MONASH UNIVERSITY LIBRARY

ANNUAL REPORT

1990

HIGHLIGHTS

The main developments in 1990 were the successful completion of merger with Chisholm and Gippsland, an expansion in staff development activities, the implementation of the new circulation system in all the Clayton campus libraries and the Alfred Hospital sub-branch, which for the first time gave users online access to up to date circulation information, and the launching of a commercial information service, MONINFO (the Monash Information Service).

Financially, the Library began the year in reasonable shape, with a slight surplus from 1989. But this was quickly consumed by three unexpected developments: a vast increase in the volume of shelving which necessitated the employment of additional staff to cope with the increased workload; a decision by the University to regrade staff in accordance with their Hay evaluation scores, resulting in increased staff expenditure of nearly $100,000; and a large increase in periodicals expenditure caused in part by price increases, and in part by the lower value of the dollar against the major foreign currencies.

MERGER

The integration of the former Chisholm Institute libraries with the Clayton libraries was carried out smoothly and without any major hitches. The success of this was largely due to the extensive consultations carried out with staff at all levels. The main instruments for ensuring the success of merger was the Steering Committee on Library Amalgamation (established as a joint working committee of the Caulfield/Frankston and Clayton campus libraries), and the various working groups covering all areas of library work. In addition, a "Team Building Workshop" was held for senior staff from the libraries of both institutions, and this was followed by familiarisation tours for all staff on all three campuses, as well as a number of social functions. The objective obviously was to promote mutual awareness of the different cultures and practices of the two institutions.

On July 1, the post-merger library staffing arrangements that had been agreed upon earlier in the year were implemented. Hans Groenewegen, the Institute Librarian became Deputy University Librarian, Olive Cousins, formerly Deputy Institute Librarian, became Branch Librarian, Caulfield/Frankston campus; Jean Gourlay, Academic Services Librarian, became Deputy Branch Librarian (Caulfield/Frankston), with special responsibility for the Frankston campus to which she was relocated on 1 November. A number of senior staff at the former Chisholm Institute had their job titles changed slightly to reflect their changed roles and responsibilities. These included: Sue Steele, who became Associate Systems Librarian; Jean Tindall, Cataloguing Supervisor (Caulfield/Frankston); Catherine Wallace, Acquisitions Supervisor (Caulfield/Frankston), and Andrew Dixon, Supervisor Lending Services (Caulfield).

A number of senior staff on the Clayton campus also had their responsibilities changed. In many cases, they assumed university-wide responsibilities. Thus, Jan Maslen, Technical Services Librarian, assumed full responsibility for the administration of technical services operations on all campuses on 1 November. Other staff whose responsibilities were extended beyond the Clayton campus included: Peter Mitchell, Associate Librarian (Central Support Services), Chooi Hon Ho, Associate Librarian (Information Resources Development and

Utilisation), Neil Renison, Systems Librarian, Philip Snoxall, Manager EDP Services, and Bernadette Law, Human Resources Management Librarian.

STAFF DEVELOPMENT

Staff development activities were expanded in 1990. Nearly $17,000 was spent on registration fees, etc. to enable Clayton staff to attend courses and conferences. The Caulfield/Frankston branch spent approximately $18,500 on staff development. In all, 105 staff from Clayton and 40 staff members from Caulfield/Frankston received some sort of financial support for staff development. In addition to external training programmes, a number of in-house activities were also arranged. These included two induction courses (40 staff involved), Sesame2 Update Day (approx. 90 staff), ALIA Colloquium (approx. 40 staff), two intercampus visits (approx. 130 staff involved in each visit); Conspectus (approx 30 staff); Career Planning Day for Library staff (20 staff); and Team building workshops (80 staff).

MONINFO

The Monash Information Service (MONINFO) was successfully launched on 5 July by the Vice-Chancellor. Since then MONINFO has been providing a number of information services to external clients for a fee. In its first six months of operation, MONINFO generated an income of about $30,000 from borrowing rights, document delivery, literature searches, corporate membership, product and industry overviews, a course on Hypertext, and the production of a source book on the Australian telecommunications industry. There have been at least 70 clients using MONINFO during 1990. The clients were a mixture of large companies, consultants and individuals. MONINFO has also pursued links with other groups within Monash that have external connections including Montech, External Relations and Alumni Affairs, ICAS, MONICT and the David Syme Centre for International Business.

COLLECTION

The total stock of the library at the end of 1990 was as follows:

Campus	Volumes	Periodical Titles
Clayton	1,469,558	14,123
Caulfield/Frankston	323,615	2,843
Total	1,764,654	16,966

This represented an increase of 42,845 bound volumes for the Clayton campus libraries, and 10,039 volumes for Caulfield/Frankston.

The merger provided the Library with the opportunity of examining the possibility of rationalising acquisitions across all campuses. This did not prove to be easy to achieve for the simple reason that the Library must provide access for resources to users who are widely dispersed across the expanded University. Any steps taken to avoid duplicating periodical

titles, for example, must be accompanied by arrangements for intercampus loans and document supply, or the provision of an adequate shuttle service so that staff and students can move easily between campuses. However, the cost of such arrangements must constantly be measured against the cost of duplicating resources. Another constraint is the University's policy of offering some courses simultaneously on more than one campus. A further obstacle towards cross campus collection rationalisation was the continued existence of separate acquisitions procedures. However, this obstacle is likely to disappear when the order processes are integrated on the new PALS system.

In spite of these obstacles, some tentative steps towards the rationalisation of the collection was begun, and there was a commitment that the Library would develop a collection policy and examine the duplication of serial titles across campuses in 1991.

A number of important acquisitions were made during the course of the year. With the assistance of money raised by a special appeal to the Friends of Monash Library and from the English Department, Monash acquired a mid-eighteenth century manuscript "Letter Book" written partly in James Harris' hand. The letters and papers included are mainly those of Harris' uncle Anthony Cooper, Third Earl of Shaftesbury. Many of the items are unpublished. Another important acquisitions was a set of Dicken's last novel, *The mystery of Edwin Drood*, in the original parts. Among the items of Australiana acquired were some early twentieth century works on home management and mothercraft, useful for social historians in the burgeoning field of Australian studies.

The Library received several hundred gifts of books during the year. Chief among these was a gift of several hundred books from the Prefecture of Aichie in Japan and several thousand volumes from the late Professor Bill Scott.

LIBRARY SYSTEMS AND AUTOMATION

Progress with the implementation of the new library computer system was not as rapid as expected. Nevertheless, by the end of the year, the Public Catalogue, Serials and Circulation/Reserve sub-systems were all operating successfully and most of the data from the older library systems had been moved into SESAME2, the new system. The original plan may have been over optimistic in its timing. The experience of most libraries has been that installing a large integrated system will take several years. But much more progress would have been made were it not for a series of technical problems which followed on from the installation of the new version of the applications software in January. The net effect being a postponement of the changeover from the old automated loans system to the new system, and delay in the Library moving off the University's Burroughs B7800 computer which was due for decommissioning.

