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PERIODICALS

ANNUAL REPORTS

MONASH
UNIVERSITY
LIBRARY

1985

1984 J Jy A S O N D J F M A M J Jy A S O N
1985

LIBRARY

Librarian: Mr. T.B. Southwell, B.A. (Syd.), A.L.A.A.

Looking back to 1984 from the year just passed, we note that even with a favourable exchange rate and at least a lessening of the apparently inevitable increase in the price of books and periodicals, it had still been necessary to make extremely painful reductions in periodicals subscriptions. What then of 1985?

The February devaluation of the Australian dollar made such nonsense of any financial planning by any university or college library, that only the CTEC could take responsibility for the necessary support. Informally, word came that this would be forthcoming, and no panic action was taken, until it became clear, about September, that overspending would be even higher than anticipated: at least a temporary stop to the Library's blanket order scheme for the Humanities and Social Sciences - - a scheme which has served it well for eleven years - - had to be ordered. From later information, sheer bad luck had married an unexpected increase in the number of relevant titles published, both in England and the U.S.A., with the fall in our purchasing power.

Bad luck dogged us to the end. The great majority of periodical subscriptions are paid in the last few weeks of the year; it was in those weeks that the dollar fell again, to its lowest point. As a result, the average cost of our periodicals - - even though costs show signs of stabilizing in their country of publication - - rose by a very worrisome 33%. The "theoretical" increase, computed from samples at two other universities as well as Monash, was 37%. The difference presumably resulted from the considerable cancellation programme of the year before.

24,667 new monograph titles were taken into stock and catalogued during the year, an increase of over 2,000 from 1984. 175 new periodical titles were added but, resulting from the cancellations noted above, nearly 300 titles were closed off! For a research library, this must be the unhappiest figure in the report. The collection grew by 46,551 volumes during the year (compared with 46,996 in 1984) bringing its total to 1,258,959.

It may not be generally realised how much of this growth results from the generosity of the Library's donors. The Library Appeal, to parents of students and to graduates, provided \$40,000, the Parents' Group itself added a further \$3,100, and from the Medical Mothers' Auxiliary was received \$1,200. Special gratitude must be expressed for an amount of \$10,000 received from an anonymous donor who, clearly conscious of the Library's particular problems, specified that it was to help cope with the suddenly inflated cost of periodicals.

As well as gifts of cash, over 7,000 volumes were received by direct donation. Many were, of course, duplicates of items already held, or otherwise of more use to other libraries, so with the consent of the donors they were passed on; universities in Thailand are especially benefiting.

Among the gifts was a further instalment of 429 Australian children's books from Mr. Lindsay Shaw, to add to his already definitive collection, 370 books on economics in Japanese and English from Professor E.S. Crawcour, over 500 books, emphasizing psychology, from the Estate of the late Arthur L. Hill and some 375 books from Mrs. L. Grynberg. To these good friends, and to the very many others, the Library happily extends thanks.

To these friends must, of course, be added the Friends of the Library, whose interest it has been to purchase for us outstanding items our normal budget could not support. Two such were James Harris. Miscellanies in five volumes, 1775-86, and the very rare J.C. de Lacroze. A letter from Monsieur de Cros... (only two other copies were recorded by Wing), the latter a very welcome addition to the Swift Collection. A very important collection of some 350 French publishers' and booksellers' announcements was bought, interestingly, from the proceeds of an engineering patent; the inventor had wished that they be devoted specifically to important material for the humanities.

This was our first full year of participation in the Australian Bibliographic Network (in which, on-line to a computer at the National Library we take advantage of other libraries' cataloguing, and make ours available to them). As expected, there was a learning period to the use of these new protocols, and we assumed there would be problems with such centralization, but there were hazards we had not expected. A fire at the National Library put their computer out of use for several weeks, and brought our cataloguing, as well as that of most of the rest of Australia, virtually to a standstill.

The National Library staff deserve every praise for the speed of their recovery, as do our own cataloguers for their readiness to adjust to a further upset to their daily routine. We are less forgiving of a further failure: the NLA has not yet taken into the record the 40,000 titles that we catalogued in 1984. Because of this delay they still cannot provide us with a unified microfiche catalogue. Our readers have been remarkably patient with our supplements to supplements to outmoded listings; our staff are perhaps more conscious of the extra load added to almost every activity that requires catalogue lookup.

Despite these problems, there has been no pressure to break away from the national system for our cataloguing operation. There has, however, been increased determination to press forward with the development of SESAME, the Library's own public access catalogue. It is based on STATUS, a retrieval system developed at the Atomic Energy Establishment at Harwell. Certain developments promised by them are well behind time, and these are essential for economic loading of our files. They are now expected early in 1986, and we hope to have at least part of the system available to our users before midyear. The module giving access to titles in process is working, and by the end of the year was working well. The addition of the Library's short-title records, and then of its full computerized catalogue are now dependent on these overseas developments as much as our own tiny programming capacity; to throw the system open to users, which is our aim for 1986, both the Library's planned purchase of terminals and the Computer Centre's planned increase in computing power, must now go ahead.

The RSI epidemic did not pass the Library by, though many other institutions have, we know, suffered more. Not only keyboard operators were affected. Some quite traditional library occupations, with nothing of the rapid repetition usually associated with the condition, showed up as areas of risk. The University created a team to survey and advise on the position, and the Library was selected to be the first area covered. A great number of the staff was involved in the organization and operation of the survey. The cost of complying with the recommendations that have so far emerged is in the tens of thousands of dollars. Probably about as much more will be needed in the year to come, but it is hoped that this expenditure, and more importantly, the insights we have gained, will prevent such situations in the future. The alternative would be personal pain as well as institutional inefficiency. A parallel process, of checking for problems of industrial safety, was carried out by another dedicated group; problems were uncovered and their solutions cost money, but the alternatives could well have proved disastrous.

In the Main Library, a shift in emphasis both in collecting and in usage had changed Government Publications from a small special collection which could be tucked away on the fifth floor, to a busy operation supporting nearly half a floor full of material. This made necessary a major space reallocation, planned throughout the year and commenced in the long vacation. Periodicals and Audiovisual Aids were also involved. It is hoped that all will be more conveniently located for users and more economical to staff.

The Law Library regained their top floor which had been occupied for some years by HEARU, and the area was filled with much needed shelving. Work began in the long vacation, moving virtually every book in the library, to occupy it.

It is planned that the Queen Victoria Medical Centre will move to Clayton in 1986, and the hospital and the university have used the move as an occasion to combine their two medical libraries. Agreement was reached to commence the amalgamation early in 1985, so that the inevitable problems could be ironed out before the pressure of a major move compounded them. The combined library will be run by the hospital, with staff partly financed by the Library, and bibliographic back up provided by the Biomedical Library. There have been problems, but there has been general goodwill and they have so far been resolved.

Loan figures were slightly down for the year at 616,141 compared with 626,694 for 1984. Some 3000 of the reduction is due to the Queen Victoria transfer - - only the first half of the year is included - - but no explanation is obvious for the remainder, visible in all branches except Biomedical and its Alfred Hospital sub-branch. Loans to other libraries were also lower: 22,822 as against 23,471, continuing the trend of recent years. Borrowings were higher, again continuing a trend; 8183 as against 7934 in 1984.

Operation of the computerized loans system depends on the reliability of the service provided by the Computer Centre. This had fallen away in the last months of the Burroughs 6700, and it was hoped that installation of the larger B7800 would provide relief. It did, but not without teething troubles, including the loss of several full days' worth of information. Recovery had to be manual, slow, time-consuming and tedious, and required all the tact imaginable to deal with borrowers wrongly accused of misdeeds.

On-line enquiry by computer of bibliographic data bases located in Australia, the United States and Europe became a large part of the Reader Services operation in 1985. The staff concerned had reached a level of familiarity such that they could use this technique to answer quick reference questions more cost-effectively than by the use of the standard reference books. Which raised the standard dilemma: though it may be cheaper to answer the question by using the computer, the Library will be charged, whereas use of the books is "free". The same service will be given to the user. How then can he be charged? Equally, how do we pay for the costs of the service?

Supporting the ANZAAS "Festival of Science" held at Monash, all branches produced bibliographies of subjects covered by the Festival. They were very well received, and it is hoped that many will be kept up-to-date and reissued in the Monash University Library Occasional Publications series, launched during the year with Geoffrey Blainey. a Bibliography by Anne Macaulay. Earlier in the year Irene Macdonald and Susan Radvansky's New Zealand Literature to 1925 in Monash University Library was issued. A total of 14 Pathfinders (guides to the literature) were issued by the Humanities and Social Sciences Library, on topics ranging from Agricultural Policy to Sociology.

The Library's Advisory Committee on Staff Training met throughout the year, largely to prepare at the request of the Librarian an induction course for new staff, to replace the existing rather ad hoc version. Their report was due at the end of the year. They also organized courses in keyboard skills, now needed more and more as more and more staff must deal with computers, and also a workshop for supervisors. Both were highly successful, as was their end-of-year seminar. This last dealt generally with the problems of expanding operations with contracting resources. The seminar focussed on better staff development, and especially on the need for a full-time staff development officer.

Much time has been spent over the last three years on development of a new staff classification scheme. The existing scheme depended for level of appointment or promotion on a number of differing criteria, many conflicting. A scheme based purely on job definition was seen as cleaner, less subject to misinterpretation, and certainly easier to administer, fitting better into the University's established practice. After long negotiation, the new scheme was approved, to be introduced from the beginning of 1986.

From every angle it was an extremely busy year, one requiring constant re-adjustment at the professional, the administrative and certainly at the financial level. It is a tribute to the staff that morale remained high; pressure from the staff was always to advance, never to retreat.

Monash University Library
Acquisitions Department
Annual Report
1985

1. General

During 1985 the most important development was the further progress of MIPS following its implementation late in 1984. Numerous problems showed up and were resolved while others remained unresolved for some time. At times band-aid measures had to be adopted to tide over breakdowns at times resulting in somewhat retrograde procedures and low morale. Standard procedures which were previously taken for granted (eg. changing an author, title or location) were not possible for most of the year.

It is with gratitude that I record the support of Heads of Department to grant MIPS top priority for problem solving and development, and that of the the EDP Section especially Iris Radulescu, for never failing to make themselves available when problems arose.

2. Activities

Ordering and processing remained at a similar though slightly lower level than 1984 (1985: 28,293; 1984: 30,704), though ordering intensity dropped dramatically from August onwards following a reassessment of the book budget in the light of the declining \$A. In consequence the social sciences/humanities approval plans were largely suspended - the exceptions being some small foreign language blanket orders. The situation of branch orders was the reverse: intensity rose markedly towards the end of the year creating temporary backlogs.

In 1984 I reported that there had been a notable increase in new standing orders placed. This trend did not continue but stabilized (1985: 259 1984: 261). However, there was a significant increase in items received on all standing orders, increasing from 3120 (1984) to 4398 (1985).

Meanwhile work on upgrading standing order procedures to MIPS format is proceeding.

Antiquarian and second-hand ordering declined largely in response to a deliberate policy to restrain expenditure. The number of items received was 456. Significant collections purchased include one on the Australian labour movement and one consisting of 17th-19th century French publisher's catalogues. The final disposal of the weeded duplicates collection took place in June in the form of three separate book sales. Of the approximate 7,000 books offered 5,246 were sold, proceeds amounting to \$2,357.00. The unsold books were donated to the Monash Parent's Group for further money-raising efforts.

