sefein

* Supersearch Training Course - presenter Donelle Lutton - Library : 4 October

John Shipp

* Session with Student Assistants - Library : 27 April
* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Review of Higher Education Libraries Meeting - Sydney : 18 June
* Seminar on Future of Academic Publishing - Sydney : 25 September

Bernadette Stephens

* On-the-Job Training - University : 15/22 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* AARNet Training Session - presenter Janette Burke, Library : 6 December

Carol Stiles

* Public Contact Skills - Louise Meyrick - Library : 2 July
* Group Dynamics - presenter John Panter - Library : 7 August
* ARNRT Demonstration, presenter Janette Burke - Library : 25 September
* Working with International Students, presenter Diana Wong, University : 8 November
* Cooperative Planning of Reader Education programmes - Newcastle University : 18, 19 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November
Tracy Sweeny

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Government Publications Seminar - Australian Serials Special Interest Group - State Library : 11 May
* Supersearch Training Course - presenter Donelle Lutton - Library : 4 October

Mary Tow

* Powersearch Demonstration - State Library of NSW : 4 May
* Writing Skills Course - Louise Meyrick - Library : 28 May, 1 June
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Group Dynamics - presenter John Panter - Library : 7 August
* ARRNET Demonstration, presenter Janette Burke - Library : 25 September
* Working with International Students, presenter Diana Wong, University : 8 November
* Cooperative Planning of Reader Education programmes - Newcastle University : 18, 19 November
* Presentation Skills for Librarians, presenter Max Gillet, University : 20 November
* Team Building - presenter Brian Palfrey, Library : 26/27 November

Penny Verrall

* Induction for new staff - Administrative Functions - Library Executives - Library : 8 March
* Public Contact Skills - Louise Meyrick - Library : 2 July
* ARRNET Demonstration, presenter Janette Burke - Library : 25 September
* Supersearch Training Course - presenter Donelle Lutton - Library : 4 October
* Working with International Students, presenter Diana Wong, University : 8 November

Maria Vandenbrink

* AARNet Training Session - presenter Janette Burke, Library : 6 December

Elizabeth White

* Seminar on Computer Assisted Learning in Libraries - University of Wollongong : 18 May
* Public Contact Skills - Louise Meyrick - Library : 2 July
* Working with International Students, presenter Diana Wong, University : 8 November
Lynne Wright

* Dialog Training - Sydney: 8 August
* ARNNET Demonstration, presenter Janette Burke - Library: 25 September
* Working with International Students, presenter Diana Wong, University: 15 November
* Presentation Skills for Librarians, presenter Max Gillet, University: 20 November
* Team Building - presenter Brian Palfrey, Library: 26/27 November
STAFF MEMBERS

ADMINISTRATION

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

Deputy University Librarian
Felicity McGregor BA, Dip Lib, ALIA

Secretary
Jo-anne Lombardi

Administration Assistant
Kath Cave

TECHNICAL SERVICES

Technology Development Librarian
Neil Cairns BA, Dip Lib (from February)

Systems Manager
Janette Burke BA, ALIA (from May)

Acquisitions

Acquisitions Librarian
Jenny Ross BA, ALIA

Anne Brown
Petra Carpenter
Lorraine Denny
Sherilee Gardiner
Tony Hassan
Allison Hill
Fiona McGregor
Augusta Stanizzo
Bernadette Stephens
Serials

Serials Librarian
Carole Alcock BA, ALIA

Government Publications Librarian
Pam Epe BA, ALIA

Liza Allen
Helen Andrews
Cheryl Brindle-Jones
Bronwyn Donald
Maria Vandenbrink BA

Cataloguing

Senior Cataloguer
Rod Higham BA

Annette Moon
Sheree Pupovac ALIA
Rita Rando BA, Dip Ed
Leone Ross
Karen Samways
Saad Sefein BA
Tracy Sweeney BA (from February)
Penny Verrall BA, Dip Lib Sc, ALIA