The merger brought both benefits and problems to the systems area. The merger provided benefits of scale and justified a substantial upgrade to the UNISYS 2200 computer which was funded by the Department of Employment, Education and Training. The Systems section directly benefited from the transfer of Ms Sue Steel, the former Systems Librarian of Chisholm to assist with SESAME2 implementation in general and the transfer of Caulfield/Frankston records in particular. On the other hand, the scale and complexity of the systems operation increased enormously as a result of the merger. Before the Clayton

implementation was completed, a start had to be made to load Caulfield/Frankston records. Implementation of the system on the other sites will continue to stretch training and support resources to the limit. Furthermore, the urgency for Caulfield/Frankston to move from their ageing system on to SESAME2 was not easily reconciled with the actual pace of implementation.

In late 1988, it was foreshadowed that the implementation of the new system would not bring immediate savings because of the overheads of implementation. This has been borne out in practice, where the implementation of the system has consumed more staff time than could possibly have been saved in one or two years. However, the OPAC has proven to be a very powerful and effective tool for information retrieval, both loans and in-house use of materials has increased, and library users if not spending less time consulting catalogues are finding more relevant records faster than was previously possible. For those users with access to the Library Catalogue via MONET from terminals in their offices and laboratories there is now the added advantage that they can readily determine whether the Library has a book and whether it is out on loan without having to find the time to go over to the Library.

In the automation area, the Library was not only concerned with the implementation of the Library computer system. During the course of the year, there was a very large jump in the use of personal computers. At the end of 1990 there were 134 at Clayton and Alfred, 30 at Caulfield, 5 at Frankston and 10 at Gippsland. Most of these were connected to MONET to permit use of Acquisitions, interlibrary loans, information services, electronic mail, printing, OPAC and Technical Services, Circulation, and Serials Control.

The year also saw new developments emerging which required the attention of systems and data processing staff. These developments included AARNET, the proliferation of CD-ROM workstations and their networking, an active interest in developing CAI packages for reader services, the installation of a multi-function printer-station to cope with differing computer requirements, and increasing spread of office automation activities such as word processing and electronic mail.

READER SERVICES

All the branch libraries were placed under a great deal of pressure. Demand for services was extremely high with a number of factors like increased usage figures and larger numbers of users, the impact of OPAC, the difficulties with the implementation of the new circulation system, and demands from VCE students and other external students, adding to the perennial problems of stretched resources, space and security.

Loans in the Clayton branch libraries increased by 9% from 732,794 to 799,377, largely as a result of better access to library materials provided by the online catalogue. Based on a sampling of the re-shelving workload during the first semester at Clayton, the volume of re-shelving doubled as a result of increased in-house usage. Caulfield/Frankston loans also increased from 318,749 to 339024, representing an increase of 6%.

Reference enquiries and usage of CD-ROM databases also increased considerably. For the first time consistent statistics were collected across all the Clayton branches, and these statistics will form a useful base for future comparison. The total number of enquiries

handled by Clayton libraries was 192,588 of which 45,955 were directional type enquiries. This meant that more than 76% of the queries handled were reference enquiries.

TECHNICAL SERVICES

From 1 November, technical services staff at Caulfield/Frankston became the responsibility of the Technical Services Librarian at Clayton. Many details regarding this remained to be sorted out but rationalisation of similar activities at Caulfield and Clayton had commenced. In December Clayton cataloguing and processing staff moved to join acquisitions staff in a refurbished and enlarged area on the lower ground floor of the Main Library building. The Technical Services section was unable to retain the same level of operation as in the previous year, with cataloguing of new monographs down by about 2,000. This was due to a number of factors including: the inordinate amount of time spent on merger negotiations, high staff turnover, heavy involvement of one cataloguer in systems work, and the reallocation of staff from monographs to serials cataloguing.

INFORMATION SERVICES BUILDING

An encouraging development was the information that the Library's application for an extension to the Main Library had been approved by the Commonwealth Government, and that funds would be made available in 1992 for construction in 1993. Only Phase I of the project was approved. This covers a gross area of approximately 3600 sq.2 metres. A small committee chaired by the University Librarian has been established to begin planning the new extension. The new extension will (a) cater for increased demand as result of the merger; (b) provide additional study and research space for postgraduates and academic staff; (c) serve as a central store for materials from all branch libraries and so ease the pressure on space which they are currently facing; and (d) generally cope with the increased demand for library services and the growth of the collections in the 1990's.

STRATEGIC PLAN

A lot of effort went towards the development of a strategic plan for the period 1990-1995. During this period the Library will implement and further develop programmes to meet the following objectives:

(1) **Collection Management and Development:** To ensure the selection, acquisition and organisation of, and access to such information resources as are consistent with the current and anticipated teaching and research needs of the University, and to ensure their conservation for the future.

(2) **Service Delivery and Access:** To assist members of the University and other approved users in utilising the resources of the Library, and to provide access to needed information available elsewhere through the use of networks and by cooperative arrangements with other libraries.

(3) **Financial Management:** To ensure that the Library's financial resources are managed in an effective manner.

(4)   **Human Resources Management:** To develop and maintain effective human resources policies and processes which will enable the Library to attract staff of a very high calibre and to motivate them, and develop and utilise their skills to the maximum in order to provide a sound support infrastructure for the stated goals and objectives of the Library.

(5)   **Organisation Structure:** To develop and maintain an appropriate organisation structure to achieve the overall objectives of the Library.

(6)   **Space Planning and Utilisation:** To ensure that the Library has accommodation and buildings which are appropriate to its objectives of maintaining and improving information services and providing adequate access, storage and study space for the growing University.

(7)   **Library Automation:** In the context of the multi-campus institution, to work towards the creation of an integrated library database and computer system to support the Library's objective of improving delivery of services to users.

(8)   **Information Technology:** To exploit new developments in information storage, retrieval and dissemination, including telecommunications, CD-ROM networking, office automation, CAI, hypertext systems and image processing, in order to provide improved services more cost-effectively.

(9)   **Distance Education:** To develop effective ways of delivering library services to distance education students through an adequately funded distance education programme.

(10)   **Regional, National & International Involvement:** To participate in and influence as far as possible cooperative and networking developments amongst libraries at regional, national and international levels.

(11)   **Library Promotion:** To enhance the profile of the Library within and without the University.

EXHIBITIONS

The exhibitions held during the year included:

Clayton:

*   19th Century British Book Illustrations

*   From Alpha to Omega: the Greek Alphabet from its Beginnings, 28 March to 30 April

*   Swift Exhibition (organised to coincide with the Nichol Smith Seminar on the Eighteen Century), May-June.

*   Exhibition on Graham Greene, July.

*   The Artful Inscriber (highlights of the manuscript annotations in some of Monash's rare books), August-September

*   Neither Here Nor There: Paul Hirsch-Hatvani, October-November.

*   Recent Acquisitions (a cross-section of material acquired in the last three years.

Caulfield/Frankston

*   History of the Caulfield Campus, 7-11 May

*   The Art of Craft, 23 May - 8 June

STAFF MATTERS

During 1990 matters relating to classification, the University salary model, and the UGSA and PACCT awards made for a period of uncertainty for staff and management.

The reclassification of many staff helped to resolve some long standing anomalies, although at great expense to the Library financially speaking. The University formed the University's General Staff Salaries Consultative Group to deal with appeals arising from the Classification Review and to advise on policy with regard to these matters in the post-merger phase. The long awaited Award Restructuring is now most unlikely to take effect before the end of 1991. In the meantime the decision of the University to adopt the PACCT award for all its employees was a positive step to ensure consistency across the merged institution.