In addition, some surplus periodical backsets were donated to several Thai academic libraries.

After a long delay the MIPS claim module for unfilled orders was implemented. Since there was a backlog of over a year the quantity of unclaimed orders was very high indeed. In addition, the difficulty in using the claim module for early records resulted in the need to manually verify and amend hundreds of records; this created an enormous amount of extra work which was not yet fully completed by years' end.

Approximately 170 new periodicals orders and 90 gift continuations were processed and approximately 580 periodicals gap filler orders were placed. There is also a noticeable increase in government publications of which approximately 500 were ordered during the year.

3. Gifts

The number of new gifts increased again, to 7,337 (1984: 6419); 5,508 of the gifts were retained. Amongst them was another instalment of 429 books for the Australian children's books collection named in honour of its donor, Lindsay Shaw.

Other donors include the following: Professor E.S. Crawcour (370 Japanese and English books on economics), the Saudi-Arabian Embassy, Canberra (140 Arabic and English books on Arab affairs), Mrs. L. Grynberg (approximately 375 books on various subjects), the Estate of Arthur L. Hill (over 500 books including a strong section on psychology), and several others.

At years' end prospects were high that another major German language collection from the estate of Paul Hirsch, literary correspondent and confidante of German and Austrian writers from the 1920's and '30's, would be acquired.

The Gifts unit features prominently in the Library's development, processing approximately $\frac{1}{4}$ of the entire library intake. Yet it is staffed by one part-time staff member (0.8 EFT). A separate submission drawing attention to this fact is in progress.

4. Staff

As in the past staff attended inside and outside training courses and participated in general library activities. Outside courses attended by several staff members were Keyboard skills courses, ABN training courses and a Workshop for supervisors. One staff member (P. Kinder) attended a series of courses on government publications. L. Emmett took 9 months leave to complete the Graduate Diploma in Librarianship. P. Kinder acted as the departmental adviser on ergonomic matters. The latter also took on the function of SESAME Liaison Officer.

Total staff remained fairly constant, at 19.5EFT.

Resignations were R. Monckton (DPO), being replaced by L. Thomas and subsequently two half-time DPO's, D. Hickey and B. Whiteside. M. Buechele commenced as part-time secretary, F. Hogg commenced on T. North's resignation, and M. Davis filled the temporary vacancy during L. Emmett's study leave. In general the staff establishment is felt to be adequate but there is little reserve in case of sudden pressures. Backlogs of orders checking and preparation have been present at various stages throughout the year and at times caused concern in the branch orders, gifts, student reading, government publications and orders receiving areas. It is hoped that, with the development of MIPS reaching a plateau, less staff involvement is called for for MIPS specification and general problem solving.

5. Conclusion

A number of problem matters were left unresolved, as detailed in the foregoing. It is hoped that they will be resolved in 1986. While 1985 was a hectic and at times unpredictable year my staff proved their resilience and coped well and in a cheerful manner. I acknowledge that with gratitude.

V. Wehner

V. Wehner
Acquisitions Librarian

CATALOGUING DEPARTMENT
ANNUAL REPORT

GENERAL

1985 was not an easy year for the Cataloguing Dept. As well as having to break in a new Cataloguing Librarian, staff had to learn to cope with cataloguing using ABN, and discover the intricacies of the new acquisitions system. Workflows and procedures seemed to change almost constantly for the first half of the year. The fire at the National Library made ABN unavailable for 4 weeks, and yet another different workflow had to be developed on the run.

Approximately 27 weeks of staff time were lost through work-related injuries during the year. As well as the pain and worry for the injured staff, this meant time in training temporary staff, or, more commonly, carrying the loss with reallocation of duties amongst existing staff. Adjustments were also necessary to cope with the rehabilitation of injured staff to normal duties.

Delay in the loading of retrospective data to ABN (and the consequent non-appearance of a cumulated fiche catalogue) was another frustrating feature of the year.

It is to the staff's credit that in spite of the difficulties, the department added the highest number of records to the catalogue since 1982.

STATISTICS

24,667 new monograph titles (including rare books, nonbook materials) were catalogued in 1985.

175 new periodical titles were added, and a further 508 new records created for periodicals as a result of backsets, title changes etc. 665 periodicals records were revised during the year.

731 books were catalogued for academic departments, over 1000 requests for urgent cataloguing satisfied, and 486 transfers between locations in the library dealt with.

SYSTEMS ETC.

Except for the effect of the fire, the use of ABN as an on-line cataloguing system has been fairly smoothly integrated into the department's workflow. Staff have rapidly acquired knowledge of the systems idiosyncrasies and, while not always complimentary about it, are comfortable with its use. ABN down-time due to asbestos hazards at the National Library was a particular problem early in the year, but has now lessened.

ABN as the means of producing our microfiche catalogue has been less happily received. For various reasons (all outside our control) the end of 1985 finds us with the data from the "Libramatics tapes" still not loaded to ABN. This means that there are still three sequences of microfiche catalogue two of which are now quite out of date. Any amendments to those catalogue records are fairly difficult to make and more cumbersome procedures evolve. Early 1986 should see an end to this unhappy state, but the optimism of staff in both Reader Services and Technical services has been somewhat curbed.

The interface between ABN and MIPS, and the on-line catalogue is still in the realms of future development, no doubt to be reported by other sections.

The local MIPS system also had its troubles this year and considerable time was spent devising procedures in Cataloguing to overcome our end of the problems. A significant amount of programming time was allocated to MIPS at the end of the year and hopefully things will improve for 1986.

FURNITURE AND EQUIPMENT

In terms of adjustable furniture for VDU workstations, the Cataloguing Dept. began 1985 reasonably well provided for. By mid-year we had received the essential furniture for the last two terminals. Since then, as part of a library-wide exercise, several staff have acquired adjustable chairs for their normal workstations.

Keyboards to allow direct input of diacritics and special characters to ABN are still not available for the Ericsson terminals. This continues to be a time-consuming part of entering foreign language catalogue records.

STAFF MATTERS

Staffing seemed to be rather complicated. While in general the department's staff remained stable, special projects, staff on workers' compensation leave and some resignations meant quite a lot of coming and going.

I took up the position of Cataloguing Librarian in February, following Barbara Tapply's retirement at the end of 1984.

At that time there were already two vacancies, one in the data entry team due to maternity leave, one, resulting from retirement, in the inventory unit. With an expectation of reduced work resulting from the MIPS automatic generation of inventory entries, these had not been filled.

It became clear that the load on inventory and data entry was higher than expected. Even more urgently, trolleys of uncatalogued books which were intended to come straight to the department, began to build up downstairs. It was decided to spend some salary savings on staff to organise these items so that they were at least accessible, even though this meant adding to the "closed" backlog. This was done and we were fortunate to retain Kathy Tomas as a precataloguer until almost the end of the year. It was also decided to employ an extra cataloguer for six months to try to make a dent in the growing backlog. Marianne Kuyper joined us, though only for three months, and it was only for the last month that we again were able to find a temporary cataloguer (M. Gunapala). Kathie Olden joined the precataloguing team for a brief time.

These staff were in general supposed to be additional, but as it happened, served to replace staff absent on workers' compensation leave, and only brought our numbers to a normal level.

In June, Nina McLean transferred to the ^{Physics} Dept. and Sandra Lauder joined the staff. In August we joyfully welcomed Robyn Parks back from maternity leave only to farewell her two months later when she resigned to accompany Bill to Queensland and his new job.

We did have one bonus - Judy West has been working in the Dept. since October, mostly with inventory work and data entry. After several weeks part-time she is now back on full-time duties.

The end of the year saw Vera Steiner retiring and Jenny Klingler going on maternity leave.

OTHER STAFF ACTIVITIES

During the year members of staff have attended:

- ACOST/HEARU Workshop for supervisors.
- CAVAL microcomputer workshops.
- ABN national conference and User Group meeting.
- CAVAL non-book materials workshop.
- LAA Cataloguers' Section Biennial Conference.

Some staff have also accepted invitations to take part in seminars of the Graduate Library School. Departmental staff have been active in ACOST, LAGSA, Ergonomics Committee, Staff Bulletin Editorial Committee, Main Library Safety Committee.

As usual some Cataloguing staff helped out with orientation tours organised by Reader Services. David Farrer and Jean Golding continued to put some hours into Reader Services duties in the Main Library. This was repaid in kind by Janice Appleton spending half a day per week as a cataloguer in the latter half of the year.

VISITORS

In September Curt Conklin from Brigham Young University, Utah, spent 2 weeks in the department collecting information from staff about our workflows, policies and procedures.

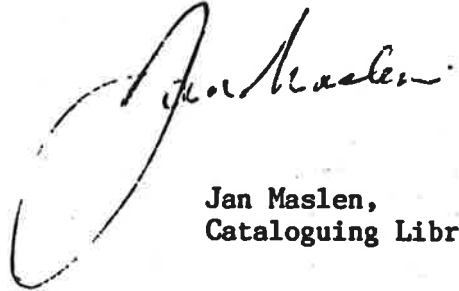
During the year we have had several work experience students for varying lengths of time. As in other years, the students have been given the time and attention by experienced staff members and while this is a cost in the short term I am convinced it is a valuable activity for both students and staff, and for librarianship in general.

CONCLUDING REMARKS

In spite of the problems, 1985 was a year of achievement. A great deal of change was assimilated in a relatively short period without an overall loss of productivity. There is, of course, much to be done. Our cataloguing rate has barely, and sometimes has not, kept up with the acquisitions rate. The backlog of HSS materials has therefore not diminished and continues to be of great concern. While several ways of increasing output have been implemented in 1985, their success has been offset by other events.

In policy development within the department we are continually seeking the balance between quality and quantity, and will continue to do so. Neither can be completely discarded in favour of the other.

As an eternal optimist, I look forward to 1986 being rather more stable in terms of both systems and staffing, and therefore a year of even greater, and hopefully more visible, achievement.

A handwritten signature in cursive script, reading "Jan Maslen". The signature is written in dark ink and is positioned to the left of the typed name.

Jan Maslen,
Cataloguing Librarian.

HUMANITIES & SOCIAL SCIENCES LIBRARY

1985 ANNUAL REPORT

Contents

1. General
 - 1.1 Technological changes
 - 1.2 Inter-departmental communication
 - 1.3 Space
 - 1.4 Selection Duties
2. Organisation and staffing
3. Collections
 - 3.1 Book budget
 - 3.2 Periodicals
 - 3.3 Special collections
 - 3.4 SEA collection
4. Services
 - 4.1 Reference
 - 4.2 Online Information Services
 - 4.3 User Education
 - 4.4 Loans
 - 4.5 Inter-Library Loans
 - 4.6 Student Reading
 - 4.7 Periodicals/A-V
 - 4.8 Government Publications
 - 4.9 Rare Books
5. Music Library
6. D. Cochrane Library
7. Publications
 - 7.1 Mainline, the HSS newsletter
 - 7.2 Periodicals in Monash Libraries
 - 7.3 ANZAAS

Contents (cont'd.)

7.4 Pathfinders

7.5 Monash University Library Occasional Publication Series

7.6 Rare Books

8. Staff Development/Professional Activities

8.1 Seminars/Workshops

8.2 Committees

8.3 Professional contributions

9. Concluding Remarks

Humanities and Social Sciences Library.
1985 ANNUAL REPORT

Mrs. Ho Chooi Hon
Librarian, Humanities and Social Sciences.

