

**MONASH UNIVERSITY LIBRARY**

**ANNUAL REPORT**

**1989**



## REPORT OF THE UNIVERSITY LIBRARIAN FOR 1989

The year under review was characterised by a great deal of activity in four areas: organisational changes, amalgamation discussions, general staff salary review, and implementation of the new library computer system. Although these activities took up a lot of staff time, normal library services were maintained, and in certain instances, expanded.

Financially, the Library was in better shape than in previous years in spite of the fact that it suffered a slight decrease in the budget in real terms. The situation was ameliorated partly because of the strength of the Australian dollar and partly because of the efforts of the library management to rationalise staffing resources and other operating expenses. Thus the Library was able to increase its allocation for the acquisition of library materials by about 11%. However, with rapidly rising staff costs, increasing student numbers, demand for more services, increased usage by outsiders, and annual increases in the budget of less than the rate of inflation, the Library will face severe pressures in future years to even maintain its current acquisitions budget.

### Organisational Changes

The principal changes involved the abolition of the position of Deputy Librarian and its replacement by two Associate Librarians - one responsible for central support services and one for information resources development and utilisation; the merger of the Cataloguing and Acquisitions departments into one division thus rationalising the use of staff resources; an expansion of the role of the Collection Management Librarian from one of essentially serving only the Humanities and Social Sciences Library to one of serving all branches in the library system; and the creation of a human resources management unit to promote staff development. Other organisational changes will be carried out in stages after appropriate consultations with staff. The organisational changes were intended to achieve the following objectives:

- \* ensure better coordination among the various components of the university library system so that all components would move in tandem towards achieving the overall objectives of the university library.
- \* promote better human resources development and management.
- \* develop systematic collection management policies in order to ensure that limited resources are used efficiently to serve the research and teaching programmes of the university.
- \* establish a mechanism for reviewing and monitoring budgetary expenditure so that the library can change directions in response to the changing strategies of the university.

### Amalgamation Matters

Amalgamation discussions with Chisholm library staff began very early in the year. Discussions on the merger of the two library systems were conducted at two levels: a steering committee on library amalgamation (comprising senior library staff from both institutions) to develop policies and principles; and a number of working groups comprising staff from both libraries to discuss and make detailed recommendations on a number of areas including management structures, ADP systems, lending and reader services, technical services, communication, collection management and staff development. Towards the latter half of the year, when it became clear that Gippsland Institute of Advanced Education would become a university college of Monash, the staff of the Gippsland library were invited to participate in the deliberations of the Steering Committee and its working groups.

In general it is true to say that the Steering Committee was driven by the desire to ensure that the final outcome would be an integrated library system that would provide library services to the teaching and research staff, the undergraduate and postgraduate students and the general community in Victoria at a level commensurate with the status of Monash University as a major university in Australia. It is also true to say that the spirit of goodwill, compromise and cooperation that generally prevailed among the library staff of both institutions ensured that the merger negotiations were conducted in a harmonious and positive manner.

### **General Staff Salary Review**

Library staff spent an inordinate amount of time preparing and reviewing their position descriptions. A number of staff were also involved in the evaluation process. Unfortunately, however, because of major disagreements between the university and the union on implementation principles, the whole process was aborted prematurely leading to an unfortunate decline in staff morale.

### **Library Automation**

The Library's new system, named SESAME2, was delivered in February, and by May an online public catalogue was available in test mode. By December, some 238,410 records representing all material catalogued between 1980 and October 1989 had been loaded into the system. One of the principal objectives of the SESAME2 project, the availability of access to the on-line catalogue via departmental terminals spread around the campus, was announced in the last quarter of the year.

In December, a second processor, additional memory, tape and disk drives were ordered from DEET funds provided for expansion of the system to cater for Chisholm and Gippsland. It is planned that at least the Chisholm catalogue records would be loaded to the system and be in use in 1990.

The installation of such a large system would inevitably lead to problems - problems resulting from the complexity of the system, from the amount of time required by staff to gain a basic level of competence, and from an underestimation of the considerable amount of preparation required to implement the various modules of the system.

The library's older systems (Acquisitions, Budget, Circulation, Inventory, Student Reading, and Sub-inventories) received little attention during the year due to pressures generated by the needs of the SESAME2 project; nevertheless all continued to run quite well though showing signs of strain (particularly space shortages on mass storage devices). With the advent of SESAME2 most of these systems are due to be withdrawn, and planning for transferring Inventory and Circulation to the UNISYS 2200 were well advanced.

### **Collection**

The stock of the library grew to 1,426,713 volumes at the end of the year, an increase of 44,852 volumes (approximately 30,588 titles). The total number of current periodicals was reduced by 73, and at the end of 1989 there were 13,868 current titles.

With financial assistance from the Dean of Arts, the Friends of the Library and the English Department, the Library was able to purchase a previously unpublished letter by Swift to Charles Ford, the man who assisted Swift in having corrections incorporated in editions of Gulliver's Travels. Other significant acquisitions included some broadside satirical verse from the late 17th and early 18th centuries. From the 19th century, a first edition of Dickens' *Dombey and Son* with 12 additional plates by Phiz was purchased. Lindsay Shaw purchased on behalf of the library an Australian novel, *Alfred Dudley or the Australian*

*Settlers*, attributed to William Howitt and published in 1830.

In the physical sciences and engineering areas, a number of new academic initiatives in materials science and engineering, electronics and computing were begun without adequate or enhanced library support. Only in the area of pulp and paper technology was external funding received from the VEF for the purchase of additional library resources.

The Law Library continued to receive funding from the Victoria Law Foundation, and found that overall funding was adequate to replace some of the worn out law reports.

The Biomedical Library purchased the *Bibliography of Australian medicine and health services to 1950* (a Bicentenary project), and because of the higher purchasing value of the Australian dollar and an increased budget was able to increase the number of new periodical subscriptions.

### Technical Services

1989 heralded considerable change for Technical Services departments, but the year finished with a number of matters still unresolved. In spite of uncertainty on a number of fronts, staff maintained the department's regular operations with only a slight drop in total quantitative output.

The department's output was somewhat less than the previous year in terms of traditional quantitative measures. For example monograph cataloguing dropped by 3%, monograph order creation by 8%. The principal cause is most probably staffing fluctuation. Analysis of individual monograph cataloguing statistics show significant increases and decreases suggesting that departmental productivity is very sensitive to individual performance factors. In orders preparation/keypunching the difficulty of maintaining regular staffing was a contributory factor, and the unpredictable fluctuations in the receipt pattern of recommendations complicated the situation. Using the statistic of "monograph volumes added per technical services staff member", performance actually improved. In 1989 this statistic was about 585 compared with 575 in 1988; the mean for Australian universities in 1988 was 528.

Also on a positive note, more of the library's suppliers undertook to ship books at low or no extra cost by airfreight, thus increasing speed of supply to an average 4 weeks. The forward purchase of common overseas currencies created no difficulties and led to considerable savings.

## Reader Services

Loans increased by nearly 6% in comparison with 1988. The total rose from 692,583 to 732,794. The breakdown of the loan transactions by branch library was as follows:

H&SS (Main)	431,724
Hargrave	130,151
Biomedical (on campus)	77,022
Biomedical (Alfred Hosp.)	16,251
Law	77,646
Total	732,794

The total number of reference and other enquiries increased considerably. However, as there was no standardised means of collecting the statistics, there was considerable variation in the manner in which the enquiries were collected, measured and reported by the different branches. As a result during 1989 the method of collecting user enquiries was revised and standardised across the system; and it is hoped that accurate and better comparative statistics can be provided in 1990.

CD-ROM services had been introduced in the Main Library in 1988. In 1989, these services were also introduced in other branch libraries. In the Biomedical Library a CD-ROM workstation was installed, and three databases made available, *Medline*, *Life sciences*, and *Psyclit*. With the introduction of the CD-ROM service, the number of requests for online searches fell dramatically, from 376 in 1988 to 257 in 1989. CD-ROM workstations were also introduced into the Hargrave Library, and an experiment was conducted to access the JCPDS Powder Diffraction File from remote workstations using the Carbon Copy software.

The Library organised two exhibitions during 1989. These were: Gastronomy: the art and science of good eating, 14 March - 30 April; Paris, city of revolutions, an exhibition of books on Paris published before the 20th century, 9 June - 31 July.

## Staff Matters

The allocation for staff development was increased. Decisions relating to the selection of staff who should receive financial support to attend various training programmes, conferences and seminars were determined by a Staff Development Committee, which had been established towards the end of 1988.

Staff also continued to serve on a number of library and university committees both in their personal and official capacities. Some staff were also involved in professional committees outside the university, principally with the various committees of ACLIS (Australian Council of Library and Information Services), ALIA (Australian Library and Information Association), CAVAL and CAUL (Committee of Australian University Librarians).

## Concluding Remarks

1989 was a year when considerable changes occurred - changes which tended to have an unsettling effect on staff and needed to be managed sensitively. A real decrease in the budget has also resulted in serious strains on the library system, which in the long term can only be overcome by a quantum leap in staff productivity. The new library computer

system, when fully implemented, offers some hope that increases in staff productivity will take place. Whether or not this will be sufficient to overcome the decline of the library budget in real terms in the future is a moot point. In the meantime, both the library staff and the library's primary clientele face a period of considerable uncertainty and strain. In general, it may be said that the year was characterised by the tremendous determination of library staff to maintain services in spite of declining resources, and the goodwill and patience displayed by the library's users. I am deeply appreciative of their contributions to the library's achievements.

## TECHNICAL SERVICES

### General

#### Administration and organisation

The restructured Technical Services Librarian position was advertised early in the year, and in March the former Cataloguing Librarian, Jan Maslen, took up the new position. At this point the former Acquisitions Librarian, Volkhard Wehner, became the Deputy Technical Services Librarian, and the positions of Cataloguing Librarian and Acquisitions Librarian were abolished. The titles of Deputy Cataloguing Librarian and Deputy Acquisitions Librarian then became redundant. Senior positions in cataloguing and acquisitions continued, although the roles directly associated with deputising were withdrawn from those positions. The Technical Services Librarian and Deputy agreed on a division of routine responsibility for specified departmental matters (for example, staff development and training, systems implementation). As a temporary measure, and to ensure that there were no gaps in accountability, the two senior staff retained their previous portfolios of cataloguing and acquisitions with regard to matters not specified. At the same time a small Working Party (established to consult with staff and recommend an organisational structure for the integrated department) continued its deliberations. Unfortunately that Working Party did not effectively operate during the latter half of the year, and at the end of the year only a skeletal organisation had been agreed upon. This delay in progress is attributed to conflicting priorities for the Technical Services Librarian's time, and to the many uncertainties in the immediate environment which made it difficult for other staff, even senior departmental staff, to contribute effectively to discussions. Thus at the end of 1989, the "temporary" structure was still in place with the three sections operating fairly much unchanged. This rate of progress is not satisfactory, but there were achievements in integration which should be noted. Staff movement within the section was facilitated, and there were instances of improved performance as a result of transfer of staff to areas of critical need. This in turn has led to improved mutual understanding and communication between sections. Administrative work previously undertaken by two department heads was rationalised, although the physical separation of the component departments reduced the benefit of this. Secretarial/typing support for the whole department was rationalised by forming a departmental office unit of two from restructured positions formerly located in Acquisitions and Cataloguing; physical separation of departments has also prevented this change showing its full benefit.

#### Physical relocation

Agreement was finally reached during the year that Technical Services would be established as a single unit on the lower ground floor of the Main Library building, but there was little progress in actually making the change. A small task force of staff was formed to assist and advise the Deputy Technical Services Librarian in drawing up detailed plans for the new area. At the end of 1989 it was still not clear whether the project would proceed as planned, and if so when.

#### Systems implementation/planning

One professional staff member (from cataloguing) was seconded part-time to Systems to assist with planning and undertaking implementation of the PALS system. The time involved varied but averaged approximately .5 EFT. The department was closely involved in the loading of the first (ABN-derived) bibliographic records to the database - assisting with testing the loading programs and investigating rejected records. Additional staffing was made available to release experienced staff for this special project. A number of problems with the original specification for the loading program were discovered; the department is still hopeful that it will be possible to amend these when programming time



is available, thus minimising the constraint of policy by software.

It is assumed that a full report of progress on system implementation will be provided separately.

### Amalgamation

Activity in relation to the forthcoming amalgamations centred on a special working group of SCOLA devoted to technical services. Departmental members were the Technical Services Librarian, the Deputy and LSA representative Jenny Warren. Details may be obtained from the group's report, and from subsequent SCOLA documents.

### Costs

The current budgeting and financial reporting arrangements make it difficult, and in some cases impossible, to analyse costs on a departmental, or program, basis.

### Output

A number of quite specific productivity statistics are given in the following. A statistic sometimes used as an indicator of overall technical services performance is "monograph volumes processed per technical services staff member". In 1988 the mean for Australian universities was 528. In 1988 the Monash figure was roughly 575 and in 1989 was 585.