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

INFORMATION SERVICES

Information Services Librarian
Craig Grimison BA, Dip Ter Ed, ALIA

Reference/Reader Education Librarian
Carol Stiles BA, MLS

Online and CD ROM Librarian
Mary Tow BA, ALIA

Faculty Librarians
Deirdre Jewell BA, Dip Lib
Donelle Lutton BA, Dip Inf Management ALIA
Catriona McGurk BA, Dip Lib, ALIA (from July)
Suzanne Pollock BA, Dip Ed (from July)
Lynne Wright Dip Teach, Dip Lib (from July)
Inter-Library Loans

Gay Antonopoulos BA, ALIA
Raji George BA
June Sassall
Nina Pierro

Special Collections

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

Audio Visual Librarian
Keith Gaymer BA, Dip Lib, ALIA

Loans

Loans Librarian
Neil Grant BA, Dip Lib

Kerry Benny
Diane DeFaveri
Sylvia Jacobs (from February)
Mark Johnson (from March)
Josephine Jordan
Marion Pain
Annette Meldrum
Norbert Pauly
Gary Norwell
Carol Richards
Frances Riva
Gwen Vardareff
Elizabeth White BA

Law

Law Librarian
John Bahrij BA, Dip Lib, ALIA (from June)

Curriculum Resources

Curriculum Resources Librarian
Rosemarie Dowe BA, Dip Lib, ALIA

Paula Brown BEd
Michelle Chilby
## Statistics

### Book Stock

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Library</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monographs</td>
<td>274,232</td>
<td>285,039</td>
<td>296,257</td>
</tr>
<tr>
<td>Serials</td>
<td>111,215</td>
<td>115,655</td>
<td>120,729</td>
</tr>
<tr>
<td>Current Serials Subscriptions</td>
<td>3,709</td>
<td>4,428</td>
<td>4,945</td>
</tr>
<tr>
<td><strong>Law Library</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Law Monographs</td>
<td></td>
<td></td>
<td>1,765</td>
</tr>
<tr>
<td>Serials</td>
<td></td>
<td></td>
<td>5,374</td>
</tr>
<tr>
<td>Current Serials Subscriptions</td>
<td></td>
<td></td>
<td>289</td>
</tr>
</tbody>
</table>

### Loans

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Central Library</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>199,980</td>
<td>237,328</td>
<td>250,893</td>
</tr>
<tr>
<td>Reserve</td>
<td>91,056</td>
<td>64,819</td>
<td>60,117</td>
</tr>
<tr>
<td><strong>Curriculum Resources</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General</td>
<td>27,333</td>
<td>27,206</td>
<td>28,856</td>
</tr>
<tr>
<td>Reserve</td>
<td>16,699</td>
<td>19,582</td>
<td>21,736</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>335,068</td>
<td>348,935</td>
<td>361,602</td>
</tr>
<tr>
<td><strong>Entry Gate</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Library</td>
<td>553,387</td>
<td>610,295</td>
<td>750,349</td>
</tr>
</tbody>
</table>
### INTERLIBRARY LOANS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested by Wollongong</td>
<td>8,211</td>
<td>8,589</td>
<td>9,254</td>
</tr>
<tr>
<td>Items received</td>
<td>7,339</td>
<td>7,619</td>
<td>8,598</td>
</tr>
<tr>
<td>Requested from Wollongong</td>
<td>5,489</td>
<td>5,932</td>
<td>7,708</td>
</tr>
<tr>
<td>Items supplied</td>
<td>3,900</td>
<td>4,310</td>
<td>3,302</td>
</tr>
</tbody>
</table>

### ACQUISITIONS

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs - new titles</td>
<td>6,927</td>
<td>9,333</td>
<td>8,489</td>
</tr>
<tr>
<td>Monographs - additional titles</td>
<td>494</td>
<td>710</td>
<td>1,734</td>
</tr>
<tr>
<td>Monographs - donations</td>
<td>1,981</td>
<td>764</td>
<td>534</td>
</tr>
<tr>
<td>Audio Recordings</td>
<td>415</td>
<td>81</td>
<td>65</td>
</tr>
<tr>
<td>Visual Recordings</td>
<td>88</td>
<td>47</td>
<td>141</td>
</tr>
<tr>
<td>Slides/Transparencies (individual)</td>
<td>286</td>
<td>50</td>
<td>0</td>
</tr>
<tr>
<td>Maps</td>
<td>1</td>
<td>11</td>
<td>2</td>
</tr>
<tr>
<td>Microfiche</td>
<td>29</td>
<td>2,745</td>
<td>41</td>
</tr>
<tr>
<td>Microfilms</td>
<td>114</td>
<td>103</td>
<td>202</td>
</tr>
<tr>
<td>Pictorial Records</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sheet Music/Scores</td>
<td>6</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>42</td>
<td>1</td>
<td>8</td>
</tr>
</tbody>
</table>
### CATALOGUING