1. General

1.1 Technological changes

The operative word for 1985 is "CHANGE". The development and testing of SESAME, and the conversion to ABN brought with it the usual teething problems. Under the circumstances staff coped very well, thanks to the innumerable training sessions. Apart from learning to understand a new system, staff devoted much time and energy to discussions on the implications for work routines, equipment, furniture and space. Due to the multiplicity of catalogues, made worse by the non-cumulative nature of ABN microfiche supplements, reference staff have not been able to provide quick accurate information on our holdings. Apart from developments in our "home" environment, subject librarians had the added challenge of keeping abreast of technological advances in the online information services area. They have had to contend with the changeover to AUSTPAC protocols, the changeover to 1200 modem protocols, the transition from DIALOG 1 to DIALOG 2 and its attendant teething problems, the availability of new databases, etc. It is little wonder that most staff felt that the year has just whizzed past.

1.2 Inter-departmental communication

From June, monthly HSS Information Services meetings were scheduled to enhance regular communication between technical and reader services staff. These meetings have proved to be extremely useful, particularly during this period of change. Apart from the subject librarians, the membership comprised of the Technical Services Librarian, Chief Cataloguer, Acquisitions Librarian Selection Librarian, and the Data Base Administrator.

1.3 Space

The acute shortage of space had been reported on last year, and the modest plans to alleviate the cramped reader services office areas on the ground floor eventuated this year. Chooi Hon and Elaine moved out into the reference area where a new office was constructed. The subsequent adjustments created a separate Student Reading office area, a Reference office area, and a more private location for the Circulation Officer's desk. As a result of the relocation of reference shelves we gained an extra five bays of reference shelving. With confirmation of funds from Significant Minor Works in December 1984, planning began in earnest for the Government Publications move to the first floor, including a combined Periodicals/A-V/Government Publications office area. A task force comprising the Deputy University Librarian, the HSS Librarian, Deputy HSS Librarian, the Periodicals/A-V Librarian, and the Government Publications Librarian was formed.

Whenever appropriate the Chief Attendant was also involved in the deliberations. Thanks to the hard work of the staff concerned, the move has been progressing well. Barring unforeseen circumstances, we should be able to locate all our service points on the ground floor and first floor, in time for first term 1986.

1.4 Selection Duties

The attempt to second Adrian Turner, the Selection Librarian, to write a selection policy had an erratic start. This was complicated by the devaluation of the Australian dollar and its consequent effect on the blanket book ordering programme.

A temporary halt to the ESCM system was instituted, and in its stead we opted for bibliographical order forms. Towards the end of the year I was able to help by taking over the sorting and distribution of bibliographical order forms to the subject librarians. The Subject librarians have been involved in the selection or referral of the slips to the respective library liaison officers in the teaching departments. Early in 1986, the Selection Librarian, together with the relevant subject librarian, will be holding discussions with the library liaison officers to review the ESCM profile. It is hoped that the review of the ESCM profile and the selection policy will be completed in 1986.

2. Organisation and staffing

Staffing matters continue to take up a lot of time and effort. Over the months, a sizeable file of duty statements have been compiled and lodged in the word-processor for future use. This greatly assisted the preparation of recommendations for reclassification in December. It was pleasing to note that library staff will be eligible for an acting allowance in line with other sections of the university.

Rosemary McGinnes returned from maternity leave in May. Three staff members reverted to full-time status - Tricia Naish, Shannon Azzaro and Helen Soemardjo.

Several submissions for promotion were put forward, and it was gratifying that the following staff were successful in their applications - Jeffrey Bender, Helen Soemardjo and Rysa Raynes. 1984/85 is the last year that staff can automatically be promoted based on qualifications. In future promotions will be based on job descriptions. The promotion of Gayle Whyte as Government Publications Librarian and the appointment of Rosemary Gall as the Politics Subject Librarian, and Sue Little as deputy Government Publications Librarian and Sociology subject librarian have necessitated changes of subject librarian portfolios.

SUBJECT LIBRARIANS/SPECIALISTS

Janice Appleton

Administrative Studies
Accounting and Finance
Economics
Economic History
Econometrics and Operations Research
Japanese

Jeffrey Bender

Education
Other responsibilities: Editor MAINLINE
Online services backup

Rosemary Gall

Politics
Women's Studies

Robin Lenan

English
French
Librarianship
Linguistics
Philosophy
Slavic Languages
Spanish
Other responsibilities: Reference collection development

Sue Little

Sociology
Other responsibilities: Deputy Government Publications Librarian

Tricia Naish

Geography
History
Other responsibilities: Reference Services Coordinator
Inter-Library Loans

Vivien Nash

Anthropology
Social Work
Anthropology
Other responsibilities: Deputy H. & S.S. Librarian
User Education Coordinator
Student Reading
Locker and Carrels

Jean Newby

Psychology
Visual Arts

Other responsibilities: Online Information Services Coordinator

Jackie Osborne

Classical Studies
Music

Other responsibilities: Periodicals & A.V. Librarian
Services to the Disabled Coordinator

Maree Pernat *

German

Other responsibilities: Special Collections Coordinator

* From 23.9.85

Gayle Whyte

Government Publications

Other responsibilities: Government Publications Librarian

Indonesian and Malay studies and Southeast Asian studies in general will be the responsibility of Ho Chooi-Hon and Helen Soemardjo, the S.E.A. Officer.

An unusually large amount of time was lost through staff absences from accidents, work-related injuries and illnesses. With the turnover of staff during the year, we were able to further rationalise staffing levels. The attached organisation chart reflects the current staffing status in the Humanities and Social Sciences Library. Staff movements in late November/December due primarily to health reasons, will inevitably result in some changes early in 1986. In addition, two staff members, Carol Kempe and Jean Newby will be leaving in January 1986.

Resignations

Bernadette Barker	(Student Reading)
Gavin Gamble	(D.Cochrane Library)
Mrs. Leonie Johnson	(D.Cochrane Library)
Carmel Reynolds	(Government Publications)
Malcolm Mitchell	(Government Publications)
Keith Hoyle	(Periodicals)
Sandra Blaney	(Periodicals)
Sharon Gorse	(Student Reading)
Nicola Adams	(Student Reading)
Greg Mitcheson	(Attendant)
Juliana Chan	(Loans)

Transfers

Matthew Flahavin	(Attendant to Biomedical Library)
Bruce Vine	(Head Attendant to Hargrave Library)
Anthony Lyons	(Attendant to Biomedical Library)

New staff

Karen Gibson	(Student Reading)
Jenny Primmer	(Student Reading)
Sue Edwards	(Student Reading)
Yasmin Wimalasena	(Student Reading)
Steven Johnson	(D.Cochrane Library)
Mrs. Rosalyn Shennan	(D.Cochrane Library)
Rosemary Gall	(Reference)
Susan Little	(Government Publications)
Peter Martin	(Attendant)
Andrew Johnson	(Attendant)
Stephen Balla	(Attendant)
Tony Lorento	(Attendant)

Promotions

Gayle Whyte	(Government Publications Librarian - Librarian 1)
Jeffrey Bender	(Subject Librarian - Librarian 1)
Helen Soemardjo	(Library Assistant Graduate)
Rysa Raynes	(Library Officer 2)
Dick Quin	(Head attendant)
Brendan McConville	(Library attendant 2)

At the request of Heads of Department, a casual staff member attached to the A-V section was employed for 10 hours per week to clean all microfiche readers and VDU's throughout the Monash Library system.

Staff Interchange

Staff interchange between sections in times of crisis has worked well. The cooperative venture between departments has proved to be mutually rewarding. Cataloguing staff, Jean Golding and David Farrer continue to help out at the Information Desk. In exchange, from the second half of the year, Janice Appleton worked in Cataloguing for one afternoon every week. Petal Kinder from Acquisitions assisted with the Government Publications Information Desk and a mutual arrangement of HSS staff hours was repaid towards the latter part of the year.

3. Collections

3.1 Book budget

1985 saw a decrease in the percentage allocation for the Humanities and Social Sciences Library dropping from 44.5% in 1984 to 43.5%.

Table 1 (a) HSS book budget 1983-1985.

<u>1983</u>	<u>1984</u>	<u>1985</u>
42.75%	44.5%	43.5%

Table 1 (b) H. & S.S. Acquisitions, 1983-1985

YEAR	TOTAL VOLUMES				TOTAL INCREASE IN YEAR	PERIODICAL TITLES RECEIVED
	Monographs	Periodicals	Microforms	Total		
1983	544,502	102,534	131,554	778,590	31,073	7,029
1984	563,495	106,157	139,091	808,743	30,153	6,992
1985	586,493	109,846	144,849	841,188	32,445	6,839

3.2 Periodicals

After much effort, the Periodicals Review Sub-Committee was able to make the required amount of savings for the periodicals budget by cancelling 208 titles, worth about \$14,500 in 1984. In 1985, a further 15 titles worth \$2188 were cancelled. In view of the increasingly restricted funds for the purchase of periodicals and to ensure the stability of the periodicals budget, it was decided that no new subscriptions should be taken out without prior approval of the Periodicals Review Sub-Committee, except where currently held periodicals of equivalent value are offered for cancellation. In 1985 9 titles (\$1092) were ordered compared to 38 titles (\$2,351) in 1984.

3.3 Special collections

Whilst subject librarians have been given the responsibility of collection development in the respective special collections, it has become increasingly apparent that there is need for a professional librarian to be responsible for the overall coordination of all the special collections. In late September, one of the subject librarians assumed the special responsibility of Special Collections Coordinator.

3.4 SEA collection

Following feedback from some staff members of the CSEAS regarding gaps in the SEA collection, renewed efforts were made to improve our acquisitions programme. A survey of our SEA government holdings revealed gaps in our Singapore, Malaysia, Thai and Philippine government holdings.

We have contacted agents in Singapore and Malaysia with a view to establishing some standing order arrangement. To date, our Singapore agent has responded positively. Whilst Indonesian commercial monographs are not a problem, we are hopeful that the acquisition of government publications will improve with the Indonesian Acquisitions Project.

4. Services

4.1 Reference

The large number of catalogue sequences remains one of the most time-wasting and frustrating of the problems that reference staff have to deal with. A special form for catalogue queries has been devised for use during busy periods when staff are not able to give immediate attention to catalogue queries, particularly telephone requests. We have continued to improve on our roster system, in an attempt to have a smoother back-up arrangement. Each subject librarian works one night duty a fortnight and is relief back-up on the alternate week, thus ensuring that there is a reference librarian in the office to answer the buzzer during busy times, and to be generally on call.

Table 2. Reference statistics 1984-1985

	1985	1984
Directional Reference	21,307	-
	20,353	-
Total	41,660	41,408

4.2 Online Information Services

Due to dramatic changes on the online scene, almost every aspect has been in a state of flux: Subject librarians have had to grapple with the changeover to AUSTPAC protocols, changeover to 1200 modem protocols, the revival of ABN, the transition from DIALOG1 to DIALOG2, the development and testing of SESAME, the advent of Wilsonline, plus the availability of many other new databases. BLAISE was abandoned as it was not considered to be cost-effective. The Online Information Services Librarian has devoted much time and effort to compiling manuals, and running training workshops in a desperate bid to keep on top of all the changes. Fortunately, pressure eased in the latter part of the year.

Table 3 HSS Online searches 1983-1985.

