THE UNIVERSITY OF WOLLONGONG

MICHAEL BIRT LIBRARY

ANNUAL REPORT 1982 / 1983
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INTRODUCTION

Considerable change occurred in the University Library during 1982 and 1983. The Wollongong Institute of Education and the University of Wollongong federated in May 1982 and a single library for the combined institution was effected from the commencement of the academic year. Soon after federation, the administrative structure of the Library was altered and an Executive Officer assigned to co-ordinate activities until the appointment of a new University Librarian. In September 1982, the Curriculum Resources Laboratory became part of the Library staffing responsibility.

The amalgamation of the Institute of Education Library and the University Library occasioned stress for both Library staff and library users. The bulk of the Institute collection was relocated to the University Library building and the former Institute Library building converted for use as a curriculum resources laboratory and classrooms. Preparatory to the move, the Institute collection was surveyed for obsolete material some of which was disposed. Physical relocation was achieved with relative ease but bibliographical integration will not be achieved for some years.

A single library for the combined institution will be advantageous in the long term for cost effectiveness and the level of user services. The advantage is dependent on an increase in the building space available for collection growth, study places and for specialised services such as on-line data base searching and audio-visual materials. Users will be disadvantaged until access to the former Institute monograph collection is improved by the inclusion of catalogue records in the Library's computerised catalogue.
The greatest effects of the amalgamation on library services have been increased pressure on physical facilities and on staff resources. Prior to amalgamation, the University Library had sufficient room to provide study places for 450 students and room for collection growth until about 1990. The Institute Library had about 190 reader places. Both institutions had a ratio of approximately 1 reader place for every 5 equivalent full-time students.

The relocation of the Institute collection of about 40,000 volumes reduced the area available for collection growth by one third. The building will reach capacity storage by the end of 1986 if current acquisition and storage policies continue. The relocation reduced the study places available to 414.

Use of the building rose by about one-third causing over-crowding of study areas, increased noise and stress on service points such as the circulation desk and reserve collection. The overlapping of some Institute and University courses and a declining budget for the purchase of books has increased the competition for books and serials.

Whilst the Library was funded for the physical relocation of the Institute collection, no additional allocation was made for bibliographical integration. The recataloguing of the Institute monograph collection is a direct result of the amalgamation and will cost around $160,000 at 1983 price levels. If this funding is not made available, at least three to four years will be needed to recatalogue the collection with normal recurrent resources. The recataloguing will always be of a lower priority than current cataloguing and will be delayed whenever resources are needed to maintain current cataloguing output.
In 1983, the book vote was reduced by $100,000 as part of a financial strategy to decrease the University's deficit. The sudden reduction precluded long-range planning and necessitated the cancellation of serial subscriptions. Approximately $20,000 worth of subscriptions were cancelled and the remaining savings were carried by the monograph fund. Almost 50% of the funds available for book purchases, was expended in 1983 on serial subscriptions.

Restrictions on Library housekeeping funds in 1983 necessitated the introduction of fee-for-service arrangements for inter-library loans and computer-based information searches. The introduction of the fee-for-service was initiated by the rise in cost of inter-library loans involving photocopied material and by the high cost of computer searches. With prevailing resource allocations, the Library could not guarantee to provide either service without either fee-for-service or restrictions on access. As a result of these arrangements, neither service was utilized to its optimum. Given reductions in serial subscriptions and the availability of some indexing services only on computer, both services need to be available to staff and students with as few restrictions as possible if research is not to be stifled.

Dissatisfaction with the bookvote reduction, service charges and cramped study facilities in the Library led to a student sit-in of the Library in September 1983. The building was occupied by a large group of students for twenty-four hours. At the conclusion of the demonstration, the Vice-Chancellor addressed the students and listened to their grievances. Money was allocated to provide more study places and to alter the layout of some areas of the building. These measures were welcomed but did not solve the problems of inadequate building space and the need to provide a library service and collection capable of meeting more than rudimentary undergraduate demands.
LIBRARY COMMITTEE

From May 1982, the Library Committee ceased to be a committee of the Academic Senate. The membership of the committee was enlarged to include representatives of the Institute of Education and two members of the University Council. The terms of reference were revised, requiring the Library Committee to:-

i. advise the Planning and Development Committee on the General Policy regarding the allocation of Library funds and Library development;

ii. advise the University Librarian on the annual allocation of Library funds for monographs, serials, special acquisitions and other information resources among the academic Departments, Schools and other units of the University;

iii. advise the University Librarian on the general functioning of the Library;

iv. consider and report on any matter referred to it by the Academic Senate, the Academic Board or the Vice-Chancellor.

