University of Wollongong

Library

Annual Report

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## 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>3</td>
</tr>
<tr>
<td>STAFF DEVELOPMENT</td>
<td>6</td>
</tr>
<tr>
<td>RESEARCH SERVICES</td>
<td>8</td>
</tr>
<tr>
<td>TECHNICAL SERVICES</td>
<td>10</td>
</tr>
<tr>
<td>Systems</td>
<td>12</td>
</tr>
<tr>
<td>Acquisitions</td>
<td>13</td>
</tr>
<tr>
<td>Inter-Library Loans</td>
<td>13</td>
</tr>
<tr>
<td>Serials</td>
<td>14</td>
</tr>
<tr>
<td>Cataloguing</td>
<td>16</td>
</tr>
<tr>
<td>INFORMATION SERVICES</td>
<td>17</td>
</tr>
<tr>
<td>Reference/Reader Education</td>
<td>19</td>
</tr>
<tr>
<td>Online and CD ROM Services</td>
<td>23</td>
</tr>
<tr>
<td>Loans</td>
<td>24</td>
</tr>
<tr>
<td>Special Collections</td>
<td>26</td>
</tr>
<tr>
<td>Law</td>
<td>29</td>
</tr>
<tr>
<td>Curriculum Resources Centre</td>
<td>31</td>
</tr>
<tr>
<td>STAFF TRAINING AND DEVELOPMENT</td>
<td>32</td>
</tr>
<tr>
<td>STAFF MEMBERS</td>
<td>42</td>
</tr>
<tr>
<td>STATISTICS</td>
<td>45</td>
</tr>
</tbody>
</table>
Major goals for 1993 included: the development of strategies to ensure that all members of the University have a level of information literacy commensurate with their learning or research needs; increased cooperation with other libraries and information suppliers to provide access to resources and facilities more cost-effectively; continuing to investigate and acquire appropriate technologies to improve the efficiency of internal operations as well as providing remote access to a range of information services.

Significant progress was made in 1993 in developing curriculum based information literacy programs in consultation with academic staff. Feedback from students on the quality and relevance of presentations given by faculty librarians was extremely positive. A Teaching Development Conference, involving both faculty librarians and academic staff, is planned for early in 1994.

There is increasing recognition that Library skills are an essential requirement of any information literacy program. In preparation for a more visible role in teaching, those faculty librarians without a formal teaching qualification are participating in staff development programs to assess and improve their skills.

The goal of improving access to information resources through cooperation with other libraries and information suppliers continued to occupy a considerable amount of the University Librarian's time, particularly in his role as president of the Council of Australian University Libraries (CAUL). A highlight of the year was the joint purchase and installation of the ISI Current Contents database. Access to this database is available from all CAUL libraries. User response has been mixed due to the slowness of response and the somewhat unwieldy nature of the software. These problems will be addressed in 1994.

Negotiations for the provision of additional services are continuing and were further advanced by the University Librarian during his overseas leave to visit electronic publishers, such as Springer Verlag and data service providers, such as the Research Libraries Group, Chemical Abstracts Inc and the Online Computer Library Centre Inc, (OCLC). Negotiations with OCLC for access by Australian University libraries resulted in an offer of three months free trial of their database services for CAUL members, to commence in 1994.

The full-text database of Institute of Electrical Engineers publications was acquired late in the year on a trial basis.

Campus wide availability of information was enhanced through the provision of extended access to the UNCOVER journal article database in Colorado. The Research Services Librarian conducted some eighty five sessions to train University members in the use of UNCOVER in particular and the AARNet in general. The Library is participating in the development of the campus wide information service (CWIS) and is awaiting implementation by Information Technology Services.

The tendering process for a new automated system to replace the PALS software commenced in May and was essentially complete by the end of the year. The efficiency and effectiveness of internal processing operations should be enhanced by the more extensive functionality of the new system. Implementation of the system will provide an opportunity to review all operations and procedures affected by the system, with the aim of improving efficiency, eliminating unnecessary or duplicated procedures and integrating a number of previously distinct functions.
Most staff have had the opportunity to become skilled in a range of tasks and are sufficiently flexible to readily accept changes in their work arrangements and to participate in team based job redesign.

During visits to United States libraries this year, it was evident that many of our established practices, such as multi-skilling and staff development for non-professional staff, are recent innovations for American library staff.

Far from being complacent about our achievements, a major aim for 1994 will be to improve, primarily through surveys and interviews, awareness of clients' needs and their perception of our services. There will be continuing emphasis on high-involvement planning, evaluation of services and development of the team based structure. These strategies have ensured a firm foundation for the achievement of our goal of improving and demonstrating the quality of our services.

As part of this quality review, the vision document, *Prospect 2001*, will be re-evaluated and rewritten to incorporate any strategic changes in the University's direction as well as developments in the wider, information environment.

John Shipp
University Librarian
The major goal for human resources in 1993 was to continue the development of staff skills to support the objectives of award restructuring, technological innovation and enhancement of the quality of Library Services.

Early recognition of the need to support award restructuring through concepts such as multiskilling, job sharing and continuing staff development for all levels of staff, paid dividends in a number of areas. The implementation of award restructuring, although time consuming for some senior managers, occurred with minimal disruption to the work of the Library. Staff were kept informed throughout the process and the vast majority welcomed the increased flexibility and opportunities for promotion offered by the new award. One general library assistant (new Level 2) has already successfully applied for a Level 4 position, an option not available under the old award which had more stringent qualification requirements. Another outcome of restructuring was the recognition that career options for Level 2 Library staff were somewhat restricted by the small number of Level 3 positions. A Working Party to examine career options was convened by the Information Services Librarian with membership from Level 2 staff, the Union and Personnel Services. Towards the end of the year, the Committee submitted its report, recommending the establishment of two Level 3 positions, as soon as feasible, with the possible establishment of a further two positions following the installation of the planned new automated system. These recommendations will be implemented in the new year.

The potential cost of award restructuring was a matter of concern, particularly as the inclusion of casual staff rates in the award meant significant increases for the Library's large number of casual staff. In the event, strategies introduced to offset costs and increase efficiency, primarily in the Loans section were so successful that the casual budget was not overspent, as predicted earlier in the year.

Teams

With solid preparation and considerable practical experience with team work, Library staff are well placed to implement the principles of quality service. All Library staff have completed basic training in team building, conflict management and the Myers-Briggs Type Indicator and a number of groups have received more intensive training in effective team functioning.

A project to examine the effectiveness of self managing work teams commenced in the newly merged Acquisitions/Inter Library Loans Department. Considerable progress has been made in developing the self managing work team, or SMWT, concept, despite the resignation of project leader and Inter Library Loans Supervisor, Fiona McGregor. With the assistance of an organisational consultant, Elizabeth Lennon, the SMWT continued to refine its objectives and examine customer requirements while continuing to participate in training sessions designed to enhance various group skills.

The Middle Management Team, (MMT), formed in 1992, consolidated its role in strategic planning and development of a total Library approach to goal achievement, as opposed to the somewhat more fragmented, departmental approach which previously existed. The MMT's chief objective for 1993 was to review progress made towards the implementation of Prospect 2001, the Library's vision statement. One outcome of this review was the preparation of a document entitled: Making the Prospect Prosper, which defined core
services and value added services, identified client groups, the services required by each group and suggested strategies for ensuring quality provision of these services.

The document was presented to all staff with each member of the MMT responsible for explaining and discussing a particular aspect. All staff were encouraged to respond to the document and, in this way, strategies were refined and agreed. Most of these strategies were implemented by year end and improvements in many aspects of Library services were clearly visible. One strategy identified by the team was to improve the layout and functioning of the foyer and ground floor service areas. A design was agreed, work commenced before year end and is due for completion before the commencement of Autumn session. The aims of reducing noise levels and improving security in the group study area were also achieved through the changed layout. At the end of 1992, some members of the MMT participated in a management development program with other senior administrative staff. Following this program, Library participants were instrumental in establishing an ongoing group of senior administrators which met several times to consider common goals and strategies for this group to implement across the University.

Good team development was also apparent in the Serials department. Staff assumed responsibility for streamlining processes, for completing a number of extra projects and for participating in sessions to improve team skills, all with no diminution in output or quality of service.

Staff Development

Having long recognised the importance of ongoing training programs, tailored to Library needs, the establishment of the position of Staff Development Officer was a particularly pleasing achievement. Planned restructuring in the Serials Department permitted the creation of the position. The successful applicant was a long serving staff member, Lorraine Denny. Lorraine has broad Library experience and, since commencing with the Library, has completed a degree, a Library qualification and a post graduate qualification in human resources development. Lorraine was a recipient this year of the Vice Chancellor's Award for Outstanding Service for her achievement in developing a number of successful training programs for Library staff. Lorraine is continually expanding her role, works closely with the University's Centre for Staff Development and is the general staff representative on the University's Staff Development Committee. Lorraine presented a highly successful paper at the Library Technicians' Conference this year on career opportunities for para professional staff in libraries. She also organised and facilitated a very popular workshop on Quality Customer Service at this conference. Lorraine's programs have received an extremely positive response from staff. Her role will become increasingly important with the implementation of career development and the consequent identification of new training needs. Lorraine's first report appears below.

Staff Changes

A number of senior level vacancies occurred during the year. This has become the norm in recent years as our staff are increasingly competitive in the job market. Information Services Librarian, Craig Grimison, accepted a senior position with the Australian Catholic University. Craig's considerable staffing, interpersonal and communication skills ensured effective leadership for the Information Services Division during his term of office. Following a temporary lateral transfer of another staff member, former reference Librarian, Sue Pollock, was appointed to Craig's position. With broad experience in both librarianship and teaching, Sue is well qualified to improve the already strong educative role of her staff and to further the promotion of information literacy skills for all graduates.

Inter Library Loans Supervisor, Fiona McGregor successfully applied for a very challenging position with a management consulting firm. Fiona's strong creative skills were often utilised in major policy development and projects such as the Self Managing Work Team.
The decision to tender for a new automated system to replace the present PALS software involved the Technology Development Librarian, Neil Cairns, in the considerable preparatory work of writing specifications and the request for proposals. Neil organised the various taskforces and chaired the Review Group, consisting of the Deputy University Librarian, the Information Services Librarian, the Systems Librarian and a senior staff member from Information Technology Services. This group will make the final recommendation early in the new year. During this period, many of Neil's Divisional responsibilities were assumed by Systems Manager, Janette Burke.

Other

The Deputy Librarian continued to represent the general staff on the University Council and has been appointed to the Council's Administrative Committee. She was also asked to represent users on the Project Implementation Committee for the new Personnel Services system.

As a result of her involvement in the award restructuring process here, the Deputy Librarian accepted a consultancy from the Australian Defence Forces Academy to recommend appropriate translation levels for staff of the Academy's library.