	1985	1984	1983
No. of Official Searches	132	102	118
No. of Ready Reference Searches	343	265	NA
Total No. of Searches	475	367	118
Connect time	75 hrs	66 hrs	56 hrs

4.3 User Education

For orientation, displays were mounted around the library, and two videos were screened continuously in the foyer. Library packages containing leaflets of particular relevance to the new students were distributed. About 1500 people took part in the 192 library orientation/introductory tours. Assistance received from technical services and other library staff was much appreciated.

Jeffrey Bender was our representative on the Joint Orientation Committee for 1985.

User Education statistics are encouraging although much more could be done. We are constrained by the small number of subject librarians who have to balance a wide range of demanding responsibilities.

Table 4 User Education Statistics 1984-1985

	No. of Groups		Contact Hrs.		No. of Students	
	1985	1984	1985	1984	1985	1984
Orientation/Introductory	192	225	191.25	220	1494	1468
Elementary	29	38	26.50	40.50	251	478
Advanced	61	48	85	50.50	868	486
Joint Dept.-Library classes	33+	33	33+	58	1166+	897+
Other	24	20	22.50	18	407	156
Total	339	364	358.25	387	4,186	3,485

4.4 Loans

The loans system was beset with many problems, some of them were due to the installation of the new B7800 computer.

A B7800 computer replaced the B6700 at the start of the year. With installation of this unit the circulation work has been more reliable in that the print-outs have been available on a more regular basis and maintenance time is outside library hours. It is unfortunate that the programming of it created so many problems.

The functions of the terminals were changed so that both terminals can handle weekly/monthly loans, and overnight loans are borrowed via variable loan cards.

The loans counter was rebuilt so that the tattle tape discharge units were built into the counter, thus lessening the risk of RSI.

All circulation terminals were placed on the University network, MONET, thus enabling them to access various computers. Finance Branch agreed to allow limited access to their files on VAX 5, expediting late fee queries during re-enrolment.

Table 5 Loans Statistics 1984-85

	1985	1984	+/-
1. <u>Hours of Service</u>			
a) Hours Library Open	3,262.5 hrs	3,289.5 hr	-27
b) Number of hours loans system unavailable	10 hrs 28 min.	4 hrs 13 min	+6 hr. 15 min.
2. <u>Adjusted Returns</u>			
a) Number of Borrowers who had loans adjusted	1,666	1,445	+221
b) Number of transactions adjusted	2,205	1,781	+424
c) Number of books found on the shelves	900	870	+30
3. <u>Number of Loans issued up to 30.11.85</u>			
Staff/Postgrads. - 105,569			
Undergraduates - 262,002			
Total	368,571	380,659	-12,088
4. Late Fee/Recall Notices Processed	38,112	34,966	+3145
5. Special Borrowers enrolled	885	920	-35
6. Extended Loans issued	1,528	1,420	+108
7. Late fees adjusted	383	310	+73
8. Lost/Missing books replaced	139	149	-10
9. I.D. Replaced, staff & students	933	950	-17

Note: The increase in the number of adjusted late fees and books found on the shelves can be partly attributed to the loss of information on the 11th April, which caused 800 books to appear to be overdue when in fact they had been returned on the due date. Some of the books were reborrowed by another person and the first return on subsequent loan was lost, thus creating a late fee for the first borrower when the second borrower returned the book.

4.5 Inter-Library Loans

ILL was busier this year. It should be noted that of the items that we were unable to supply 183 were books missing from the collection.

Table 6 HSS Inter-Library Loans 1983-1985

	1985	1984	1983
Items wanted	3207	2807	2205
Items supplied	2909	2595	2294
Items lent ex-Monash	5911	5578	5762

4.6 Student Reading

Security remains a problem in Reserve. So far this year about 180 photocopies have been stolen, 50 books mutilated and at least as many books have unaccountably vanished during their period of demand. The installation of two security mirrors in 1986 will hopefully improve the situation.

Table 7 (a) Size of Reserve Collection and SRR File
1984-1985

	Photocopies on Reserve		Books on Reserve		SRR File
	Titles	Copies	Titles	Copies	(Titles)
1984	8,325	16,871	7,117	8,072	31,198
1985	8,155	15,593	7,043	7,931	32,586

Whilst the size of the Reserve collection is slightly smaller the SRR file has increased by 1,388 titles.

Table 7 (b) Usage: Loans and Reserve Transactions 1984-85

	Staff	Student	Short term	Sub-total	Reserve	Total
1984	77,111	167,947	114,070	359,128	119,437	478,565
1985	84,389	170,586	101,828	356,803	111,674	468,477

Reserve loans make up a good 30% of the total HSS Loans. There is a real need for automating the reserve system.

4.7 Periodicals/A-V

The Sesame terminal is proving invaluable to the Inventory Assistant as it has cut down his checking of the paper listings and supplements.

The experiment with Medianet was very successful and we have continued to use it to book films from the National Library. The resignation of two staff members enabled us to review the work situation, and re-shuffle staff within the reader services area, according to their preferences.

As it was no longer a cost-effective means of providing a current awareness service, photocopying of title pages of journals is being phased out and replaced by online SDI's whenever appropriate. With the availability of coin-operated machines, there has been a significant increase in the number of microform copies made.

Table 8 Microform reproduction 1984-1985

	1985	1984
Fiche-Fiche	1,283	962
Mf - Paper	3,437	10,363
Coin operated	16,645	2,472
Total	21,365	13,797

Table 9 Film Loans 1984-1985

	1985	1984
Films lent ex-Monash	429	226
Films supplied to Monash	553	309

Table 10. Periodicals/A-V Enquiries 1984-85

DESK ENQUIRIES	1984	1985
Taped Lectures	16,977	18,711
Other Taped Lectures Enquiries	5,952	7,085
Restricted Access	1,685	1,615
Periodicals	5,442	4,912
Audio-Visual	2,054	1,681
Newspaper	1,079	1,128
Directional	1,633	1,725
Rare books	555	416
Microform Copying - lenses given out	334	1,297
Photocopying	2,258	2,147
Total	37,969	40,7173

Services to Students with Disabilities

A report on services to students with disabilities tabled at the Main Library Users Committee meeting in April was very well received. The Committee endorsed the recommendations of the report and adopted two resolutions (1) to request the General Library Committee to consider a regular specific allocation in the University Budget to cover the staffing resources required (\$19,500 in 1985\$) (2) to request the Vice-Chancellor's Advisory Committee for People With Handicaps to allocate an amount of \$2,100 to fund casual staff during peak periods as an interim measure for 1985/86. Funds have been approved for casual assistance. It is hoped that the first resolution will be received favourably.

4.8 Government Publications

In spite of the loss of two experienced G.P. staff very early in the year, the remaining staff managed to keep the section functioning most creditably whilst the vacancies were being filled. Assistance was provided by Periodicals staff, casuals and some reference librarians. The installation of a terminal, provided instant access to MIPS files and inventory records, and saved staff much time and inconvenience.

Another improvement in procedures has been the identification of a G.P. liaison person in Cataloguing Department, (Jenny Klingler). This is particularly useful for urgent materials. 884 items were retrieved from the gift backlog and moved into the G.P. area.

Following discussion of the paper on the definition of government publications, a working party comprising technical and reader services staff has been established.

Table 11 Government Publications

No. of enquiries	1985	1984
	2257	3435
No. of special loans	187	143

4.9 Rare Books

In 1985, 294 volumes were added to the collection, making a total of 21,096 volumes.

Thanks are due to the Friends of the Monash University Library and other donors for their generous aid in acquiring the following:-

- 1) J. Harris. Miscellanies in five volumes.
London : C. Nourse, 1775-1786. 5 vol.
- 2) A significant addition to the Swift Collection - the very rare Lacroze, J. Cornaud de. A Letter from Monsieur de Cros... being an Answer to Sir Wm Temple's Memoirs, concerning what passed from the year 1672, until the year 1679.
London, ... 1693.
Wing records only two copies (Bodley & Christ Church).

- 3) A very important collection of about 350 items relating to the French book trade, making the Monash Collection the most significant in Australia in this field.
- 4) Aristophanes. Lysistrata... done into English verse by J. Lindsay. and decorated by N. Lindsay. Sydney, Fanfrolico Press, 1925.
Limited to 136 copies, signed by Jack Lindsay. No.114.

The acquisition of the first work by the Fanfrolico Press was an important step towards completing our very substantial holdings.

Further Burchill Memorabilia items continue to be received.

Five exhibitions were mounted during the year:

- 1) Blake and his contemporaries
- 2) The Restoration in London
- 3) Five Centuries of Polish Music
- 4) Colonial Libraries
- 5) Claude Lorrain

The installation of a notice board on the Rare Books door was an attempt to improve public relations, on the occasions when the Rare Books librarian was unavailable.

Table 12 Rare Books 1985

Books read in Reading Room	1869
Personal enquiries	465
Telephone enquiries	361
Photocopying requests	90
Loans	71
Binding	19

Music Library

The decision to scrap the blanket ordering system for music scores in favour of reverting to selection and acquisitions by the Music Librarian naturally had implications for Music Library procedures. A meeting involving the Technical Services Librarian, Acquisitions Librarian, Selection Librarian and Music Librarian was scheduled and resulted in the decision that Technical Services will only be concerned with paying the invoices. The Music Librarian will have to be responsible for selection, verification and bibliographic checking, including typing and despatching of orders as well as receipt and claims.

The situation is being monitored as other tasks are being held back, such as the backlog of cataloguing.

Table 13 Music Library Statistics 1985

No. of users	266
Reference enquiries	1,379
Loans (incl. reserve, record/tape)	8,576
Others (incl. practice room by key, phone, etc.)	5,818

An ergonomic assessment, and a report on the requirements of the Music Library have been prepared. It is hoped that discussions with the Music Department will bring about some improvements.

6. D. Cochrane Library

The collection of text and serials of the late Mr Douglas Campbell, was passed on to the D. Cochrane Library after being offered to the teaching staff of the Department of Accounting and Finance. After Janice Appleton had selected items that might be useful for the Main Library, the material was offered on a duplicates list.

The necessity of appointing a temporary junior library assistant has meant in effect a constant replacement and training programme very early in the year.

7. Publications

7.1 Mainline, the HSS newsletter

4 numbers have been issued this year:

No. 3 Library orientation.

No. 4 Services for postgraduate and fourth year honours students.

No. 5 News update including information on the "18 century microfilm collection" and "Freedom of information".

No. 6 Semi and unpublished material and Student Reading Lists.

7.2 Periodicals in Monash Libraries was published in March. It incorporated both continuing and closed entry serials. Due to a programming error, about 2,000 titles were omitted, and a supplement has been published.

7.3 ANZAAS. We compiled 3 bibliographies to support the ANZAAS Festival of Science:

1. Affirmative action and equal opportunity in Australia. Rosemary Gall.

2. Repetition strain injury. Vivien Nash.

3. Women's quest for equal pay. Rosemary Gall.

7.4 Pathfinders compiled include: -

Agricultural policy
Applied linguistics
Education : History of science
Educational psychology
History of education for women
How to find out in education (revised)
Politics (revised)
Psychology library guide
Marketing
Modern Australian literature
Romantic and Victorian literature
Spanish language literature
Social work
Sociology (revised)

7.5 Monash University Library Occasional Publication Series.

The first number is a bibliography of Geoffrey Blainey by Anne Macaulay. As this series will include all branches, a subcommittee of the Heads of Department is responsible for coordinating the publications - MULOP Editorial Committee comprising Marta Chiba, Volkhard Wehner and Ho Chooi Hon (Convenor).