Membership of the Committee comprised:

Chairperson
Associate-Professor L. Viney

Ex Officio
Mr. J. Hazell (to December 1982)
Mr. J. Shipp (from May 1982)

Faculty of
Commerce
Mr. T. Alchin (from January 1983)
| Faculty of Humanities       | Dr. J. Wieland (to June 1982)  
|                            | Dr. J. Falk (June 1982 to March 1983)  
|                            | Dr. M. Campbell (March 1983 to August 1983)  
|                            | Dr. J. Falk (from August 1983)  
| Faculty of Engineering     | Mr. P. Loveday  
| Faculty of Mathematics     | Dr. M. Bunder (to March 1983)  
|                            | Dr. P. Laird (from March 1983)  
| Faculty of Science         | Dr. L. Smith (to November 1982)  
|                            | Dr. P. Crisp (from November 1982)  
| Faculty of Social Science  | Mr. R. Horne (to June 1982)  
|                            | Associate-Professor L. Viney (from June 1982)  
| School of Education         | Mr. K. McLellan  
| School of Industrial and Administrative Studies | Mr. R. Markey (from August 1983)  
| School of Creative Arts    | Mr. J. Stender  
| Student Representatives    | Mr. S. Brown  
|                            | Mr. J. Whitehead (to May 1982)  
|                            | Mr. G. Darbyshir (May 1982 to March 1983)  
|                            | Mr. J. Munive (from March 1983)  
| University Council         | Mrs V. Fell (May 1982 to February 1983)  
|                            | Mr. C. Hollis (May 1982 to February 1983)  

Throughout 1982 and 1983, the Library Committee sought to maintain the level of resources available for Library services. Concern was frequently expressed that the Committee was expected to advise on problems relating to the Library but was unable to participate in the allocation of resources by the Planning and Development Committee. A decline in the purchasing power of the bookvote necessitated an evaluation of serial subscriptions and no new subscriptions were authorised in 1982 and 1983.

The Committee compiled and circulated a report on the state of the bookvote between 1979 and 1983. The report indicated that between $300,000 and $600,000 would be needed to restore purchasing power lost since 1979. The report also indicated that serial expenditure could ultimately consume the total bookvote if rises in book prices were not recognised when Library funding was allocated.

Other matters considered by the Committee included opening hours, extensions to the library building and fees for service. As a result of the increases in the cost of interlibrary loans, the Committee reluctantly supported the implementation of quotas for loans which required the photocopying of information. The Committee also supported charging for computer-based information searches.
Management Structure.

The staffing structure of the Library was substantially altered early in 1982. From the beginning of March, the staff of the Institute of Education Library was incorporated into a structure which had been determined by a working party appointed to review the amalgamation of the two libraries. The working party set an overall establishment of fifty six positions and delineated the number of positions within each classification.

During 1981, the University Library employed fifty eight members of staff including nine limited term positions associated with the retrospective cataloguing project. Throughout the same period, the Institute of Education Library had a staff establishment of thirteen. Even with economies of scale achieved by the need to staff only one set of service points, the new staff establishment proved too small to allow the effective integration of the two collections.

The working party viewed the achievement of the recommended staffing levels as a gradual process. In reality, the establishment figure was achieved before the official federation of the two institutions in May 1982. Two clerical assistants within the Institute Library were transferred to other sectors of the University. All posts which were vacant at the time of federation were abolished and limited term positions were not renewed. The Associate Librarian position became vacant from 19 March as a result of the death of Jerry Lorenc.
A minor redistribution of some senior staff responsibilities was a consequence of the abolition of the Associate Librarian position. Examination of the feasibility of introducing a systems approach to library management was undertaken. In May, a major restructuring occurred to permit the University Librarian to investigate policy and organisational problems. Over the ensuing six months detailed reports were compiled on opening hours, inter-library loan services and the application of computerised bibliographical systems.

The daily administration of the Library was vested in an executive officer and the Archivist, John Shipp, was seconded to fill this position. For four months, each senior staff member was directly responsible to the Executive Officer for an area of the Library's operation. This structure was implemented to break down the insularity which the previous divisional structure had fostered. Although partially successful, the structure was unwieldy and its continuance was not conducive to good management.

The inclusion of the Curriculum Resources Laboratory in the Library staffing establishment from September 1982 permitted a further reorganisation. The Information Services Librarian, Rosemarie Dowe, was transferred to the Laboratory to direct its establishment and initial functioning. Responsibility for Reader Services was undertaken by Ruth Lotze who had previously been Acquisitions Librarian. The former Institute Librarian, Mary Tow, took charge of circulation and on-line literature searches. Responsibility for reader education remained with Meg Dains who added staff development to her duties.

Responsibility for acquisitions and cataloguing were undertaken by Felicity McGregor and Marilyn Edmond respectively. Co-ordination of the technical services and various general administrative functions was carried out by the former Chief Cataloguer, Sharat
Arora. Supervision of archives remained the responsibility of John Shipp in addition to his duties as administrative officer.

The position of University Librarian was advertised early in 1983. Interviews for the position were conducted in March and Howard Petrie from the University of Strathclyde, Scotland was appointed. The position had become vacant at the beginning of 1983 when the University Librarian, Jeff Hazell, became Head of External Studies. Prior commitments prevented the new University Librarian commencing duty until early 1984.

**Staff Development.**

Throughout 1982 and 1983, staff development continued to be passive. Study leave was granted to staff members undertaking degree courses or librarianship qualifications. Special leave was granted to Sharat Arora to enable him to visit university and special libraries in India. Leave was also given to a member of the acquisitions staff to visit book suppliers in Britain and the Continent during her annual leave.