The University Librarian covered a great deal of ground in his role as president of the Council of Australian University Librarians, (CAUL). He also took development leave to investigate developments in information technology and services overseas and to meet with electronic publishers and data service providers.

Publications

Bahrij, John


Denny, Lorraine


Shipp, John


The main role of the Staff Development Officer in 1993 was to work closely with various teams in the Library in order to develop in-house training sessions which were relevant to each team’s training needs. As a result of this consultation the following training sessions were conducted during 1993:

- **Effective Group Functioning - Serials**
  
  The Effective Group Functioning program began in late 1992 and continued in 1993. The aim of this program is to give Serials staff the necessary skills to function as an effective team. The following sessions were held during the year: **Goal setting, Effective Communication, Self Disclosure, Giving and Receiving Criticism** and **Listening and Empathy**.

- **Acquisitions/InterLibrary Loans Team**
  
  As part of the Acquisitions/InterLibrary Loans move to a **Self Managing Work Team**, a number of training needs were identified by team members. As a result, the following workshops were conducted during 1993: **Managing Meetings**, in which participants developed strategies to make their meetings more effective and to improve communication within the team. **Goal setting**, a two part workshop which developed a prioritised list of the team’s goals for the next six to twelve months, **Mastering Information Overload** and **Quality Customer Service** workshop which examined the characteristics of quality customer services. Participants subsequently developed strategies to improve service.

- **Loans team**
  
  Providing quality customer service is a Library goal of pervading importance to all staff, particularly those in the front line. A number of workshops with Loans staff focussed on how to achieve quality service.
  
  The workshops were: **Quality Customer Service** and **Quality Customer Services: when the going gets tough**. This two part workshop looked at strategies for dealing with difficult situations, role plays, assertiveness and handling complaints. **Key Characteristics of Quality Customer Service**: in this workshop team members identified ten key characteristics of Quality Customer Service to be kept in mind when dealing with all customers. Participants were encouraged to display these characteristics in the Loans workroom. **Strategies to Improve our Customer Service**: this workshop looked at both positive and negative aspects of our customer service. The team developed a number of strategies to change negative aspects of service into positive aspects.

  The follow-up to the Customer Service Workshop will be conducted in Autumn session, 1994. The objective of this workshop will be: to examine if and how customer service has improved and to develop further strategies to improve customer service.
General workshops

*Procedure Writing workshop:* This workshop trained staff to write action-oriented procedures. *Mastering Information Overload:* This workshop trained staff in strategies to help increase reading speed and comprehension.

Government Publications Information Workshop

This workshop was designed to update the skills and knowledge of reference staff and staff responsible for receiving and organising government publications. The workshop was also delivered to students in the TAFE Associate Diploma (Library Practices).

Other Activities

Career Planning

The Staff Development Officer worked closely with the University's Centre for Staff Development and helped to develop and present *Career Planning* workshops for general staff. She was also a member of the University's Staff Development Committee which recommends overall staff development policy for the University.

Quality Customer Service Booklet

The Staff Development Officer is currently developing a booklet on Quality Customer Service that will be given to all new staff including casuals. It is hoped that this project will be finished early next year.

The Staff Development Officer convened the Library's Staff Training and Development Committee throughout the year and issued a *Staff Development Bulletin* after each meeting.

The Committee selected the first recipients of the Rita Rando Merit Award, instigated towards the end of last year. Faculty Librarian, Susan Jones and Inter Library Loans officer, Raji George received the first award. Recognised for their initiative, team skills and excellent customer service, these two *quiet achievers* were popular choices with all staff.
Developments

The program of introductory AARNet sessions commenced in 1992 in conjunction with ITS, was continued in 1993. Subject oriented sessions were held for the Faculty of Law, Education and Department of Geography while several general sessions were held during the mid year break. Unfortunately, due to the resignation mid year of Karen Scott, our ITS partner, the sessions did not continue in the latter part of the year. It is hoped that the sessions will continue now that a replacement for Karen has been appointed.

AARNet sessions for Library staff were also held during the year. In addition, the Research Services Librarian and the Systems Librarian were invited to conduct an Introduction to AARNet seminar at the Sydney campus of the Australian Catholic University. The Australian Catholic University is yet to be connected to AARNet and the session was well received by participants.

The Library continued its subscription to the UnCover journals database in 1993. This database is accessible via AARNet and is available to all staff on campus. A number of demonstrations of the database were held during the year and were well attended by staff. In addition, a University of Wollongong version of the Guide to UnCover was printed and forwarded to all academic staff.

The Faculty of Science and the Library were successful in obtaining a Challenge Grant to trial alternative methods of accessing and obtaining journal literature during 1993. UnCover was chosen as the vehicle for the trial and the Library coordinated and evaluated the trial.

Five research groups within the faculty were each given funds for the document delivery of articles required for their research. While full evaluation is still to be finalised, findings to date have been mixed. Comments have included an appreciation of the current awareness aspect of the database and a frustration at times, with the slowness of the line. The upgrade of the line between the University of Wollongong and the New South Wales AARNet hub site in Sydney in late 1993 should help alleviate this problem. Planned improvements to the UnCover database should also increase the effectiveness and coverage of the database.

The Research Services Librarian participated in conducting some of the Library sessions in the Lunchtime Workshops and Information Sessions which were organised in conjunction with the Learning Development Centre. The sessions were: Information Here and Beyond, which demonstrated accessing other libraries catalogues and Databases: In the Library and Via AARNet which demonstrated some of the databases accessible at remote sites either via modem or AARNet.

During the period July to September, the Research Services Librarian and Neil Grant, Senior Librarian were engaged by the Department of STS to carry out an extensive literature search. The results of the search were forwarded to the department using the bibliographic software, Pro-Cite.
This proved to be a challenge as most of the results retrieved were either not in electronic format or not compatible with available importing programs. These were manually added to the database. However, much was learned from the exercise, including a greater familiarity with the Pro-Cite software. The Library has also made available the Biblio-Links software (the companion program to Pro-Cite) on one of the CD ROM workstations to allow for the easy importing of CD ROM search results into the personal Pro-Cite databases of patrons.

An Australian representative of Pro-Cite visited the Library in early November as part of the Library Information Sessions for academics and demonstrated the capabilities of the software.

The Research Services Librarian, as a member of the Library Middle Management Team, was also involved in helping formulate a five year plan evolving from Prospect 2001. This plan was presented to all Library staff in July and August.

Staff

The Research Services Librarian attended the Information Online & Ondisc Conference held in January 1993. This conference is organised biennially by the Information Science Section of the Australian Library and Information Association and provides an ideal opportunity to view the latest trends in electronic information.

Other seminars attended included: Marketing Services: Competing through Total Quality, a seminar organised by the Department of Management in March and a workshop/seminar on Rethinking Reference, held in October.
Progress towards achieving the goals set for the Division in 1993 was evident in a number of areas by the end of the year. A great deal of effort was directed by senior staff in the Division towards development of a cohesive statement of direction, needs and working plans for achieving the all-important Necessary Conditions set out in the Library's Prospect 2001.

The Self-Managing Work Team pilot became a reality in the Acquisitions/Interlibrary Loans section. The team completed a comprehensive analysis of workflows and procedures and a training program. The useful ideas and techniques developed there were an inspiration to other sections, with the Serials Department adopting a number of similar practices. By year-end, two fairly autonomous self-managed groups had become well-established in Technical Services. Recognition is due, for their efforts in establishing and guiding the groups to Fiona McGregor, the former Inter Library Loans Librarian, and Petra Carpenter, Acquisitions Librarian. Much of the training was conducted by the Library's Staff Development Officer. Of course, the major players in these projects are the members themselves, who deserve commendation for establishing and developing the concept, and for their commitment to making team work a reality.

The Serials Team continued to develop into a highly effective work group. Although considerable additional work was generated by the serials cancellation process and by other projects, such as the serials use survey, the team met all commitments and performed consistently and cheerfully through the year.

With the implementation of self checkout units in Loans, it was necessary to replace barcodes on most of the monograph collection. Barcodes were previously placed inside the book and are now fixed to the front cover. Although this is the labour intensive side of adopting new technology, the efforts of cataloguers and temporary staff will be effective in helping alleviate pressure on the Loans Desk.

A Request for Proposal (RFP) for the replacement of the existing automated library system (PALS) was issued to library systems vendors in September. Product demonstrations by the two top vendors took place in early December and the Library's System Replacement Review Group was to reach a decision on the selection of top bidder in early 1994. A great deal of behind-the-scenes work took place to prepare the RFP, analyse system offerings and align these with Library objectives and practices to ensure that the document reflected a practical and far-sighted model of Library processing for the ensuing five years.

To ensure that the tender process was carried through on time, the Technology Development Librarian concentrated largely on finalising the RFP, chairing the Library Systems Review Group and organising various Library taskforces in the last three months of the year. As a result, the Systems Librarian, Janette Burke was seconded to manage a large part of the Technical Services divisional responsibilities during that time.

The Division was largely responsible, during 1993, for establishing Library services to students of the University's fledgling Berry Campus. A considerable quantity of materials was purchased for courses taught at Berry, and these were partially processed at Wollongong before being sent to Nowra. There, public library staff added records to their own system, so that students could borrow and return materials at Nowra. A personal computer and modem were installed in that library, so
that students could search the University Library's online catalogue for additional materials. State Government grants and an allowance within the Berry Campus operational budget enabled approximately $15,000 worth of materials plus shelving and computer hardware to be purchased. The Library donated a copy of the English Poetry Database on CD ROM to Shoalhaven City Library as an indication of commitment to this satellite campus development. Further close cooperation will develop in 1994 and beyond as the number of students at Berry increases.

The Library was fortunate in receiving $200,000 in development funds for planned improvements in 1993. Of this, $80,000 was earmarked for Law to fund one staff position and to supplement the Law bookvote. The remaining funds were used to purchase databases, to partially offset the cost of the increasing demand for inter library loans and to provide earmarked funds to purchase books for new subjects.

Considerable progress was made towards the goal of improving the relevance of the collection, particularly in the provision of essential resources for undergraduates. Some $64,000 was spent, partly from Fines revenue, on replacing missing books and buying multiple copies of high demand titles.

Serials costs continued to rise, as in previous years. With further rises predicted mid year, Deans and Library Committee Members reluctantly agreed to cancel 15% of all subscriptions. Despite considerable pain, this target was reached by the end of the year. This action, plus the very welcome addition of 1994 development funds totalling $200,000, should ensure that no further cancellations will be required in 1994.