Several library staff were involved in a pilot project aimed at simplifying the classification process. The Computer Assisted Job Evaluation (CAJE) project is being conducted by the Human Resources Services Branch under the leadership of Judith Clark in conjunction with the Hay Group.Testing of the questionnaire and the algorithm which will be developed by the Hay Group will continue in 1991.

A number of senior staff retired or resigned during the year. This included Fay Baker, the Biomedical Librarian, Jimmy Jungalwalla, Administrative Officer, Susan Radvansky, Special Projects Officer, and Neil Renison, Systems Librarian. The Library would like to record its appreciation to these staff for their outstanding contributions over the years.

The University Librarian was elected to the Executive Committee of the Victorian State ACLIS, and was appointed to the Board of CAVAL by the Victorian Vice-Chancellors Committee. He continued to serve on the State Library of Victoria, Library Development Board. During the year, he presented papers at Eighth Congress of Southeast Asian Librarians in Jakarta, and the Biennial Conference of the Australian Library and Information Association in Perth, and ran a workshop on "Hypertext for Librarians".

Hans Groenewegen, Deputy University Librarian, was reappointed Chairman of the National

Library Australian Bibliographic Network Committee. In that capacity he attended the Australian Libraries Summit Review meeting which was held in Canberra on 2 April. He was also elected President of the Victorian Association for Library Automation (VALA) and elected to the Board of the Australian Information Management Association (AIMA).

Chooi Hon Ho, Associate Librarian (IRDU) jointly conducted a management course with Mary Ronnie for the MA students of the Monash Graduate Department of Librarianship, and worked with the Monash Staff Development Officer, Katherine Locke in planning and presenting a series of three Team Building Workshops for information services staff in December.

CONCLUDING REMARKS

1990 will probably be remembered as a landmark year for the University Library. Amalgamation has resulted in the creation of an even larger and more complex institution, facing ever expanding demands from its users in an era of reducing resources. The management of such an institution will continue to demand sacrifice, dedication and cooperation from all groups that constitute the university - the central university administration, academic staff and students, and library staff.

BIOMEDICAL LIBRARY

INTRODUCTION

In 1990 many of the major changes in the Biomedical Library were due to the continued implementation of new technology. The PALS Library System necessitated a considerable time commitment for staff training and for entering the serials and reserve records. A second CD-ROM workstation was installed in 1990, contributing to a decrease in online searches and Selective Dissemination of Information (SDI).

The provision of a personal computer for each of the Deputy Branch Librarians signalled progress toward the time when each library staff member woud have a personal computer on his/her desk, and access to library catalogues and databases not only at Monash, but also in most parts of the world.

Loans of materials increased in 1990; loans had decreased from 1988 to 1989. Better access to materials via PALS, and the merger with Chisholm Institute of Technology may have contributed to this increase. The most significant increases were in Staff Loans and Internal/Reserve Loans.

The Biomedical Library collection grew to a total of 53,151 monographs and 1361 serials. Additional storage is needed to accommodate future growth.

Mrs Fay Baker retired at the end of 1990. She had been employed by the Monash University Library since 1963, first at the Alfred Hospital Branch of the Monash Biomedical Library, and since 1976 as the Biomedical Librarian.

COMPUTERISED SERVICES

PALS library system

In 1990 the loading of the Serial and Reserve items for the Biomedical Library (Clayton) was completed, and it is anticipated that the Alfred Hospital Sub-branch serials loading will be completed in early 1991.

Initial stages of planning were completed for a new loans desk to accommodate the requirements of the PALS Library System.

CD-ROM and online services

CD-ROMs continued to be one of the most popular and heavily used services in the Biomedical Library. It has become increasingly clear to both academic and library staff that a networking system is essential as this service continues to grow. The implementation of a networking system would provide better service for users, and allow more efficient use of resource librarians' time. In 1990 the subject librarians continued to be involved in extensive one-on-one instruction, despite a CD-ROM segment having been added to tutorial sessions in 1990.

The increased popularity of the CD-ROMs contributed to the decrease in the number of online searches from 257 in 1989 to 167 in 1990. Another factor influencing this decline in was the establishment of MONINFO as all requests for computerised searches from external users were referred to this new service as from July, 1990. SDI's also decreased from 194 to 176 in the same period.

Table 1. Biomedical Library (Clayton): Computerised Information Services

	1988	1989	1990
Formal searches	376	257	167
SDI'S	240	194	176
Reference queries (ABN or Medline)	N/A	132	122

Medline queries at the Alfred Hospital Sub-branch increased from 132 in 1989 to 237 in 1990. This service continued to be used more frequently as staff at the Alfred Monash Medical School become more familiar with the currency advantage of MEDLINE over the printed Index Medicus. In addition, in 1990, difficulties with the subscription to Index Medicus made it unavailable at the Alfred Hospital Sub-branch for most of the year.

Table 2. Alfred Sub-branch: Computerised Information Services

	1988	1989	1990
Medline queries	N/A	132	23

LOANS

Loans in the Biomedical Library and the Alfred Sub-branch increased by an overall percentage of 15.7%. This may be a reflection of better access to materials using the PALS automated system.

Table 3. Loans

	1989	1990
Student loans	30,059	32,807
Short term loans	20,042	20,639
Staff loans	18,497	24,961
Loans to outside libraries	7,771	7,054
Internal/reserve	16,904	22,464
Total	93,273	107,925

The only area in which loans decreased was in "Loans to Outside Libraries". As stated in the 1989 Annual Report, this may be due in part to the continuing success of VICGRATIS, a cooperative scheme among hospital libraries. It could also be partly attributed to the

tertiary amalgamations providing better access to materials for libraries which used to rely on the Monash Biomedical Library.

In addition to the loans transactions listed previously, 4588 intralibrary transactions occurred between the Biomedical Library (Clayton), the Alfred Hospital Sub-Branch, and the Monash Medical Centre Library.

Table 4. Interlibrary Loan Borrowing

	1989	1990
Clayton	3,170	3,533
Alfred sub-branch	1,427	1,779

THE COLLECTION

The initial 1990 Biomedical Library book budget was $709,100, which represented 20.5% of the total University Library book budget.

Due to the automation of the Monash Medical Centre Library catalogue, many of the older, unused materials belonging to the Biomedical Library were returned for deaccessioning or for integration into the Biomedical Library's (Clayton) collection. The return of these materials, plus the materials acquired by the Biomedical Library in 1990 has added to the urgent need for additional storage areas for the Biomedical Library's older materials. In 1990 six seats were removed from the Biomedical Library (Clayton) to provide for more shelving; the total is now 301.

Table 5. Materials Added to the Collection

	1990
Serials	77
Monographs	2396
Microforms	30
Other Non-book	14
Total	2081

REFERENCE AND USER EDUCATION

In 1990 the number of Reference queries was 14,883, an increase of 47% over the 1989 total of 10,141.

Table 6. Reference Queries

	1989	1990
Directional	2934	5085
Reference	7207	9798
Total	10141	14883

User education programs conducted by the Biomedical Library included orientation tours; tutorials for first year medical and psychology students; tutorials for postgraduate and honours students (20 sessions); tutorials for second and third year students (42 sessions). Included in each tutorial was a segment on using CD-ROMs.

STAFF

The most significant change in staffing was the retirement of Mrs Fay Baker from the position of Biomedical Librarian. Barbara Jacoby was asked to act in this position until the position was advertised in the new year.