7.6 Rare Books

2 bibliographies were compiled:-

1. An inventory of General Sir John Monash's memorabilia.
2. New Zealand literature to 1925 in the Monash University Library.

8. Staff Development/Professional Activities

8.1 Seminars/Workshops

ABN Inquiry Workshop - Jean Newby, Tricia Naish, Betty Brumby, Sue Little, Maree Pernat, Jeffrey Bender, Ho Chooi Hon, Janice Appleton, Rosemary Gall, Vivien Nash, Anne Macaulay.

Archivist's Seminar - Tricia Naish

Basic Telecommunications - Jean Newby.

CAVAL Government Publications Workshops - Jean Newby, Janice Appleton, Rosemary Gall, Sue Little, Rysa Raynes, Gayle Whyte, Tricia Naish.

Centre for Bibliographical and Textual Studies Workshop - Robin Lenan.

Centre of SEA Studies Seminars - Helen Soemardjo, Ho Chooi Hon.

Design and Application of Questionnaires for Libraries - Vivien Nash, Ho Chooi Hon

DIALOG 2 workshops - Rosemary Gall, Robin Lenan, C.H.Ho, Jean Newby, Tricia Naish, Sue Little, Gayle Whyte, Janice Appleton.

HEARU Seminar on Equal Opportunity - Gayle Whyte

Keyboard Skills - Jean Newby, Tricia Naish, Jenny Broughton, Mike Stavrou

Librarian's guide to micro computing - Jean Newby, Ho Chooi Hon.

Occupational Health and Safety - Jeffrey Bender

Seminar on Affirmative Action - Gayle Whyte

3rd Rare Books Librarians meeting and Bibliographical Society of ANZ Conference - Susan Radvansky.

3rd VALA Conference - Rosemary Gall, Robin Lenan, Jeffrey Bender, Gayle Whyte.

Working with Teaching Staff - Janice Appleton, Rosemary Gall.

In addition to the above, a series workshops for supervisors were organised in conjunction with HEARU. All HSS staff with supervisory responsibilities were given the opportunity to participate, namely: Dick Quin, Alan Hickey, Brendan McConville, Jeanette Powell Jackie Osborne, Anne Harrison, Jackie Bourne, Gayle Whyte, Helen Soemardjo, Kevin Jewell, Henry Thorburn, Tricia Naish, Robin Lenan, Diane Sandford.

Reference staff also attended an ABS Forum on Census Materials specially presented in the Main Library.

8.2 Committees

HSS staff have been active on various committees:

ACOST Committee member - Tricia Naish, Gayle Whyte, Rysa Raynes.

Association of Women Employees at Monash University.

Committee member - Gayle Whyte.

CAVAL Reciprocal Borrowing Programme User Group.

Monash representative - Tricia Naish.

Ergonomics Committee. Convenor - Vivien Nash.

Government Publications Group. Secretary - Gayle Whyte.

International Association of Music Libraries.

Secretary of Victorian Branch - Jackie Bourne.

Joint Orientation Committee, 1986.

Library representative - Rosemary Gall.

LAGSA Deputy Convenor - Rosemary Gall.

LAGSA Secretary - Jeffrey Bender.

LAGSA Committee member - Gayle Whyte (until June)

Library Association UCLS Secretary - Jeffrey Bender

Main Library Safety Committee - Jeffrey Bender.

Reference Interest Group (Victoria).
Committee member - Gayle Whyte.

MU Library Occasional Publications Editorial Committee Convenor -
Ho Chooi Hon

MUGSA Committee. Jeffrey Bender, Gayle Whyte.

Silver Jubilee Open Day Committee.
Library representative - Ho Chooi Hon.

1st Asian-Pacific Special and Law Librarians' Conference, 1985.
Organising Committee. Henry Thorburn.

8.3 Professional contributions

Maureen Mann contributed "The German experience: the impact of German life, language and culture on the development and writing of Henry Handel Richardson" in L. Bodi and S. Jeffries The German Contribution. Sesquicentenary essays on German-Victorian cross-currents, 1835-1985. Melbourne, Monash University, 1985. pp.95-110.

The Monash Reporter featured articles on Arthur and Emily, the Blake Exhibition and the Restoration in London Exhibition.

The Scriblerian Vol. XVIII No.2, Spring 1985, reported on our Swift Collection and Maureen Mann's Bibliography and research into the Australian descendants of the Swifte family.

Susan Radvansky and Professor Bodi spoke about the German Australiana at the German Week organised by the German Department.

Daria Fedewytsch delivered a progress report to the Graduate School of Librarianship on her M.A. thesis "Localization and dating of eighteenth century English books: a study of compositorial practices".

Ho Chooi Hon and Radha Rasmussen delivered a paper entitled "University library services to Aboriginal and ethnic minority students: a time for change?" at the Second National Conference on Multiculturalism and Libraries : Directions for diversity. in February 1985.

Gayle Whyte gave a CAVAL Workshop on Commonwealth and State Government publications 25th July, 1985.

Ho Chooi Hon presented a paper on "Library Services to disadvantaged students in universities" at the UCLIS Seminar on Services to Disadvantaged Students in Academic Libraries, 22 Oct., 1985.

Ho Chooi Hon acted as an examiner of a M.A. thesis (Graduate School of Librarianship).

At the invitation of the Darwin Institute of Technology Ho Chooi Hon presented a workshop on subject specialization for librarians in October, 1985.

Jeffrey Bender and Ho Chooi Hon participated in a information session for prospective M.A. (Librarianship) students organised by the Graduate School of Librarianship.

9. Concluding Remarks

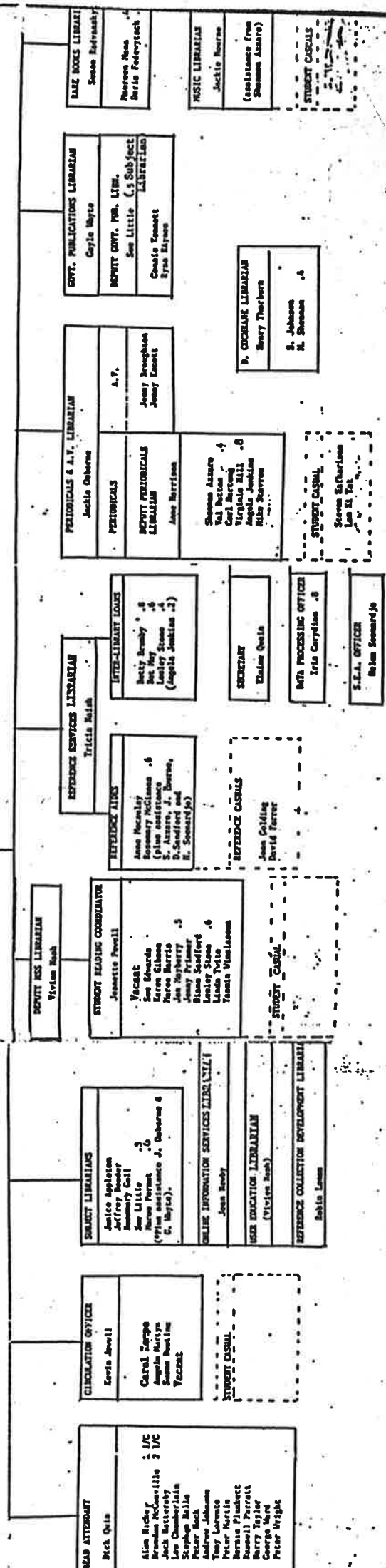
The present batch-mode circulation system has been a constant source of embarrassment. What we badly need is an online circulation and reserve system. Any improvement in this area would have maximum effect: providing a creditable loans service to our teaching staff and students, as well as ensuring a more cost-effective deployment of our limited staffing resources.

Space will continue to be an issue. Whilst temporary measures have been taken to alleviate the problem, this juggling of areas can only be seen as a short term solution. Other options will have to be looked at in the immediate future.

1985 has been an activity-packed year. Staff members have coped well with the changes, and worked together to maintain the high standards of service. The location of all our service points on the ground floor and the first floor is a big improvement and should enable us to provide an even better service next year.

SCIENCE & SOCIAL SCIENCES LIBRARY
ORGANIZATION CHART

SCIENCE & SOCIAL SCIENCES LIBRARY
RD CROSS-REF



Rev. 1.12.85

HARGRAVE LIBRARY
ANNUAL REPORT FOR 1985.

1. GENERAL

1985 was a year of continuing frustration over the lack of funds for collection building, especially for journal subscriptions. The floating of the Australian dollar drastically reduced the library's purchasing power, to the extent where it was no longer feasible to attempt a balanced collection development to adequately support teaching and research in the Physical Sciences and Engineering.

To generate a modest income from external sources, the Hargrave Library launched a fee based information service. The Hargrave Information Technology Service (HITS) serves the specialist information needs of industry and the technological community. Under the sponsorship of the Center for Continuing Education a seminar on "Information for Problem Solving in Industry, Business and Manufacturing" was organized by the Hargrave Library to assist with designing and publicizing the fee based information service. HITS offers, through subject specialist librarians, online access to computerized information services, document delivery and referral to experts (academics on campus) willing to become involved as consultants.

With the assistance of Educational Technology Services, the Hargrave Library produced a video program for use in reader education classes. The video entitled "Information Services and the Professional" was scripted and directed by Mrs. K. Gruzewski. The contents of the film were based on ideas contributed by Hargrave reference staff. The video was funded by a TIPS grant.