A number of other initiatives were adopted in an attempt to minimise the effect of high serial costs, including a Vice Chancellor’s Challenge Grant funded project to underwrite electronic document delivery for the Science Faculty. Unfortunately, the response to this project was disappointingly poor, with only a small amount of material being purchased in this way. Commercial document delivery services have burgeoned in recent years and it is an increasingly efficient means of accessing on-demand material. The Library is committed to making such services available as alternatives to the purchase of printed material, because of the reduced overheads involved and because of the immediate availability of needed documents.

All staff in Technical Services are responding positively to the team based structure and have successfully completed a number of projects, whilst maintaining their high productivity in all routine tasks. The Division is anticipating with enthusiasm the installation of the new automated system with its promise of improved functionality.
Developments

- A new CD ROM tower was installed on the network, bringing to twenty one the number of networked drives available.

- Access to Liblink was made available on the online catalogue terminals throughout the Library.

- Students at the University's Berry campus were provided with access to the Library's online catalogue via a terminal and modem installed at the Shoalhaven City Library, Nowra.

- The Systems Librarian, as part of the Middle Management Team, was involved in the development of a five year plan which formalised the goals specified in Prospect 2001. The plan was presented to all Library staff and a number of strategies were developed and implemented towards achieving some of the goals specified in Prospect 2001. The Middle Management Team will continue to develop the five year plan by incorporating new services, broadening the client base and developing a comprehensive fee-for-service rationale.

Staff

The Research Services Librarian and Systems Librarian co-presented a paper, by invitation, and held demonstrations on the use of AARNet at the Australian Catholic University.

Information sessions for academic staff were organised by the Systems Librarian in November. All Library staff participated in developing and presenting these sessions which covered the latest technology used for research and document delivery. The sessions were well attended and it is hoped that they will be continued in 1994.

A middle management team consisting of University senior administrative officers, senior Library staff and faculty officers from across the campus met for the first time since its inception in 1992. The team decided that its major aims would be to make contributions to the organisational culture of the University and move towards the implementation of Towards 2000 at an operational level. The group will also provide input into the policy and planning development process of the University particularly for the general staff. One of the first priorities of the team was to implement career path planning for general staff across campus. The formation of the middle management team reaffirmed the need to work together towards formulating University wide policies and implementing Towards 2000 objectives.

The Systems Librarian was part of the Review Group and chairperson for the Technical Services Task Force established to advise on particular aspects of the new system.

In October, the Systems Librarian became responsible for the day to day management of Technical Services, particularly the management of administrative and staffing duties.
Acquisitions

Petra Carpenter
Acquisitions Librarian

Developments

- Staff in Acquisitions/Inter Library Loans participated in a number of training sessions with Lorraine Denny, Staff Development Officer, to enhance the performance and proficiency of the Self Managing Work Team.

- A session with an external co-ordinator was also held to review the progress of the Self Managing Work Team and determine team goals.

- In 1993, the Department commenced placing orders electronically with James Bennett Library Services. The Department also improved liaison with the University Bookshop, ordering items and compiling recommended textbook lists. It is hoped that electronic ordering will be possible from the University Bookshop in 1994.

- Visits were received from various Library suppliers: James Bennett Library Services, DA Information Services, Everett and Son, Law Book Company and Butterworths.

- Major donations to the Library in 1993 included those from Dr Cincotta of the Department of Modern Languages and Helen Mandl, of the University Singers.

Staff

Jenny Ross, Acquisitions Librarian resigned in late 1993. The responsibilities of the Acquisitions and Serials Librarian were combined into one position, that of Acquisitions Librarian. Petra Carpenter was appointed to this position.

Multiskilling continued with Gwen Vardereff working 2.5 days in Acquisitions/Inter-library Loans and the other two days in Serials. Amanda McHenry was trained to assist in accessioning and Inter Library Loans procedures. Staff in Inter Library Loans were trained in Acquisitions procedures and vice versa. Assistance was also provided by staff from other Departments in the accessioning and the Inter Library Loans sections.

Monographs

Inter Library Loans

Shauan Miller
Inter Library Loans Supervisor

Developments

- 12808 items were requested on behalf of our users. This shows an increase of almost 21% over the previous year.

- The increase in requests led to several new procedures being implemented within Inter Library Loans. Streamlined processes were developed in order to maintain the throughput of the section.

- Trials were carried out on LILI (LIBLINK Interlibrary Loans Interface). Unfortunately these did not prove to be very successful. Each
request took several minutes to produce which made the system extremely time-consuming and unproductive. Without considerable changes the system will not be trialled further.

In December, ABN (Australian Bibliographic Network) began an automatic payment service which has eliminated the need for separate billing files to be kept for each cooperating library. As most loan and copy requests are placed via ABN, the payment system has greatly reduced the staff time needed for payments tracking. It has also reduced the need for the Library to purchase ALIA (Australian Library and Information Association) vouchers.

Staff

Following the resignation of Fiona McGregor, Shauna Miller was appointed the new Inter-library Loans Supervisor in July.

Inter Library Loans staff continue to receive training in Acquisitions as part of the team development strategies agreed by the self managing team.

Shauna Miller continued to attend meetings of the Inter-library Loan Special Interest Group of the NSW ABN Group.

Nina Pierro and Shauna Miller attended the Inter library Loans meeting at the State Library of New South Wales. This was a good opportunity to meet other inter library loans officers and discuss new methods and systems in this area.

Inter Library Loans staff from the University of Western Sydney - Macarthur visited the Section in August.

Throughout 1993 Inter Library Loans had several work experience students spending time in the department. We were also fortunate to have two SkillShare Program staff for six months.

Raji George shared the first of the Library's Merit Awards with Faculty Librarian, Susan Jones. Raji was recognised for her initiative, excellent team work and customer focus.

All Inter Library Loans staff continued to develop and update their skills to ensure a better, more efficient service to all users.

Inter Library Loans

Serials

Developments

Weeding of the Serials collection continued throughout 1993. Discarded Serials from the collection have been donated to other institutions, with the largest proportion being sent to the Institute of Australian Studies, Dubai, United Arab Emirates.

The Serials Department participated in a Library wide program which provided eight people from the Commonwealth Government's Skillshare scheme with training and work experience in various Departments within the Library for a period of six months. Throughout this program, Margaret Chandler worked in the Serials Department updating serial holdings information and correcting errors on the online catalogue. Margaret was re-employed for a further six months, under the Jobstart scheme, to complete the project.

A Serial usage survey was conducted over a period of twelve weeks during first and second sessions of 1993. During this survey all current subscriptions were monitored for use. The results have been used to determine low use titles which have since been removed from the current serial display.
area where shelving space is restricted, and shelved in the bound serials area. The results of the survey will be forwarded to all Faculties in 1994.

- Sessions on Effective Group Functioning, which commenced in 1992, continued throughout 1993. These sessions were organised by the Staff Development Officer, Lorraine Denny, and have been extremely successful in continuing team building within the Department.

- The Serials Department was visited by representatives of the following suppliers: Bennett Ebsco, Law Book Company, DA Books and Journals, Butterworths, and All States Binding.

- Due to continuing subscription price increases, not all current serial subscriptions costs could be met by the current budget allocations. Each Faculty was required to cancel fifteen per cent of their serial titles in 1993.

**Staff**

The Serials Librarian, Carole Alcock accepted a position with the Faculty of Informatics until December 1993, during which time Petra Carpenter was Acting Serials Librarian. Carole Alcock was later appointed to a permanent position with the Faculty of Informatics to commence in 1994. The responsibilities of Serials and Acquisitions Librarian were combined into one position. Acquisitions Librarian, Petra Carpenter was appointed to this position.

In mid 1993 the Government Publications Officer, Lorraine Denny, was appointed to the position of Staff Development Officer within the Library. The Serials Officer, Maria Vandenbrink retired in July 1993 after long and dedicated service to the Library. Due to processes being streamlined, the responsibilities of both the positions were combined to create a new position of Government Publications and Serials Officer. Helen Andrews was appointed to this position and Lindi Crichton was appointed to Helen Andrews’ previous position.

Multiskilling continued with a number of staff working half time in both Serials and Loans or Serials and Acquisitions. Serial staff also helped out in other Library departments when assistance was needed.

Roslyn Perry continued to capably and enthusiastically assist the Department on a voluntary basis for one day per week.

Anne Brown was elected as a member of the Working Party on Career Options for Level 2 Staff.

Helen Andrews attended a two day external course on Australian Bureau of Statistics publications.

Petra Carpenter received part assistance from the Centre for Staff Development to attend a five day management workshop Young Managers Program in May 1993, held by the Mount Eliza Australian College of Management.

She also joined the UNISON Working Party on the Purchase of Expensive Serials and assisted in the compilation of a list of expensive serials, (those priced over $2000), which will become part of a database of high cost serial titles held by all Libraries which are members of UNISON. It is hoped that the member libraries will be able to reach a cooperative agreement regarding cancellation of high cost serials. An Acknowledgement Award was set-up in the Serials Department. This Award is given to a team member, nominated by the Team, who has excelled in some way, for example, by implementing a new initiative.  

![Current Serials Subscriptions](image)
Developments

The Cataloguing Department participated in a Library-wide program which provided a group of workers from the Commonwealth Government’s Skillshare scheme with training and work experience in library tasks.

Re-barcoding the Library’s monograph collection was begun by the Skillshare workers who shared this activity until the end of their six-month period of employment. Following this, Cataloguing staff took over the task, with the assistance of one of the Skillshare workers who was re-employed for a further nine months, under the Jobstart scheme. The Loans Department provided additional help with the project. The new barcodes are being fixed to the front cover of books, to speed the loans processing of items through the 3M self checkout and checkin units and at the Loans Desk. However, barcodes on many older items are in a supersede format and can only be machine-read with the help of time-consuming conversion programs. It is important that these are replaced. By the end of the year the re-barcoding project had neared the halfway mark.

Some basic weeding is being performed in conjunction with the re-barcoding. The weeding program is not intended to be a drastic one, but is designed to dispose of items such as little used early editions of works where later editions are held, duplicate copies of low usage materials and obviously outdated books on subjects, such as Computer Science, where rapid developments in technology cause information to date very quickly.

During the year the method of accessing the Australian Bibliographic Network (ABN) was fully transferred from the use of dedicated leased-line terminals to PC connection via the ABN/AARNet gateway. While the indirect link through the local network increases the possibility of downtime, the gateway connection is more cost-effective since it utilises multi-purpose PCs, as well as having lower connection charges.

As in previous years, students enrolled in correspondence courses in Librarianship were accommodated for work experience commitments. For the first time, two external students from the Curtin University of Technology, WA, requested work experience here. Three Indonesian Librarianship students also spent some time in the Department as part of overall library practice observations.

Staff

Rod Higham held ABN demonstrations for TAFE students enrolled in the Associate Diploma in Library Practices. He continued to represent the Library at the quarterly meetings of the NSW ABN Users’ Group.

Marion Pain served on the Consultative Committee on Award Restructuring and on the Classification Criteria Committee.