It would not have been possible to operate the library without the use of casual help on the loans desk, especially during the weekend openings. The CD-ROMs have highlighted the need for reference staff to be employed on the week-ends to ensure that standards appropriate for a University Library are maintained.

PROFESSIONAL ACTIVITIES

Committees

Library staff were represented on a number of Library-wide committees, including Information Resources and Services Committee, and its Sub-committees (Online/Ondisk, Lending Services, Interlibrary Loans and User Education); Occupational Health and Safety Committee, Zone 20; and the Library Staff Association.

Courses and Conferences

Courses and conferences attended by Biomedical Library staff in 1990 included the ABN Basic Course, Medline and Australis training courses, the Australian Institute of Management 100 Course, Career Planning Day, and Staff Selection.

Barbara Jacoby
Acting Biomedical Librarian

HARGRAVE LIBRARY

GENERAL

1990 was a challenging year. Hargrave Library staff coped with a busy start to the academic year, in addition to the progressive implementation of the SESAME2 automated system, organisational changes and staffing shortages. The SESAME2 circulation module was introduced in September. Assistance received from the EDP section of the Library, the Systems Librarian and the long hours Hargrave Lending Services staff spent on preparatory work and problem solving, ensured a relatively trouble-free implementation.

For part of the year, the Hargrave Library received four hours per week casual assistance for serials data entry into the SESAME2 serials module. By the end of October, all paid subscriptions had been entered into the new system. The concentration of staff time on automation led to a sizeable binding backlog.

Amalgamation with Chisholm Institute of Technology, and affiliation with Gippsland College of Advanced Education, involved liaison across campus libraries in user services and collection development. The Hargrave Library Committee met to consider, and to provide an input to the Hargrave Library Strategic Plan which has been subsumed into the Monash University Library Strategic Plan. In the formulation of the Strategic Plan, considerable time was spent on consultation with the primary clientele and with library staff. Given existing funding pressures and competing needs for resources and services, the Plan should be a useful tool to target library support in the context of academic developments and research priorities for the Greater Monash University.

COLLECTION DEVELOPMENT

A concentrated effort was made to improve the holdings of current monographs. The acquisition of books, with the exception of the previous two years, had been neglected to preserve funds to maintain subscriptions to serials. Fourteen new subscriptions were placed at a total expenditure of $16,579. In the same year, 28 journal titles were closed off, 19 of these being paid subscriptions.

Much needed research infrastructure funding was used to support subscription to the CD-ROM version of Computerised Engineering Index (COMPENDEX). Research infrastructure funds were also used for the purchase of an expensive reference work to assist researchers in chemistry. Materials Engineering gave $10,000 of its departmental share of research infrastructure funding to improve monograph holdings in areas of research priority and to subsidise the purchase of the CD-ROM version of Corrosion Abstracts.

A Conspectus-based evaluation of the Clayton campus chemistry collection revealed gaps in some areas of active research. The ACLIS Victorian Resources SubCommittee sponsored the Conspectus project which involved quantitative and qualitative assessment of the chemistry collections of Victorian academic and research libraries.

Membership of the South Eastern Scientific and Technical Information Consortium

(SESTICON) continued to provide cost-effective access to a wide range of research publications. The circulation of current issues of select journals to member libraries improved collective access to the current serials held by Consortium libraries. Cooperation between Hargrave and other SESTICON libraries for collection development covered areas such as advanced materials, polymers, pulp and paper and corrosion. The increasing formal collaboration in research among CSIRO, BHP/MRL, SECV and Monash University would justify extending cooperation among the Consortium libraries.

Statistics of volumes added to the Hargrave Library are given for 1989-1990 for the purpose of comparison.

Table 7. Number of volumes added during the year

Year	Monographs	Periodicals	Microforms	CD-ROMs	Total
1989	2949	2614	13	-	5576
1990	3136	1910	24	3	5073

Table 8. Number of current serials held

Year	Purchase	Donation	Exchange	Total
1989	1691	444	83	2218
1990	1694	445	82	2221

SERVICES

The early part of the academic year showed a sharp rise in demand for user services as measured by statistics of loans, reference enquiries, shelving and library attendance.

Lending services

Statistics of internal and external lending are given for the last two years for comparison.

Table 9. Loans

Year	Staff	Student	Short-term	ILL	Reserve	Total
1989	32924	40130	40895	3654	12548	130151
1990	33926	48230	43934	3356	11609	141055

Whilst borrowing from other libraries remained stable, there was a slight decrease in the number of items lent to other libraries.

With the introduction of the SESAME2 circulation sub-system, the Hargrave Library circulation area was reviewed to ensure that ergonomic requirements for staff and equipment were satisfied.

Reference and information services

In 1990, Hargrave Library staff dealt with a total of 20,331 enquiries. Less than half of the enquiries were directional or requests for simple reference assistance. The data would justify the rostering of reference aides for information desk duty with professional librarians serving as back-up to deal with subject enquiries.

The pattern of demand for reference services would support the reduction of library hours, when demand for user services at night and on weekends is low, especially for the last three weeks of the mid year break, when the majority of library users are tertiary students from other institutions and secondary school students.

A survey of users of reference services conducted during May, revealed that in the Hargrave Library 46% of all enquiries on weekends and 8% on week nights were non-Monash clients. Although external users place heavy demands on library resources, especially staff time, in the early part of the academic year, and for some weeks during the second semester, there is a genuine need to extend reference services beyond the core hours, to meet the needs of Monash students and staff.

Hargrave reference staff prepared a plan to improve the floor plan of the reference area. The aim was to improve patron access to information resources and user services.

Computerised information services

Demand for online information services significantly increased again in 1990. The number of requests for formal searches rose by 25% over the previous year. Adequate training of search personnel remained a challenge due to the continued use of a large number of information databases and different database vendors. The most frequently used databases were STN followed by DIALOG, ORBIT and AUSTRALIS. During the year the ESA-IRS account was cancelled due to lack of use. An STN Karlsruhe Academic account was opened to give an 80% discounted access to important sci-tech databases.

The Online Search Request Form was redesigned and front end statistics were introduced to assist with accounting.

Table 10. Statistics of Online Information Searches

TYPE OF SEARCH	1989	1990
Formal search requests	135	175
Reference including bibliographic verification	30	57
User education	33	9
Internal use (incl ILL)	34	16
Training	9	25
HITS and MONINFO	18	42
Total	259	324

CD-ROM services

The Hargrave Library acquired three CD-ROM information databases and ordered another two in 1990. The CD-ROM versions of Applied Science and Technology Index (AST), National Technical Information Service (NTIS) and the Powder Diffraction File were introduced in the second half of the year.

User education

Teaching materials were revised in 1990 to include the use of SESAME2. A new teaching video was produced in January in time for use for orientation and user education classes. The video was produced by Krystyna Thomas, User Education Coordinator for the Hargrave Library.

STAFFING

Leigh Oldmeadow was seconded to the position of Commercial and Technical Information Services Librarian. The vacancy created by his transfer to MONINFO, was filled by Nhan Le who became Acting Deputy Hargrave Librarian, and served in that role from April 1990. Jeffrey Bender upon his return from overseas was transferred from the Main Library to the Hargrave Library as a part-time subject librarian. Sara Miranda accepted an appointment with the Caulfield campus Library as part-time subject librarian. These staff changes required the reorganisation of subject responsibilities among Hargrave librarians.