### Staffing

**Table 1. Technical Services staffing (EFT) at 31.12.89**

	Clerical/ Keyboard	Para/Professional	Professional	Total
Administration	1.2	-	2	3.2
Acquisitions	8.4	4.9	3	16.3
Cataloguing	8.2	3.8	14.6	26.6
End Processing	2.6	-	-	2.6
Total	20.4	9.7	18.6	48.7

This and other tables showing allocation of staff reflect the usual attachment to activities, although in some cases these vary. Staff have generally been allocated to only one area.

### **Acquisitions**

**Table 2. Acquisitions staffing at 31.12.89**

	Clerical/ Keyboard	Para- professional	Professional	Total
Full-time	6	2	3	11
Part-time	4	5	-	9
Total	10	7	3	20
(EFT)	(8.4)	(4.9)	(2)	(16.3)

End-of-year EFT staffing for acquisitions was approximately 16 compared with 17.8 at the same time in 1988, but it must be noted that two positions (1.6 EFT) are now recorded as administration while still providing major support to acquisitions. The staffing difference is therefore quite small numerically although this in turn tends to disguise the fact that there was considerable staff movement during the year. There were two principal causes for the movement:

First the need to employ temporary staff to compensate for the extended absence of one staff member on WorkCare, another on maternity leave, and a reduced fractional appointment.

Second, two acquisitions positions were affected by the decision (at the end of 1988) not to renew the contracts of temporary staff beyond June. The duties associated with these positions were not regarded as temporary and it was difficult to determine which activities had sufficiently low priority to be abandoned. The main source of hope lay in the long term, and in the realisation of the concept of a more closely integrated technical services with elimination of duplication. Unfortunately most examples of this in turn required system developments, the benefits of which would almost certainly not be available until 1991. Therefore during 1989 additional funding was made available for the latter half of the year, but not before the resignation of one of the temporary staff to take up a more secure position, and the consequent need to make a new temporary appointment. A decision was also made subsequently to reappoint the 1989 temporary staff to mid 1990. Although the staff are needed in order to maintain current activities, continuing in this manner causes almost constant uncertainty for staff and is administratively unwieldy. A review of the matter will be undertaken in 1990.

### Monographs

During the year 30,501 monographic items were entered in the orders database - a slight drop compared with the previous year's total of 33,276. Within this, antiquarian orders again showed a substantial increase - 2,900 items compared with 1,900. October was the busiest month with 3,437 items entered. The standing orders program was under some review during the year and this is reflected in the placement of 60 new orders (compared with 106 in 1988) and the completion/cancellation of 243 (compared with 120 in 1988). 3,451 items were received on standing order, roughly the same as in 1988 (3,509). Staff turnover and absences impacted mainly on monograph orders preparation. This, combined with unpredictable fluctuations in the arrival of recommendations, led to the development of backlogs and hence processing delays. Some relief staff were able to be employed using salary savings, and other staff were (very willingly) transferred part time from precataloguing work. With these extra hands and hard work by all, the immediate problems were overcome.

Still unresolved at the end of the year was a growing backlog of non-English orders/gift work caused by absence, or diversion to other tasks, of the staff responsible. Staffing such tasks is additionally complicated if specialist skills are required (e.g. ability to read a non-roman script).

### Periodicals

278 new orders were placed (including 7 CD-ROM services) with 216 orders for backsets and gap-fillers and 31 cancellations. In 1988 462 new orders were placed.

### Gifts & exchanges

A total of 6,868 gift items were received (approx. half of the previous year's all-time high of 12,865); 5,189 were retained. Of these 800 were government publications and 349 Monash theses.

Amongst the biggest donors were: Prof. Jean Whyte (224 books on librarianship), Mr. Lindsay Shaw (429 Australian children's books, plus other book and cash donations), Prof. P. Grundy (82 engineering books), Netherlands Government Emigration Service (shipping archives), Pan-Macedonian Association (30 books on history and literature of Greece), Yugoslav Embassy (82 books on Serbian literature) and numerous Monash academics who donated their own publications as well as other materials.

524 serial titles (445 retained) and 615 theses were received on exchange, as well as an unspecified number of monographs. There is a need for review of policies and procedures in this area of the Library's activity and the process of gathering information was begun, but not reported upon by the end of the year. The staffing allocation too has been reduced, but procedures, especially record-keeping, remain cumbersome.

At the end of 1989 there were 2,500 to 3000 unprocessed gift items, mostly housed in acquisitions. Many are in foreign languages, and about half are in non-Roman scripts so that even preliminary processing requires language skills. Gifts requiring such specialist skills can be especially difficult to deal with, because the (sudden) workload can be quite out of proportion to the staff allocation.

### Suppliers

A positive report is that more of the Library's suppliers undertook to ship books by airfreight, at low or no additional cost. Average speed of supply has thus been reduced to 4 weeks. The possibility of airfreight supply is being raised with larger overseas suppliers who have not yet offered it.

As usual a number of representatives of suppliers visited orders staff during the year. These included Ebsco Subscription Service, Baker and Taylor, James Bennett, Blackwells, Swets, Faxon's, and DA Books.

DA invited Technical Services staff to visit their premises, which proved a most informative experience for about 8 library staff. In turn orders staff played host to a group from DA later in the year.

### Budget and payment activities

The forward purchase of common overseas currencies presented no problem, and led to considerable savings.

The relatively frequent changes of staff in the Finance Branch did not encourage close and cordial relations with the Accounts Unit, but it is hoped that mutual visits and emphasis on "getting to know" each other will improve this situation in the new year.

## Cataloguing

### Staffing

**Table 3. Cataloguing Staffing at 31.12.89**

	Clerical/ Keyboard	Cataloguers (LOs)	Cataloguers (Librarians)	Total
Full-time	6	3	12	21
Part-time	3	1	5	9
Total	9	4	17	30
(EFT)	(8.2)	(3.2)	(14.6)	(26.6)

EFT cataloguing staff were 3.1 fewer than at the same time in 1988, but it must be noted that two positions (1.6 EFT) were transferred to administration while still providing some support to cataloguing. The effective net reduction is about 1.5 EFT, specifically in serials and rare books cataloguing. There was also conversion of one professional position to a paraprofessional one.

### Monographs

**Table 4. New Records Created**

	1986	1987	1988	1989
Print	23,829	25,655	30,453	29,673
Nonbook	449	346	401	471
Total	24,278	26,001	30,854	30,144

Records for 29,673 new printed monograph titles were added to the catalogue, a decrease of approx. 2.5 % in comparison with 1988. Although tempting to relate this drop to the net drop in staffing, this is simplistic. In fact, the staffing changes affected serials cataloguing more than monograph cataloguing, and analysis of individual cataloguing output displays both increases and decreases in comparison to the previous year. Some causes of these individual shifts are apparent (e.g. health or family issues, change in the level of cataloguing undertaken, reallocation of duties or in one case part-time secondment to systems). A further contributing factor was that staff turnover and special projects diverted an unusual amount of effort from cataloguing to selection, training, and supervision of clerical staff.

Records for 471 new nonbook titles were added, 90% of which were microfiche. Approximately 2000 aged interim records were upgraded (see 3.2.2)

### Source of record

78% of cataloguing for printed monographs was based on "full" records obtained from ABN. Slightly more than 11% was original cataloguing and more than 10% were processed using interims (at least initially).

It has been noted in other years that the distinction between "full copy" and original may not be the best indicator of the cataloguing effort required, because of the variable completeness of the copy obtained. However statistics are still not available for a more

detailed analysis because of the difficulty of capturing them efficiently. Some work is now in progress within the department to more fully analyse and understand the different levels of cataloguing effort.

In 1989 the proportion of full copy was slightly (2%) lower than in 1988, with some increase in original cataloguing, and a greater increase in the use of interims. However it is unlikely that the changes represent significant shifts in the availability of copy. Indeed while backlogs exist, these "hit rates" must remain fairly loose indicators of the availability of copy for the materials we purchase.

### Interims

No interim records now remain from cataloguing during the period ending December 1986. In order to achieve this, retrospective original cataloguing of almost 2,000 titles (30% of those for which interims were used) was undertaken during 1988/89. (This number is additional to the new titles figures for those years.) Work has not yet begun on checking interims from the last three years, and it is therefore not known if improved accuracy has been achieved in predicting whether or not, and when, national agency records would arrive in the database for various categories of material.

Success in this prediction would minimise the number of long term interims while simultaneously minimising unnecessary original cataloguing effort. It is expected that reports generated from the SESAME2 database will assist in control of the remaining problem. However in future consideration will be given to the costs and benefits of a number of options including a policy of not using interims at all, or of using them only for defined categories of material.

### Maintenance

Table 5. Maintenance Activity

	1987	1988	1989
Records converted to machine readable form	700	850	965
Other revisions (# records)	340	560	1333
Transfers (# volumes)	350	480	953

More than twice as many records were revised as in 1988. The principal contributing factor to this increase was the need to amend records in order to load them to PALS (see above). The number of items transferred also doubled, attributed principally to weeding of the Main Library Reference Collection (and transfer of items to other collections) and the transfer of a number of items to the Rare Books collection. The small but steady increase in the number of records converted from card to machine readable format accords with policy, but was possibly reinforced in 1989 by the availability of the OPAC and imminent demise of Inventory. All of the above are very much "background" tasks but are an essential part of organising the collections. They are frequently very time-consuming.

### Cataloguing backlogs

The statistic of new monographs catalogued includes some 3,000 titles from the closed backlog of HSS materials. These items are at present only catalogued on request (they are

all recorded in the orders system) or when there is a lull in the flow of new materials. At the end of the year there were an estimated 10,000 items remaining in the closed backlog compared with an estimated 20,000 in 1985.

30% of the 10,000 are gratis items received between 1981 and 1984. Given that the cataloguing delay has been so great, it would be most useful of these could be examined in the light of current collection development policies before any further effort is expended.

Items awaiting cataloguing and housed in the cataloguing area amounted to a further 4,000 titles (approx.) at the end of 1989. More than 50% were non-English materials, under the direct management of specific language specialist cataloguers. This number of titles is 6-8 weeks normal output, but because much of the cataloguing requires the language skills of specific staff, cataloguing is not up to date in all languages.

A further 3,500 items are awaiting cataloguing in the Rare Books room. This is a significant backlog given the limited staff allocated to Rare Books cataloguing (.5) and the complex (and slow) nature of the cataloguing involved.

#### Departmental cataloguing

210 titles were catalogued on behalf of academic departments (i.e. departmental acquisitions). This continues the downward trend of the last few years, and probably reflects reduced spending on departmental collections. It would be helpful to confirm that this is the cause, rather than a change in attitude to, or usefulness of, the Library's cataloguing services.

#### Serials

Table 6. New Records Added

	1986	1987	1988	1989
Print	787	802	979	752
Microform	33	31	20	19
Total	820	834	999	771

The number of records created was 23% less than in 1988 and this can largely be attributed to the halving of the professional staff allocation to serials cataloguing. This occurred mid-year with the transfer of Bernadette Law to a newly created position in Library administration. Her new duties fulfil a long-recognised need, but no additional funding was available to support it, and no other source of financially compensating Technical Services had been identified at the end of 1989. Strategies for transferring suitable staff from monograph cataloguing, without creating unacceptable backlogs in particular areas, were considered. Minor relief was obtained by removing monograph cataloguing duties from the serials technician and allocating a very small fraction of one librarian's time to serials. This, plus the most praiseworthy commitment of the regular serials staff, permitted urgent work to be completed, but backlogs of work requiring professional skills were growing.

At the end of 1989 the serials cataloguing backlog was approximately 390 titles; it was estimated that 70% would need original cataloguing. Comparative figures for previous years are not available, but in broad terms the backlog has grown.

## Maintenance

**Table 7. Serials Records Revised**

	1986	1987	1988	1989
Revisions within card/fiche catalogue	700	777	760	1469
Revisions involving	150	171	181	146
Total	850	948	941	1615

In contrast, the number of serial records revised was a 70% increase over the previous year. Most revisions are carried out by paraprofessional and clerical staff.

### Source of record

**Table 8. Source of Records**

	1987	1988	1989
ABN "full" copy	80%	83%	90%
Original cataloguing	16%	14%	6%
Interims	4%	3%	4%

The increase in copy to original ratio cannot be interpreted as a change in the availability of copy from ABN because, as noted above, available staffing resources skewed the balance of cataloguing output toward the more routine copy cataloguing.

### Source of new record requirement

**Table 9. New Serial Records and Title Changes**

	1986	1987	1988	1989
New subs and new backsets	65%	66%	72%	63%
Title changes	35%	34%	28%	37%

The proportion of serials cataloguing deriving from title change rose in comparison to 1988 supporting the suggestion made last year that the rate is not truly dropping over time. However, like other statistics in this section, it is impossible to make any firm statements about trends when large backlogs exist.

### **End Processing**

Staffing in this area remained at 3 (2.6 EFT) clerical staff.