Sheree Pupovac organised workshops on cataloguing rules and procedures. She also attended meetings of the Music Cataloguers Group of the International Association of Music Libraries, NSW Division.

Traci Rice served on the Working Party on Career Options for Level 2 Staff.

Tracy Sweeney attended meetings of the Australian Law Librarians’ Group, and, the Cataloguing Section of ALIA. She also provided advice on Law cataloguing and classification to visiting staff from the University of Western Sydney and the University of Newcastle, both institutions being in the process of establishing Law libraries.
Despite the resignation of the Information Services Librarian, Craig Grimison, at the beginning of the year and a lengthy transition period before the position was filled, the Division made progress towards all of its objectives.

Craig successfully applied for a more senior position in Sydney. During his term of office, he made a significant contribution to the improvement of Library services and gained the respect and friendship of his colleagues.

In September, the Reference Librarian, Sue Pollock, was appointed to the vacant position. Sue had recently completed a two month secondment to the position of Senior Personnel Officer, Personnel Services Branch.

The change in leadership occasioned a review of the Divisional structure, with the aim of reducing the number of levels and rationalising responsibilities. As a result, the newly appointed Loans Supervisor and the Reserve Supervisor report directly to the Information Services Librarian.

The position of Reference Librarian, vacated by Sue Pollock, was filled by another internal applicant, Lynne Wright. Lynne's span of responsibility was altered to include Reference Services, the Faculty Librarians team and Special Collections.

During the leadership changes, many staff accepted additional responsibilities and not only maintained a high standard of service but introduced improvements in the delivery of services to the University community.

**Developments**

The appointment of a new Loans Supervisor led to a further examination of the roles of the Loans staff. Several improvements were made in the department: faster turn-around times were achieved in book returns and shelving; a major shelf-tidying project was completed; a review of the Reserve Collection prompted a redesign of the entire area and all staff attended courses on the provision of quality customer services. Progress towards the goal of improving the team work between Reference and Loans was made through the provision of Information Desk training for qualified volunteers from Loans. Relocation of the Information Desk, as part of the Foyer redesign will further facilitate interchange between the staff of both desks.

The Faculty Librarian's unit also saw a number of staff changes during the year and it was pleasing to see that participation in reader education programs continued to grow during this period of change. Faculty Librarians again devoted a great deal of time and energy to ensuring that students are educated to make the best use of the Library's collection and its facilities. Increased participation in Reader Education programs reflected the effectiveness of staff efforts to identify the real needs of the academic teaching program. For example, a series of lunch-time workshops, developed in conjunction with the Learning Development Centre, proved to be very popular with both staff and students.

Special Collections staff devoted considerable time to promoting their services via seminars, reader education classes, exhibitions and publications. The profile of this area has thus been improved during 1993.

Access to the main Library's online catalogue was provided from the Curriculum Resources Centre. Considerable effort has been devoted to the preparation of CRC holdings for adding to the main catalogue.
The Law Library's collection continues to grow and one of the challenges of 1994 will be a solution to the critical space shortage. A highlight of the year for the Law Library was the receipt of a $50,000 grant from the Law Foundation of NSW to establish an Electronic Legal Reference Centre. A Review of the Law Library was completed in February.

To achieve the Library's objective of improving access by disabled students on campus, the Disabilities Room was relocated to the ground floor of the Library in the Special Collections area. It was renamed the Access Room and contains:

* OsCar, an optical character recognition system with voice output and screen reading software. This computer can read books aloud or magnify text for visually impaired students. It is linked to a personal computer and material can be downloaded onto a floppy disc or printed.

* Voyager, a print enlarger.

* Braillemate, a portable braille keyboard which can organise, store and print information in standard text or braille.

The Library also provides an item retrieval and photocopying service for disabled students in conjunction with the Counselling Unit.

Library staff are also represented on the University's Disabilities Committee.

The end of 1993 saw the long-awaited commencement of building renovations to the Library's ground floor. The Reserve Collection was relocated and redesigned. The Photocopying room was relocated to provide better access and additional space. Faculty Librarians are in new accommodation with improved access to the University's computer network and in closer proximity to the new Information Desk. As a result of changes, the group study area has been reduced and provision for supervision of the area has been made. It is intended that this will alleviate the problems with noise and security which had been increasing during the year. The self-checkout units will be more visible and easier to use. The 1994 academic year should commence with a vastly improved design which will benefit clients through reduced queues, enhanced access to facilities and improved traffic flow through this busy area of the Library.

Summary

Despite increased demand for services and a static staffing establishment, the Division continued to improve services by adopting the latest, proven technology and by more efficiently managing its economic and human resources through strategic planning and staff development.

The Information Services Division is fortunate to have staff who respond positively to challenges, who value the freedom to demonstrate initiative and who demonstrate a high level of professional expertise and commitment. The quality of our Library’s information service is due to the excellent work of the many individuals who make up the Information Services Division.
Reference and Reader Education Services

Sue Pollock
Information Services Librarian

Reference Services

Developments

A review of the Reference Collection was completed in December 1993 by Faculty Librarians in consultation with Technical Services staff. The purpose of this review was to ensure that our collection adequately reflected the current teaching and research needs of the University. Gaps in the collection caused by an increasing number of new courses were identified and addressed. Other items were identified for updating, discarding or for relocation to other areas of the Library’s collection. The need for periodical reviews of this nature will continue, fuelled by both the dynamic nature of the University’s academic programs and by the inevitability of demand exceeding available funds.

In December, extensive renovations were undertaken on the ground floor of the Library. The Faculty Librarians moved to a new office closer to the Information Desk and CD ROM room; the Reserve collection was moved and redesigned to better accommodate our clients and the Photocopy room was moved to a larger area. The end result will be considerably improved facilities for both classes and staff in 1994. The Library remained open during the renovations, thanks to careful planning, the assistance of Building and Grounds staff and forbearance on the part of Library patrons.

Demand for assistance at the Information Desk increased by 6% and the need for staff to update their skills continued. The addition of more CD ROM titles and the popularity of this format has necessitated the continual training and updating of the technical and reference skills of our Information Desk staff. In-house training sessions were held throughout the year to update and refresh the skills of Information Desk staff on a variety of topics, including ABN searching, searching for information via AARNet and new sources of print information.

Increasingly, information is available in electronic form. Reference staff sought to improve the Library’s services to users by promoting electronic sources of information at the Information Desk. These included:

- access to AARNet services. These were marketed widely and sessions were held to demonstrate this service to the academic community. In this way, our Reference staff played a pivotal role in ensuring timely access to information for our clientele.
- access to CARL Uncover (a database of current journal articles located in Colorado)
- access to LIBLINK (standard user interface to NSW University libraries)
- access to CAUL ISI Current Contents database

The quality of our reference service and reader education programs has been widely recognised and we hosted a number of visits from staff of other university and public libraries, including visitors from Dubai and Indonesia.
A number of Library placement students spent time at the Information Desk and other areas of Information Services; these students came from Canberra University, Charles Sturt University and Edith Cowan University.

Library Displays included:

- Environment Display by the University's Student Environment group on Open Day.
- Jervis Bay Protection Society display during Environment Week

Staff

Supervision of the Reference area changed several times during the year. In April, the Reference Librarian, Sue Pollock, was seconded to the Personnel Services Branch as Senior Personnel Officer for a period of two months. During this time, Rosemary Dowe, the Information Services Librarian, assumed Sue's responsibilities in Reference. In September, Sue Pollock was appointed to the position of Information Services Librarian and in November, Lynne Wright was appointed to the position of Reference Librarian. Despite the number of changes in the supervision of the area, Reference staff continued to maintain and enhance services to Library clients.

A partial job share between Frances Riva, Reserve Officer and Elizabeth White, Law Reference Librarian, proved to be of great benefit to both the staff members involved and to both departments, providing another avenue to develop skills and provide better service to users.

The Library's continued commitment to multiskilling and job rotation was reflected in the number of Library Technicians who were trained to staff the Information Desk in 1993. Staff were given an intensive four weeks of training in the policies and procedures of the Information Desk; in the use of the Reference Collection; in the availability of electronic forms of information; in how to assist clients in the selection and use of CD ROM technology and in reference interview skills. Staff were then rostered with experienced librarians for the remainder of their training, both to consolidate what they had learned and to use the peer process to provide ongoing training. This training program has allowed for a higher degree of flexibility in meeting the staffing requirements of a very busy Information Desk service.

Summary

A key element in any organisation committed to service is the excellence of its personnel. Information Services staff continue to meet the challenge of an ever-changing information environment by committing themselves to continual improvement through attendance at staff development activities and in their efforts to provide a quality service to the University community.

Reader Education

Developments

The Reader Education Program continued to grow with a total of 6,649 students participating in Library training sessions, a 4% increase over 1993. During 1993 there was an increase in the number of lecture slots devoted to Library instruction. This approach enabled Faculty Librarians to target the large number of first year students. In addition, instruction was given in scheduled tutorials. Extensive individual instruction for staff and postgraduate students ensured that the Faculty Librarians again experienced a very busy teaching year. Another method of reaching large numbers of students was through the revised first year handout which was distributed to most first year undergraduates. This
publication outlined the most relevant Library information needed by new students.

- An exciting initiative in 1993 was a series of lunchtime workshops offered cooperatively by the Faculty Librarians and staff of the Learning Development Centre. Most sessions were well-attended, particularly when email was used to advertise class times. Plans are already underway for a similar program in 1994. Some of the sessions included: *The Library and your thesis; Information here and beyond; Locating technical papers and standards; How to find company information; Newspaper indexes: online and other; Find that review.*

- CD ROM training sessions continued to be a popular component of our reader education program. Considerable effort was devoted to the preparation and revision of all guides and tutorials used in CD ROM training. In order to cope with the increasing demand for training in this format, CD ROM classes were offered in new ways in 1993:
  - brief refresher sessions in the 9.00-9.30am timeslot
  - general classes (not system specific), where students could ask to be shown any system. These proved to be very popular, although it was quite a challenge for the Faculty Librarian. To assist in these sessions, Faculty Librarians developed a folder of sample searches on each of the CD ROM systems. Students could also use these in conjunction with other guides, as a form of self-paced learning.
  - Faculty Librarians continued to offer training sessions on a variety of CD ROM systems each week. The schedule of sessions was posted in the Library and advertised around campus. Many staff and students took advantage of these sessions.

- The 1992 Orientation program continued to use the self-guided tour for new students. Orientation tours and online catalogue classes were also conducted; including classes for groups such as WELC, mature-age, overseas, TAFE, high school and Foundation Studies students.