The Executive Officer attended a four day management seminar conducted by the Officer of Management Studies, USA and sponsored by the Committee of Australian University Librarians. The seminar was presented in Sydney and was the first time that a library management programme of its type had been available in Australia.

Members of the Library staff also attended the Biennial Conference of the Library Association of Australia (August 1982), the Australian Bibliographical Network Conference in Melbourne (July 1983), a workshop on audio-visual cataloguing (September 1983) and a management course organised
by the Library Association (August 1983). During his visit to Australia in 1982, the Cambridge University Librarian, Dr. F. Ratcliff conducted two seminars on collection building. Five members of staff attended these meetings.

In September 1983, Felicity McGregor presented a paper to a seminar on automated acquisitions systems. Three members of staff attended the seminar. Whenever possible, opportunities were taken to send staff to other libraries to investigate procedures and to help broaden their experiences. Most of the staff involved with monograph acquisitions visited the warehouse of Messrs Berkelouw at Berrima, NSW in May 1983. The visit enabled junior staff to observe the work of a major secondhand bookseller and allowed the selection of out-of-print titles needed for various courses.

Regretably a programme to allow staff to gain experience in other areas of the Library, was not implemented. Early in 1982, all general library assistants in technical services were rostered for circulation desk duty. These rosters were not always popular and were replaced by casual staff from the middle of the year.

All staff were offered the opportunity to transfer to permanent part-time employment. Five members of staff accepted the University's initial offer and another member of staff transferred to part-time work on the return from maternity leave. The regulations governing membership of the NSW State Superannuation Fund prevented other members of staff reducing their hours of work. The salary savings accruing from the creation of permanent part-time positions, were utilized to employ casual assistance during evening opening hours.
STAFF MEMBERS

University Librarian.
Jeffrey Hazell BA, ALAA (to 31st December 1983).

Associate Librarian.
Jaroslav Lorenc BSc, ALAA (to 19th March 1982).

Executive Officer and Archivist.
John Shipp BA, Dip Ed, Dip Archive Admin.

Senior Librarians.
Sharat Arora MA, MSL, Dip Lib Sc, Dip Russian
Margaret Dains MA, ALAA
Rosemarie Dowe BA, Dip Lib, ALAA
Marilyn Edmond BA, ALAA
Ruth Lotze BA, ALAA
Felicity McGregor BA, Dip Lib
Mary Tow BA, ALAA

Librarians.
Gay Antonopoulos BA, ALAA
Keith Gaymer BA, Dip Lib, ALAA
Hanif Haniffa BA, Dip Lib, ALA, ALAA
Deirdre Jewell BA, Dip Lib
Gwen McLellan BEd, ALAA
Jenny Ross BA, ALAA
Saad Sefein BA, ALAA
Suzanne Seider BA, Dip Ed, ALAA

Library Assistants.
June Atkinson BCom (to 24th December 1982)
Wendy Barrett ALAA
Pauline Bull BA, Dip Ed (to 31st August 1983)
Lois de Graaff ALAA
Pam Epe ALAA (to 24th December 1982)
Jan Fletcher BA
Rod Higham BA
Ruby Makula BA
Carolyn Norris ALAA
Rita Rando BA, Dip Ed

Library Technicians.
Raji George BA
Sheree Pupovac ALAA

General Library Assistants.
Elizabeth Brand
Dianne DeFaveri
Lorraine Denny
Robyn Dryden BA
Kay Harney BA
Ted Mitchell
Barbara O'Brien
Alva O'Keeffe

Clerical.
Helen Andrews
Nell Beilby
Cheryl Brindle-Jones
Janet Correy

June Sassall
Denise Stevens BA, ALAA
Ellice Van Leeuwen
Ursula Winkler ALAA
Bernadette Shanahan
Lynne Stothard

Jane Provan
Jane Richter
Leone Ross
Karen Samways
Margaret Troiano
William Trueman
Harry Tuulas
Maria Vandenbrink BA
Doris Hobbs
Wendy Shoulder
Cathy Woollard
ACQUISITIONS

1982 was a year of considerable changes both in staffing and systems. The most dramatic change was the commencement of a computerised order system for monographs and non-book materials. The production of order slips was automated as the first phase of a system which will eventually include the on-line authorisation of payment for orders. The trial run of the system commenced on 11th October 1982. After initial problems and some reprogramming, the system was functioning reasonably smoothly by the end of the year. Staff adjusted well to the system and learned new skills rapidly. Frustrations experienced by staff were mainly caused by machine "down-time" and slow responses.

The automated system functioned well enough in 1983 to permit the early placement of orders. A considerable amount of time was devoted to solving problems associated with the on-line catalogue whose idiosyncratic operation hindered the checking of holdings.

After more than twelve months operation, the shortcomings of the automated system were well apparent. Statistical reporting and data analysis were not available and some processes remained tedious despite automation. Extensive reprogramming or replacement of the system will be necessary if maximum efficiency of acquisitions resources is to be obtained. Experience has shown that close liaison and consultation between the Library, Finance Office and ADPU is essential whenever decisions affecting the financial system are made. Failure to take account of the interdependence of Library and Finance Office operations has been the cause of unnecessary work.
The 1982 budget for books, serials and associated costs was $750,596. Additional costs associated with the amalgamation of the two libraries reduced the bookvote to $733,796. In 1983, the bookvote was reduced by a further $100,000. This reduction severely limited collection building and necessitated serial subscription cancellations.