The figures which follow represent the total output from the section, but give no indication of the peaks in volume of urgent work. The work of the section includes photocopying, management of monograph binding for HSS and Biomedical libraries, some in-house repair,

and physical processing of monographs both pre and post-cataloguing. Hence this small group supports several organisational sections, is critical in the flow of materials through Technical Services and is frequently under simultaneous pressure from several directions. At the end of 1989 some organisational issues began to emerge which exposed these staff to conflicting directions.

Physical processing of new monographs volumes

**Table 10. Physical Processing of Monographs**

Before cataloguing	approx. 24,200
Post cataloguing	approx. 33,500

34,509 volumes were added to the collections, compared with 36,406 in 1988, a drop which accords with the drop in titles processed. There was consequently a drop in the post-cataloguing processing load. (this load is an estimate only because rare books and some urgent materials are not processed here)

Binding

**Table 11. Binding**

New undergraduate monographs	1778
Repairs	2578
Music Library	25
Total	4381

Repair binding was reduced to contain binding costs within budget allocation.

Photocopying

A total of 131,781 copies were made. This included copying for: HSS reserve, HSS interlibrary loan, and special jobs for Rare Books, and other sections (departments in Main Library)

HSS Reserve photocopies

No statistics available for the number of items/titles prepared.

**Staffing**

Staff movements

Name	Fraction	Class	Movement	Date
<u>Administration</u>				
Jan Maslen	F/	TSLibn	Appointment	March
Sandra Lauder	.6	Secty	Appointment	Sept
<u>Acquisitions</u>				
Gayle Jenes	.5	LO1	Resigned	Feb
Judy Nolan	.8	LASst	Transfer to HSS	March



Joc Bloye	.8	L02	LWOP	Jan-May
	.6	L02	Reduced fraction	May
Katalin Morrison	.2	L01	Appointment (.8 Cat)	May
Margaret Thomas	.5	LAsst	Appointed	May-Dec
Eugenia Mocnay	.8	L01	Reappointment	May-Dec
Zoe Carydias	F/T	LAsst(G)	Leave	Jul-Dec
Marlene Buechele	.6	Secty	Resigned	August
Michelle Hosking	.3	LAsst	Appointment	Sep-Nov
	F/T	LAsst	Reappointment	Nov-Dec
Alison Baker	.5	LAsst	Appointed	Oct-Dec
Pam Crofts	.6	Typist2	Appointed	Nov-Dec

#### Cataloguing

Merete Smith	.5	L1	LWOP	Jan-Mar
Sandra Lauder	.6	Typist2	Leave	Feb-Jul
		Secty	Transfer	Sept
Jan Maslen	F/T	L4	Transfer to TSL	March
Geoffrey Nutting	.5	L1	Resignation	March
Jean Golding	.6	L1	Transfer to HSS	March
Katalin Morrison	.8	L01	Appointment (.2 Acq)	May
Patricia Griffiths	F/T	LAsst	Appointment	Apr
			LWOP	Oct+
Bernadette Law	.7	L1	Transfer to HRML	August
Louise Thomas	.6	DPO3	LWOP	Oct+
Janette Gill	.5	LAsst	Appointment	Oct
Lucien Pavlovic	.5	LAsst	Appointment	Nov
Naun Chew	F/T	LAsst	Appointment (project)	Aug-Sep
	.17	LAsst	Reappointment	Sept+
Angela Manning	.5	LAsst	Appointment (project)	Aug-Sep
Sonia Wood	.7	LAsst	Appointment (project)	Aug-Sep
Jean Maslen	.5	LAsst	Appointment (project)	Aug-Sep

#### Staff development and training

Jan Maslen and Volkhard Wehner : ABN User meeting, Adelaide.

David Farrer, Joan Streitberg-Hodgson: ALIA Cataloguers Section Conference, Adelaide.

Din Diradji, Jan Maslen, Volkhard Wehner/Eugenia Mocnay/John Sunner: VALA Conference, Melbourne.

Joan McMahon, Albrecht Briedenhahn: ALIA workshop on acquisitions education, Melbourne.

A number of staff attended general courses such as effective communication, offered by the Monash Staff Development Unit.

Several staff also attended word processing and introductory computer courses offered by the Computer Centre.

Selected staff attended PALS training courses in April and October, and all staff received OPAC training in August.

Jan Maslen successfully completed the final year of the MBA, and Pat Miles completed the Library Technician's course.

Fiona Hogg continued progress towards a BA degree and Debbie Wray towards a Library Technician's certificate.

### Committee work

Jan Maslen was re-elected chair of the ABN Standards Committee for 1989, and at the end of the year was re-elected to the Standards Committee for a further three-year term.

Jan Maslen continued as a member of the University's job evaluation team which met spasmodically during the year.

Volkhard Wehner made a submission to the Prices Surveillance Authority Inquiry into Book Prices.

Volkhard Wehner continued to convene the Library's Disaster Recovery Committee.

Jan Maslen continued as chair of the Zone 20 OHS Committee  
Helene Shaw was the OHS rep for Zone 20, and also represented  
VCUSA on the University's OHS Policy Committee.

Gillian Barnard was appointed Zone 20 First Aid Coordinator  
and Craig Hayes trained as a first aider.

Gill Barnard and N Hock represented the department on the  
Library Social Club and were also its President and respectively.  
Jenny Klingler, was a member of the LSA executive.

Several internal ad hoc working parties were formed (on  
topics such as space planning, restructuring, resource  
librarians) and a number of staff contributed willingly to  
their work.

Jan Maslen, *Technical Services Librarian*

## INFORMATION RESOURCES DEVELOPMENT AND UTILISATION

### Highlights of the Year

1989 saw the introduction of the first of the recommendations of the Management Review Committee with the establishment of the Information Resources, Development & Utilisation Division. Within its first year of operation, it is heartening to note that the coordinated approach towards the delivery of a common information services policy for the Monash University Library has already produced a positive impact.

The year also witnessed the genesis of a fee-based information service. The initiative was well received, and by the end of the year, the groundwork has been laid for the Library to launch its commercial arm.

Amalgamation matters assumed high priority and although it took up an enormous amount of staff time and energy, it paved the way for a smooth transition to the new Monash.

### Information Resources Development & Utilisation Division

As a result of the library management restructure, the Information Resources Development & Utilisation (IRDU) Division was established and the Associate Librarian (IRDU) was officially appointed in February 1989. Subsequently, the Collection Management Librarian and the Rare Books Librarian were transferred from Humanities and Social Sciences Library to the IRDU Division with an enlargement of their responsibilities to cover all branch libraries.

Due to financial constraints, the Associate Librarian (IRDU) had to cope without any additional assistance although towards the end of the year salary savings permitted some casual help which was much appreciated. The extreme shortage of office space meant that the Associate Librarian (IRDU) had to operate in less than desirable premises. However, steps have been taken for more suitable accommodation to be made available in 1990.

The Information Resources & Services Committee was established to:

- \* Provide policy advice on information resources and services to the University Librarian
- \* Facilitate the task of the Associate Librarian (IRDU) in the coordination of reader services policies and the development of the team of resource librarians across the Monash University Library System
- \* Facilitate cooperation amongst the Branch libraries
- \* Act as a channel of communication between the Branch libraries and the Management Committee
- \* Consider such other matters as may be referred to it by the University Librarian

In its first year of operation, the Committee has proven to be extremely effective and dealt with the whole range of reader services issues including:

- \* Revision of the Library rules and regulations;
- \* Adoption of common reference statistics;
- \* Adoption of common interlibrary loans practices;
- \* Publication of common library handouts for use throughout the Library

- \* system;  
Establishment of a consistent policy for external users.

### **Working Party on Subject Librarians**

In accordance with the recommendations of the Management Review Committee, the Associate Librarian (IRDU) took on the responsibility of convener of the Working Party on Subject Librarians. The Working Party had to work under extremely difficult circumstances to carry out its terms of reference, due primarily to the pressures of other urgent matters, in particular automation, amalgamation and General Staff Salary Classification Review. Committee members had to cope with conflicting deadlines and often worked long hours at great personal inconvenience. Their professionalism and their dedication in carrying out their duties under extenuating circumstances should be acknowledged.

### **Amalgamation**

Discussions with Chisholm began in earnest with the establishment of the Standing Committee on Library Amalgamation (SCOLA). The Associate Librarian (IRDU) was the convener of the Working Group on Reader Services. In addition, she devoted a tremendous amount of time on the Working Group on Lending Services because of the impending implementation of the PALS circulation system. Because of external constraints, amalgamation issues assumed top priority sometimes at the expense of internal Monash matters. It is a credit to the staff concerned that they were able to maintain a balanced perspective and a positive outlook in spite of the difficulties.

### **R.L. Martin Fellowship**

In 1988 Mrs. Ho Chooi-Hon was awarded the Martin Fellowship and in March 1989 she departed on a six week study tour of academic libraries in the U.S., Canada and the U.K. The primary purpose of the study tour was to investigate the feasibility of establishing a fee-based information service in an academic institution. A secondary objective was to look at the management of reader services and library resources in multi-campus/branch university libraries. The study tour proved to be a stimulating and rewarding experience. The information and insights gained have been of tremendous help in the preparation for the proposal for a Monash fee-based information service.

At the request of the Institute for Contemporary Asian Studies Projects Subcommittee, she included a visit to Farnham Castle in the U.K. on a fact-finding mission about briefing courses for senior managers on foreign assignments. The Monash-ANZ International Briefing Centre was announced in December.

### **Fee-based Information Service**

Upon her return from the study tour, the Associate Librarian (IRDU) drafted a proposal for a fee-based information service for external users of the Library. The draft proposal was discussed and endorsed by the Library management. At the next round of discussions, the proposal was approved in principle by the four Library Users' Committees, and endorsed by the General Library Committee in November. The delay in implementation while regrettable was inevitable because of budgetary constraints and the emergence of other urgent matters mentioned earlier. Thus, by the end of the year, all the background work had been done, and the Library was geared up to establish a fee-based information service.

## University-wide & External Activities

### Committees

The Associate Librarian (IRDU) served on the following committees:

Main Library Users' Committee  
General Library Committee  
Joint Orientation Committee

The Associate Librarian (IRDU) had responsibility for liaising with CAVAL on information services issues such as DIALOG online account, reference, interlibrary loans, etc.

### Professional activities

Professionally, the Associate Librarian (IRDU) had a very busy year:

Information Online Conference, January 1989: Chaired session on "Made in Australia".

Monash Graduate School of Librarianship, July 31 1989: Presented talk on "Fee-based services in academic libraries in the UK, USA, and Canada".

ALIA UCLS Meeting, August 3 1989: Presented talk on "Public services/Fee based services in University Libraries in the USA and Canada".

Monash University Library staff: Presented talk on "Feebased services in the UK, USA and Canada".

National Conference on Asian Women in Focus, September 29-30 1989: Presented paper on "Asian women in the workforce".

3rd National Reference Librarians' Conference November 17-19 1989: Presented keynote paper on "Feebased services in publicly funded libraries".

In addition, she served on the Organising Committee of the 3rd National Reference Conference.

C.H. Ho, *Associate Librarian (IRDU)*

## COLLECTION MANAGEMENT

The year under review was characterised by organisational change in the management of the Library as well as by planning and anticipation of changes in the structure of the University.

The role of the Collection Management Unit was expanded from one of essentially serving only the Humanities and Social Sciences Library to one of serving all Branches in the Library System. Such an expansion of responsibilities has allowed for greater coordination of collection development across the system with consequent efficiencies in the minimisation of duplication. A considerable number of titles have been transferred from one Branch location to another and even larger number of orders have had their location varied as a result of discussions.

The Vice Chancellor's Advisory Committee on Library Acquisitions, on which I served submitted its final report and this included many worthwhile recommendations. One of these that new course developments should proceed only with an estimation of the costs to the Library, has been subsequently adopted by Professorial Board in a diluted form. Only courses leading to new degrees or diplomas will be subject to this requirement. The report by continuing to highlight the University's need for enhanced information resources may have also created a favourable disposition towards Library funding.

The merger talks with Chisholm, the reorganisation of Library management and changes within the HSS Branch have all inhibited development of a written collection policy. There has been, however, a growing consensus on many areas of general collection policy such as location multiple copy provision, etc. Hopefully, written formulations in such areas, can be fairly easily developed. Policy regarding subject coverage is more difficult particularly with changes in the University's teaching and research profile.

The spectre of this Library's resources being viewed as part of a national collection has been raised and this may have significant implications in terms of our national responsibilities. Standards have been developed nationally for collection assessment which can also be used for indicating collection policy in detail across all subject areas. A number of pilot assessments are being attempted in cooperation with other Libraries but these may prove very time consuming. Nonetheless, the plethora of discussion within the Library and academic communities on these issues has focussed attention on and sharpened perceptions of collection policy.