- As part of the University's Computer Literacy program, a Library skills component continued to be offered in 1993. Students completed this component by attending online catalogue classes or completing a written test. During the year, 2800 students completed this component, a 38% increase on 1992's figures. This figure was achieved through vigorous advertising and the efforts of all of the Information Desk staff who conducted the program and assisted with a mail-out of reminder letters at the end of the year.

- The Library again participated in the *Gateway program*, which is designed to prepare students for tertiary entry. Several sessions were conducted for 160 students, which covered online catalogue classes, Library tours and the use of basic research tools and techniques. A booklet was provided and questions were completed by the students. Feedback from these sessions continues to be extremely positive.

- Similar sessions were also held for students from the Wollongong English Language Centre (WELC), with the aim of equipping students with basic Library literacy skills before their entry to University. Two hundred and forty students participated in this program.

**Staff**

Significant staff changes occurred in the Faculty Librarians' unit during 1993. These included new appointments, promotions and transfers. Supervision of the unit changed several times. Staff coped admirably with the additional workload generated by the unusual circumstances.
Staff development activities continued to play a major role in the Faculty Librarians’ unit. Staff updated their online skills at Dialog (Advanced, Business) and Ausinet courses. In-house technology sessions were attended on topics such as AARNet, Email, CD ROM’s, CARL Uncover.

Some of the highlights of staff development for 1993 included:

- In November all Faculty Librarians attended a two part seminar on using PowerPoint, a program on presentation graphics for the Macintosh computer.

- Catriona McGurk, Faculty Librarian for Arts, participated in the University’s Introduction to Tertiary Teaching course which ran for the duration of second session. This subject was jointly presented by the Faculty of Education and the Centre for Staff Development. Increasingly, the role of Faculty Librarians is becoming a teaching one and Catriona was the first Library staff member to attend this course to develop her teaching skills. The content of the course, the interaction with participating academic staff and the use of peer evaluation as a method of reflecting on teaching performance contributed to a valuable learning experience. This experience benefited the entire team of Faculty Librarians. As a result, a program of teacher training activities has been developed and will be conducted in 1994.

- Susan Jones, Faculty Librarian for Commerce, was awarded the Rita Rando Merit Award. The Library’s Staff Training and Development Committee annually presents this award to a meritorious staff member. Recipients are awarded an amount of money to spend on staff development activities. Susan chose to attend a Train the Trainer course in Sydney and will share her new skills with the other Faculty Librarians during training sessions in 1994.

Chris Faricy, Health and Behavioural Sciences Faculty Librarian attended the National Sports Information Seminar. As a result of this workshop, the Library has joined Sydney libraries in a co-operative venture which includes the distribution of a union list of serials indexed on the Sports Discus CD ROM database.
Online and CD Rom Services

Lynne Wright
Reference Librarian

Developments

- New equipment was purchased for the CD ROM room. There are now eight computers with CD ROM drives and bubble jet printers. A ninth computer and printer is specifically for the full text data base IPO (IEEE Periodicals on Disc).

- One hour bookings, instead of thirty minutes, were trialled in 1992 and have now been adopted. Benefits include the completion of searches in one session and a reduction in technical problems due to the fewer times each day the system was accessed. Statistics for the number of searches increased by 10%.

- Training sessions for CD ROM databases are still a necessity in order to cater for all learning styles. The number of classes was cut by one third from 132 classes in 1992 to 101 in 1993, however, the number of participants increased due to a review of the type of sessions offered. A generic class, teaching a number of databases in the one session proved to be more popular with the students, although more demanding for the librarians.

- A review of CD ROM usage statistics and current funding for Reference material led to a thorough evaluation of CD ROM subscriptions and the print equivalents. Some CD ROM vendors make it more financially viable to subscribe to both print and CD ROM by offering attractive discounts, whilst others have separate fee structures for both formats. In light of the review, decisions were taken to cancel print equivalents of a number of the CD ROM databases.

- A number of new database subscriptions was established in 1993: Heritage and Environment (HERA), MLA International Bibliography, IEEE Periodicals on Disc (IPO) and CData 91 (Census Data). The most significant addition was the IPO database in November which is the full text of all IEEE journals, conference proceedings and standards. This has been purchased on a trial basis to be reviewed throughout 1994. Oshrom was the only CD ROM cancellation in 1993.

- As more CD ROM databases are purchased each year, fewer Online searches are requested. Approximately half the number of searches were conducted on the DIALOG databases compared to the previous year, whereas there was a significant increase in the number of searches on the Australian databases through AUSINET. Online services have been heavily promoted during reader education sessions and Lunch Time Workshops to ensure the resource is well advertised.

- Our subscription to Australis has been cancelled due to lack of use and many of the databases now being available on CD ROM. The database HEAPS (Health Education and Promotion), previously available online has now been taken up as a floppy disc subscription. The software Grateful Med has been purchased to allow cost effective access, via the Internet, to the National Library of Medicine in the United States of America.
Developments

- A number of staffing changes were experienced by the Loans Department during the year. These changes included participation in a program for Job Skills trainees, the appointment of a new Loans Supervisor and a number of successful appointments of general library assistants.

- Departmental rationalisation resulted in the transfer of end processing functions, formerly the responsibility of the Cataloguing Department, to the Loans Department. The two staff members associated with these duties now job share between Loans and Cataloguing on a week about arrangement. This has provided the Loans department with the equivalent of one extra staff member. The end processing tasks will be assumed by the general Loans staff as part of their assigned duties.

- A 3M Self Checkin unit was installed early in the year. This unit allows Library items to be returned and resensitised in one movement and reports to be generated as required, for example, reservation notices. This allows for a more efficient approach to the return of Library items, as the number of movements has been reduced. In redesigning the Returns Room, all ergonomic factors were taken into consideration, and any necessary alterations made.

- A review of the Loans casual staff was conducted early in Spring Session by the Reference Librarian, Sue Pollock and the Loans Supervisor, Margie Jantti. This review had two main purposes: to provide feedback to casual staff on performance expectations and to allow casual staff to provide input into the operation of the Loans department. Several meetings were held with staff. Changes in supervisory roles in the Department were outlined in detail. These meetings also provided the opportunity to stress the importance of quality performance and the role of casual staff in Library operations. The goals of the meetings were met, and casual staff provided valuable feedback on their perceptions of the services the Library provides and their role in providing them.

- A series of workshops was designed for the Loans staff by the Library's Staff Training and Development Officer. The focus of the workshops was improved customer service. The workshops required Loans Staff to identify areas of customer service that would benefit from development and to design strategies to implement the new approaches to improved customer service. Customer service training is an ongoing function, and more workshops and departmental sessions will be continued next year.

- A review of the Reserve Collection was undertaken to improve efficiency in the processing of Reserve material and to improve customer relations. A small working party investigated problem areas and developed strategies that could be implemented to improve the service offered by this collection. These strategies include: the improvement of the layout of the collection to ease congestion and the installation of extra photocopying facilities. Subsequent renovations to the Library’s ground floor in December have allowed these suggestions to be implemented.
A comprehensive approach to shelf reading and tidying was adopted to improve accessibility of the Library's collection. High use areas were divided into blocks and Loans staff assumed responsibility for a particular area. By utilising this approach, a greater portion of the Library's collection was checked.

Increased demands placed upon the Library's collection are reflected by the statistics for the Loans department. Loans transactions increased by 5.3% to 342,469 for 1993. Reserve Collection loans increased by 22% to 58,506. The number of renewals decreased indicating the success of the change in Loans policy which increase the initial loan period for undergraduates from one week to two weeks.

Staff

The Loans Department participated in a Job Skills program which began in February. Three trainees received training and experience in a variety of Loans functions. Upon completion of the program in August, one of the trainees was appointed to a limited term position within the Loans Department.

Former Loans Supervisor Marion Pain successfully applied for transfer to the Cataloguing department. In the interim period, the Reserve Supervisor, Frances Riva acted in the position and all Loans staff demonstrated their capabilities and professionalism while leadership and other changes were implemented. An external applicant, Margie Jantti was appointed to the vacant Loans Supervisor position in June.

Job share arrangements have continued to be successful, with a number of Loans staff actively participating in a variety of arrangements. Currently the Loans department has arrangements with the Cataloguing and Serials departments, the Law Library, and Special Collections. The benefits of job share arrangements are demonstrated by individual satisfaction and by benefits to the Library as a whole through multiskilling, increased job satisfaction and career development.
Video recordings

-many new videos were added to the collection including the Hello Australia series. This series was frequently borrowed by overseas students as an aid to improving English language skills. German and Spanish language learning videos were also obtained.

Music

-about 150 new compact disc recordings were added to the collection. A large proportion of the standard repertoire is now available on compact disc.

-a class was held for first year music students to introduce them to the collections and services.

-later in the year a Catalogue Confidence class was held to teach music students strategies for finding recordings and scores and particular songs and instrumental pieces.

Newspapers

-the Newspaper Collection continued to be very popular with Library users. Newspapers from Hong Kong, Taiwan and Pakistan were added to the collection.

-the total number of newspaper titles held in print or microfilm format was one hundred. The microfilms occupy 10 cabinets.

-the list of newspapers was updated and copies sent to other libraries. A file of spare copies of newspapers was maintained to provide replacements for any missing issues and for ease of photocopying.

-Newspapers were featured in three of the Lunchtime Workshops presented by the Library and the Learning Development Centre. The Workshops were: Newspaper Indexes- Online and Other; Australian Newspapers- Sources; and Newspapers- International Sources.

Equipment

-another Minolta 605Z microfilm/fiche reader-printer was obtained in 1993. This machine has a Universal Carrier fitted which allows the change from microfilm to microfiche format use in a matter of seconds. In 1993 there was a 14% increase in copies made on the reader-printers compared to 1992. There were 29995 copies made on microfilm and microfiche reader printers.

-additional overhead projectors were obtained for the seminar rooms in the Library. Many students used the audio-visual rooms with an overhead projector to practice tutorial presentations.

-a catalogue terminal was installed in the Special Collections area. This proved very useful to music students and other students looking for audio-visual materials.

Promotion

-a Guide to Special Collections handout was produced before the Autumn Session, and copies were available throughout the year as an aid to students, staff and visitors to the Library.
The CNN (Campus Network News) electronic bulletin board was used to advise the University community of important new materials added to the audio-visual collections, and of revisions to policies.

Important research materials from the Microform Monographs collection were promoted on CNN as a result of a review of that collection.

Staff

For most of the year, Arts Faculty Librarian, Catriona McGurk was responsible for the coordination of the various aspects of Special Collections. Catriona reviewed policies and procedures, clarified and documented the staffing needs of the area and assisted the Audiovisual Librarian to develop a reader education program for music students.

The Audio Visual Librarian continued to attend meetings of the International Association of Music Libraries, Australian Branch, NSW Division. Visits were made to: Sydney Opera House Library, Rockdale Municipal Library (music subject specialisation), and the University of Newcastle Library. He also attended sessions of the Workshop on Interactive Multimedia at the Faculty of Education and taught TAFE Associate Diploma of Library Practice classes on AV Materials and Newspapers.