The reduced funds enabled less research material to be purchased than in previous years. It was not possible to meet all requests for undergraduate materials nor to keep up with the purchase of new references books. In September, as a response to needs, an extra $20,000 was allocated for library materials in multicultural studies, politics, information technology and creative arts courses. The money was committed quickly but not without considerable pressure being placed on acquisitions staff.

All funds which enable the improvement of the collection are welcome but the piecemeal allotment of funds can be counterproductive. As budget allocations must be spent by the end of the accounting year, the assignment of funds late in the year can affect the type of material purchased and the method of purchase. For the effective utilisation of funds, planning is essential and the Library needs to know in advance what resources will be at its disposal during the year.

Delivery times were very satisfactory in both 1982 and 1983 with books arriving regularly throughout the year. A survey carried out by acquisitions staff showed that the average delivery time for overseas parcels was 10 weeks. Parcels from Italy were generally slower than average and those from Canada much faster because of the availability of air freight at surface rates from that country.
Serials.

A major project was commenced at the beginning of 1982 to integrate the Institute of Education serials into the University collection. The project was completed early in 1983. The first stage of a review of subscriptions involved the cancellation of all duplicate titles. In anticipation of a reduced bookvote in 1983, academic departments were requested to nominate titles for cancellation. Approximately $13,000 worth of subscriptions were not renewed. The Library Committee did not sanction the purchase of any new serials titles in 1982.

Further reductions of serials costs were undertaken in 1983. Based on anticipated price rises, a reduction of $50,000 was sought. This proved impossible to achieve. Fortunately price increases averaged less than the expected 25%. Subscriptions to the value of $21,000 were cancelled. As in 1982, no new subscriptions were purchased.

The serials review project necessitated an upgrading of the computerised serials list to which additions had not been made since 1981. A programme was prepared to enable the inclusion of price data and the identification of departments interested in each title. Academic departments were requested to rank the titles relating to their discipline from A (essential) to D (expendable). Few titles were cancelled as a result of this exercise. A survey of usage was instituted and departments were requested to cancel high cost/low use titles. The survey will continue in 1984 as a means of charting the pattern of usage of each title. Decisions relating to the continued purchase of subscriptions and the storage of back issues will be based on the data collected.
Serials Display.

From the beginning of 1983, the method of displaying recent issues of serials was changed. Formerly, the latest issue was displayed until superseded. A large amount of staff time was required to maintain the orderliness of the display.

The new procedure reduced the display period to one week and decreased the amount of space required for the display. Reactions to the change were both positive and negative. Many readers felt that one week was insufficient to ensure that all new issues were perused. Positive responses came from readers who found the weekly change assisted them to review current literature.

Reader reaction prompted an investigation of display methods used by other university and college of advanced education libraries. The most effective method was that which stores all current year issues in the display area. Serials staff visited Macquarie University Library to examine the effectiveness of the system and recommended its use at Wollongong. The shortage of space prevents the introduction of this display form.

To increase the use of current serials, it was decided to relocate the display to the foyer from the beginning of 1984. The display will be sited close to the serials visidex which will assist readers to determine the latest issue of a title received. Consideration will be given to lengthening the display period.
Donations.

Shortage of shelving space necessitated a cautious attitude toward donations particularly those which duplicated existing holdings. Two major donations were accepted in 1983. Emeritus Professor John Passmore of the Australian National University donated part of his collection of philosophy serials and monographs. Further donations are expected from Professor Passmore in the future.

The Linnaean Society of NSW was forced to close its library in 1983 and the collection was offered to academic libraries throughout NSW. Approximately 6,600 volumes covering 199 serial titles were donated to the University of Wollongong. Many of the titles were already held and the donated volumes filled gaps in the holdings. Other titles were used to improve the collection in subject areas considered by academic staff to be poorly represented.
The overall staffing needs of the University Library restricted archival activities throughout 1982 and 1983. The position of Assistant Archivist was abolished to aid the attainment of the library staffing establishment recommended by the Working Party on a Single Library. The accessioning and processing of material was impeded further by the secondment of the Archivist to library administrative duties from May 1982.

Planned surveys of University records were not undertaken and no action could be taken to appraise the records of the Institute of Education following federation. The transfer of university records continued to be haphazard and considerable material was retained rather than destroyed. Preliminary reviews of central administration records transferred to archives highlighted the difficulties associated with records created without regard to basic record management principles. The failure to make retention and disposal decisions at the time files are created, has increased the work of Archives staff and wasted limited space resources.

A new archives policy was approved by the University Council at its 5 June 1982 meeting. The policy endorsed existing activities and more clearly defined responsibility for the University's own records. No attempt was made to define the type of material accessioned into the research collection other than to require that it relate to the research and teaching needs of the University.