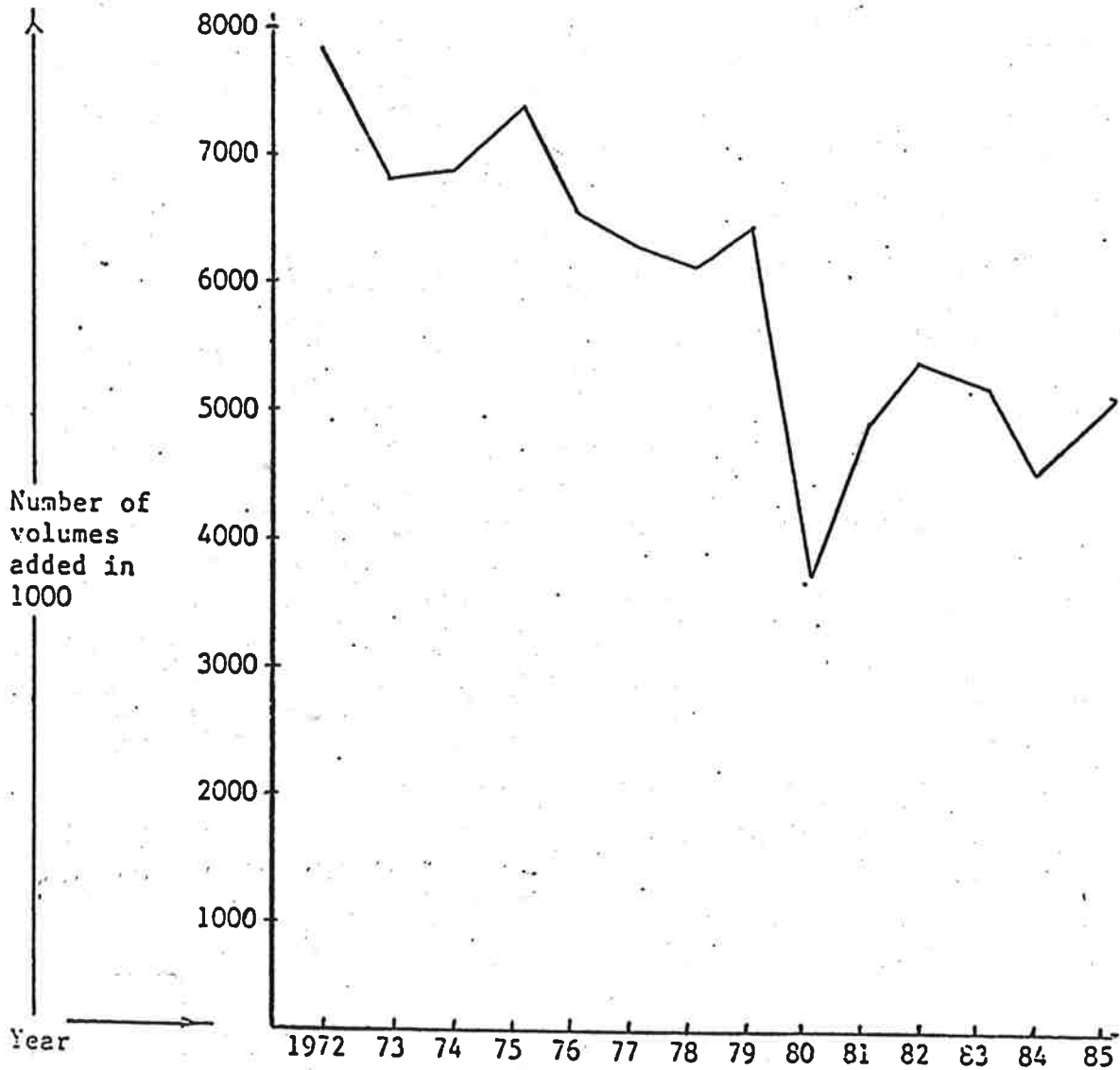
For the 1985 ANZAAS Festival of Science two bibliographies were compiled by the Hargrave Library for sale. "Engineering Innovation - New Venture Markets" was compiled by Leigh Oldmeadow and Tessa Morton. "Women in Science and Engineering" was compiled by Marta Chiba and Sara Miranda. Both bibliographies were produced to support the ANZAAS program on the same topics.

The 3rd edition of the Guide to the Map Collection in the Hargrave Library was issued in 1985. Copies of the publication were sent to major map libraries in Australia.

2. STOCK

In the calendar year 5,309 volumes were catalogued for the Hargrave collection, bringing the total number of volumes held by the Hargrave Library to 148,052 by 31st December, 1985. Volumes added to the collection included 2,304 monographs, 2,961 bound periodicals and 44 microforms. The increase in the number of volumes added over the previous year reflects the delayed effect of a better 1984 Hargrave books and periodicals budget. The long term trend of declining collection growth is illustrated by the following statistics.

THE ANNUAL GROWTH OF THE HARGRAVE LIBRARY COLLECTION
 MEASURED BY NUMBER OF VOLUMES ADDED TO THE
 COLLECTION BETWEEN 1972 - 1985.



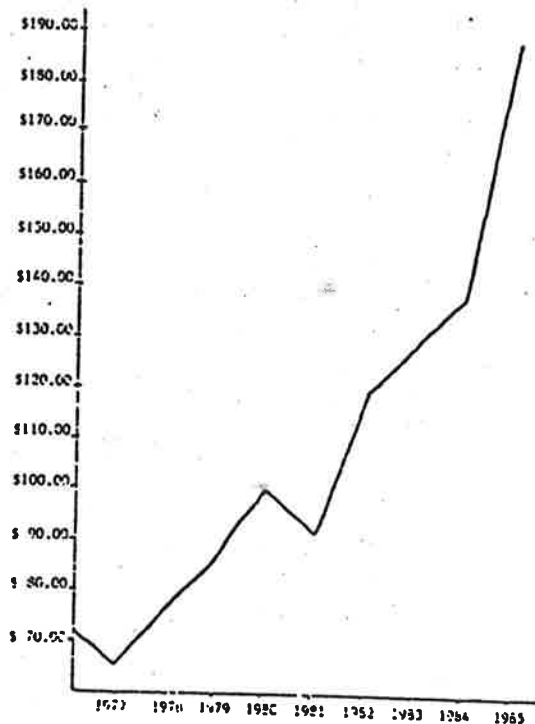
Year	No. of volumes added to the Hargrave Library	Year	No. of volumes added to the Hargrave Library
1985	5,309	1978	6,288
1984	4,534	1977	6,309
1983	5,144	1976	6,773
1982	5,345	1975	7,384
1981	4,931	1974	6,961
1980	3,882	1973	6,874
1979	6,429	1972	7,861

2.1 PERIODICALS

The floating of the Australian dollar combined with inflation produced an alarming increase in journal prices. The average price of a journal subscription in the Hargrave area rose by 37.6%; from \$138.98 per title in 1984 to \$190.45 per title in 1985. The order of increase in the books and especially periodicals prices means that the library is no longer able to support the current range of academic programmes without a substantial increase in its recurrent allocation. The matter requires urgent attention.

The graph below illustrates the long-term trend for steep increases in the average price of journals in the Hargrave area. The table shows the increasing expenditure in the last five years on journal subscriptions despite cancellations and the rationalization of journal subscriptions.

THE AVERAGE PRICE OF JOURNAL SUBSCRIPTIONS IN THE HARGRAVE AREA BETWEEN 1976 and 1985.



HARGRAVE PERIODICALS EXPENDITURE WITH AVERAGE SUBSCRIPTION PRICE FOR THE YEAR.

Year	Hargrave Expenditure on Periodicals.	Hargrave Average Price of Periodicals.
1981	\$279,236	\$ 92.47
1982	\$336,359	\$120.50
1983	\$367,150	\$130.15
1984	\$390,813	\$138.98
1985	\$538,976	\$190.45

3. SERVICES

Demand for reader services remained consistently high, throughout the academic year.

3.1 LOANS

Statistics for internal and external lending are given for 1984 and 1985 for the purpose of comparison.

INTERNAL LOANS

Year	Type of Loan				
	Staff	Student	Overnight	Reserve	Total No. of Loans
1984	30,424	49,278	43,011	11,150	133,863
1985	29,470	46,335	37,563	11,153	129,559

Except for reserve books, the number of loan transactions dropped compared to the previous year. It is hard to speculate about the reason for the decline in circulation statistics in an otherwise busy year. The tight acquisitions budget for books and periodicals and the Hargrave Library's inability to purchase recommended books and student reading in adequate numbers is a likely explanation for the lower circulation figures.

INTER LIBRARY LOANS

Year	Lending	Borrowing
1984	5,709	2,107
1985	5,038	2,601

The rise in the number of items borrowed from other libraries was accompanied for the first time in years, with a corresponding decrease in the number of items lent to other institutions. Inter-library loans statistics suggest that the Hargrave Library is increasingly unable to satisfy requests for publications from its own collection.

3.2 REFERENCE AND COMPUTERIZED INFORMATION SERVICES.

It is worth noting that a growing number of routine reference enquiries require the use of computerized information services. To answer reference questions from printed sources alone, would be too expensive in staff time, take too long, and most importantly, some of the traditional reference sources, even specialist encyclopaedias are available only in machine readable format. A good case could be made for an on-line reference budget on the basis of cost-effectiveness and the shift in favour of electronic publishing of standard reference compilations with or without a printed equivalent.

The number of requests for database searches doubled in 1985. The sharp rise in the number of formal requests for database searches could be attributed to the availability of a 90% discount to academic institutions using CAS Online, the Chemical Abstracts Service computerized database and to the introduction of the Hargrave Information Technology Service (HITS) offering database searches to outsiders, on a commercial basis. In 1985 forty specialist overseas databases covering a wide range of subjects were accessed by Hargrave staff in a total of three hundred and forty-three searches.

OVERSEAS DATABASES ACCESSED BY HARGRAVE STAFF.

Database Vendor	Number of Databases Searched.	Total Number of Searches.
DIALOG	28	220
CAS ONLINE	7	108
ESA	9	12
PERGAMON INFOLINE	<u>2</u>	<u>3</u>
Total	40	343

It is essential to upgrade the equipment used for the provision of computerized information services to improve efficiency and cost-effectiveness of searches. A faster auto-dial modem and a micro-computer are urgently needed to speed-up the transmission rate and to allow for downloading.

3.3 READER EDUCATION.

In 1985, the Hargrave Library reader education program covered the use of the library as well as information resources, including specialist subject literatures, the use of reference publications and an introduction to the basic principles of searching computerized information services. Classes were given by subject specialist reference librarians, assisted by sub-professional staff who took library tours and demonstrated audio visual material.

The number of students reached in the reader education program almost doubled in 1985. The number of classes also rose sharply. In 1985, sixty-three classes were given to a total of one thousand and sixty-eight students, compared to the previous year when forty classes were given to a total of five hundred and ninety students. Statistics of reader education classes are listed below for 1985 and 1984.

HARGRAVE LIBRARY READER EDUCATION PROGRAM.

Year	Faculty & Level	Number of Classes	Number of Students
1985	Engineerg. 1st yr.	16	200
	4th yr.	14	263
	Science 1st yr.	16	230
	2nd yr.	10	241
	3rd yr.	3	90
1985	4th yr.	4	44
	<u>Total</u> Science/Eng.	<u>63</u> Classes	<u>1068</u> Students
1984	Engineerg. 1st yr	15	200
	4th yr.	6	110
	Science 1st yr.	14	180
1984	2nd yr.	5	100
	<u>Total</u> Science/Eng.	<u>40</u> Classes	<u>590</u> Students

3.4 TECHNICAL SERVICES.

Nhan Le remained responsible for the maintenance of the card catalogue and assisted the Cataloguing Department with the provision of subject entries to material processed for the Hargrave collection. Nhan Le was also involved in the cataloguing of serials for the Hargrave collection using the ABN database.

The periodicals section experienced several staff changes which have created problems such as the slowing down of claiming for missing issues and a temporary backlog of binding. Laraine Proctor replaced Paul Reynolds in February 1985 as the Officer in Charge of the Hargrave Library's periodicals section.

In 1985 there was a stocktake of the Hargrave Library's map collection. The growth of the map collection was slow. New maps were acquired under the NATMAP free distribution scheme and whenever possible on exchange rather than through purchase.

4. STAFF MATTERS

4.1 STAFFING AND WORK LOAD.

Staff changes and sick leave combined with the low level of staffing frequently led to serious staff shortages and the inability to staff service points on a reliable basis, even in core hours. In 1985 the Hargrave Library staff totalled 15.4 positions and the library served just over a quarter of the total student population enrolled at Monash University in the same year. Staffing is at a minimum level. In 1985 the total Hargrave Library expenditure on salaries was \$390,317 compared to a total expenditure of \$617,900 on books and periodicals.

4.2 STAFF DEVELOPMENT

Staff were encouraged to upgrade and enhance their professional skills through special training and participation in continuing education for staff development. With the decline in the number of library staff and no sign of any decline in demand for services, it is essential to have well trained, highly motivated staff, able to cope with the pressures created by rapid technological changes effecting both reader and technical services.

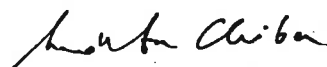
4.3 PROFESSIONAL INVOLVEMENT.