Whilst flexibility in staffing is essential to meet variable demand for user services, continuity of staffing at a professional level is important to ensure effective user services.

Training and professional development

Hargrave staff received further training covering the OPAC, circulation and serials modules of the SESAME2 automated system. Information Services staff attended both basic and advanced level training by database vendors on searching different sci-tech computerised information databases. Hargrave library staff also attended a number of Monash University Staff Development Programs. Krystyna Thomas visited academic libraries in the United States for information on User Education Programs. Hargrave Library staff served on professional committees and contributed to conferences and meetings.

Hargrave staff served on a wide range of university and library-wide committees, as well as on the committees of external organisations such as ACLIS and ACUSA.

M V Chiba
Hargrave Librarian

HUMANITIES AND SOCIAL SCIENCES LIBRARY

INTRODUCTION

The H&SS Library was placed under a great deal of pressure in 1990. Demand for services was extremely high and factors such as the growth in numbers using the Library, the impact of OPAC, the difficulties with the implementation of the new circulation system, and demands from VCE students and other external users, were added to the perennial problems of space, security and stretched resources.

All these factors assisted in creating a number of specific problems in different areas and in some cases substantial backlogs developed, for example in re-shelving library materials. However, the situation gradually improved as additional staff were provided, progress was made with loading library material onto Sesame 2, necessary equipment and furniture was installed, users and staff became more proficient in using the PALS system, and the new circulation system was implemented. Though demand for services remained high, the year ended on a positive note.

SERVICES

With the need to adapt to computerised functions, substantial re-arrangement of work areas was undertaken by all sections to generally improve the flow of work. Much time was spent on planning and working out specifications for furniture needed. Two examples are the new service counters at Reserve and Loans. This work will continue in 1991 with specific targets like the book discharging area.

Loans

The introduction of the PALS circulation system was the high point of the year. H&SS Library staff made a major contribution to the implementation of the circulation system, especially in developing procedures and training staff across all the branches. The first step in the implementation was an online "trial" in the Reserve section of the H&SS Library.

New loan conditions were introduced in January in anticipation of the implementation of the PALS circulation system. These included an increase in the allowance of books for undergraduates from three to six. This factor together with increased users and the opening up of the collection by Sesame2 OPAC has resulted in an increase in loans. However, Reserve loans were down. Initially this could have been due to problems of locating items, but the trend has continued even after the problem ceased to exist.

The restructuring of the Loans and Student Reading/Reserve Staff into one Section under a Lending Services Supervisor commenced in January. The two sections operated on one roster and this proved advantageous to the Loans Section which has been short-staffed for the last two years. Attendants were also asked to relieve at the Loans Desk for meal and tea breaks in the evenings and on weekends.

Reserve

Student Reading/Reserve Staff spent long hours planning and developing procedures for the automation of Reserve. The existing collection, some of which had been there for more than ten years, was dismantled and lecturers were asked to provide the library with lists of their requirements.

Unfortunately problems with the system meant that initially only photocopies could be loaded. Using all their ingenuity, staff devised a temporary arrangement whereby books were lent to Reserve through the Loans System. All Reserve loans were manual and to locate books students had to use OPAC to find the call number and then search a printout that was arranged in classified order.

Despite signs and publicity, a large percentage of users were frustrated by the difficulties in locating material. Library staff were also under a great deal of pressure and the situation was exacerbated by factors like late lists, the extremely lengthy processing time required to put material on Reserve and the inability to produce current printouts of Reserve material. However, as progress was made with loading inventory onto Sesame2, the situation improved and after Easter when the books were able to be loaded onto the system the problems and pressure became less. The staff of Student Reading are to be congratulated on their achievement in completing the task of loading some 20,000 items under extremely trying and stressful conditions.

Re-shelving

Another area that created great stress was the re-shelving of library material. A shelving backlog of monstrous proportions developed in first semester and strenuous efforts were made to resolve the situation. The reason for the backlog was identified as a combination of factors including the lengthy absence due to illness of three attendants at one time and increased usage. The major factor however, appeared to be an explosion of in-house use which doubled the number of books to be shelved, and this was put down to increased numbers in the library, including VCE students, and the introduction of OPAC. Additional shelving assistance given by H&SS Library staff as well as staff from other Sections and Branches, is gratefully acknowledged. The problem was finally resolved by the employment of additional shelvers.

User education

The Sesame2 OPAC proved extremely popular with users. Karen Tang continued her partial secondment as OPAC Implementation Liaison Officer in first semester, to assist with the development of user education material and the training of staff. Guides and brochures were prepared for all branch libraries. An OPAC terminal was installed in both the Music Library and the Donald Cochrane Library.

The popularity of OPAC and CD-ROMs increased the need to provide a wider range of user education programs. The purchase of a liquid crystal display unit was of great assistance to the user education program. H&SS library staff have also been involved with computer students from the Caulfield Campus and the University Librarian in developing a hypertext

program for instructing first year Politics students on library use.

To assist with the user education program H&SS library staff arranged for HEARU to run a Teaching skills workshop for all library staff in January. H&SS library staff were also involved in the preparation of an introductory video explaining the post amalgamation Monash Library system. This involvement included responsibility for writing the script and acting in the video.

The Library has always had requests for library tours from local schools. With the advent of the VCE, requests for tours increased. Statistics of tours in 1989 are not available, but in 1990 26 tours were provided for 465 secondary school students. The issue of servicing VCE needs will have to be dealt with in 1991, but in the interim it was agreed that secondary school tours would only be provided at specific nominated times during the year.

A large number of guides and brochures were produced during the year, including A Guide to Newspapers in Monash Libraries, prepared by Rosemary McGinnes. The production of a series of bibliographies on current issues proved to be of great interest to users. Topics covered were: The Very Fast Train; The Multifunction Polis; Kuwait and Iraq; Child poverty; Europe 1992.

Online/Ondisk services

The interest in and demand for CD-ROM services continued to grow. The H&SS Library now has eleven CD-ROMs available for public use, namely: ERIC, ABI Inform, Dissertation Abstracts, MLA, CDATA, Sage/Clidata, Social Sciences Index, Sociofile, PAIS, the British Library Catalogue, AUSTROM and a bibliography on Indonesia on hard disk. The Index to International Statistics was ordered in 1990. Because of the high demand for this service and concern over security problems, it was decided to limit usage to Monash card holders only. A much needed third CD-ROM workstation was purchased with Research Infrastructure funds.

Library staff were required to spend a great deal of time familiarising themselves with each new CD-ROM database and then providing instruction and guidance to potential users. An invaluable set of documentation to provide a "step-by-step guide" for beginning users, a ready reference check for advanced users, and an annotated list indicating Monash holdings of journals indexed were prepared by Library staff.

Subsidised online searching was offered during the year, and funding was also provided for staff training on new databases and quick reference searches on ABN. Though the number of online searches was down on the 1989 figures, probably due to the use of CD-ROMs, there was heavy demand for the quick reference ABN searches.

Reference services

Like all other service areas, the Main Information Desk was under great pressure in first semester. Particularly heavy demands were made by secondary school students doing VCE studies. As a direct result of this pressure, a survey was conducted at the Information Desk over a period of two weeks to count non-Monash Users. Though the demand from VCE

students had dropped away, the count showed that during the weeks surveyed 23% of the enquires came from non-Monash users, while on the weekends 59% of the enquires came from non-Monash users. The figures would have been more dramatic at the height of the VCE invasion. The serials information desk was also surveyed, recording 15% enquires from non-Monash users during the week and 21% at weekends.