No active solicitation of research records occurred during 1982 and 1983. Additions were received to several record groups relating to the Illawarra region including the South Coast Conservation Society, John Lysaght (Australia) Ltd and the Institution of Engineers Australia, Illawarra Group. New deposits
were received from the South Coast branches of the Waterside Workers' Federation and the Electrical Trades' Union. The Amalgamated Metal, Foundry and Shipwrights' Union, transferred substantial records to archival custody. Among the smaller deposits received were records of the Loyal Orange Lodge at Gerringong for the period 1886 to 1919. The minutes and correspondence of the lodge provide an interesting insight into the sectarian feelings of a rural area which attracted a large number of Irish immigrants from 1840 to 1860.

The records of two organisations were returned to their owners. For some years, the archival records of the Wollongong City Council have been deposited in the University Archives and in the Wollongong City Library. The relocation of the University Archives repository provided an opportunity to centralise the records. In the belief that agencies should take responsibility for their own records whenever possible, all records were deposited in the Wollongong City Library.

In 1983, the Queensland Branch of the Australasian Meat Industry Employees' Union requested the return of its records. This broke up a collection of records relating to the meat industry in Queensland, NSW and Victoria which had been deposited at Wollongong during the 1970's. Negotiations are in progress regarding the relocation of other meat industry records relating to Queensland.

Use of the archives by members of the local community increased significantly in 1983. Some of the increased research was connected with the sesquicentenary of Wollongong. The bulk of community enquiry, however, was genealogical. From December 1982, the pre-1900 indexes to NSW births, deaths and marriages were available in the Archives reading room. Archives staff provided instruction in the use of the indexes and in the use of the assisted immigrants' passenger lists housed in the Library collection.
The use of the collection by University of Wollongong staff and students declined slightly from 1981. This was due partly to a lessening of contact between the Archives and the Department of History. In past years, the Archivist addressed Australian History students on the use of archival material and provided advice on essay and thesis topics. It was not always possible to maintain this service in 1982 and 1983.

Lectures about the University Archives collection were given to students in Australian History, A Practical Introduction to Social Research and to the members of the Illawarra and Kiama Historical Societies. As part of the 1983 Summer Session the Archivist presented lectures on the history of education in the Illawarra region.

Other activities with the Department of History included involvement with the commencement in 1982 of three doctoral research scholarships. The University was funded by the Clothing and Allied Trades' Union, Water and Sewerage Employees' Union and the Miscellaneous Workers' Union to establish scholarships for the writing of their respective histories. The Archivist provided advice on the location and use of records required by the scholarship holders.

The bulk of archival activity during the past two years involved the relocation of the collection from an off-campus store to repository space on campus. From the 1970's, the collection was stored in the basement of a multi-storied car park in Central Wollongong. The repository was unsuitable for archival material and better accommodation was long sought. A series of rooms in the main lecture block was made available and the transfer of material commenced late in 1983. The new repository has access and environmental deficiencies but is superior to the former accommodation.
CATALOGUING

The amalgamation of the Institute of Education and the University libraries had a profound and disrupting effect on cataloguing workflow. Current cataloguing was virtually suspended in late 1981 to allow staff to identify duplicate holdings. The resultant increased backlog in current cataloguing led to criticism of library management.

Following the identification and separation of duplicate material, the Institute collection was assessed by academic and senior library staff. Some items were consequently discarded. Approximately 25,000 monographs were relocated to the first floor of the University Library. Uncatalogued music scores and audio-visual materials were relocated to the second floor of the Library. Items which related primarily to classroom teaching remained in the Institute Library building to become the basis of the Curriculum Resources collection.

In June 1982, the work flow in cataloguing was reviewed. All staff were involved to identify problems and to suggest solutions. As a result of this review, all retrospective cataloguing was discontinued and priority was given to current cataloguing. To increase the volume of cataloguing, amendments to data received from AMRS MARC were reduced to a minimum.

By late 1983, the average time lag between the receipt of a book and its inclusion in the collection was reduced to six months. In part, the improvement in cataloguing rates was due to the use of the resources of the Australian Bibliographical Network (ABN) from late 1982. Improvement in staff morale also contributed and enabled a start to be made on the recataloguing of heavily used parts of the Institute collection. Special attention was given during November and December 1983 to the education, nursing and sports classifications which are heavily used by students.
Automated Systems.

Use of the cataloguing system, PROCAT, developed in conjunction with Macquarie University continued in 1982. Changes in international cataloguing rules necessitated the conversion of records already in the database. Filing difficulties were experienced with monograph records but these were gradually identified and remedied. Difficulties with the programs for serial and non-book conversions were less easily solved. No records for existing serials and non-book materials appeared in the microfiche catalogue for twelve months while the University's Data Processing Unit determined a means of implementing the programs.

In October 1982, two terminals and a printer were installed to allow access to the database maintained by the Australian Bibliographical Network. Following training, an increasing amount of copy and original cataloguing has been put through ABN and use of the local system (PROCAT) has decreased.

Neither funding, nor the number of terminals, was sufficient to allow ABN to be used as a total system. Consequently, AMRS MARC was ordered for about 45% of new orders. The ABN database was searched for the remainder, and furnished 80% plus copy cataloguing. The shortfall of about 12% was catalogued inhouse through ABN.