Hargrave Library staff served on the following Committees:

Advisory Committee on Staff Training (ACOST)	- Laraine Proctor.
Ergonomics Committee	- Krystyna Gruzewski.
General Staff Association	- Leigh Oldmeadow.
Library Area, General Staff Association (LAGSA)	- As Convenor - - Leigh Oldmeadow
Online Catalogue Group	- Nhan Le & Leigh Oldmeadow.,
Silver Jubilee Committee	- Marta Chiba.
Victorian Council of General Staff Association (VCGSA)	- Leigh Oldmeadow.

Marta Chiba and Leigh Oldmeadow read papers at the ACOST Seminar on Innovation and Change.

Leigh Oldmeadow was the coordinator of a Seminar on Information for Problem Solving in Industry and Business. The seminar was sponsored by the Centre for Continuing Education and was opened by the Vice-Chancellor. Members of industry, business and the technological community were invited to identify problem areas in information provision. Marta Chiba and Leigh Oldmeadow gave talks at the seminar.


Marta Chiba,
Hargrave Librarian.

August 7, 1986.

BIOMEDICAL LIBRARY
ANNUAL REPORT 1985

1. INTRODUCTION

The year under review has not been an easy one. The financial implications of the devaluation of the Australian dollar have led to a further reduction in monograph acquisitions, and the periodical collection has shown minimal growth. The outlook for 1986 is equally sombre.

2. ADMINISTRATION

2.1 Staff

The Deputy Biomedical Librarian took up her duties in January, 1985, and has proved a most successful appointment, quickly taking over the on-line information retrieval and reference services. Mrs. J. Evans decided not to return to duty after her maternity leave, and resigned in July. Mrs. W. Baldwin was appointed to fill her fractional appointment, which was extended to a full position in November, when Mrs. S. Liepa resigned to return to public library work. In October Mr. W. Parks resigned to take up a position in Brisbane. It is to the credit of the reference staff that the Biomedical Library was able to continue to provide adequate reference and searching services during this year.

During 1985 two library attendants, including the Head Attendant, Mr. Murray Bird, retired and one attendant resigned. Mr. Glenn Martin was consequently appointed as Head Attendant. Other vacancies were filled by attendants from the Main Library.

Mrs. Fay Bower took up her appointment as officer in charge of the sub-branch libraries, and has proved a very capable officer.

2.2 University/Hospital Affiliation

Early in 1985 the library technician in the sub-branch libraries resigned, and discussion was reopened with the Queen Victoria Medical Centre to amalgamate the libraries prior to the relocation to Clayton. After months of negotiation agreement was reached that the Queen Victoria Medical Centre would be responsible for the running of the sub branch library from 1st July, 1985. Monash University is continuing to meet the salary of a sub-professional staff member, to provide service to Monash staff and students. The amalgamation has not proceeded without minor difficulties, but most of the problems will have been solved when the physical amalgamation and move take place in late 1986. Work is proceeding on the rationalisation of the monograph and journal holdings, and is taking place with the time to make informed judgements, rather than a more hit and miss exercise if the amalgamation and move were made at the same time. The library staff at the Queen Victoria Medical Centre have been unstinting in their efforts to achieve the amalgamation smoothly, and their enthusiasm has been one of the main reasons it was accomplished so readily. There has been no progress in plans for library affiliation at Alfred Hospital.

3. STOCK

3.1 Budget

In 1985 the Biomedical Library's proportion of the University Library budget was partly restored, and the 1984 debit was absorbed. This meant that some funds were available for the purchase of monographs. The budget for 1984 was \$395,000 of which \$320,000 was allocated for periodicals, leaving \$75,000 for monographs.

3.2 Monographs

There has been little growth in the monograph collection in 1985, although most recommendations from Departments have been purchased. The Monash Medical Mothers Auxiliary again donated \$1,200 to the Biomedical Library, which was used to purchase student texts. At the end of 1985 the monograph collection at the sub branch at Alfred Hospital was badged in preparation for the introduction of an on-line circulation system in 1986.

3.3 Periodicals

The cancellations recommended earlier are now beginning to take effect. There was no growth in the collection, and the number of subscriptions has fallen. The continual decline in the purchasing power of the Australian dollar has meant that the cost of journals received from overseas is becoming prohibitive.

4. LOANS

Although the figures include loans statistics for Queen Victoria Medical Centre only to 30th June, loans are considerably higher in many categories. This is especially evident in the short term and reserve categories. More material is being placed on reserve, and students are using the material for specific assignments.

At the Alfred Hospital the lower number of interlibrary loan borrowings is the result of a change in counting statistics. Each request is now only counted once when satisfied, not for every library approached for the loan.

<u>Biomedical Library Totals</u>	<u>1984</u>	<u>1985</u>
Student loans	43,124	42,452
Short term loans	21,139	24,026
Staff loans	25,393	25,561
Loans to outside libraries	11,051	10,395
Internal/Reserve loans	15,780	18,993
Total	<u>116,487</u>	<u>121,427</u>

Break up of loans is as follows:

<u>Campus</u>		
Student loans	37,334	38,492
Short term loans	18,099	20,640
Staff loans	11,184	12,251
Loans to outside libraries	6,895	6,838
Internal/Reserve loans	14,110	17,781
	<hr/>	<hr/>
Total	87,632	96,002

<u>Alfred Hospital sub branch</u>		
Student loans	3,843	3,075
Short term loans	2,837	3,243
Staff loans	10,650	11,573
Loans to other libraries	3,693	3,437
Internal/Reserve loans	1,586	1,191
	<hr/>	<hr/>
Total	22,609	22,519

<u>Queen Victoria Medical Centre</u>		
<u>(1985 figures from 1.1.85 - 30.6.85 only)</u>		
Student loans	1,947	885
Short term loans	203	143
Staff loans	3,559	1,737
Loans to other libraries	463	120
Internal/Reserve loans	84	21
	<hr/>	<hr/>
Total	6,256	2,906

<u>Interlibrary Loan Borrowings</u>		
Biomedical Library (Campus)	1,787	1,732
Biomedical Library (Alfred Hospital)	697	493
Biomedical Library (Queen Victoria Medical Centre)	484	204
	<hr/>	<hr/>
Total	2,968	2,439

In addition 4051 items were lent between the Campus and its sub-branches.

5. ACCOMODATION

Although the library offers adequate seating at present, other areas the library are far from satisfactory. The first floor foyer is particularly cramped, and it is proving difficult to provide suitable space for on-line catalogue terminals. Over the next year material which is held in duplicate by Monash University and Queen Victoria Medical Centre will be returned to the Clayton Campus, which will put further pressure on the available stack area.

REFERENCE AND COMPUTERIZED INFORMATION SERVICE

1 Reference

Enquiries

Desk: Directional	430	:	Reference	3973	4403
Phone: Directional	44	:	Reference	533	577

					4.980

At the beginning of 1985 a large library plan of each floor was placed near the Reference Desk, which has reduced the number of directional enquiries substantially. The service provided at the Reference Desk is one of the most important the Biomedical Library offers, and every effort is made to see that staff is available to man it during the Academic year. The provision of a SESAME terminal at the Reference Desk with access to the order file, has proved a most useful adjunct.

2 Computerized Information Service

The number of individual search requests were constant, with heaviest usage on MEDLINE, the cheapest of the on-line services available to Biological science researchers. However many Honours students still find the cost of on-line searches prohibitive.

<u>On-line statistics</u>	1984	1985
Individual searches requested	227	219

Searches entered (This includes multiple use of data bases for a single search request, and demonstrations for staff and students.)

National Library of Australia

MEDLINE	285	285
<u>Other systems</u>		
DIALOG	89	
Others	7	96
	-----	---
Total	96	381

In addition the data bases were used for bibliographic verification and answering short reference queries. ABN (Australian Bibliographic Network) was used for inter library loan locations for a total of 518 queries. The monthly update service continues to be a much used facility, and currently 176 profiles are run. The provision of word processing facilities has proved a most useful addition to the library, and several standard letters, brochures etc. are now on file.

READER EDUCATION

This programme has continued in 1985. Introductory tutorials were presented to all first year students, and 41 tutorials in the use of bibliographical tools were given to second and third year medical and biological science students. These were shared by all Reference staff. The demonstrations on information retrieval from MEDLINE for fifth year medical students were undertaken with the help of the library staff from the Queen Victoria Medical Centre.

PROFESSIONAL ACTIVITIES

The Biomedical Librarian served as a member of the Consultative Committee to the Regional Medical Library Service of the Health Department of Victoria; Prince Henry's Hospital Executive Library Committee, and Medical Library Committee; Queen Victoria Medical Centre's Medical Library Committee; the Editorial Committee of the "Australian Health Review", the library representative on the Vice-Chancellor's Committee for People with Handicaps; and as elected senior staff member to Monash University's Library Staff Committee.

In October the Biomedical Librarian attended the 5th International Congress on Medical Librarianship in Tokyo.

The Deputy Biomedical Librarian served as Treasurer to the 6th Biennial Medical Librarians' Conference held in Melbourne in August.

The Biomedical Library compiled a bibliography on AIDS in conjunction with Dr. David Plummer, for the ANZAAS Festival of Science in 1985.

Medical Librarian.

January, 1986.

LAW LIBRARY 1985

Accommodation

This year has seen the long-awaited departure of HEARU from the law school building, and the return to the library of 1700 square feet of floor space. This space has been utilized to provide a tea-room for library staff, and shelving for some 22,000 volumes. This development has forced the reorganization of three-quarters of the book collection, a task that occupied the library attendants for the whole of the '85/86 summer vacation.

In the last days of the year, work began on the construction of six study carrels in the library for post-graduate students.

CLIRS (Computerized Legal Information Retrieval Service)

At the end of 1984, the Faculty of Law was selected as a performance test site within the CLIRS Pilot Study, giving Faculty and Library staff free access to the system until approval was given by the Attorney-General for its operation on a commercial basis. As that approval was not given until the end of the year, library staff had ample opportunity to use and assess the system. Reactions have been mixed. It was hoped that a computerized system would be able to provide more up-to-date information than has been possible with the traditional printed copy, but there are still obstacles to that happening with some types of materials. Furthermore, some of the constraints imposed by the software have proved to be frustrating. However the system offers real advantages in the retrieval of certain classes of materials, such as unreported judgments, and information relating to proclamation dates of legislation. No decision has been made yet as to which of the service options offered by CLIRS, will be selected for the library.

The library is also involved with CLIRS in the role of a provider of information for one of the secondary databases, 'Monashfinder', an index of notes and comments on cases and statutes, updated weekly by the library. CLIRS reports that it is one of the heaviest used of the secondary databases. While the financial return from this undertaking has been minimal, it is expected to grow considerably as CLIRS attracts more subscribers. It has generated good publicity for the library, and has provided something for Monash users which we, with our limited resources, were unable to provide, namely, a constantly updated, cumulative index.

Senior library staff were further involved with CLIRS throughout the year, in training courses and user committee meetings.

Budget

In response to a submission from the library, the Victoria Law Foundation made a grant of some \$30,000 for the purchase of books and backsets of periodicals, and microforms.

For post-1985 grants, the Foundation has issued new guidelines which give the library much more flexibility in the spending of grant moneys, and in particular, allow up to one half of any year's grant to be applied to periodical subscriptions. While the Foundation can only commit itself to fund subscriptions on a year-by-year basis, this boost to the library's periodicals budget will be of immense value at a time when the maintenance of periodicals collections is the most pressing problem for many libraries.

The Faculty of Law continued its policy of generously supporting the library, with grants of \$12,000 towards the cost of books and periodicals, and \$4,000 towards the purchase of a microcomputer to give the library better access to external databases such as CLIRS, and to word-processing facilities.