Over the last few years the pool of subject librarians, who provide the bulk of the servicing of the Information desk, has shrunk. This has created major problems for the desk roster, as flexibility has been reduced and there is little backup for busy times during the week. The position was exacerbated by having to draw on the same staff to cover evening and weekend rosters. To ease this pressure the other branch libraries and sections of the library were approached to ask for volunteers, who would be prepared to be available for weekend rostering. A proposal was also drawn up to employ casual reference staff on weekends instead of permanent staff.

Interlibrary loans

This year has seen some significant developments in Interlibrary loans operations, specifically in technology but also in working towards a common service being offered across the whole University Library system.

The Australian Bibliographic Network's Interlibrary loan sub-system was fully operational during the year, and the advent of ABN's Supersearch enhanced the searching of the national database. The software package SIMPC and dial-up-access were ordered to facilitate use of the ABN sub-system, and as a trial and training exercise before installing them in the other branch libraries, so they could have access to the sub-system. The installation of a PW2 computer terminal in ILL gave staff immediate access to Sesame1 and Sesame2. The terminal was also used for direct electronic transfer of mail to the British Library and various United States institutions, as well as for staff to consult overseas catalogue databases via AARNET. This has shown obvious benefits in improving delivery times.

The formation of the IRSC ILL sub-committee established formal communication links between ILL services in all the branches on all campuses, thus enabling them to work on a new ILL policy, and towards common procedures, practices, equipment, and staff training.

Serials

Serials staff were able to enter all the commercial periodical subscription data into the PALS system during 1990. A start was also made on entering government serials but this was a much slower process. The adaptation to the operations of an online system while maintaining the necessary manual system to keep a regular flow of work through the section is a credit to the staff involved.

Two new microform Reader/Printers were purchased and brought into service, and this has improved the Library's capacity to service the increased demand for printing from the microform collection. With the growth in the size of the microform collection and the rising demand, it is anticipated that another Reader/Printer will need to be purchased in the not too distant future.

The taped lecture service continued to be the source of much stress to the staff of the Serials Section and a report was drafted for the Main Library Users Committee outlining the problems. The service is extremely costly in staff time and what is on offer is unsatisfactory to both Library staff and students. Equipment is old and frequently in need of repair and a high proportion of machines are likely to be out of order at any one time. Funding for new equipment is in short supply. The heavy wear and tear on the tapes necessitated frequent bulk purchases of new tapes. High usage figures clearly indicate that some students use this as an alternative to lectures. Students using the service have quite frequently been both abusive and generally rude to staff, and there have been a number of incidents of vandalism of equipment. The growth of the taped lecture service has been at the expense of the other services offered at the First Floor Information Desk and other important projects being tackled by the Serials Section.

COLLECTION DEVELOPMENT

Due to staff shortages, selection of government publications in the previous year was somewhat haphazard. In 1990, Sue Little organised procedures to enable subject librarians to select government publications systematically and on a regular basis. This enabled them to keep academics informed of important government publications in their field.

Some significant purchases included: Atlas of the Australian People - (vols for South Australia, Queensland and Tasmania); Brockhaus Enzyklopaedie, 19th edition; the Dictionary of New Zealand Biography, vol 1 (1769-1869); Dictionary of the Middle Ages, 13 vols; Dizionario Critico della Letteratura Italiana, 4 vols; the Papua New Guinea Handbook; Research Centers Directory 1990; UNDOC Current Index 1984. Cumulative edition (microfiche); Who's Who in Australia 1906-1988 (microfiche); AUSTROM (CD-ROM); and British Library. General Catalogue of Printed Books to 1975 (CD-ROM).

H&SS library staff also worked on a large number of library impact statements to be included in the documentation for new degrees.

Salary savings were used to support a "weed" project whereby four students were employed to go through the undergraduate collection and following specific guidelines, identify multiple copies of unused and outdated books. This material will be vetted by subject librarians and the Collection Management Librarian, and unwanted material will be moved to storage.

Janice Droogleever
Humanities and Social Sciences Librarian

LAW LIBRARY

INTRODUCTION

A combination of circumstances placed considerable pressure on the Law Library staff this year: the Law Faculty continued its policy of increasing the size of the student body; the PALS circulation module was installed; four staff resigned in the first half of the year; and the Deputy Law Librarian was granted a year's leave without pay from June. On the plus side, the Library gained an Indexer/Reference Librarian (a fractional appointment of 0.5), a student assistant for three days per week during term, and made good use of three librarianship students on work experience from RMIT and the Ballarat CAE School of Information Systems. $1,000 was allocated to the Library for casual staff to assist with the implementation of the PALS circulation module. Assistance was also provided by Faculty staff who keyed-in library exercises for 12 streams of Legal Process students, and indexes of unreported court judgments.

SERVICES

The first part of the Library's graded program for first year students involved senior staff in 56 hours of teaching and many more hours in preparation. The second part of the program, which in the past had comprised two one hour tutorials for all Legal Process students, had to be abandoned because of a shortage of staff and difficulties with the new semester timetable. In its place, five one hour lecture/tutorial sessions were presented. In the light of this experience, the program for Legal Process students has been restructured for future years. Thirty-two tutorials were presented to Moot Court students.

SESAME2 and ALLI are now accessible via microcomputers in the Faculty's computer laboratory, and introductory tutorials on SESAME2 have been given there.

ALLI continued to be heavily used in the Library, but staff changes early in the year made it difficult to keep pace with the output of current issues of journals. This problem had been overcome by the end of the year, and it was planned to approach the Law Institute in the new year with a view to promoting the service commercially. By the end of the year, 8155 records had been keyed-in to the service.

At the request of the H&SS Library, the Law Library took over responsibility for the distribution of taped law lectures during the second semester. Because of the inferior quality of the tapes and playback equipment, and the lack of any suitable place in the Library where the tapes could be played, the experiment was a complete failure. The Library broke with a long-standing tradition and offered no taped lecture service during the summer semester. Complaints from lecturers were non-existent, from students, few.

Five hundred and fifty copies of the 1990 edition of <u>Guide to Research in the Monash Law Library</u> were sold through Legibook, the law students' book cooperative. Library guides on finding legislation, using ALLI, and CD-ROMs, were prepared for Library users.

A short survey of reference enquiries from non-Monash library users conducted in May, showed that over the weekends surveyed, 63% of all enquiries in the Law Library were from

non-Monash people. This figure represents a heavy additional burden on staff who are hard-pressed to provide an efficient service to the Library's own users. Reference statistics kept throughout the year continued to confirm that although the Law Library serves a minor proportion of the University population, its staff handled a disproportionately high number of complex enquiries. One hundred and twenty-eight online searches were recorded for the . year.

At the end of the academic year, the Faculty vacated two seminar rooms which had been erected within the Library. The removal of the walls of these rooms will provide space for some 60 desks for readers.

The Library has been retained as Research Consultants for a new publication Laws of Australia. This will be a comprehensive statement of Australian law, published in loose-leaf format to maintain the currency of its information.

PALS IMPLEMENTATION

The installation of the circulation module of the PALS library information system took place late in the year. It soon became evident that if the module were to be used efficiently, a second loans terminal would be needed at the loans counter, and that the counter would have to be redesigned to accommodate it. Quotes for this work were sought just prior to the end of the year.