Major reasons for the heavy reliance on ABN were the high hit rate and the reliability of the system. In comparison, the local system has become virtually unusable due to poor response time. This degenerated such that it was no longer efficient or cost-effective to use the system. Previously, holdings to be added to AMRS MARC were keyed through the local system. These are now added directly to the ABN database.
Staff have shown a much greater inclination to use ABN than PROCAT, because of its reliability, flexibility, sophisticated inquiry facilities and fast response time. This attitude has further contributed to the decreasing use of the local system.

Unfortunately, backlogs built up in shelflisting, end-processing, keying of original cataloguing, and keying of holdings as a result of trying to push work through ABN. Work on "collection 3" authority printout ceased as there was not enough terminal time available. A backlog of reviewing of original cataloguing keyed into the system also developed.

Staff from acquisitions, archives and the University Librarian's division assisted with endprocessing and keying tasks. Office of Library Cooperation staff have undertaken to review serials input on ABN and associated authority work. Worksheets for some originally catalogued monographs were keyed by a machine operator using ABN terminals at Macquarie University. Both machine time and the salary of the machine operator were paid by this University. A third terminal was ordered for delivery early in 1984.

Retrospective Cataloguing.

At the end of 1983, a considerable amount of material was identified for retrospective cataloguing. Approximately ten thousand monographs from the University collection did not have machine-readable cataloguing records. The Institute of Education monograph collection contained a further 25,000 items to be recatalogued and there were several thousand items received as donations which had no cataloguing records. Using the resources of ABN, the recataloguing of these records will be largely a matter of staff time and the availability of processing funds. Less easily addressed is the large number of music scores and audio-visual items which were part of the Institute of Education collection. This material was uncatalogued and it is unlikely that copy cataloguing data
will be available through ABN. Most items will have to be catalogued inhouse which is expensive in terms of staff time.

No work has been done on the remaining University retrospective cataloguing. Some inroads have been made on the former WIE collection, particularly in the areas of education and nursing. Material required for the Reserve Collection was processed urgently at the beginning of 1983. Serials cataloguing priority was given to recently acquired material from the Linnean Society.
From September 1982, the Curriculum Resources Laboratory became part of the Library staffing structure. Overall direction and policy determination continued to be the perogative of the Curriculum Resources Centre Committee. Miss Rosemarie Dowe became responsible for the functioning of the Centre.

The Curriculum Resources Centre is located on the top floor of the former Institute of Education library building. Attached to the Centre are three classrooms designed to allow the use of curriculum resources material in the presentation of lectures to teach education students. The layout of the building was altered to accommodate the classrooms and the Centre. These changes have adversely affected air circulation and the provision of air-conditioning has been investigated

Prior to the linking of the Centre with the Library, curriculum resource materials were not catalogued but were arranged in broad subject areas. The lack of a catalogue necessitated users locating relevant materials by browsing. While the collection remained small, this method was manageable. As the collection grew, staff and student frustration increased.

Investigations into an appropriate method of organising the collection resulted in visits to curriculum resource centres at Canberra, Riverina and Kuring-gai Colleges of Advanced Education. With some reluctance, it was decided to use the Dewey Decimal system to arrange the material. Negotiations were undertaken to use the resources of CLANN Ltd for cataloguing.
Initial use of the CLANN database was delayed due to insufficient resources for the payment of network fees. In the second half of 1983, salary savings from vacant Library staff positions were diverted to the Curriculum Resources Centre. A submission for assistance from the General Development Fund resulted in a grant for $6000 for retrospective cataloguing. The Curriculum Resources Centre Committee agreed to set aside processing costs when purchasing new materials. This policy will be reviewed at the end of 1984.

Staffing of the Centre was a problem throughout 1983. During absences by either of the two permanent members of staff, relief was provided from Interlibrary Loan staff. These arrangements were not satisfactory for general Library management. In the later part of 1983, some assistance was obtained from a work experience placement made by the Department of Youth and Community Services. Casual assistance was also employed to catalogue the collection. Submissions have been made to augment the staffing of the Centre in 1984.

Several displays were mounted during the year including a display of computer software. The Centre was visited by groups of teachers, library science students from Riverina College of Advanced Education and students from the library technicians course at Wollongong TAFE. Increasingly, the resources of the Centre are consulted by teachers in public and private schools in the Wollongong district. The role of the Centre as a showcase for curriculum materials has been recognised by several publishers who offer discounts for items included in the collection.
READER SERVICES

The most immediate effect of the library amalgamation was evident in Reader Services. The sudden increase in student numbers placed strains on the circulation and reader assistance staff. Increased demands for library services were not accompanied by increases in resources during 1982. Procedures were reviewed and streamlined wherever possible. Opening hours were reduced and restrictions placed on inter-library loans. In 1983, money available for housekeeping was increased and it was possible to relieve some staffing shortages.

Reader Education.

The importance of a dynamic and effective reader education programme was highlighted by the library amalgamation. At the commencement of the 1982 academic year, reader education staff provided orientation tours for newly enrolled students and for students of the Institute of Education who were not acquainted with the Library.