The bulk of the Unit's work continued to be taken up with selection and related activities in the H&SS Branch. The provision of an extensive new title notification service to client departments is a major drain on time and resources. More importantly, the evidence suggests that significant works are often not being ordered because dependence has been placed on academic staff over whom we have no control. Very little exists in the way of a safety net for titles not ordered. With present levels of staffing this Unit cannot maintain a new title information service and regularly check basis national bibliographies. It may be that if a choice is to be made between these two activities the longer term interests of the Library dictate that the wrong one has been chosen.

In 1989 the Library greatly expanded its collection of data bases on CD-ROM. These have proved extremely popular with staff and students and although subscriptions are expensive, the discs when acquired provide limitless free access to research publication for all Library clients.

Staffing continued in 1989 at the same level, although Rysa Raynes, the Library Officer has been temporarily replaced with Netta Hinde, while the former is on extended maternity leave. This has required more time to be spent on training. Outside of the Library,

professional activities during the year centred on the development of an Australian methodology of collection, evaluation, alluded to elsewhere, and I attended a number seminars workshop and other meetings concerned with this. Other outside activities included participation with colleagues from the National Library and the other Victorian Universities in vetting the disposal of unwanted scientific material held in CSIRO stores.

Robert Stafford, *Collection Management Librarian*

## RARE BOOKS

### Recent Developments

The Rare Books Section has been moved in the Library's Organisational Structure. This involves the Rare Books Librarian now having the responsibility for the Rare Book Collections in the Branch Libraries in addition to the material housed in the Main Library Rare Book Room.

The following special collections are now also the responsibility of the Rare Books Librarian:- the Lindsay Shaw Collection of Australian Children's Books; the Colonial Editions Collection; the School Text-Books Collection; the Circulating Libraries Collection; the Science Fiction Collection; the Yellow-Backs Collection; and the Robin Boyd Architectural Archive.

The Rare Book Section was previously responsible to the HSS Librarian, but is now responsible to the Associate Librarian (IRDU).

A report on the role of the Rare Book Collection has been prepared by the Rare Books Librarian for the consideration of the University Librarian and the Associate Librarian (IRDU).

### Important Acquisitions

With the assistance of money from the Dean of Arts, the Friends of the Library and the English Department, we have been able to purchase a previously unpublished letter by Swift to Charles Ford, the man who assisted Swift in having corrections incorporated in editions of Gulliver's Travels.

Other significant acquisitions include some broadside satirical verse from the late 17th and early 18th centuries. Some of these have woodcut illustrations, including one which has contemporary hand-colouring.

From the 19th century we bought a 1st edition of Dombey and Son by Charles Dickens with 12 additional plates by Phiz. This was produced in 1848 as a special extra-illustrated edition. Lindsay Shaw purchased on our behalf an 1830 Australian novel, Alfred Dudley or the Australian Settlers, possibly by William Howitt.

### Staffing

This continues to be one Librarian III, Richard Overell, one (0.4) Librarian I, Merete Smith and one (0.4) Library Officer III, Lorraine David. In addition, we have a Library Assistant, Luke Vinogradov, employed 5 hours per week on a casual basis to apply leather dressing to the books.

Netta Hinde worked in the section from January to June as Librarian I while Merete took leave without pay to have a baby in the first half of the year. From July to September, Netta acted in the Library Officer 3 position while Lorraine took leave without pay to work on her Masters of Librarianship thesis.

We have been able to keep the Rare Books Room open 9-5 Monday to Friday and, in 1st term, 9-6 Tuesdays. Although, with such a small staff, this continues to be difficult.

Partly to alleviate this problem and partly to ensure a more efficient approach to Rare Books Cataloguing and to assist in the creation of a Rare Books Resource Team, the recommendation has been made to add the 0.5 Librarian I Rare Books Cataloguing position



in the Cataloguing Department to the 0.4 Librarian I position in the Rare Books Section. It is hoped that further consideration will be given to this in 1990.

### Statistics

The new method of reporting statistics was introduced from 11 September. The Rare Book Room usage statistics include Reference Queries, Directional Queries and Provision of Books for readers. The figures from 11 September to 31 December are as follows:-

Reference queries	215
Directional queries	73
Provision of books	588
Total	876

For purposes of comparison with statistics gathered in previous years, the figures for the various categories of Rare Book statistics are listed below:-

	1988	1989
Reference Enquiries	193	399
Directional Enquiries	130	222
Photocopying	80	92
Staff Loans	81	183
New Accessions	489	1783
Books Newly Catalogued (titles)	491	570
Books Newly Catalogued (vols.)	582	686
Monash Authors Received	159	165
Theses Received	138	146
Volumes Consulted	2176	2996

The numbers of enquiries and the numbers of books used have risen quite markedly in 1989.

### Conservation

Eleven items have been sent for re-binding in this period.

Ross Harvey of the Graduate School of Librarianship has used various items from our collection to demonstrate problems dealt with in his conservation course.

The Rare Book Librarian attended the CAVAL Disaster Planning Seminar at Deakin University.

Richard is a member of the Monash Library Disaster Planning Committee.

Eric Archer submitted his Conservation Report on the Library. In general, he found conditions to be satisfactory but it is still hoped that we may be able to obtain figures on the annual deterioration of the book stock.

The Rare Book Librarian is a member of the newly-formed ACLIS Sub-Committee on Preservation.

### **Cataloguing**

Jenny Warren has been doing the Rare Books Cataloguing and performing the task quite satisfactorily. Merete Smith undertakes various pre-cataloguing bibliographical tasks on the pre-1801 books before passing them to be processed.

Unfortunately however, the amount of staff-time available for Rare Books Cataloguing has been reduced from 0.7 to 0.4. This situation has been alleviated somewhat by the special efforts made by Technical Services staff to process the Grants Australiana purchase (acquired in 1988). This has proceeded very well and is nearing completion.

This is, however, a backlog of about 3000 items. A request has been made for an ABN terminal in the Rare Book Room. This should enable work on the backlog to be hastened. It is also hoped that the entries for items in the Rare Book Collection at present only in the card catalogue can be checked against ABN and their Monash locations added to the data base. It is intended that this work be done by Rare Books staff.

### **Collection Development Policy**

The existing policy has been expanded to include statements covering acquisition of material for the Branch Library Rare Book Collections.

### **Seminars and Tours**

Seminars were conducted for English Honours, British History and Librarianship students. The Rare Book Librarian prepared a guide to Monash holdings in 17th Century British material for the benefit of the History students.

Tours have been given to new staff members and field-work students. In addition, tours were given to Blake scholar G.E. Bentley; Ulysses editor, Hans Walter Gabler; Kathleen Coleridge, Milton bibliographer and Special Materials Librarian from Victoria University, Wellington; and Jim Rigney, the acting Rare Books Librarian at the Fisher Library, Sydney University.

The Rare Books Librarian delivered papers at the Library History Conference (on the early history of the State Library) and at the Bibliographical Society Conference (on the British Librarian, an 18th Century periodical in the Rare Book Collection).

### **Liaison with Academic Staff**

In addition to Ross Harvey's use of Rare Book materials in his GSL Conservation Course, Brian McMullin used the collection extensively for his GSL Rare Books subjects, Harold Love for his English Honours Aims and Methods Course, Wal Kirsop for his Book Trade History subject, Constant Mews for his course on Medieval History, Wal Kirsop and David Garrioch for their History of Paris subject, and Brian Kennedy and David Garrioch for their 17th and 18th century British and French History subject.

Close and constant liaison is maintained with staff of most of the Humanities Centres and Departments and with John Crossley of the Mathematics Department.

The Rare Books Section continued to produce its three-monthly list of books recently catalogued. This is circulated to academic and library staff.

### **Exhibitions**

Susan Radvansky, the Special Projects Librarian, mounted exhibitions of Cookery Books and Books on Paris. The cookery exhibition featured material donated to us by Sandy Michel. The Paris Exhibition coincided with the Bicentenary of the French Revolution and was organised in conjunction with Professor Kirsop of the French Department.

Other major exhibitions were "The Lively Oracles: English Books 1580-1700" and "19th Century English Book Illustration". Both of these were mounted by Richard Overell, the 19th century exhibition was done with the assistance of Alan Dilnot of the English Department. Merete Smith, with Gavin Betts of the Classics Department, mounted an Exhibition of Greek and Latin classics from the Rare Book Collection.

There was also a display of E.E.C. material, "Deadline '92" organised by Richard Overell and Robert Stafford in July to coincide with a conference organised by the Centre for European Studies.

The Exhibition of 19th Century English Book Illustrations will be on display until the end of February. It features seven original hand-coloured engravings by Thomas Rowlandson donated to the Rare Book Collection by Nicholas Dawes of Grants Bookshop.

Other small displays were mounted by Rare Books staff for Orientation Week, Open Day and Tourism students.

### **Monash Authors**

Lorraine has sent letters to all authors appearing in the 1988 Research Report and has received an encouraging response.

### **Theses**

Lorraine continues to inform ACER of new thesis titles eligible for inclusion in the Australian Education Index.

The pre-1983 theses are gradually being microfiched and removed to the storage area on the 5th Floor.

### **Friends of the Monash University Library**

In his role as Secretary of the Friends, the Rare Books Librarian organised the talks during 1988 by Sandy Michel, Clive Probyn, Wal Kirsop, Hans Walter Gabler, and Alan Dilnot.

### **Space Requirements for Rare Books**

The Space Committee has agreed that the Projection Room be allocated to the Rare Books Section for stock expansion. It is hoped that this will take place in 1990 as the problem of shelving books has become acute.

Richard Overell, *Rare Books Librarian*

## HUMANITIES AND SOCIAL SCIENCES LIBRARY

### Introduction

The year under review has been an interesting and stimulating one, the major highlight being the introduction of the Sesame2 OPAC. Even though the database did not include records for the whole collection it proved very popular with users from the outset, and they soon made it clear that they preferred it to the microfiche catalogue.

Another important highlight was the installation late in the year of compactus shelving. This will provide the opportunity for us to move material into closed access and ease the pressure on shelving space in some areas.

A third highlight was the impact of the wider range of CD-ROM databases offered and the subsequent growth of demand by users for this service.

### Achievements

H&SS Staff have been actively involved in all Library wide projects. Karen Tang as the Sesame2 OPAC Implementation Liaison Officer was responsible for developing and carrying out a training strategy for all Library staff initially, and consequently to users. Karen's efforts contributed substantially to the successful introduction and the high level of acceptance of OPAC.

Jackie Osborne was responsible for developing procedures, and organising and training staff across all branches for loading Serials and Reserve data onto the new system.

H&SS Interlibrary Loans Section was the first branch to join the ABN Interlibrary Loans Sub-system, using a leased line, and consequently played a role in training and assisting other Branches in the use of this system.

Other Library wide contributions were made in assisting in the production of a set of standardised Library guides, planning and execution of a survey of external library users, the collection, collation and reporting of Reference statistics across all branches, and planning towards amalgamation.

H&SS specific achievements include the introduction of ABN online cataloguing of printed material in the Music Library, a high level of involvement in University initiatives in the Asian Studies area, the production of subject publications to assist users, and the growth in staff expertise and service offered for the expanding CD-ROM operation.

The Attendants were again asked to take on substantial projects, which involved moving large parts of the collection during the term break, as well as doing a shelf reading of the entire collection.

### Major Problems

Space continued to be a major problem in H&SS. Each year the Attendants have been involved in the arduous task of moving parts of the collection to ease congestion, adding more bays of shelving where feasible and then spreading out the collection within the area. At the beginning of 1989, they completed this task on the fourth floor of the Research Collection, but were unable to complete the third floor before semester started. These efforts are time consuming and labour intensive, but they have resulted in some temporary breathing space in these areas. Unfortunately, we were still only able to make minimal provision for collection growth. The installation of compactus in the newspaper area will help to ameliorate this problem in the short term.

The staffing areas are also very congested and general storage space in the Library is at a premium. Increasing services in high demand, like more photocopiers, or carrels for the taped lecture service, could only be done at the expense of something else. Some functional areas are inadequate, for example the area for discharging returned books quickly becomes congested if the books are not cleared constantly.

Because the building is so congested, facilities like the toilets, lifts and air conditioning are under great strain. The air conditioning particularly is the source of many complaints from users and staff alike.

Security is another problem that is still with us. During 1989, 86 disciplinary hearings were held for users who had been placed on report for attempting to remove material illegally from the Library. Another 169 people were stopped at the exit and given the benefit of doubt, merely having their names recorded in the black book. Penalties have been applied more consistently and the introduction of regular dates for hearings has simplified procedures and generally ensured that the punishment follows more closely on the heels of the crime.

Given the above security breaches, it is a major cause for concern that an estimated 95% of the Government Publications Collection, 90% of the other bound serials and 20% of the monograph collection has not been tattle-taped. As part of its objectives for 1990, H&SS has requested funding to proceed on a project of tattle taping this material.

### Collection Building

The role of the Collection Management Unit which had formerly served the H&SS Library was expanded to serve all branches. This did allow for a greater co-ordination of collection development across the library system. However, it placed a greater responsibility on the Subject Librarians' role in selection, in a time of reduction of staff numbers and with no easing of the clerical work involved in placing orders.