During the year, with assistance from casual staff, records for 454 law report and journal titles were loaded to the PALS serials module. These titles comprise about one third of the serials collection. Records for looseleaf and government publications have still to be loaded.

BUDGET

The original budget allocated to the Law Library was $391,900 (monographs $128,900, periodicals $263,000). This was increased during the year with grants of $40,000 for the purchase of multiple copies of student texts, and $5,000 from Research Infrastructure funds towards a year's subscription to the CD-ROM version of Current Law Index. The Library's stock increased over the year by 1236 monograph and 1465 serial volumes.

The Library received considerable financial support from non-library sources. The Victorian Law Foundation made an interim grant of $10,000, which was later increased to $29,700. The Foundation has issued new guidelines for grants to libraries which unfortunately will make it much more difficult to attract funding for individual monograph and serial titles. The Foundation also contributed $8040 towards salaries for retrospective indexing for ALLI, and has allocated $27,000 to the Faculty to make two introductory videos on using law library materials.

The Law Faculty allocated $7875 from Research Infrastructure Funds for a CD-ROM workstation and establishment subscriptions to five disks of full text legal materials.

STAFF MATTERS

Staff attended a number of courses and seminars. The Library hosted an evening meeting of the Victorian Branch of the Australian Law Librarians' Group, and staff spoke on North American reference guides and the Library's first CD-ROM acquisition Index to Legal Periodicals.

Petal Kinder presented a reference workshop on the literature of art and architecture for reference staff from other branches who had volunteered to assist at the H&SS Library information desk.

Lee Poh York compiled the Selected Reading section of Freedom of Information Review and the index of Monash University Law Review, and was responsible for the Library's continuing support of CINCH (Computerised Information for National Criminological Holdings), maintained by the Australian Institute of Criminology. Mary-Anne Cooper continued as indexer for ALLI until her resignation, when her position was taken by Petal Kinder, supported by Geraldine Woodhatch on a fractional appointment. The agreement with INFO-ONE for entries to the database MONASHFINDER, was not renegotiated, as the material is now accessible through ALLI. Ted Glasson compiled the Library Update published in Company and Securities Law Journal, an indexing current journals on company law. Rosemary Bunnage conducted four seminars, one on CAI in libraries at the University of Wollongong; two on ALLI for the Graduate School of Librarianship and a group of Ballarat CAE librarianship students; and one on law firm libraries in the US and UK, to a law librarians' meeting at the Law Institute. She also conducted a training workshop on online searching at the UNSW Law Library.

E J Glasson
Law Librarian

CAULFIELD/FRANKSTON BRANCH LIBRARY

Following the merger between Monash University and the former Chisholm Institute of Technology on 1 July, the Institute's Library became a Branch Library of the University Library system. The Branch Library consists of both the Caulfield and Frankston campus libraries.

THE MERGER

Planning for the merger commenced in 1989 and proceeded with increased vigour throughout the first half of 1990. The Steering Committee on Library Amalgamation (SCOLA) which had been formed in 1989 met several times to receive reports and recommendations from its Working Parties.

Commencing in March senior staff from the two libraries began to attend meetings of each others' Library Committees. The possibility of short term staff exchanges was investigated and two such exchanges occurred. These were most useful in promoting mutual awareness of the two libraries' "cultures".

On July 1 the post-merger library staffing arrangements that had been agreed upon earlier in the year were implemented. The former Institute Librarian, Hans Groenewegen became Deputy University Librarian and Olive Cousins, the former Deputy Institute Librarian became Branch Librarian, Caulfield/Frankston Campuses. On 1 November Jean Gourlay, the former Chisholm Academic Services Librarian became Deputy Branch Librarian (Caulfield /Frankston) with special responsibility for the Frankston Campus.

In June a "Team Building Workshop" was attended by senior staff from both libraries. One of the outcomes was the organisation of library tours on all three campuses followed by social "get-togethers" of library staff. At the Frankston campus this took the form of the annual Christmas Party.

Following the merger students and staff from Caulfield and Frankston campuses obtained borrowing rights at Clayton and vice-versa, although as an interim measure some restrictions were imposed on the use of some parts of the Clayton collections by Caulfield/Frankston undergraduates.

A limited inter-campus loan service for academic staff was established.

The Chisholm Library Advisory Committee met for the last time on 20 June. A Caulfield/Frankston Branch Library User Committee was established. This had its first meeting on 30 October, when it elected as its Chairman Professor Richard Snedden, Dean of the Faculty of Professional Studies.

ACCOMMODATION

In July the Branch Library's administration and technical services moved to a fully refurbished area on Level 2 of the Boykett Building, Caulfield campus. The space on Level 3 previously occupied by these sections of the Library was used to create a further 60 reader

spaces, as well as more suitable accommodation for the lending and information services. Because the moves took place during the middle of the year, the new layouts on Level 3 were only temporary. Final reorganisation began at the end of the year and included the laying of new carpet on Level 3.

At the Frankston campus the circulation area was enlarged and substantially refurbished.

The Branch Library was granted additional book storage space in the old Technical School building. This was redecorated and equipped with compactus shelving in the first half of the year.

In 1989 the then Chisholm Library jointly with the Educational Development Unit (EDU) of Chisholm Institute put forward a proposal for the establishment of a Learning Resource and Study Centre on a pilot basis. During 1990 space and funding were made available for this at the Caulfield campus. Costs of conversion were met from the campus minor works budget. In October work began on converting the area, and it is expected that the Centre will be ready for occupation prior to the start of Semester 1, 1991. Management and operation of the Centre will be a joint responsibility of the University Library and the University's Teaching Services Unit.

LIBRARY RESOURCES AND SERVICES

The 1990 academic year saw record levels of activity in many areas of library operation, as illustrated by the following statistics :

Table 11. C/F Branch Library Statistics

	1990	1989
Enquiry desk, queries/bookings, etc	43,036	38,460
Reference desk enquiries	31,150	NA
Door statistics	797,972	710,140

Interlibrary loans:[1]
   Monographs lent
   Items photocopied
   Monographs borrowed
   Photocopies received
	
	671
	944
	507
	1,597
		
		842
		1,156
		634
		2,263

Circulation (loans plus reserve)	339,024	318,749

Acquisitions:
   Monograph volumes
   Serial volumes
	
	10,039
	2,960
		
		7,278
		3,008

[1] Following the merger, Monash Library became the first resort library for items not held at Caulfield/Frankston Branch Library. Items acquired on inter-campus loan from Clayton campus are not included in the Inter-Library Loan statistics. Access to the Clayton campus libraries for inter-campus loans has reduced the number of items acquired from other sources.

ACQUISITIONS BUDGET

The allocation made to the Branch Library for acquisitions was $1,105,000. As in previous years the allocation was divided up amongst the various Faculties and Schools on the Caulfield/Frankston campus by formula.

In May 1990 the Water Studies Centre at Caulfield was awarded a 3-year research infrastructure grant under Mechanism B. The Library received $5,000 from this grant to purchase special reference materials to support the Centre's research activities.

STUDENT INDUCTION AND READER EDUCATION PROGRAMMES

Programmes were offered to first year students from all Schools and Faculties as part of their normal lecture and tutorial timetables. Programmes have also been offered to groups of later year and research students. In total over 150 groups, consisting of some 10 to 25 people each attended a formal introductory session in the use of library services and resources.