In 1982 and 1983, guided tours of the Library were offered during the first week of session. A self-guided tour using an illustrated leaflet and signposts was available for those not wishing, or unable, to join the guided tours. The scheduling of tours during the first week of lectures meant that many new students were unable to take advantage of the tours and were unfamiliar with the library layout and service until well into first term. For 1984, the library orientation programme will be part of a general programme for new students organised by the Student Counsellor. This programme will be conducted in the week prior to the first week of session.
Throughout each year, tours of the Library were arranged for special interest groups or for particular occasions. Students from the Illawarra School of Nursing, TAFE, Riverina and Kuring-gai Colleges of Advanced Education and from local secondary schools were shown the Library.

Tutorials in the use of library materials were given to students taking 100-level subjects in Metallurgy, History, HPS, Accountancy, Physics, Philosophy and Economics. 200-level and 300-level students in Chemistry, History, Sociology, Psychology, Education and honours and post-graduate students in English, Psychology, Electrical Engineering, Mechanical Engineering and HPS received more advanced and specialised bibliographic instruction.

Major displays in the library foyer to complement University and community activities included Heritage Week, Martin Luther's 500th anniversary, University Open Day, Schools Day, courses on offer from HPS, and 'The French Presence' in association with the Alliance Francaise. The shortage of space in the library has necessitated a more intensive use of the foyer. Large displays will not be mounted in 1984.

Reader Assistance.

The unfamiliarity of Institute students with the University Library collection increased the burden on reader assistance staff during the first session of 1982. The need for instruction in the use of the microfiche and card catalogues lessened by second session but a high level of demand for reference information continued throughout the year.

The fuller effects of the amalgamation began to be experienced in 1983 when the University commenced new courses in several areas not previously offered by either the Institute or the University. Due to a variety of new courses offered by the Schools of Performing Arts, Education and Nursing, there was a marked change in the variety and type of enquiries. Students enrolled in these courses tended to have less library expertise than other students. This resulted in a higher demand
for instruction in the use of catalogues and general reference materials. The information requirements of students in these courses highlighted collection deficiencies for which the declining bookvote is unable to provide a remedy.

1983 saw a different mixture of students and staff from previous years requiring Reader Assistance services. These services were provided by a rostered professional staff of 10 librarians and library assistants. For the first time, librarians from other divisions were included on the roster. This measure was adopted largely due to a shortage of staff but also to enable a greater flexibility in the workforce. It has proven successful and will be continued in 1984.

An unusual problem arose as a result of the large enrolment of students whose English language competence caused problems of communication and created difficulties for staff assisting them. This problem is not confined to overseas students. Many people seeking assistance are unable, or unwilling to state their requirements. In consequence, much time is often wasted determining user requirements.

Inter-library Loans.

In 1983, the cost of acquiring a photocopy of a journal article on inter-library loan rose from $1.00 to $3.00. As there was no concomitant increase in library housekeeping funds, it was necessary to restrict the number of loans. Each academic department was allocated a proportion of the inter-library loans budget. The amount was based on the number of loans received in 1982.

Loans requested by post-graduate students required endorsement by a member of the academic staff if a fee for service was not to be incurred. No post-graduate was charged for any inter-library loan but the possibility of a charge probably dissuaded some students from seeking loans.
The allocation system resulted in a slight increase in paperwork and a dramatic drop in the number of requests received. The number of requests for photocopied material declined from about 4,992 in 1982 to 2,805 in 1983. This reduction was not entirely due to the possibility of a fee for service once the departmental allocation had been exhausted since only 70% of the total allocation budget was spent. Increased teaching loads left many academics with less time for research.

The number of items requested from the University Library collection by other libraries was approximately the same in 1983 as in 1982. More of these requests were successfully filled in 1983 and a survey of University libraries indicated that the University of Wollongong was one of the quickest suppliers of inter-library loan requests.

Staff continued to assist with the reader assistance and circulation services. From September 1982, temporary relief was provided to the Curriculum Resources Laboratory when staff were absent. The inter-library loans staff also provided a telex service for the University, assisted with computer-based information searches and processed loans for students enrolled in external studies courses.

Circulation.

Undergraduate loans increased by 31.5% in 1982 due to the amalgamation of the two collections. In 1983, loan statistics rose marginally during first session but declined slightly for the whole year. The volume of loans is unlikely to alter dramatically in the future but will be affected by intended increases in student enrolment. The number of loans and the unlikelihood of increased staffing have made desirable the replacement of the manual loans system. Planning for an automated circulation system occurred in 1983 and implementation is expected by the end of 1984.
Whilst loan statistics did not continue to increase after amalgamation, the entry gate counter, photocopying statistics and reserve collection usage indicated that greater use was made of the collection within the building. Since 1981, the annual total of persons entering the building has risen from 340,834 to 461,605. This added to the demand for reader places. Prior to amalgamation, the University Library had sufficient room to provide study places for about 450 students and the Institute Library about 190 reader places. The relocation of the Institute collection reduced the number of study places to 414.

High use of the building increased the amount of traffic noise and resulted in considerable criticism from library users. Constant patrolling of the building by library staff was only partially successful. Inconsiderate and puerile behaviour by a small group of students resulted in the abolition of the quiet-talking area. The borrowing rights of persistent offenders were suspended for one week.