One outcome of the Vice Chancellor's Advisory Committee on Library Acquisitions was the recommendation to include a Library Impact Statement with all new course developments. It is hoped that this development will assist the library in gaining improved funding for resources.

Table 1. H&SS Acquisitions 1987 - 1989

	1987	1988	1989
Monographs	623,719	654,644	618,401
Periodicals	116,901	121,435	124,469
Microforms	<u>153,111</u>	<u>166,891</u>	<u>158,276</u>
<u>Total Volumes</u>	<u>893,731</u>	<u>942,970</u>	<u>964,146</u>
Increase per year	31,316	49,239	21,176
Periodical titles rec'd	7,616	7,751	7,782

Major acquisitions/gifts included:

CD ROM - Sociofile and ABI Inform; Australian Encyclopaedia; Cumulative Bibliography of Victorian Studies; Oxford English Dictionary; Encyclopaedia of Religion; Encyclopaedia of Australian people; Information China; Subject catalogue of the House of Commons Parliamentary Papers 1801-1900; British and Irish biographies of the 19th Century; a collection of Thai material; Malay novels of the 1950's and 1960's; microfilm copies of 20 Sumatran newspapers. The Music Library purchased an important collection of Australian Sheet Music.

## Services

### Loans

Table 2 represents loans offered from three service areas, namely the circulation desk, the reserve desk, and the first floor information desk (taped lectures).

**Table 2. H&SS Loans statistics 1987-1989**

	1987	1988	1989
Loans			
- Staff	94,644	95,238	117,224
- Students	164,979	152,952	167,223
- Short Term	79,537	84,899	62,743
- Reserve	78,619	79,890	79,133
- Taped Lectures	22,480	25,011	24,426
<b>Total :</b>	<u>440,259</u>	<u>437,990</u>	<u>450,749</u>

### Special borrowers

Pressure continues to be brought on Monash to extend CAVAL reciprocal borrowing rights to undergraduates, where presently it is only offered to staff and post-graduates. This has not been possible in the past, as our existing circulation system could not cope with the additional load. It is anticipated that with the implementation of the PALS system in 1990, Monash will extend these rights to undergraduates.

**Table 3. H&SS Special Borrowers 1987 - 1989**

	1987	1988	1989
Special Borrowers.			
- fee paying	-	-	27
- non fee paying	1026	355	696
CAVAL			
- Monash members	399	466	586
- incoming to Monash	n/a	572	731

### Student reading/reserve

Despite a drop in the number of reserve items held, the collection is still very large. Staff are aware that there are a number of items that are never used in this collection, but this is not possible to monitor accurately as loans only reflect a small fraction of the actual use of the collection. A substantial amount of material is photocopied within the Reserve area, and it is hoped with the implementation of the PALS system it will be possible to record some of this usage.

### Interlibrary loans

The Interlibrary Loan Section did some valuable work in assessing turnaround times of requests. It was estimated that for obtaining articles from other Libraries, the turnaround time averaged 21 days, while the time taken to pass requests to possible suppliers averaged five days. This section also suffered from the erosion of staffing assistance, eg. for six months the attendants were unable to provide assistance with retrieving interlibrary loan requests from the shelves.

**Table 4. H&SS Interlibrary Loan Statistics 1987-1989**

	1987	1988	1989
Requests to other Libraries	3989	3293	3460
supplied	3494	2967	2978
Requests from other Libraries	8051	6350	6634
supplied	5846	4894	5401

Reference services

A new method of collecting reference inquiries was instituted across all branches. H&SS Staff were involved in developing procedures and reporting sheets. The popularity of CD-ROM and the introduction of the OPAC increased the demand for services at the Reference Information Desk.

**Table 5. H&SS Reference Information Desk Statistics 1987-1989**

	1987	1988	1989
Directional Inquiries	20,663	20,044	19,880
Reference Inquiries	20,672	21,572	27,240

Online information services

Many procedures associated with online searching were simplified in 1989 and the procedures manual revised. New accounting software was used to prepare invoices. Without a clearly defined budget for reference searches in 1989, there were many instances when the most efficient approach to solving an information request was overlooked in favour of more time consuming and less satisfactory methods. Thus the few "ready reference" searches in 1989 represent only a small fraction of the genuine requests which could be best answered by a brief online search.

In September 1989 the Library gained access to the Auslit database. It is anticipated that this database will be of considerable interest to the English Department and the Centre for Australian Studies.

**Table 6. H&SS Online Searches 1987-1989**

	1987	1988	1989
Comprehensive Searches	59	86	115
Ready Reference	23	13	32
Mini Searches	n/a	18	3
Other Library Needs (eg User Ed, Training, etc). <b>Total:</b>	82	167	167

CD-ROM services

1989 saw a great expansion in the use of CD-ROMs in the Main Library, largely due to the purchase of the educational database, ERIC.

Demand for this product was so high that a second CD-ROM workstation had to be installed at the Information Desk and a third player was later set up in the Reader Education Room for training purposes and staff use.

Various unsuccessful attempts were made to keep statistics on CD-ROM usage during the year. It is hoped that the computerised statistical package installed late in the year will prove more successful. Clearly, however, demand was heaviest for ERIC and MLA (the literature and linguistics database) and came largely from honours and postgraduate students. Dissertation Abstracts received more regular use than CDATA (the census database), but CDATA enquiries tended to be longer. Usage of all products by non Monash students was significant.

In September 1989, orders were placed for four additional CD-ROM products: ABI/Inform (business), Sociofile (sociology), PAIS (politics), and Social Science Index. It is anticipated that there will be great demand for these products during 1990 and that usage by undergraduates will increase enormously.

#### User education

An extensive range of information sheets were produced during 1989 and these have proved extremely popular with users.

There was a continuing steady demand for library tours for local high school students, TAFE college students and students undertaking courses offered by the English Language Teaching Centre at Monash. The difficulties in meeting these demands at the same time as the demands from Monash staff and students were considerable.

**Table 7. H&SS User Education Statistics 1987-1989**

	1987	1988	1989
<b>Orientation Tours</b>			
- no. of tours	n/a	218	133
- no. of students	n/a	1661	1651
<b>Subject Instruction</b>			
- no. of classes	82	89	73
- no. of students	1235	813+	988

#### Serials section

The Serials Section came into operation on the 1st January, 1989 on the merger of the former Periodicals Section and the Government Publications Section. Some re-allocation of duties was instituted with the aim of having all members of staff familiar with serials emanating from the commercial sector and the government sector.

In 1988 it was considered that the taped lecture service had reached maximum capacity within existing conditions, and that the other services offered at the first floor information desk was suffering at the expense of this service. Unfortunately, the demand for the taped lectures in 1989 meant that this continued to be the case.

Serials staff commenced loading data for the PALS Serial module in the latter half of the year. It is anticipated that this will be completed in 1990. The manual system will continue to be used for government serials.



**Table 8. H&SS Statistics for Serials Section 1987-1989**

	1987	1988	1989
Services to the Disabled	585	448	814
Taped Lectures Inquiries	7,827	8,931	13,683
Audio Visual Inquiries	3,791	5,282	5,206
Serials Inquiries	8,304	9,269	10,232

#### Re-shelving

In the first semester the attendants were hard-pressed re-shelving library material. After monograph loans reached a four weekly high of 58,795 at the Easter period, additional staffing was sought and funds were allocated for an additional attendant for the rest of the year. This meant that the attendants were able to keep up with re-shelving as well as make substantial progress with three major projects:-

- shelfreading the collection.
- clearing the newspapers storage area for compactus.
- moving the Undergraduate Collection to clear the Lower Ground Floor.

#### **Music Library**

The major highlight for the year was the implementation of the decision to catalogue all printed materials online to ABN. This change resulted in the upgrading of the position of library assistant to that of Library Technician.

Late night opening, two nights a week until 5:30 pm was introduced in second semester. This proved more popular than the one night till 6:30 pm trialed in first semester.

Towards the end of the year, the Library purchased Search MAGIC with the aim to provide easier access to the Ethnomusicological Data Base.

An important collection of Australian Sheet Music was purchased, representing both classical and popular music from the late 19th Century to the present day. A database using INMAGIC has been set up for this collection.

**Table 9. Music Library Statistics 1988 - 1989**

	1988	1989
<b>Music Scores</b>		
- Orders placed	139	194
- Orders received	86	76
<b>Standing Orders</b>		
- Orders placed	86	130
- Orders received	11	65
<b>Cataloguing</b>		
- Copy	222	313
- Original	n/a	99
<b>Loans &amp; Reserve</b>	3191	3343
<b>Reference Inquiries</b>	3852	2909

### Donald Cochrane Library

The operations of the Donald Cochrane Library were considerably restrained in 1989, due primarily to staff shortages. Extended periods of sick leave and the resignations of two staff resulted in the library operating with a reduced staff for a large part of the year. The opening hours of the library during the academic year (March to November) were as follows:

Monday, Wednesday, Friday	-	9:00 am to 5:00 pm
Tuesday, Thursday	-	9:00 am to 6:30 pm

User Education was provided for both postgraduate and honours students, in the form of library tours for new Master of Business Administration students and third year honours economic students, and more extensive user education classes for fourth year honours economics students and Master of Business Administration students enrolled in the unit MBA 400 Research Issues and Methods.

Expenditure on library materials for 1989 approximated \$37,000 consisting of \$27,000 for periodical subscriptions, and \$10,000 for company information sources.

**Table 10. Usage Statistics 1987 - 1989**

	1987	1988	1989
Loans	3,332	3,376	3,274
Inquiries	1,181	766	1,746

### Staffing

H&SS has absorbed a number of staff changes and cuts in 1989. It has also been short staffed for part of the year, due to delays in filling vacant positions. These factors together with staff being required to take up acting roles have created problems of continuity and training.

Vivien Nash was acting Branch Librarian until the appointment of Janice Droogleever in August.

The vacant position of Circulations Officer remained frozen and Angela Martys continued to act in this position. While the Lending Services Librarian was acting Branch Librarian, Jackie Osborne was asked to give .5 of her time to Lending Services. This still left the section critically short of permanent full time staff, and too much reliance being placed on the Circulation Officers' knowledge of the automated system and loans operation. To remedy this problem, and with the imminent introduction of the PALS automated system it was decided to re-organise the staffing structure in Loans and Student Reading/Reserve, combining the two sections under one supervisor, to be implemented in 1990.

Another staffing structural change was that the Collection Management Unit and the Rare Books Unit transferred from H&SS to report to the Associate Librarian (IRDU).

The secondment of Henry Thorburn to Acting Serials Librarian and Janice Appleton to Acting Donald Cochrane Librarian continued during 1989.

The end of the year saw the departure through retirement of Connie Kennett, a long serving staff member of the Library.

A considerable amount of time and effort was required to deal with the large numbers of staff changes listed below:-

#### Resignations

Stephen Balla  
Meg Burch  
Katie McDowell  
Betty Brumby  
Denise Sproson  
Sandra Cochrane  
Janine Eldridge  
Bradley Peers  
Connie Koendermann  
Carlin Payne  
Monica Raszewski  
Lesley Adams  
Kirsty Robb  
Debbie Tate

#### Appointments

Elaine Vo  
Karen Grainger  
Frank Butson  
Rachid Chenchabi  
Denise Sproson (re-appointed)  
Rosa Dudek  
Siobhan Campbell  
Chrisantha Jesyansingham  
Janice Droogleever  
Judy Nolan  
Judith Greenaway  
Cathryn Adlard  
Katalin Morrison  
Julie Fairweather  
Tracy Lewandowski  
Geoff McFarlane

#### Transfers

J. Appleton to Act. D. Cochrane Librarian.  
H. Thorburn to Serials Librarian.  
K. Morrison to Tech. Services.  
L. David to Rare Books.  
R. Overell to Rare Books  
R. Stafford to Collection Management.  
R. Raynes to Collection Management.

Three Librarianship students from RMIT and one from Ballarat CAE spent some weeks doing fieldwork in H&SS during the year. Another two, one from Monash and the other from Bendigo CAE, did theirs in the Music Library. All students were given the opportunity to see the workings of different sections and departments within the library. H&SS also provided work experience to two school students during the year.

Miss Tahira Muhamad Sharif, the Serials Librarian from Brunei University Library, spent six months at Monash University Library gaining work experience and observing library systems. The Southeast Asian Librarian, Helen Soemardjo, spent a great deal of time ensuring Tahira was able to make the most of her time at Monash.

#### **Publications**

Mainline; Periodicals in Monash Libraries; Guides were produced on Monash Newspaper holdings, Microfilm Research Collections, Women's Studies, Philosophy, Asian Studies, Development Studies, Sociology, Australian Literature, CData, Sesame2 and OPAC as well as ERIC on CD-ROM.

Helen Goring edited MOUSIKE 2, April 1989. Dennis Warren contributed the article "Supporting CD Rom in an academic library" to Australasian College Libraries 7th January, 1989 pp. 3-7. A number of other brief guides, bibliographies and leaflets have been prepared or revised by Subject Librarians.