Staff development activities included the Career Coaching Skills for Supervisors Courses and the Procedure Writing Workshop.

Jobstart Scheme staff working in the Library made a valuable contribution by end-processing donated music recordings and weeding the newspaper collection.

Archives

Patrick Brownlee
Archivist-in-Training

Developments

Strategic plans to promote and develop the focus of the collection have returned positive results this year. Through exhibits, on-campus seminars, academic liaison, networking with community organisations and active interest in securing potential acquisitions, the Archives has continued to expand its service.

The Archives office was relocated to the Audiovisual office, this facilitating staff cooperation and availability for enquires concerning Special Collections.

Transfer and storage procedures for University records are being reviewed in order to improve efficiency and save space; the main priority has been to centralise the various records groups and ensure that Administration is aware of scheduling procedures. A review of file creation was also initiated to identify the types and quantities of information being filed.

Plans were drafted by Archives to provide proper storage cabinets for the Rare Books collection. The arrival of these cabinets will free up valuable space for the theses collection.

The Archives Officer negotiated for the removal of some ten shelf metres of Geology material and for the return of the Shellharbour Council Records.

Acquisitions in 1993 included:

* Additions to the South Coast Labour Council collection. Holdings now extend from the 1920's to 1991. The South Coast Labour Council collection remains one of the most valuable and most consulted records groups.
* Additions to the Jim Hagan collection, including Labor Party records, conference papers, political ephemera, photos.

* Mining production logbooks, donated by A. Brady. This small collection of miscellaneous original logbooks from local collieries dates back to 1913. The manuscript information includes methods of production, union stoppages, rates of pay and workplace remarks.

Records relating to John Panter's research and a copy of his PhD thesis.

The underlying principle for Archival activity in 1993 has been promotion of services. Particular attention was devoted to raising awareness of the research collection amongst students and academics. This has been achieved through seminars, exhibitions, consultations and correspondence with individuals and organisations.

Six seminars were presented in History, Sociology and Science and Technology Studies. Tours were also held for Library staff unfamiliar with the operations of the Archives. These tours were attended by three visiting student Librarians from Indonesia who subsequently returned for a more detailed workshop or the organisation of Archives.

Displays included an exhibition of material from the May Day collection which was taken to the annual May Day function. This exhibition was the first of its kind to be taken to the community and was greatly appreciated by all who attended. The exhibit was also displayed in the Library. A display of Rare Books and a pictorial history of the University was mounted for Open Day.

A number of projects were developed to promote and expand the collection; these projects were based on an analysis of the existing collection, identifying items which would benefit from special attention and contribute to the overall promotion of the Archives. These included the Oral History project, in conjunction with the Illawarra Ethnic Communities Council. This involves a program of collecting oral histories from members of Wollongong's elderly ethnic community.

In October 1993 the Archives began to catalogue a selection of material which could be accessed on-line. Three of the largest collections (comprising over 500 boxes of material) have been lodged on the ABN system. The project will continue pending the update of the Library's automated systems.

The acquisition of the WIN television news film some years ago has attracted much interest from various departments involved in the distance education (PAGE) consortium. At the request of the Department of Journalism, the Archivist has been assessing the condition and value of the film. As the new Communications Centre has facilities to transfer the film to video, the opportunity exists to arrange the news film and transfer sections of it to a more useable video format.

The Archivist held a discussion with the Historical Features editor of the Illawarra Mercury in November 1993 with the aim of using the newspaper segment to promote the Archives collection. The project involves drafting a series of small research articles to be published in the Mercury which highlight aspects of the Archival collection.
A review of the Law Library by the Law Librarian and the Information Services Librarian was completed early in the year. The main recommendations concerned the need to identify a new location for the Law Library, participation in the Faculty's fund raising campaign and the creation of a commercial borrowers and fee for service program. This service was launched in June and offers the legal profession use of the Law Library's holdings plus a bibliographical legal information retrieval service by the Law Library's staff, using available resources including electronic sources.

The Law Library received an extra $50,000 in recurrent funding in 1993. This has increased the bookvote to $182,000. $30,000 of the new funds were used to establish serial subscriptions for much needed journals, law reports and legislation. Whilst going a long way to easing the collection deficiencies more funding is still required for what should be seen as a core collection of materials to support a basic teaching program in law.

To this end, the Faculty of Law held a dinner in July to launch their Faculty fund raising program. One of the main aims of this program is to raise funds for the maintenance and further development of the Law Library's collection. At the dinner two programs developed by the Law Library were also unveiled.

The first is the Law Library Membership Program in which local law firms, barristers, government departments and other interested bodies can join the Library for a fee. These fees vary depending on the number of users and type of member. Members are entitled to borrowing privileges, use of the collection and copies of the Law Library Serial List.

The second special service the Law Library is offering is the Legal Information Service. Research can be undertaken for users utilising the Law Library collection, online services and CDROM products.

A $50,000 grant was received from the Law Foundation of NSW to establish an Electronic Reference Centre. The funds have been used to purchase three personal computers, CD ROM drives and a printer, as well as various CD ROM and electronic floppy disk products. The subscriptions for these services have been taken out for three years to allow time for the Law Library to raise funds for their continuation through the Membership Program and Faculty fund raising program.

Further donations of law reports valued at over $25,000 were received from the Chancellor, Justice Hope. A local legal firm Maguire and McInerney also donated materials valued at over $9,000. Both these donations were welcome additions to the Law Library collection.

The Law Library collection is now over 52,000 volumes and should continue to grow at about 2,000 volumes a year. The Faculty of Law's target of 75,000 volumes by 1995 is unlikely to be reached if the current rate of growth continues. However, the Law Library is currently facing shortages in shelving space and seating for students. As a consequence, older primary material has been relegated to storage.
Staff

John Bahrij attended the *Asian Pacific Special Health and Law Librarians Conference* in August. He also presented a paper at the Australian Law Teachers Conference in New Zealand entitled *Standards, Co-operation and Rationalisation within Academic Law Libraries*.

Cheryl Brindle-Jones attended a one day Moys cataloguing workshop in Canberra.

Sandi Wooton attended the annual *Library Technicians Conference* held in Adelaide.

Frances Riva, from the Loans Department spent, two hours per week in the Law Library developing her legal reference skills. Elizabeth White continued her four hours per week on the main Information Desk.

Cheryl Brindle-Jones spent one and a half days per week in the Cataloguing department mainly working on the reclassification of Law monographs in the Main Collection.

Sheree Pupovac from the Cataloguing department continued to spend two hours per week on the Law Library Information Desk.
Developments

- The Curriculum Resources Centre was linked to the Library’s online catalogue via Macintosh computers at the beginning of 1993, enabling students to access the Library collection from the CRC.

- To further improve their computer knowledge and skills, all staff of the CRC have attended courses on the Macintosh computer and, if it was relevant to their work, the Word 5.1 wordprocessing package.

- Although the CRC was used as much as in previous years, the loans statistics decreased. This was probably due to the change in Library policy of extending the loan period from one week to two weeks. Access to the Library’s catalogue also encouraged more Education students to make use of the main Library’s facilities.

- All existing CRC databases have been converted from Appleworks to Clarisworks software and transferred to the Macintosh computer hard disk. This allows for easier updating of databases and provides more efficient access for both staff and students to this information.

- The CRC information booklet, Curriculum Resources Centre: What is it? was updated in preparation for the Autumn Session 1994. Changes to the booklet included the extension of the loan period to two weeks to be consistent with the main Library.

- Tours of the CRC were provided for special interest groups who visited the Centre. These groups included: library technician students from Wollongong TAFE College, students from the Wollongong English Language Centre, Diploma of Education students and Charles Sturt University library science students.

- The Curriculum Resources Centre was viewed by many visitors on the University Open Day. Displays of new curriculum material were mounted, and storytelling sessions were taken by Muriel Murada, a Bachelor of Education student.

- Other displays in the Centre included the puppets created by the second year visual arts students and a Book Week display.

- In preparation for adding CRC holdings to the new library system in 1994, the collection is currently being weeded; barcoding and tattletaping of the collection will commence when the weeding is completed.

Staff

Mary Tow assumed the position of Curriculum Resources Librarian, combining this position with her existing position of Faculty Librarian for Education. Paula Brown and Michelle Chilby were appointed firewardens for the CRC.

Sue Harlow, a Job Skills student, was employed for 6 months performing general tasks in the CRC while attending courses in Wollongong TAFE. Her work was very satisfactory and she was re-employed for a few days towards the end of the year.

All CRC permanent staff attended the relevant career coaching workshops. Paula Brown attended a Procedures Writing Workshop and Michelle Chilby attended a session on Understanding University Finances. Mary Tow attended Online ’93.
Staff Training and Development

Michelle Aitkin

- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
- ABN Inquiry Training - presenter Rod Higham: 7 April
- Cataloguing Workshop 1 and 2 - Sheree Pupovac: 15 July and 26 August

Helen Andrews

- Introduction to Government Publications - presenter Lorraine Denny, Library: 28 April
- Library Extension Program - Australian Bureau of Statistics: 9 and 10 December

Gay Antonopoulos

- Word for Windows - presenter Janette Burke, Library: 25 March
- Quality Customer Service: When the Going Gets Tough - Lorraine Denny, 9 and 18 August
- Career Coaching - CSD 16 August, 2, 9 and 16, September

Sharat Arora

- ABN Inquiry Training - presenter Rod Higham: 7 April
- Cataloguing Workshop 1 - Sheree Pupovac: 15 July

John Bahrij

- Asian Pacific Special Health and Law Librarians Conference: 23-27 August, Hotel Conrad Gold Coast
- ALTA Conference - Australian Law Schools Christchurch, New Zealand: 29 September - 4 October

Kerry Benny

- Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 5 August

Afrodita Brbevski

- Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 5 August
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Cheryl Brindle-Jones

- Word for Windows - presenter Janette Burke, Library: 23 March
- Mastering Information Overload - Lorraine Denny: 11 August
- Cataloguing Workshop 1 and 2 - Sheree Pupovac: 15 July and 26 August

Anne Brown

- Introduction to Government Publications - presenter Lorraine Denny, Library: 28 April
- Career Planning Workshop - Lorraine Denny/Maureen Bell: 8 November

Paula Brown

- Career Coaching Course - Maureen Bell CSD: 17, 24, 31 August, 7 September
- Introduction to Word 5.1 - Vicki Ray: 22 and 24 June
- Procedure Writing Workshop - Lorraine Denny: 26 October