CTEC Review of the Discipline of Law

One of the terms of reference of the Assessment Committee appointed under the Review is to consider and make recommendations on 'the effectiveness of resource utilization and the extent of unnecessary duplication in the discipline of law'. Law libraries are included in this review, and considerable time was spent by library staff answering the extremely detailed questionnaire produced by the Committee. The law librarian also prepared a submission for the Committee, on behalf of Australian law school librarians.

ANZAAS

The deputy law librarian compiled a bibliography Women's Bodies and the Law: Prostitution and Surrogate Motherhood, for the ANZAAS Festival of Science held at Monash.

EDP SECTION: ANNUAL REPORT TO THE LIBRARIAN: 1985.

This was a year spent largely in settling down systems introduced in 1984. These included the ABN cataloguing system; and MIPS/SESAME. The latter represents the Monash Library's on-line catalogue with an initial complement of 110,000 orders records at the end of 1985.

Additional terminals were connected to the ABN in 1985 to allow use of the service from the Inter-library loans and Acquisitions areas. This brought to 10 the number of terminals sharing the leased line to Canberra, with some other users, including the Graduate School of Librarianship, the Red Cross, and the CSIRO in East Melbourne. At no time were complaints heard about line communications with the ABN, a tribute both to the TELECOM service and the efficiency of the equipment installed to handle the traffic. Nine of the ten terminals installed also have access to SESAME via MONET, the University's local area network, which enhances the flexibility of the equipment though in practice not all terminals make extensive use of SESAME at this stage in its development. Most also have printers attached. These have been the weakest link in the configuration to date since they require considerable attention in the form of cleaning and maintenance. However, the printers are relatively inexpensive, very quiet, compact, and easily operated. The matter of the National Library's fire and its effects on cataloguing operations in Australian libraries has been documented elsewhere. Whether stemming from this cause, or from others such as staff shortages, the National Library was unable to meet our requests for keyboard entry of diacritic graphics, and for a down-line loading facility for selected bibliographic records from the ABN data base. Prospects for the addition of microcomputer terminals to the cluster controller which locally concentrates ABN terminals on campus, were canvassed with the National Library, and an intention to pursue this policy in the future was foreshadowed. This is expected to provide branch libraries with all-day on-line access to ABN for inter-library loan and reference activity at some stage, replacing the rather slow and clumsy procedures at present necessitated by the use of dial-up terminals.

Much systems and programming effort went into the consolidation of the Monash-In-Process-System (MIPS) which contributes substantially to the SESAME service. Many suggestions for improvement were received from a growing range of regular users, some frustrated by certain system characteristics and others who developed second thoughts about specified features. MIPS is an integrated orders entry, file maintenance, reporting, and accounting system with numerous special features associated exclusively with Monash Library requirements. These include very comprehensive, quite sophisticated, and virtually unrestricted on-line reference. MIPS is multifunctional to a degree that makes it difficult to avoid complexity in meeting the user specification. However, what may have seemed to users like an inordinate amount of professional time spent in tuning the system will be amply repaid in years to come, as performance improves and when some long-awaited additional features are implemented. The production of a

micro-fiche version of the orders file was inaugurated during the year to satisfy the public need for a reference source to as yet uncatalogued material. This is regarded as an interim step prior to the placement of a number of public access terminals (funds permitting during 1986/7) which will support on-line enquiry to the orders file instead. The installation of an ABN terminal in the Acquisitions area enlarged the department's scope for pre-orders bibliographical checking and verification, besides providing an on-the-spot printing facility for selected citations. This can be seen as the first in a range of new services from which MIPS might expect to obtain pre-order information in the future, particularly as ABN (and other networks) show signs of actively encouraging the shipment down-line of machine-readable bibliographical records, while some suppliers are advertising electronic ordering facilities. It became clear as the year proceeded that some additional terminals, almost certainly including at least one microcomputer and another printer, would be required to avoid congestion on existing equipment; to allow better use of expanding MIPS facilities; and to enable the flow of machine-readable orders-relevant data from ABN to commence.

The SESAME data base provided a useful service to a growing number of users. Over 30 terminals were authorised to use the system by the end of the year, both on and off (Alfred Medical School) campus. Despite the fact that as yet the data base does not hold catalogue records, it was regularly consulted, averaging over 6,000 queries a month from library staff users. Performance was closely monitored and reported by the Data Base Administrator, whose role in the development of the service has been most beneficial. Current experience provides a model for further discussion of on-line reference proposals by the On-line Catalogue Group, and detailed specifications for extensions of the service in various directions were compiled. These were seen to be leading towards a need for a good deal more computer capacity - network nodes, public access and staff terminals, as well as more computer facilities. These will have to be secured before we can advance significantly beyond the scope of the on-line systems, and storage available to the Library in 1985. A joint exercise with the Computer Centre resulted in the examination of some terminals thought likely to be candidates for selection to suit the public access requirement. As at the end of the year, no final choice had yet been made, however. The library's specification calls for intelligent colour terminals that offer good potential for future development of sub-systems (i.e: micro-computers) as well as sustaining current and projected SESAME demands in the shorter term. It was felt that to choose terminals of lesser capacity, albeit cheaper, would severely compromise the future range of positive responses to projected trends in the likely evolution of SESAME (eg: its potential enhancement by additional data bases on laser disks; and the facility for such wider distribution of computer functions and files as demands on the service increase).

As a result of the overwhelming dedication of available staff resources to MIPS and SESAME, very little visible progress was made towards re-developing the Circulation Control system. The intention is, however, to improve the currency of information about items out on loan, by providing at least fully on-line processing of loans files. Achieving these objectives will require a considerable upgrade of computer and terminal resources, and the main problems may turn out to be finance, and compatibility with SESAME in particular, especially if we go to one of the commercial systems suppliers now operating quite successfully on many tertiary campuses. Initial investigations of this market indicate that offerings may not be capable of integration into the SESAME environment in their present form. Whether or not this objection is a valid one needs to be resolved, but meanwhile there is a degree of urgency in meeting the growing need of all branch libraries for new equipment, as some terminals now in use are presenting a maintenance problem. Associated closely with the Circulation Control system in the case of the HSS branch, is the Student Recommended Reading Service. Recognition of the need to upgrade this also, led to the merging of the systems specification groups for Circulation and SRR, as it now seems more productive to consider these topics in tandem, probably with the Inventory (short title holdings file) as well. The latter is the bibliographical support file for Circulation, as well as the BOOKLIST component of SESAME.

Eight new terminals were installed during the year, putting additional pressure on both local network and central computer facilities. Although comments were heard from time to time about response time on some VAX-based systems, most provided acceptable service throughout the year. A controlled test of SESAME showed that its demands on system resources would not permit the kind of expansion in terminal numbers that the Library envisages, without some enhancement to the VAX computer which the Library uses for most of its work. As expected the B7800 provided a much better service than its predecessor (B6700).

A second micro-computer was acquired for development work. This was used extensively as a VAX terminal by programmers, and some experiments with wider networking (eg: AUSTPAC) were conducted, which looked promising for the handling of information services work into the future, as well as for local word-processing, electronic spreadsheet, and other forms of office activities. A number of difficulties were still being experienced with the MUSE word-processing system on VAX, though more work was also satisfactorily processed as well. The availability of micro-processor based word-processing systems in the future, however, seems likely to satisfy a good deal of the demand for report and bibliography production, as these machines are installed more widely. This would also take some pressure off the VAX.

The provision of a course on keyboard skills by the Library's Advisory Committee on Staff Training was appreciated by section staff, who also attended a variety of other training courses, including some on STATUS, and on microcomputer networking. A considerable amount of time was spent by the Library's Ergonomics Committee examining current issues and equipment; consulting with and organising visits by ergonomists; and making reports and recommendations to management. Interest is strongly and widely shared around the Library, and has resulted already in the Library becoming in most respects a safer and better place to work. The Edp section continues to cooperate in any effort which promotes the health and welfare of library staff and users, whether by supporting training activities; improvement of working conditions; or identification and acquisition of new equipment better suited to the modern working environment.

P.R. Snowall

25.2.1986.

edprep85.

DATABASE ADMINISTRATOR

Annual Report for 1985

Nineteen-eighty-five was the first full year of service for the Database Administrator in his present role. The year was marked by consolidation and refinement of existing services (SESAME) and planning towards expansion of the range of databases and provision of online public access to these. Most importantly, the concept of SESAME as a public gateway to the library's machine readable records has proven successful in practice, even though limited at present to library staff use. The emphasis has been on development of a system which can readily be used by teaching staff and students, assuming that many users will have little or no experience with automated information retrieval.

SESAME. The STATUS software on which SESAME is based provides a very powerful search capability while the SESAME "envelope" makes it possible for the non-specialist to exploit this power. At the moment SESAME provides online access to the library's order records. In fact many of these records represent books which have been received, and provide the call number or shelf location of the item. Records may be found using a wide range of access points including author, title, series name, publisher, order number etc. and the records may be displayed in greater or lesser detail depending on the users' needs. It is envisaged that SESAME will in future provide access to other library records (such as catalogue and inventory records) and provide a basic and advanced mode of searching. When this is achieved and when public terminals are provided, SESAME will be properly meeting the needs for which it was developed. Already it is an indispensable tool for library staff.

SESAME Database. To be precise, SESAME is just the means for retrieving and displaying the library's bibliographic records, but because at present there is only one database, the MRF or Order file and SESAME are (incorrectly) seen to be synonymous. This file has grown from 87,000 records at the beginning of the year to 114,286 records at the end of December. When ordered material is received and catalogued, the records are not discarded, but enhanced by addition of the callnumber and held pending replacement by full catalogue records at some future date.

Training. New library staff appear to quickly acquire sufficient skill to successfully use SESAME with minimal guidance and instruction. Nevertheless some staff are required to, or wish to, have detailed knowledge about SESAME, its mechanisms, advanced search capabilities and file structure. For these people an advanced half-day training session was run throughout one week in July. In all, 68 staff members attended one of the sessions.

Documentation. A provisional SESAME Users Manual has been prepared and distributed to all departments. A basic four page guide has been produced and distributed to all library staff using SESAME. Some additional documentation is available online through the SESAME Help facility.



(2)

SESAME Usage. There are now 38 staff terminals registered to use SESAME, though fortunately these are not all in use at once, as we do not yet have the capacity to support such a load. Generally there are about six terminals using SESAME at any time, usage fluctuates throughout each day following a fairly consistent pattern representing the flow of work, lunchbreaks etc. Overall usage by library staff has settled to a level which is manageable using existing resources. Over the year there were 80,726 queries on SESAME and 41,344 requests for display of records found. Response time varied as might be expected, due to peaks in computer usage and the type of search, but the average response was in the vicinity of seven seconds per transaction (query or display). This seems to have proven tolerable and provides a useful benchmark for the evaluation of future developments.

Summary of Monthly Usage for 1985.

Month	Queries	Displays	Total
January	6001	3740	9741
February	6434	3611	10045
March	7792	3749	11541
April	6205	3076	9281
May	8189	4036	12225
June	7526	4177	11703
July	7814	3605	11419
August	6874	2560	9434
September	6083	3176	9259
October	7751	4313	12064
November	5663	3061	8724
December	4394	2240	6634
Total	80726	41344	122070

Neil Renison
 Neil Renison
 DATABASE ADMINISTRATOR

21st January, 1986.