#### **Staff Development/Professional Activities**

##### Seminars/Workshops

A number of staff took the opportunity to attend courses offered by the University including:

Negotiation Skills, Report Writing, Effective Communication, Word Perfect. Understanding Monash.

In addition, staff members have attended the following workshops, seminars and conferences.

Computer Aided Instruction Seminar.  
Business Information Sources Seminar.  
National Reference Conference.  
Information Online 1989.  
Dialog Training.  
ALIA : Seminar on User Pays.  
Library issues in Vernacular Material for Asian Studies.  
Thailand, aspects of identity.  
Islam in the Indonesian Social Context.  
ABN Basic Training.  
ABN Interlibrary Loan Sub-system.  
Quality Service (in Academic Libraries).  
Reader Education Seminar.  
Monash Graduate School of Librarianship Seminars.  
PALS OPAC Training Course.  
Stock exchange workshop.  
Visits to ABS.

#### Committees

##### Campus-wide/external committees

Monash Joint Orientation Committee, Handbook Sub-Committee - D. Warren.  
Main Library Users Committee - V. Nash/ J. Droogleever.  
VCUSA - J. Golding  
Reference Interest Group (Victoria) - D. Warren.  
CAVAL Reciprocal Borrowing Programme - V. Nash  
Faculty Boards: Arts/Education/ECOPS - V. Nash/ J. Droogleever  
Sexual Harassment Adviser - H. Soemardjo

##### Library-wide committees

Professional Advisory Committee - J. Droogleever, J. Golding, V. Nash  
Steering Committee on Library Amalgamation (SCOLA) - V. Nash/ J. Droogleever, J. Golding  
SCOLA Working Group - Lending Services - J. Osborne, J. Droogleever  
SCOLA Working Group - Reader Services - J. Droogleever  
SCOLA Working Group - Staff Development - J. Golding, J. Fairweather  
SCOLA Working Group - Communication - J. Golding  
Library Automation Project Team - K. Tang, J. Osborne  
Library Signs Committee - D. Warren, H. Soemardjo  
Library User Education Convenors - D. Warren  
Library Staff Association - J. Golding (Convenor), H. Thorburn, J. Fairweather, M. Mappin, D. Warren, S. Azzaro  
Staff Development Committee - J. Golding  
Information Resources and Services Committee - V. Nash/ J. Droogleever  
Working Party on Resource Librarians - H. Thorburn, V. Nash/ J. Droogleever  
Vice Chancellors Committee for the Disabled - J. Osborne  
Library Space Planning Committee - V. Nash

### Professional contributions

Vivien Nash was on the organising committee for the National Reference Librarians Conference.

Patricia Naish was a panel speaker at the National Reference Librarians Conference.

Dennis Warren presented a paper entitled "Supporting CD-ROM in an academic Library" at Information Online 89, Fourth Australasian Conference Sydney. He also presented a paper to the Librarianship Students, Institute of Education, Melbourne University on "Online Information Services in Australia", and one to the Graduate School of Librarianship Students on "User Education in an Academic Library".

### **Conclusion**

1989 was a busy year with demand on services increasing steadily. It was also a period of change. A lot of time and effort was spent in planning for the implementation of the PALS automated system. The introduction of Sesame 2 OPAC on a trial basis, because only a proportion of the records had been loaded, proved extremely popular with library staff and users. Karen Tang ran training sessions for library staff across all the branches and produced sufficient guides and self help material to re-assure the most timid of users. Because of the general acceptance of OPAC, it was possible to offer introductory sessions for lecturing staff before the end of the year.

Another factor that took a lot of time and effort was the planning involved in working towards amalgamation with Chisholm Institute of Technology, and later the inclusion of Gippsland Institute of Technology in the discussions.

In an environment of reduced staffing combined with increasing demand for services from a growing number of users, it is imperative that the PALS automated system be implemented as soon as possible.

Janice Droogleever, *Humanities and Social Sciences Librarian*

## HARGRAVE LIBRARY

### General

In 1989, the Hargrave Library staff concentrated on the preparatory tasks needed at the branch level to implement the PALS automated system. The introduction of the Online Public Access Catalogue (OPAC) during the latter part of the year took place with very little 'teething' problems. The OPAC was well received by the library clientele as it significantly enhanced the quality of bibliographic access to the collection.

Highlights of the year included the receipt of microcomputers and CD-ROM workstations. Access to microcomputers allowed development work on the design of a high temperature superconductivity database, which would assist academic staff and researchers principally in the departments of Physics and Materials Engineering. For remote access to CD-ROMs, the 'Carbon-copy' software was successfully tested on the JCPDS powder diffraction file. 'Asksam' text management software and its Hypertext facility was used to provide online access to APPI acquisitions and to the newly established Pulp and Paper Technology research collection. The increasing use of information technology, and the installation of new equipment and software required considerable assistance from the EDP section of the Library. EDP staff support for microcomputing is gratefully acknowledged.

The installation of compactus units for the storage of older volumes of bound periodicals released conventional shelving for monographs, abstracts and the thesis collection. More compactus units are needed to stop the decline in student reading accommodation, due to an increasing need for storage space and floor space to accommodate automated and CD-Rom services. Reading accommodation in the Hargrave Library was reduced again in 1989 from 635 to 617 seats.

### Collection Development

In 1989, Hargrave reference staff in close collaboration with academic staff continued the concerted effort to fill serious gaps in the monograph collection, the result of less than adequate funding for the acquisition of books in recent years. By November of the calendar year, 98.6% of the Hargrave Book Budget was committed for new books.

A number of academic developments in the Physical Sciences and Engineering require additional funding for library support. In 1989, external funding was received from the Victorian Education Foundation for the establishment of a Pulp and Paper Technology collection to support the academic program and research by the Monash based Australian Pulp and Paper Institute (APPI). External funding from VEF was also approved to upgrade holdings in hydrocarbon geology, a major research interest in the department of Earth Sciences and a cooperative research activity with the Victorian Institute of Earth and Planetary Sciences (VIEPS). In 1990, additional external and infrastructure funding is urgently needed for collection development, especially in the fields of materials science and materials engineering, telecommunications and computing. These fields are identified by Monash University as areas of high priority research and key centre developments. All of these fields have a large volume of fast growing, rapidly obsolescent, expensive literature. The chemistry collection also requires an injection of special funding to upgrade the collection in areas of special research interest.

Statistics of volumes added to the Hargrave collection for the last two years are given for the purpose of comparison.

**Table 1: Number of volumes added to the Hargrave Library**

Year	Monographs	Periodicals	Microforms	Total
1989	2,949	2,614	13	5,576
1988	2,745	3,226	7	5,978

New subscriptions were kept to a bare minimum to preserve funds for the purchase of books. New subscriptions required the cancellation of a current subscription of comparable price or external funding by VEF.

**Table 2. Number of Current Serials**

Year	Purchase	Donation	Exchange	Total
1989	1,691	444	83	2,218
1988	1,715	4490	81	2,245

The number of current subscriptions declined due to the continued closing off of subscriptions cancelled in 1987, the outcome of a major review of journal subscriptions by Academic departments and Hargrave Library staff.

**Table 3. Nett Loss/Gan of Journal Subscriptions**

Year	New Titles				Subscriptions Closed				Net Loss/Gain
	1.	2.	3.	4.	1.	2.	3.	4.	
1989	51	5	2	58	75	10	-	85	- 27
1988	70	15	-	85	242	4	3	249	- 164

Legend: 1. Purchase 2. Donation 3. Exchange 4. Total

### Services

#### Loans

Statistics for internal and external lending are given for the purpose of comparisons.

**Table 4. Loan Statistics**

Year	Staff	Student	Short-term	Interloan	Reserve	Total
1989	32,924	40,130	40,895	3,645	12,548	130,151
1988	29,793	41,775	39,802	3,938	12,333	127,641

There was an increase in the number of items loaned to staff. Numbers for other loan categories remained relatively stable.

**Table 5. Inter Library Loans**

Year	Loans		Borrowing	
	Requested	Satisfied	Requested	Satisfied
1989	4,705	3,654	2,176	1,654
1988	5,101	3,938	2,366	1,759

There was a slight decline in the number of inter-library loan transactions, but no significant change in the ratio between lending and borrowing. The Hargrave Library remains a net lender of titles to other libraries.

Reference and computerised information services

The introduction of the collection of reference statistics during the year revealed that in addition to the information desk, other service points in the Hargrave Library received and processed a large number of requests for information. There is a significant demand for reference assistance outside the core hours of 9am to 5pm as shown by the number of reference enquiries received at the Hargrave Loans counter.

**Table 6. Number of Online Searches**

Type of search	1989	1988
Formal search requests	135	107
Reference use	30	15
Reader education	33	5
Mini-searches	-	10
Training	9	11
Internal use, including ILL	34	23
HITS	18	17
Total	259	188

**Table 7. Connect Hours by Database Vendor, 1989**

Database Vendor	Connect Hours
Dialog	92
STN	155
ORBIT	6
Australis	10
Total	263

There was a 37.8% increase in the number of online searches compared with the previous year. STN database followed by Dialog were the most frequently accessed computerised information services.



The use of PSI access to database searching became routine for ABN and ILANET but remained on a trial basis for overseas databases.

### Reader education

In addition to thirty-one orientation classes in 1989, bibliographic and search skills classes were given to students in fourteen courses covering all departments serviced by the Hargrave Library in physical sciences and engineering.

Many of the programs were accompanied by assignments which were corrected by Hargrave Library staff. Development work commenced on designing assignments which are less labour intensive to mark. The reader education program is part of the normal curriculum.

**Table 8. User Education Statistics**

Class	Number of Students		Number of Classes		Hours of Teaching	
	1989	1988	1989	1988	1989	1988
Orientation	446	575	26	23	31	35
Bibliographic skills	494	465	30	37	63	48
Study skills	107	80	4	5	-	-
External students	112	160	4	7	3	4
Total	1159	1280	64	72	97	97

### **Technical Services**

Nhan Le continued to assist the Cataloguing Department with advice on subject headings, classification numbers and other technical services matters, including the processing of Monash theses in physical sciences and engineering.

Following the 1988/89 stocktake of the Hargrave monograph collection, problem solving for monographs was completed by March but queries relating to the partial stocktake of the periodicals collection could not be dealt with due to lack of staff time.

The closing off of about four hundred periodical titles cancelled during the 1987 subscription review was completed by September 1989.

The revision of the MOS Mathematics classification schedules was also completed during the year.

### **CONSPECTUS Trial**

The Hargrave Library commenced a Conspectus based evaluation of its holdings in Chemistry. The project is a conspectus pilot to evaluate chemistry collections in Victorian academic, research and special libraries and is sponsored by the ACLIS Victorian Resources Division.

### **Staffing Matters**

Considerable staff time was taken up in 1989 with attending meetings on automation, amalgamation, and on the General Staff Reclassification Review. Staff time spent at

meetings placed an extra workload on others which led to service provision problems. The problem was alleviated to some extent by increasing the establishment fraction of a part-time reference librarian and the engagement of a casual library assistant to work on one weeknight between 5pm and 10pm and on Saturday, 10am to 5pm. Casual staffing is essential to cope with busy periods and with evening or weekend duties during the academic year.

#### Membership of professional committees

Hargrave Library Staff served on the following Committees:

ACLIS - Australian Council for Library and Information Services. Victorian Resources SubCommittee on Conspectus Application for Chemistry - M. Chiba  
Australian Library and Information Association UCLS Representative - L. Oldmeadow  
Planning Committee for the 3rd National Reference Librarians Conference - M.Chiba  
SESTICON - South Eastern Scientific and Technical Information Consortium. Convenor - M.Chiba. Member - F. Morrissey  
University and College Libraries Section of ALIA, Victorian Branch. President - L. Oldmeadow

#### University-wide committees

Engineering Faculty Board - M. Chiba  
Science Faculty Board - M. Chiba  
General Staff Reclassification Review. Evaluator - L. Oldmeadow  
Planning Committee for the 21st Australian Universities Administrative Staff Course - L. Oldmeadow  
Hargrave Library Committee - M. Chiba  
Vice-Chancellor's Open Day Committee - M. Chiba

#### Library-wide committees

ACOST - Advisory Committee on Staff Training - L. Proctor  
LSA Representative - K. Thomas  
Disaster Response Planning Committee - L. Oldmeadow  
Library Automation Project Team - L. Oldmeadow; J. Beilby (Circulation adviser); N. Le (OPAC adviser); L Proctor (Periodicals adviser)  
External Users Library Survey Committee - L. Oldmeadow  
Professional Advisory Committee - M.Chiba and L. Oldmeadow  
Information Resources and Services Committee - M.Chiba  
Library User Survey Committee - L Oldmeadow  
SCOLA - Standing Committee on Library Amalgamation - M. Chiba  
SCOLA Working Group on Reader Services - M. Chiba, and K. Thomas (as LSA rep.)  
SCOLA Working Group on Collection Development - M. Chiba  
Library Staff Association - K. Thomas  
Online Information Retrieval Services Committee - F. Morrissey  
User Education Committee - K. Thomas  
Occupational Health and Safety/Zone 20 Committee - K. Thomas

#### Staff development

Hargrave Library staff received training in the implementation of the PALS automated library system covering OPAC (Online Public Access Catalogue), periodicals and circulation subsystems. Hargrave staff also participated in a number of Monash University Staff Development programs, including Communication Skills, Stress Management, Team Building, Time Management and Wordprocessing.