Reserve Collection.

Since 1981, the use of the Reserve Collection has increased by 63.3%. During 1983, 23% of all Reserve loans were made by Accountancy students. The heavy reliance on the Reserve by disciplines such as Accountancy and Economics, was indicative of the inability of the Library collection to cope with the demands placed on it by courses with expanding enrolments. The provision of multiple copies of recommended reading would ease the demands on the Reserve Collection. Unfortunately, such purchases would be at the expense of the general collection building.
The inauguration of a Summer Session in 1983 necessitated the extension of Reserve Collection activities. Although only 399 loans were made during the six week session, the intensive nature of the courses offered suggested that the future use of the Reserve will increase if further Summer Sessions are run.

During 1983, the RES-INDEX computer file was introduced to produce author/title and subject listings of items in Reserve. The index has reduced the amount of work associated with the administration of the Reserve. Copies of reading lists were sent to relevant departments at the end of 1983 so that lecturers could indicate which items would be needed in 1984. Approximately one third of the collection was marked for retention. This eliminated some of the work previously associated with the yearly dismantling of the Reserve. The RES-INDEX will enable the speedier incorporation of items into the Reserve Collection at the commencement of each semester.

**Computer-Based Information Searches.**

The University Library became a subscriber to the Dialog information network. The service provides access to over one hundred databases covering a wide range of subjects. The Library continued to act as an agent, through the National Library of Australia, for other information services including Ausinet and Medline which were not available on-line.

Until the introduction of on-line facilities, the cost of computerised literature searches was met from Library housekeeping funds. Early use of the on-line service indicated that it would be costly unless some controls were introduced.
A survey of other Australian university libraries revealed that only four did not charge internal users. Most libraries imposed partial charges on internal users while charging full costs to external users. With reluctance, it was decided to charge internal users the information costs levied by Dialog Information Services Inc. The Library continued to meet all communication, training and staff costs. During 1983, the average cost of searches charged to users was $25.58.

Investigations were commenced in 1983 to examine the feasibility of providing on-line access to other data-bases. The comprehensive searching of available literature is integral to the research process and is impeded by charges on computer-based searches. Submissions have been made to achieve special funding for searches.

**Non-Book and Special Materials.**

Throughout 1982 and 1983, acquisition of material in non-book format increased. Space and servicing difficulties necessitated an evaluation of the practices and philosophies relating to audio-visual materials. An adhoc committee of library staff was appointed to investigate the future treatment of material in the non-book collection.

No provision was made for the accommodation of non-book materials when the present library building was planned. The collection was temporarily located on the second floor pending the erection of stage three of the library building. Extensions to the building have not occurred and the non-book area has remained unattractive and make-shift.

The committee made several recommendations including:
1. The integration into the monograph collection of music scores, spoken word cassettes and microforms.

2. Relocation of audio-visual equipment and materials to the ground floor.

3. Priorities for the cataloguing of non-book materials including uncatalogued items transferred from the Institute of Education.

4. The allocation of staff resources for the cataloguing and servicing of non-book materials.

5. The relocation of classroom teaching aids to the Curriculum Resources Centre.

As a consequence of a general evaluation of space usage within the Library building, it was decided to act upon the Committee's recommendation to relocate non-book equipment and materials. The integration of non-book material into the monograph collection was deferred pending further investigation of the consequences for space and user needs.

Photocopying.

Use of the token-operated photocopying machines continued to increase in 1982 and 1983. Paralleling this increase was a rise in the vandalism of machines. Attempts by a small minority of students to obtain free copies caused more than $5,000 damage and left machines inoperable of an evening and weekend.

Vandalism and complaints about operating noise resulted in the relocation of machines from the serial collection. From first session 1984, all public-use photocopying machines will be housed in the former cloakroom adjacent to the circulation desk. Minor building alterations are planned to permit supervision of machines by staff at the loans counter.
In 1983, the level of photocopying necessitated the dedication of staff resources for machine maintenance and for token sales. The cost of these resources was offset against the revenue generated by the sale of tokens.

STATISTICS

BOOKSTOCK. 1982 1983
Monographs 172,859 191,378
Serials 80,540 90,785
Institute monographs (a) 20,861 20,444

273,260 302,607

(a) As Institute monographs are recatalogued, they are included with the monograph figures.
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**Notes**

a. Includes bound volumes of Institute of Education serials added to the collection.

b. Includes 6,600 volumes donated by the Linnean Society of NSW.
ARCHIVES.

---|---|---|---
Type of users
Undergraduate | 26 | 8 | 16
Honours | 8 | 4 | 2
Postgraduate | 6 | 9 | 5
University staff | 12 | 8 | 7
Other Universities | 4 | 6 | 4
Community | 12 | 35 | 89
---|---|---|---
| 68 | 70 | 123
---|---|---|---
Number of visits | 159 | 317 | 364
Items issued | 1170 | 14181 | 1687

University records.

Files retrieved for
Academic departments | 7 | 3 | 8
University Library | 19 | 4 | 6
General Administration | 386 | 180 | 177
---|---|---|---
| 412 | 187 | 191