Patrick Brownlee

- Word for Windows - presenter Janette Burke, Library: 23 March

Janette Burke

- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April
Neil Cairns

- Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Petra Carpenter

- Online Conference - ALIA Information Science Section, Sydney: 19 to 21 January
- How to run an Information Business - ALIA Information Science Section, Sydney: 22 January
- Word for Windows - presenter Janette Burke, Library: 26 March
- CNN/Easyshell Seminar - University: 30 March
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April
- Young Managers Program - Mt Eliza Australian Management College: 2-7 May

Michelle Chilby

- Security Presentation - David Anderson: 27 May
- Introduction to Macintosh - ITS: 24 June
- Introduction to Word 5.1 - Susan Gardner: 19 and 25 August
- University Finances - Susan Smith: 14 September

Lindi Crichton

- Career Planning Workshop - Lorraine Denny/Maureen Bell: 8 November

Donna Dee

- Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 9 and 19 August
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Diane DeFaveri

- Selection Techniques for General Staff - University: 9 and 10 March
- Word for Windows - presenter Janette Burke, Library: 25 March
- Conflict Resolution - University: 6 and 7 April

Lorraine Denny

- Basic Windows - presenter Janette Burke, Library: 19 March
- CNN/Easyshell Seminar - University: 30 March
- Beyond Mastering Information Overload - MTE - Sydney: 13 and 14 May
- Managing Meetings - University: 20 May
- An Introduction to Competency Based Training - Australian Institute of Management - Sydney: 7 and 8 June
- Introduction to Mac, ITS: 10 June
- Introduction to Word 5.1, ITS: 11 June
- Illawarra Human Resources Network Meeting - Competency Based Training, Illawarra Human Resources Network: 17 June
- Career Coaching for Supervisors - Maureen Bell, CSD: 17, 24, 31 August, 7 September
- Library Technician Conference - ALIA, Adelaide: 22-24 September
- Total Quality and the University - Illawarra Quality Improvement Network Seminar: 8 September
- Mastering Information Overload - Lorraine Denny: 29 September
- Trainers’ perception of Competence Based Training - Graduate School of Education/Max Gillett-John Hedberg: 13 October
- Colloquia: Self-directed Work Groups - Maureen Sullivan AIMA: 8 December
- PowerPoint Training ITS: 7 and 14 December
Bronwyn Donald

- ABN Searching - presenter Rod Higham, Library: 18 February
- ABN Inter-library Loans Module Training - presenter Fiona McGregor, Library: 18 February
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Basic Windows - presenter Janette Burke, Library: 19 March
- Word for Windows - presenter Janette Burke, Library: 23 March
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Introduction to Government Publications - presenter Lorraine Denny, Library: 28 April
- AARNet Sources for Library Staff - presenter Pam Epe: 24 February
- Mastering Information Overload - Lorraine Denny: 11 August
- Team Development Workshop - Elizabeth Lennon: 10 September
- Career Coaching for Supervisors - Maureen Bell: June/July

Rosemarie Dowe

- Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Valerie Dutton

- Ausinet Introductory Session - Ausinet - Sydney: 28 April
- AARNet Sources for Library Staff - presenter Pam Epe: 18 May
- PowerPoint - ITS: 8 and 15 November

Pam Epe

- Online Conference - ALIA Information Science Section, Sydney: 19 to 21 January
- How to run an Information Business - ALIA Information Science Section, Sydney: 22 January
- ABN Searching - presenter Rod Higham, Library: 18 February
- Total Service Quality Seminar - Department of Management - University: 18 March
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April
- Powerpoint - ITS: 17/18 August
- Rethinking Reference - RAISS, Uni of Sydney: 18 October

Chris Faricy

- Basic Windows - presenter Janette Burke, Library: 19 March
- Word for Windows - presenter Janette Burke, Library: 23 March
- Dialog Beyond the Basics - Dialog Australian - Sydney: 15 April
- Ausinet Introductory Session - Ausinet - Sydney: 28 April
- National Sport Information Centre Workshop - Sydney: 14 July
- Introduction to Government Publications - presenter Lorraine Denny: 25 May
- AARNet Sources for Library Staff - presenter Pam Epe: 18 May
- Mastering Information Overload - Lorraine Denny: 29 September
- Powerpoint - ITS: 9 and 16 November

Sherilee Gardiner

- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Mastering Information Overload - Lorraine Denny: 11 August
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

Keith Gaymer

- Word for Windows - presenter Janette Burke, Library: 26 March
- Time Management - University: 22 and 30 March
- IAML NSW Division meeting - Sydney Opera House: 7 April
- Career Coaching Skills for Supervisors - presenter Maureen Bell, CSD: 19 August, 26 August, 2 September, 9 September
- Procedure Writing Workshop - Lorraine Denny: 26 October

Raji George

- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
ABN Searching - presenter Rod Higham, Library : 18 February
Multiple Roles - nature orientation - presenter Lorraine Denny, Library : 4 March
Basic Windows - presenter Janette Burke, Library : 19 March
Word for Windows - presenter Janette Burke, Library : 26 March
Effective Meeting Skills - presenter Lorraine Denny, Library : 1 April
Special Institute for Library Technicians - AIMA - Sydney : 19 and 20 April
Mastering Information Overload - Lorraine Denny : 11 August
Team Development Workshop - Elizabeth Lennon : 10 September
Quality Customer Service Workshop - Lorraine Denny : 18 October
Introduction to Windows 3.1 - MTE Staff, Sydney : 1 December
Goal Setting - Lorraine Denny : 2 and 13 December

Neil Grant

Online Conference - ALIA Information Science Section, Sydney : 19 to 22 January
Office writing for Administrative Assistants - University : 2 April
Corporate Outcomes, presenter Elizabeth Lennon : 19 April
Advanced writing skills, constructing long reports - University : 4 June
A Passion for Living Video Presentation : 6 June
Security Presentation - David Anderson : 27 May
Networkshop '93
PowerPoint - ITS : 7 and 14 December

Jacqualine Green

Quality Customer Service : When the Going Gets Tough - Lorraine Denny : 5 and 18 August
Procedure Writing Workshop - Lorraine Denny : 26 October
Key Characteristics of Quality Customer Service - Lorraine Denny : 18 November
Strategies for Improving Customer Service - presenter Lorraine Denny : 23 November

Craig Grimison

Online Conference - ALIA Information Science Section, Sydney : 19 to 21 January
How to run an Information Business - ALIA Information Science Section, Sydney : 22 January

Sonya Hale

Quality Customer Service : When the Going Gets Tough - Lorraine Denny : 5 and 19 August
Mastering Information Overload - Lorraine Denny : 29 September
Key Characteristics of Quality Customer Service - Lorraine Denny : 18 November
Strategies for Improving Customer Service - presenter Lorraine Denny : 23 November

Robert Hayes

Introduction to Government Publications - presenter Lorraine Denny : 25 May
AARNet Sources for Library Staff - presenter Pam Epe : 18 May
PowerPoint - ITS : 9 and 16 November

Moraig Henderson-Gow

Team Development Workshop - Elizabeth Lennon : 10 Sept
Quality Customer Service Workshop - Lorraine Denny : 18 October
Goal Setting - Lorraine Denny : 2 and 13 December

Lee Hennessy

Key Characteristics of Quality Customer Service - Lorraine Denny : 17 November
Strategies for Improving Customer Service - presenter Lorraine Denny : 23 November

Rod Higham

Online Conference - ALIA Information Science Section, Sydney : 19 to 22 January
Word for Windows - presenter Janette Burke, Library: 23 March

CNN Training Session - University: 30 March

Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Cataloguing Workshop 1 and 2 - Sheree Pupovac: 15 July and 26 August

Allison Hill

ABN Searching - presenter Rod Higham, Library: 18 February

ABN Inter-library Loans Module Training - presenter Fiona McGregor, Library: 18 February

Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March

Basic Windows - presenter Janette Burke, Library: 19 March

Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April

Selection Techniques for General Staff: August

Team Development Workshop - Elizabeth Lennon: 10 September

Mastering Information Overload - Lorraine Denny: 29 September

Quality Customer Service Workshop - Lorraine Denny: 18 October

Selection Techniques for General Staff - Maureen Bell, CSD: 21 and 25 October

Sylvia Jacobs

ABN Inquiry Training - presenter Rod Higham: 7 April

Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 5 and 19 August

Procedure Writing Workshop - Lorraine Denny: 26 October

Key Characteristics of Quality Customer Service - Lorraine Denny: 18 November

Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Margie Jantti

Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 5 August

Mastering Information Overload - Lorraine Denny: 29 September

Procedure Writing Workshop - Lorraine Denny: 26 October

Key Characteristics of Quality Customer Service - Lorraine Denny: 18 November

Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Deirdre Jewell

Introduction to Government Publications - presenter Lorraine Denny: 25 May

AARNet Sources for Library Staff - presenter Pam Epe: 18 May

PowerPoint - ITS: 9 and 16 November

CData Training - UNLINC: 18 November

Mark Johnson

Word for Windows - presenter Janette Burke, Library: 25 March

Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 19 August

Procedure Writing Workshop - Lorraine Denny: 26 October

Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Susan Jones

5th Dialog Down Under Update - DIALOG: 18 January

Word for Windows - presenter Janette Burke, Library: 25 March

Introduction to Government Publications - presenter Lorraine Denny, Library: 28 April

Asian Business Information - AGSM: 20 October

PowerPoint - ITS: 9 and 16 November

Train the Trainer - MTE: 17 and 24 November

CData Training - University Centre Sydney: 18 November

Career Planning Workshop - CSD: 25 November
Heather Kitchener

- Quality Customer Service - presenter Lorraine Denny, Library: 24 February
- ABN Inquiry Training - presenter Rod Higham: 7 April
- Cataloguing Workshop 1 and 2 - Sheree Pupovac: 15 July and 26 August
- Procedure Writing Workshop - Lorraine Denny: 26 October
- Key Characteristics of Quality Customer Service - Lorraine Denny: 18 November
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Fiona McGregor

- Online Conference - ALIA Information Science Section, Sydney: 19 to 21 January
- How to run an Information Business - ALIA Information Science Section, Sydney: 22 January
- ABN Interlibrary Loans Training Course - School of Information Library and Archive Studies - University of NSW: 4 and 5 February
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March

Barbara McGuire

- ABN Searching - presenter Rod Higham, Library: 18 February
- ABN Inter-library Loans Module Training - presenter Fiona McGregor, Library: 18 February
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Basic Windows - presenter Janette Burke, Library: 19 March
- Word for Windows - presenter Janette Burke, Library: 26 March
- Conflict Resolution - University: 6 and 7 April
- Office Writing for Administrative Assistants - University: 7 May
- Career Coaching for Supervisors - Maureen Bell CSD: July
- Mastering Information Overload - Lorraine Denny: 11 August
- Neutral Questioning Workshop - ALIA: 19 October
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