Subject librarians received further professional training on the use of DIALOG databases, AUSTRALIS and CAS Online (Chemical Abstracts Online). Hargrave staff were also given the opportunity to attend seminars, and conferences to enhance staff development and to improve the quality of user services.

#### Professional contributions

##### *Refereed articles*

M V Chiba 'From networks to consortia: the South Eastern Scientific and Technical Information Consortium' IATUL quarterly, 3,2 p.82-5, 1989. (Oxford, O.U.P.)

##### *Published Conference Papers*

B Jacoby & L Oldmeadow 'Online services at Monash University: planning for the future' References services, 1987: the challenge of the information age: proc.2nd Reference Librarians Conference, Melbourne, p.30-6, 1989

L Oldmeadow & F Morrissey 'International exchange of information using electronic mail' Proc. 5th Biennial Conference of Victorian Association for Library Automation, Melbourne, p.162-9, 1989

##### *Conference Abstracts*

K M Thomas 'Videos - an enhancement for user education programs' Proc. Third National Reference Librarians Conference, Melbourne, 1989

##### *Papers Presented at Conferences and Seminars*

M V Chiba Conspectus Methodology. ACLIS Victorian Resources Subcommittee. Seminar on Conspectus: Chemistry Project. RMIT. No 29, 1989

L Oldmeadow 'Inter-library loan or document delivery' short paper presented at a Joint Meeting of VOLUG, VALA and RIG.

M.V. Chiba, *Hargrave Librarian*

## LAW LIBRARY

### Staff

The impression of Law Library staff that they are working under extreme pressure, was confirmed during the year by statistics from three separate sources. Firstly, a survey of non-Monash users of the campus libraries revealed that during the period of the survey, users of the Main Library, which serves a student population at least five times that of the Law Library, totalled just over twice the number of Law Library users. Secondly, statistics of reference enquiries compiled by the campus libraries show that the number of enquiries in the Law Library taking more than 10 minutes to answer, is quite out of proportion to the size of its student population. Thirdly, issues of reserve books in the Law Library totalled slightly less than one third (32.8%) of the combined reserve loans from the four branches. While these figures reflect the very heavy immediate demands that are placed upon this Library's staff, they give no indication of the adverse effect such demands have on the less public aspects of the Library's operation, for example, the preparation of recommendation forms for book orders. The announcement towards the end of the year that the Faculty plans to increase its student body by up to 50% over the next four years, gives cause for great concern as no firm indication has been given that funding will be made available for extra Library staff to cope with the increase.

During the year, staff attended the following seminars and workshops:

- Australian Copyright Council Seminar on Copyright and Libraries
- Finding the Law: Case law
- Finding the Law: Legislation
- Effective Communication
- Time Management
- Advanced Indexing Course
- Information Retrieval CD-ROM
- UCLS Workshop on Quality Service
- Third National Reference Seminar
- Global Responsibilities of the Law Librarian
- Career Planning
- CAVAL ABN Enquiry course
- Fifth Biennial Conference of the Victorian Association for Library Automation
- Third Asian and Pacific Special & Law Librarians' Conference

At the last Conference Rosemary Bunnage gave a 'poster session' on ALLI, and Ted Glasson, with about 20 other Australian law librarians met with the Director-General and the Deputy D-G of the National Library of Australia to discuss that Library's role in relation to law collections. This was a meeting that law librarians have been seeking for some 10 years. There were six major items on the agenda, and as a result of the meeting, the Australian Law Librarians' Group was asked for information and comment on the national law collection, a law librarian at the NLA, and bibliographic control, especially on the matter of legal subject headings.

Rosemary Bunnage presented papers at the Monash Computer Aided Instruction Seminar ('Applications of CAI in the Law Library') and the Faculty of Law's Legal Research Series '89 ('Researching Legal Data Bases'). Her article, 'Computer-Aided Instruction in a Law Library', was published in volume 7 of Education for Information.

Staff served on the following committees:

LAGSA (Mary-Ann Keily/Marj Humm)

Library User (Non-Monash) Survey Committee (Ted Glasson)  
Online Information Retrieval Committee (Rosemary Bunnage)  
Steering Committee on Australian Subject Headings (Australian Library & Information Association) (Rosemary Bunnage)

Mary-Ann Keily gave many hours as a job evaluator for the reclassification of general staff positions.

Rosemary Bunnage obtained funding from the Victoria Law Foundation to enable her to participate in a seminar on The Global Responsibilities of the Law Librarian, at Austin, Texas, to make overseas law librarians aware of ALLI and seek their reactions to it, and to visit law libraries in the US and the UK, particularly to learn whether projects such as ALLI were being undertaken. She was also a member of a Faculty committee which obtained a Monash University Academic Development Fund grant for a computer laboratory.

## Services

### Reader education

The reader education program was offered, as in previous years, at four levels, namely, first year, Moot Court, honours and postgraduates, graduate Diploma. A submission has been made to the Victoria Law Foundation for funding for the production of two videos to replace the Library's ageing 16 mm film, Introduction to a Law Library. Tutorials for Library users were presented as follows:

In conjunction with Legal Process - 72 contact hours. To assist senior students preparing cases for the Moot Court - 32 contact hours. For honours and postgraduate students - 15 contact hours. For graduate diploma students - 3 contact hours

### Reference enquiries

No comparative figures are given, as the method of compiling statistics of users' enquiries was revised during the year. The Law Library's disproportionately high figures for some categories of loans and reference enquiries are noted above. These figures confirm that law libraries experience a pattern of usage which is markedly different from that of the libraries of other disciplines, and that the provision of services to their users is considerably more labour intensive.

### Reserve loans

Last year's report noted a 50% increase in reserve loans over the previous year's figure. A further increase of 15% in the number of these transactions was recorded this year, straining staff resources to the limit at peak periods.

### Bibliographic services

The development of ALLI (Australasian Legal Literature Index), under the editorship of Rosemary Bunnage, continued through the year. During part of the absence on maternity leave of Mary-Ann Keily, the ALLI indexer, some current indexing was performed by the law cataloguer, Geraldine Woodhatch. This arrangement worked well, and was to the benefit of all parties concerned. ALLI has been heavily used in the Library, particularly by Monash students who have free access to it, thus easing the load on the Library staff. Although resources have not been available to market ALLI to the wider legal community, the indications are that there is a demand for it there. Negotiations are continuing with the Law Institute with a view to establishing ALLI on a commercial footing, and making it

accessible to non-Monash users through LINK (Lawyers' Information Network). The Victoria Law Foundation has granted the Library \$8040 towards retrospective indexing for ALLI.

Lee Poh York compiled the Selected Reading section of Freedom of Information Review, and the index of Monash University Law Review, and was responsible for the Library's continuing support of CINCH (Computerised Information for National Criminological Holdings), maintained by the Australian Institute of Criminology. Mary-Ann Keily continued as indexer for ALLI, and contributed entries for the INFO ONE database, MONASHFINDER. Ted Glasson compiled the Library Update published in Company and Securities Law Journal, and indexing current articles on company law.

Four terminals for the online public access catalogue component of the PALS library system were installed in the Library in September. They have had a very favourable reception from the Library's users.

### Space

As the Library's user population has grown, its available floor space has diminished. This year the first year student intake increased by 73, and the siting of the Faculty's computer laboratory on the ground floor of the Library eliminated 38 reading places. As for shelving, the Library's working capacity has now been exceeded by about 10%, which is leading to inefficiencies in the control of the book stock. It is likely that at the end of 1990 an area on the top floor of the Library, now occupied by two Faculty seminar rooms, will revert to the Library. That will allow about 60 reading places to be reinstated, but the shelving problem will remain.

### Books and Periodicals

A total of 2,719 volumes was received in the Library, a slight increase over the 1988 intake, reflecting a more realistic budget for books and periodicals. The Victoria Law Foundation continued its generous support with a further grant of \$27,500, and late in the year made a provisional grant of \$10,000 for 1990. The Foundation is to review its funding policy for libraries in 1990.

Ted Glasson, *Law Librarian*

## BIOMEDICAL LIBRARY

### Introduction

The year 1989 has been marked by major changes, with others foreshadowed in 1990. These have included the introduction of an integrated automated library system and the imminent merger of Chisholm Institute of Technology with Monash University.

During the year much planning was undertaken for the implementation of the PALS automated library system, and four OPAC terminals were installed during the latter part of 1989. This gave library staff an opportunity to become familiar with the equipment. Staff members served on Committees planning the implementation of the various sub systems (serials, circulation, OPAC) of the integrated system.

Although it is anticipated that the initial impact of the Chisholm Institute of Technology/Monash University merger for the Biomedical Library will be slight, staff have been involved in general planning of the changes to service which will be needed in the "Greater Monash".

The relocation of Prince Henry's Hospital to the Monash Medical Centre at Clayton, and the development of Box Hill Hospital as a major Faculty of Medicine teaching hospital, have also led to some changes in the pattern of support.

### Staff

All staff members who resigned or retired in 1988 have been replaced. Four appointments, which involved promotion or continuing appointment were filled from within the library system. In order to fill vacancies created by these promotions, three new staff members were appointed. However these latter staff appointments are for a limited period only, so that the best candidates are not always attracted to apply for the positions. By the end of 1989 the Biomedical Library had attained a full complement of staff, only to have an attendant resign to take up a more highly paid position outside the University.

The Hay classification scheme, which had rightly or wrongly led many staff to expect reclassification with an increase in salary, took up many hours of staff time, both in the preparation of position descriptions and explanations on the classification evaluation.

As a result of the exercise some positions were redesigned, with two positions, the periodicals officer and the interlibrary loans officer taking on some supervisory duties. It is expected that staff will be deployed more effectively with these changes.

### Services

The major new service introduced into the Biomedical Library was the CD-ROM workstation, which was installed in June, 1989. Three databases are available, MEDLINE, Compact Cambridge Life Sciences, and PSYCLIT. Because user education tutorials had mostly been held in the first part of the academic year, and the use of CD-ROMs had not been included, reference librarians were involved in very time consuming one-to-one instruction.

The Clinical Dean at Alfred Hospital donated a TEAC video recorder to the library, and the Monash Medical Parents Group donated \$1,000 to the Biomedical Library.

Four UNISYS Online Public Access Catalogue (OPAC) terminals, which will be the principal pathway for access to the Library's collections, were installed in the last half of the year. One terminal was installed at the sub-branch at Alfred.

Further sub-systems (SERIALS, CIRCULATION, and RESERVE) will become operational in 1990.

It is proposed that when the OPAC System is fully operational with all terminals installed, the author and title card catalogue will be relocated to another floor, which will make more space available on the 1st floor foyer.

Since the Biomedical Library extensions were completed in 1969 very little maintenance has been carried out on the building and it has become very shabby. Carpeting needs replacing, particularly in the foyer areas and on the stairways, and toilets need repainting.

During the year a ramp for the use of people with motor disabilities was installed from the science/medicine link to the 1st floor foyer of the Biomedical Library. Although not ideal, it has enabled several students in wheel chairs to gain access to the library. Staff are then able to collect and photocopy material for them as needed. The installation of the ramp has not precluded the pressing need for a lift in the library.

#### **University/Hospital Affiliation**

Box Hill Hospital has now become an affiliated teaching hospital, with Monash departmental representation in Medicine, Obstetrics & Gynaecology, Social Medicine, and Community Medicine. As it was considered that the Hospital Library needed upgrading to support academic programmes \$10,000 was allocated from Biomedical Library funds to be used for purchasing monographs, selected by Monash academic staff, but housed in the Box Hill Hospital Library as long term loan items. This has resulted in a better collection which will also benefit Box Hill Hospital medical staff.

It is now envisaged that Prince Henry's Hospital will cease patient care in mid 1991, and that the library holdings will be incorporated into the library of the Monash Medical Centre early in 1992. During the year much Monash material was weeded and returned to the Biomedical Library. Unique copies of items will be held in the Biomedical Library, but some multiple copies and old editions have been discarded.

There was no progress in 1989 towards library affiliation at Alfred Hospital although the Dean of Medicine has expressed his support for rationalisation of the various collections on the Alfred site.

#### **Budget**

The budget for books and periodicals allocated to the Biomedical Library in 1989 was \$896,400, which included \$187,300 brought forward from 1988. Of this sum, \$507,600 was set aside for periodical subscriptions.

#### **Monographs**

The Biomedical Library purchased a set of the "Bibliography of Australian Medicine and Health Services to 1950". This four volume work was a Bicentenary project, and is a valuable reference work.