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monographs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New titles</td>
<td>10,077</td>
<td>11,917</td>
<td>12,771</td>
</tr>
<tr>
<td>Additional copies</td>
<td>961</td>
<td>1,545</td>
<td>3,573</td>
</tr>
<tr>
<td><strong>Serials</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New titles</td>
<td>258</td>
<td>716</td>
<td>536</td>
</tr>
<tr>
<td>Titles Changes</td>
<td>570</td>
<td>157</td>
<td>303</td>
</tr>
<tr>
<td><strong>Non-book</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,432</td>
<td></td>
<td>567</td>
</tr>
<tr>
<td><strong>Curriculum Resources</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monographs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>new titles</td>
<td>646</td>
<td>525</td>
<td>700</td>
</tr>
<tr>
<td>additional titles</td>
<td>121</td>
<td>30</td>
<td>92</td>
</tr>
<tr>
<td>pamphlets</td>
<td>512</td>
<td>365</td>
<td>243</td>
</tr>
<tr>
<td>Non-book titles</td>
<td>216</td>
<td>392</td>
<td>597</td>
</tr>
</tbody>
</table>

### CD ROM & ONLINE SERVICES

<table>
<thead>
<tr>
<th></th>
<th>1989</th>
<th>1990</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Searches</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CD ROM</td>
<td>1,913</td>
<td>5,888</td>
</tr>
<tr>
<td>Online</td>
<td>104</td>
<td>114</td>
</tr>
<tr>
<td><strong>Training Sessions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>306</td>
<td>671</td>
</tr>
</tbody>
</table>
### READER EDUCATION

<table>
<thead>
<tr>
<th>Faculty</th>
<th>No. of Students 1989</th>
<th>No. of Students 1990</th>
<th>No of Classes 1989</th>
<th>No of Classes 1990</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts</td>
<td>670</td>
<td>362</td>
<td>36</td>
<td>31</td>
</tr>
<tr>
<td>Commerce</td>
<td>*862</td>
<td>#1,536</td>
<td>13</td>
<td>66</td>
</tr>
<tr>
<td>Education</td>
<td>139</td>
<td>220</td>
<td>15</td>
<td>31</td>
</tr>
<tr>
<td>Informatics</td>
<td>19</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Science</td>
<td>351</td>
<td>299</td>
<td>40</td>
<td>32</td>
</tr>
</tbody>
</table>

* includes 560 students addressed in 4 lectures
# includes 410 students addressed in 4 lectures

### INFORMATION DESK ENQUIRIES

<table>
<thead>
<tr>
<th></th>
<th>*1989</th>
<th>1990</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directional</td>
<td>2,626</td>
<td>8,083</td>
</tr>
<tr>
<td>Catalogue</td>
<td>2,213</td>
<td>6,100</td>
</tr>
<tr>
<td>Reference</td>
<td>2,382</td>
<td>4,660</td>
</tr>
<tr>
<td>Special Collections</td>
<td>417,</td>
<td>1,421</td>
</tr>
<tr>
<td>Telephone</td>
<td>2,153</td>
<td>5,950</td>
</tr>
<tr>
<td>CD ROMs</td>
<td>not kept</td>
<td>6,155</td>
</tr>
<tr>
<td>Other</td>
<td>5,335</td>
<td>14,260</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>15,126</td>
<td>46,629</td>
</tr>
</tbody>
</table>

### OTHER ENQUIRIES

- Special Collections Area: 6,562
- Serials Area: 1,930

* Statistics kept only July-December