Jo-anne Lombardi

- University Finances - University: 14 September

Angela Mant

- Mastering Information Overload - Lorraine Denny: 11 August
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

Felicity McGregor

- MBTI Team Building Workshop - Australian Psychologists Press - Sydney: 30 and 31 March
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April
- PowerPoint - ITS: 7 December

Catriona McGurk

- Word for Windows - presenter Janette Burke, Library: 25 March
- AIMA 200 Institute - AIMA - Sydney: 21 to 25 June
- Security Presentation - David Anderson: 27 May
- PowerPoint Training Pts 1 and 2 - ITS: 15 and 19 November
- CData Training - UNILINC: 18 November
Amanda McHenry

- PowerPoint - ITS: 7 and 14 December

Annette Meldrum

- Word for Windows - presenter Janette Burke, Library: 26 March
- AARNet Sources for Library Staff - presenter Pam Epe: 24 February
- Mastering Information Overload - Lorraine Denny: 11 August

Shauna Miller

- Inter-Library Loan Training Course, University of NSW: 16-17 August
- Mastering Information Overload - Lorraine Denny: 11 August
- Team Development Workshop - Elizabeth Lennon: 10 September
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Procedure Writing Workshop - Lorraine Denny: 26 October
- Colloquia: Self-directed Work Groups - Maureen Sullivan AIMA: 8 December
- Goal Setting - Lorraine Denny: 2 and 13 December

Gary Norwell

- Time Management - University: 22 and 30 March
- Word for Windows - presenter Janette Burke, Library: 23 March
- Conflict Resolution - University: 6 and 7 April
- Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 9 August
- Quality Customer Service: When the Going Gets Tough II - Lorraine Denny: 18 August
- Key Characteristics of Quality Customer Service - Lorraine Denny: 18 November
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Marion Pain

- Word for Windows - presenter Janette Burke, Library: 26 March

Norbert Pauly

- Key Characteristics of Quality Customer Service - Lorraine Denny: 18 November

Nina Pierro

- ABN Interlibrary Loans Training Course - School of Information Library and Archive Studies - University of NSW: 4 and 5 February
- ABN Searching - presenter Rod Higham, Library: 18 February
- Word for Windows - presenter Janette Burke, Library: 23 March
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Advanced Ilanet Training - presenter Ilanet, State Library: 6 June
- Mastering Information Overload - Lorraine Denny: 11 August
- Goal Setting - Lorraine Denny: 2 and 13 December

Sue Pollock

- AARNet Sources for Library Staff - presenter Pam Epe: 24 February
- Total Quality Management, CAMIA, presenter Prof Gunter Arndt: 30 April and 13 May
- Internal Quality Auditing, CAMIA, presenter Mel Saunders: 7, 12 and 13 May
- Managing Meetings - University: 22 April
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April
Manager's role in Career Development, CSD. presenter Maureen Bell, 7 and 17 June
University Finances - University: 14 September
Powerpoint - ITS: 15 and 19 November

Sheree Pupovac
- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
- CNN Training Session - University: 30 March
- Mastering Information Overload - Lorraine Denny: 29 September
- IAML Meeting/Cataloguing Meeting - IAML Rockdale Public Lib: 28 September

Traci Rice
- Quality Customer Service - presenter Lorraine Denny, Library: 24 February
- Time Management - University: 22 and 30 March
- Word for Windows - presenter Janette Burke, Library: 25 March
- Office Writing for Administrative Assistants - University: 2 April
- Conflict Resolution - University: 6 and 7 April
- Job Application Skills - University: 5 May
- Quality Customer Service: When the Going Gets Tough - Lorraine Denny, 9 and 18 August
- Key Characteristics of Quality Customer Service - Lorraine Denny: 17 November
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Carol Richards
- Introduction to Government Publications - presenter Lorraine Denny, Library: 28 April

Frances Riva
- Word for Windows - presenter Janette Burke, Library: 23 March
- Conflict Resolution - University: 6 and 7 April

On the Job Coaching for Supervisor - University: 9 June
AARNet Sources for Library Staff - presenter Pam Epe: 24 February
Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 9 August
Mastering Information Overload - Lorraine Denny: 11 August
Key Characteristics of Quality Customer Service - Lorraine Denny: 17 November
Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Janette Roberts
- Quality Customer Service: When the Going Gets Tough - Lorraine Denny: 9 and 18 August
- Key Characteristics of Quality Customer Service - Lorraine Denny: 17 November
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November

Jenny Ross
- Online Conference - ALIA Information Science Section, Sydney 19 to 22 January
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Word for Windows - presenter Janette Burke, Library: 26 March
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Leone Ross
- ABN Inquiry Training - presenter Rod Higham: 7 April
- Key Characteristics of Quality Customer Service - Lorraine Denny: 17 November
- Strategies for Improving Customer Service - presenter Lorraine Denny: 23 November
June Sassall

- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- ABN Searching - presenter Rod Higham, Library: 18 February
- ABN Inter-library Loans Module Training - presenter Fiona McGregor, Library: 18 February
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Mastering Information Overload - Lorraine Denny: 11 August
- Team Development Workshop - Elizabeth Lennon: 10 September
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

John Shipp

- Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Augusta Stanizzo

- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Mastering Information Overload - Lorraine Denny: 11 August
- Team Development Workshop - Elizabeth Lennon: 10 September
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

Bernadette Stephens

- ABN Searching - presenter Rod Higham, Library: 18 February
- ABN Inter-library Loans Module Training - presenter Fiona McGregor, Library: 18 February
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Basic Windows - presenter Janette Burke, Library: 19 March
- Word for Windows - presenter Janette Burke, Library: 26 March
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
- Mastering Information Overload - Lorraine Denny: 11 August
- Career Coaching for Supervisors - Maureen Bell, CSD: 17, 24, 31 August, 7 September
- Team Development Workshop - Elizabeth Lennon: 10 September
- Quality Customer Service Workshop - Lorraine Denny: 18 October
- Goal Setting - Lorraine Denny: 2 and 13 December

Tracy Sweeney

- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
- ABN Inquiry Training - presenter Rod Higham: 7 April
- Careers Coaching workshop - presenter Maureen Bell: June/July
- Subject to Change - ALIA Cataloguers Section: 22 November
- Mastering Information Overload - Lorraine Denny: 29 September
- Procedure Writing Workshop - Lorraine Denny: 26 October

Mary Tow

- Online Conference - ALIA Information Science Section, Sydney: 19 to 22 January
- Word for Windows - presenter Janette Burke, Library: 26 March
- Corporate Outcomes, presenter Elizabeth Lennon: 19 April

Maria Vandenbrink

- CNN/Easyshell Seminar - University: 30 March

Gwen Vardareff

- Quality Customer Service - presenter Lorraine Denny, Library: 24 February
- Multiple Roles - nature orientation - presenter Lorraine Denny, Library: 4 March
- Word for Windows - presenter Janette Burke, Library: 23 March
- Effective Meeting Skills - presenter Lorraine Denny, Library: 1 April
Team Development Workshop - Elizabeth Lennon : 10 September

Goal Setting - Lorraine Denny : 2 and 13 December

Elizabeth White

- Word for Windows - presenter Janette Burke, Library : 23 March
- Quality Customer Service : When the Going Gets Tough - Lorraine Denny : 9 and 19 August
- Mastering Information Overload - Lorraine Denny : 29 September
- Career Coaching - CSD 16 August, 2nd, 9th and 16th, September

Sandi Wooton

- Word for Windows - presenter Janette Burke, Library : 25 March
- Mastering Information Overload - Lorraine Denny : 29 September

Lynne Wright

- PowerPoint - ITS : 9 and 16 November
- CData Training - UNILINC : 18 November
Staff Members

ADMINISTRATION

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

Deputy University Librarian
Felicity McGregor BA, Dip Lib, AALIA

Research Services Librarian
Pam Epe BA, AALIA

Staff Development Officer
Lorraine Denny BA (from April)

Senior Faculty Librarian - on secondment
Neil Grant BA, Dip Lib (from March)

Executive Assistant
Jo-anne Lombardi (from May)

TECHNICAL SERVICES

Technology Development Librarian
Neil Cairns BA, Dip Lib

Systems Manager
Janette Burke BA, MComm, AALIA

Acquisitions/Inter-Library Loans

Acquisitions Librarian
Petra Carpenter BA (Lib Info Sci) AALIA (from October)

Inter-Library Loans Supervisor
Shauna Miller (from June)

Bronwyn Donald Dip Teach
Sherilee Gardiner
Raji George BA, BEd
Tony Hassan
Moraig Henderson-Gow BA, BCA (from July)
Allison Hill BA (Lib Info Sci)
Barbara McGuire BA, Dip Ed
Nina Pierro
June Sassall
Augusta Stanizzo
Bernadette Stephens
Gwen Vardareff
Serials

Serials and Government Publications Officer
Helen Andrews (from June)

Anne Brown
Lindi Crichton (from July)
Carol Richards
Agnes Wroblewski

Cataloguing

Senior Cataloguer
Rod Higham BA

Michelle Aitkin BA
Heather Kitchener
Sheree Pupovac AALIA
Traci Rice
Leone Ross
Tracy Sweeny BA

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

INFORMATION SERVICES

Information Services Librarian
Suzanne Pollock BA, Dip Ed, Dip Lib (from September)

Reference/Reader Education
Lynne Wright Dip Teach, Dip Lib (from November)

Faculty Librarians
Chris Faricy BA, AALIA (from March)
Robert Hayes BSoc, Dip Info Mgmt, AALIA
Deirdre Jewell BA, Dip Lib
Susan Jones BA, Dip Lib
Catriona McGurk BA, Dip Lib, AALIA

Special Collections

Audio Visual Librarian
Keith Gaymer BA, Dip Lib, AALIA

Archivist-in-training
Patrick Brownlee BA
Loans

**Loans Supervisor**
Margie Jantti (from June)

**Reserve Supervisor**
Frances Riva

Kerry Benny  
Diane DeFaveri BA, Grad Dip Lib, AALIA  
Jacqueline Green (from July)  
Sonya Hale (from July)  
Lee Hennessy  
Sylvia Jacobs  
Mark Johnson BA, Grad Dip Lib  
Norbert Pauly  
Gary Norwell

Law

**Law Librarian**
John Bahrij BA, Dip Lib, AALIA

Gay Antonopoulos BA, AALIA  
Cheryl Brindle-Jones  
Annette Meldrum (from July)  
Sandi Wooton  
Elizabeth White BA, Grad Dip Lib

Curriculum Resources

**Senior Faculty Librarian - Education**
Mary Tow BA, AALiA

Paula Brown BEd  
Michelle Chilby
# Statistics

## BOOK STOCK

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## LOANS

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## INTERLIBRARY LOANS

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## INFORMATION DESK ENQUIRIES

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