Committing monograph funds has been slow, as selection and consultation for the purchase of individual items is very time consuming. The advice and assistance of departmental representatives has been invaluable.

The higher purchasing value of the Australian dollar resulted in a more advantageous budget than at first anticipated.



### Periodicals

Academic staff have indicated strongly they prefer that the journal collection be maintained as a first priority. As a result of the better financial position at the beginning of 1989 several new journal subscriptions were placed on the recommendation of academic staff. These reflected new directions in research undertaken by academic staff, and more established areas of research could be further supported.

The difficulty in monitoring the periodical budget, because of the fluctuation of the Australian dollar, has been documented in previous years.

### Loans

Loans fell sharply in 1989, particularly in the number of Internal/Reserve loans issued; with no apparent explanation.

The lower loans to outside libraries may be partly attributable to the introduction of VICGRATIS between hospital libraries in Victoria in 1989.

The drop in staff loans at Alfred can be partly accounted for because a photocopying machine is now available in the library, and it is more convenient for staff to photocopy journal articles in the library. Items lent between the Biomedical Library, the Alfred Hospital sub-branch, and the collections housed at MMC have increased.

### Statistics

	<u>1988</u>	<u>1989</u>
Student loans	32,155	30,059
Short term loans	21,456	20,042
Staff loans	19,835	18,497
Loans to outside	8,434	7,771
Internal/Reserve loans	19,304	16,904
	-----	-----
Total	101,184	93,273

Break up of loan as follows:

#### Clayton

Student loans	30,313	28,229
Short term loans	18,080	17,497
Staff loans	10,546	10,242
Loans to outside libraries	5,905	5,348
Internal/Reserve loans	18,027	15,706
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	82,871	77,022

#### Alfred Hospital Sub-branch

	<u>1988</u>	<u>1989</u>
Student loans	1,842	1,830
Short term loans	3,376	2,545
Staff loans	9,289	8,255
Loans to outside libraries	2,529	2,423

money from extraneous funds was a great advantage. Training coordinated by the newly-appointed Human Resources Management Librarian helped greatly in the provision of basic skills to newer users of PCs. The requirement for PC support services has, however, mushroomed while the volume and diversity of equipment, software, and usage involved is reinforcing the need for these services as time goes on.

### Staffing

EDP Section was fortunate to retain its full complement of staff throughout the year. Without them, proposed and existing library services could not have been implemented or sustained. Obtaining the technical training needed to tackle the whole UNISYS 2200 PALS project in the absence of adequate product support in Australia has been difficult. The intention at the time of drawing up the contract with UNISYS for the supply of the whole integrated software and hardware package was to buy a complete product which would require very little Monash intervention in the form of programming and system development. Consequently, a conscious decision was made not to invest in synchronous terminals, software tools, and related training for library programmers charged with running the application as such, but to rely on UNISYS' contractual commitment to deliver appropriate services.

Given, however, that market penetration for PALS in Australia extends to only four sites none of which have similar software implementations; and that the Australian PALS centre in Brisbane has to rely heavily on product support expertise concentrated in the USA, the extent to which reliance on UNISYS can be regarded as prudent in the future, would have to be questionable. The implications of increased workload arising from the amalgamation with Chisholm and Gippsland are also causing concern, and it may be that any expectations there were of reducing involvement of professional systems staff at both the Computer Centre and the Library might have to be abandoned. As a corollary to this, more expenditure on building up local software and engineering expertise could be required.

### Statistical Supplement

Statistics covering some sectional activities in 1989 are given below (1988 figures in square brackets).

#### Size

- Manager and 4 Full-time staff [as in 1988].
- Payroll for section \$159,452 [\$150,047].
- Value of budgets monitored:-
 

\$ 13,990	<i>Maintenance</i>	<i>[\$ 17,900]</i>
\$ 23,377	<i>Computer Supplies</i>	<i>[\$ 37,500]</i>
\$170,500	<i>Tied Computing</i>	<i>[\$168,000]</i>
\$ 50,000	<i>Terminals and Micro-computers</i>	
	<i>(excluding PALS project)</i>	<i>[\$ 50,000]</i>
- Approximate undepreciated value terminals and micro-computers \$353,322 all campuses [\$150,000] *including* PALS project, but not equipment purchased prior to amalgamation at Chisholm.
- Five major computer applications (MIPS/SESAME1; CIRCULATION; INVENTORY; MICROCOMPUTING; STUDENT READING) and a number

of smaller ones, comprising hundreds of separate programs and packaged products utilising 3 major classes of computing equipment (BURROUGHS 7800, DEC VAX, IBM-compatible micro-computers) and two principal communications vehicles (MONET and AUSTPAC) were maintained [as in 1988]. In addition, much effort went into the implementation and development of SESAME2 on the U2200 computer utilising MONET-compatible data communication technology engineered by the Computer Centre.

### Throughput

For the first time since the project started in 1984, usage statistics for SESAME1 and BOOKLIST were not maintained, not because of lack of interest but as a result of more pressing needs in the new system implementation schedule. However, there were more terminals with access to SESAME1 at the end of 1989 than ever before, and there was considerable use of the system as an interim catalogue (because of the absence of post-October 1989 ABN records on SESAME2). Since the system was already overstretched [as reported in 1988] interruptions to the service were keenly felt. As has been long recognised, the need to phase out this system, and incorporate the Library's in-process records into SESAME2 is a high priority.

Bibliographical records for 334,475 titles were identified for loading to SESAME2 from the INVENTORY. These were records which had no equivalent in ABN full-form cataloguing, and represented for the most part, short-title equivalents of records to be found in the old card catalogue (closed in 1980).

The Circulation system recorded \$223,749 in late fees paid [\$163,471 in 1988]. It handled 571,310 loans during the year [compared to 541,734 loans in 1988].

Section staff handled 143 fault reports on terminals, micro-computers, and peripherals involving follow-up work and documentation [87 in 1988]. Directly chargeable servicing (as distinct from that under contract) cost the Library \$2,877 [\$11,410 in 1988] due largely to retirement of some old equipment. Figures do not include numerous calls for assistance, diagnosis, or technical information.

65 new micro-computers and OPAC terminals were installed [10 in 1988]. 144 MONET connections were in use [86 at the end of 1988] incurring a maintenance charge of \$4,320 [\$2,580 in 1988].

17 new software packages were acquired for micro-computers [26 in 1988]. The total cost in 1989 of these packages was \$5,701 [\$4,571 in 1988]. In addition the GRAVITY package and a PC was acquired for Downline Loading ABN records for the OPAC, at cost of \$7,000 to the PALS project.

Maintenance of data files, programs, command procedures, job control decks, menus, and data-communications links continued on several old systems, both BURROUGHS and VAX-based. Two new developments (E-MAIL, TELEX-PSI NETWORKING) occurred on the VAX and one application (STUDENT RECOMMENDED READING) was moved off the B7800 to the U2200 PALS environment thus saving some \$29,900 per annum in printed products and microfiche, and \$7,800 in tied computing funds.

In addition to tasks outlined in (vii) the section became increasingly involved in support for the OPAC and associated operations and programming services on the U2200. At the end of the year about half the section's total staff resources were being used in this context.

## Conclusion

Again foremost amongst section objectives was the maintenance of existing services on BURROUGHS, VAX, and micro-computers at the highest possible availability rate throughout. This was achieved, but not without difficulty.

The provision of more finance for micro-computer services (including software) was welcomed by users all over the Library, and led to a considerable upsurge of activity, particularly in the Serials Control and Reserve Collection areas associated with the introduction of PALS, and in Word-processing. In this sense, objectives were met. They were not met, however, in the implementation of Circulation on PALS, and the transfer of short-title (INVENTORY) and PATRON records to SESAME2 due to UNISYS software problems outside our direct control.

There were significant problems in coming to terms with OS1100 concepts and software on the U2200, and also with managing the DMS environment for the SESAME2 data base. Some of these were due to software deficiencies in the package as supplied and intrinsic difficulties presented by the rather old-fashioned operating system ; some to delay in the provision of specified software enhancements and tools, and a nearly disastrous "upgrade" from Version 88R2 to Version 89R1 of the PALS software supplied by UNISYS; and some to unfamiliarity with the new computer itself. It had become clear by year's end that a very much larger investment in permanent Monash system staff support, both in the Library and in the Computer Centre, would be needed than was envisaged when the decision to acquire, rather than build, systems was taken in 1987. This became apparent in several ways, notably when we found it impossible to devote resources to desirable Computer-aided Instruction, and CD-ROM resource development projects during the year.

P R Snoxall, *Manager, Data Processing Services*

## SYSTEMS LIBRARIAN

### Background

A contract was signed with Unisys in December 1988 for the supply of the PALS Integrated Library System which includes Online Catalogue, Circulation, Acquisitions, Serials, Marc Editor (cataloguing) and Authority control sub-systems. Sufficient computing equipment was in place by April to allow installation of the library software and data. The public catalogue was available, in test mode, in May.

By July 210,249 ABN derived catalogue records had been loaded to the system. Though not complete, the database was nearly up to date as the microfiche catalogue and was ready for use by the public. By December there were 238,410 catalogue records in the system. these records represented all material catalogued between 1980 and October 1989.

As the successor to SESAME, a local system developed earlier, the new library computer system at Monash was named SESAME2.

### Hardware

The system comprises a 2200/411 Processor, 10 disk drives, two DCP/15 communications processors, two tape drives, and sundry items. This has been installed in the University's Computer Centre. Communications with the libraries and other users is via MONET, the University network. Library equipment includes 81 personal computers, 59 VT100 type terminals, 49 barcode scanners and 27 printers of various types.

### PALS Software

The Online Catalogue (OPAC), Serials and Circulation modules were delivered on schedule and are semi-operational. The OPAC was accepted favourably by both staff and public. It has been available to the public since July. The MARC Editor and Authority Control sub-systems are late in delivery. Work by Unisys on Foreign Currency Handling proceeds in preparation for delivery of the Acquisitions sub-system. an interim version of the PC software adapted for using barcode (book and patron) numbers conforming to an earlier Monash standard has been delivered; however, the final version is outstanding.

### Operational Matters

It is obvious that installation of the system was a huge task and that problems were sure to arise. Nevertheless, the amount of time taken to gain a basic level of competence in operating the system, complete the preliminary capacity tests, resolve certain problems in loading data, upgrade MONET X.25 communications and install a lot of new gear, exceeded estimates by a sizeable margin. Unfortunately, the burden of this fell on Library staff, who at the end of 1989 had far less time to prepare for the 1990 Academic year than should have been the case.

A positive note has been the excellent quality of PALS applications training. On the other hand, systems training and support have only been obtained with considerable difficulty and delay.

A new release of PALS software (89R1) was delivered in late December and had to be installed early in the New Year. Installation of new releases has been accepted as a task for the University, but this time around assistance will be sought from Unisys, because it is a formidable task at the best of times and especially daunting for persons with little experience of the system.

## **Amalgamation**

In December a second processor, additional memory, tape and disk drives were ordered from funds provided by the Department of Employment, Education and Training for expansion of the system to cater for Chisholm and Gippsland Institutes. Some of the Library peripherals (45 personal computers for staff terminals) were also ordered. The remaining library equipment will be ordered in 1990. It is planned that at least the Chisholm catalogue records would be loaded to the system and in use in 1990.

## **Staffing**

Two staff members of the Computer Centre have devoted most of their time towards getting the system operational. A large proportion of the Library EDP Section's effort has been to the same end. The Systems Librarian worked virtually exclusively on the Project and has received direct assistance from seconded staff in OPAC training, database management, serials and circulation implementation and indirect assistance from a host of other Library staff. Despite all this effort, it was impossible to keep to the original project schedule.

## **Conclusion**

By the end of 1989 Monash had some experience and considerable success with the public catalogue, but was only just starting to acquire knowledge and skills in using other sub-systems. Preliminary capacity tests were carried out, with much effort from the Computer Centre and supplier being put into ensuring their success. The tests established that the system can perform very satisfactorily with a load of 130 terminals. This gives confidence that we are well placed for expansion of services in 1990.

A considerable amount of preparation has still to be done before Serials or Circulation will be fully operational. The tasks for 1990 are to complete implementation of sub-systems already in use and to install the MARC Editor, Authority Control and Acquisitions sub-systems. The replacement by SESAME2 of the current loans system is particularly crucial. This represents a very large amount of work in store for the EDP Section in loading batch files and for the Library operators in manually keying data and learning new procedures. The pressures will remain on staff for a good deal longer.

It is too early to pass judgement on whether the Project goals will be met. The ready acceptance of the online catalogue by library users encourages the view that it will significantly improve access to materials and increase usage. Statistics on use were collected, but because of teething problems and artificial inflation of the figures by intensive system testing, we will have to wait until 1990 to get a reliable guide to use of the system. By the end of 1990 a more balanced view of the Project should be possible.

Neil Renison, *Systems Librarian*