THEFT AND VANDALISM

An unhappy development during the year was the increase in theft and vandalism that was experienced in the libraries on both campuses, even though there are detection units at the Library exits. The figures of stock losses were quite appalling and indicated that many books that were purchased and placed on the shelves during the 1989/90 long vacation (some to replace previously lost copies) disappeared within weeks of the start of the academic year.

In order to protect the collection from further theft a new category of library materials was introduced at the Caulfield campus, viz. the Request collection. This collection contains books which in the experience of the library staff are at serious risk of being lost or stolen.

The collection is located in the same area as the Reserve Collection, and students are required to request library staff to fetch individual titles from the Request Collection. However unlike the Reserve Collection, students are able to borrow items from the Request Collection on 7 day loan. Whilst there are disadvantages from a service and educational point of view, the Request Collection has been effective in reducing very substantially the loss by theft of publications in high demand.

"BOUTIQUE COLLECTIONS"

In recent years several members of the academic staff have been lobbying for the segregation of library materials in certain subject areas away from the main collection and effectively creating separate collections. Examples of the areas that were nominated for such treatment are International Trade and Retailing. The latter discipline contributed the term "boutique collection" to describe such a form of arrangement.

There are good arguments in favour of boutique collections; there are also significant problems. Accordingly late in the year the Branch Library engaged a consultant, Ms Anne Beaumont, B.Comm. (Melb.), ARMIT, Grad.Dip.Bus.Inf.Tech. (Swinb.), AALIA, to conduct a feasibility study on "boutique collections". The consultancy was funded from the

1990 Chisholm Visiting Fellow programme.

LIBRARY AUTOMATION

The Branch Library continued to use the ALIS system, pending transition to the Monash University Library computer system (SESAME2). Due to its age, ALIS proved to be increasingly unreliable during the year, causing significant disruptions in work flow and inconvenience to library users.

Shortly after the merger three SESAME2 catalogue terminals were installed for public use at Caulfield. Unfortunately, telecommunications problems delayed installation of SESAME2 terminals at Frankston.

Work commenced at the end of the year on the loading of Caulfield/Frankston Library data into SESAME2. Delays in the schedule were caused by the unexpectedly long time taken to implement the PALS circulation/loans system at Clayton as well as concerns about the existing disk capacity of the Monash computer system. It is expected that the libraries will be operating a common system as from Semester one, 1991.

SIGNIFICANT ACQUISITIONS

Late in the year the Branch Library took delivery of a complete Business Periodicals on Disk installation. This was purchased with the assistance of a generous grant of $27,500 from the David Syme Faculty of Business.

Caulfield/Frankston Branch Library is one of only four Australian libraries to own this important resource which provides electronic access to the full text of over 300 business periodicals. Other significant acquisitions include the Art Index and Applied Science and Technology Index on CD-ROM and two machine readable data files, the DX Time Series of Economic and Commercial data and the SalesScan data base.

EXHIBITIONS

The Branch Library mounted two exhibitions. The first, which was held from 7-11 May, related to the history of the Caulfield Campus and was compiled by Mr E. Worsley, a Chisholm Visiting Fellow, with significant assistance from Ms Jean Gourlay, a senior member of the Library staff. It was partly supported by a grant from the Chisholm Director's office. The exhibition consisted of early documents relating to the establishment of the Caulfield Institute of Technology, and photographs, publications, memorabilia, etc. from both Caulfield and Frankston campuses. The exhibition was opened by the Director of Chisholm at a function prior to the May meeting of Chisholm Council.

The second exhibition entitled The Art of Craft was sponsored jointly with the Chisholm School of Art and Design. It consisted of a collection of 350 books, journals and videos covering a wide cross section of crafts. The exhibition was made available by the British Council and was held from 23 May to 8 June.

TEACHING MATERIALS COLLECTION

Following a request from the then Dean of the School of Education, a significant amount of work was done by the Library staff on the reorganisation of the Teaching Materials Collection at the Frankston campus and its integration with the collection from the Curriculum Materials Centre.

MICROCOMPUTER LABORATORIES

Throughout the year difficulties were encountered as a result of equipment breakdowns in the Branch Library's microcomputer laboratories at Caulfield and Frankston. As there is insufficient staff to fix such faults particularly during weekends or weekday evenings, various alternative solutions were discussed with the Head of the Computer Centre. At the end of the year agreement in principle had been reached that the Computer Centre would in future maintain the Library's microcomputer laboratories and integrate them into the network of microcomputer laboratory facilities available elsewhere on the Caulfield and Frankston campuses.

STAFF MATTERS

Staff appraisal

In May and June the Library conducted a staff performance appraisal pilot programme in conjunction with the Chisholm Human Resources. The pilot was most successful and identified a range of areas for staff development.

Staff development

Approximately $18,500 was expended on staff development during the year. Major activities included participation by six senior staff in the People Management courses conducted by the Australian Institute of Management under a DEET grant received by the Chisholm Human Resources and Educational Development Unit; participation by ten staff members in the Team Building workshop, funded from the same grant; and attendance by six staff at the ALIA Conference in Perth. Altogether 40 staff members of all grades from all sections of the Library attended some form of staff development activity.

Communications and committees

Following the merger the Chisholm Library Management Committee became the Branch Library Management Committee. Its membership was augmented by the addition of the University Librarian, the two Associate Librarians, the Branch Reference Librarian, the Branch Lending Services Supervisor and the Branch Supervisor (Acquisitions).

The terms of reference of the Branch Collection Development Committee were reviewed and expanded to take in all aspects of collection development and maintenance. Membership of the Committee was expanded to include the University's Technical Services Librarian and Collection Development Librarian. The Library's other committees, viz. the Staffing Committee and the Building, Equipment and Services Committee continued to meet

regularly.

Personal

The Deputy University Librarian (previously Institute Librarian) was reappointed Chairman of the National Library of the Australian Bibliographic Network Committee. In that capacity he attended the Australian Library Summit Review meeting that was held in Canberra on 2 April.

He was also elected President of the Victorian Association for Library Automation (VALA) and elected to the Board of the Australian Information Management Association (AIMA).

Hans W. Groenewegen
Deputy University Librarian

TECHNICAL SERVICES

GENERAL

From 1 November Technical Services at Caulfield/Frankston was merged administratively with the Clayton department. As the year ended many details regarding this remained to be sorted out but rationalisation of similar activities at Caulfield and Clayton had commenced. Because this change occurred so late in the year, this report relates exclusively to activities on the Clayton campus.

In December, Clayton cataloguing and end processing staff moved to join acquisitions staff in a refurbished and enlarged area on the lower ground floor of the H&SS Library building. Planning for this can be traced back over two years. The move is an essential prerequisite to the successful integration of these departments and sections.

SYSTEMS DEVELOPMENT

Abbreviated bibliographic records were created from the Clayton Inventory file and loaded to the OPAC database. Associated item records were then linked, providing circulation records for the majority of circulating items. This also meant that once regular updating with new cataloguing occurred, most circulating items had OPAC access. However the access is limited by the brevity of the records and older non-circulating items which did not have Inventory records (e.g. from Rare or Reference collections), do not have any OPAC access.

As staff and students become more familiar with the OPAC, demand for rapid correction and enhancement of OPAC records is increasing. The fact that the card catalogue is still officially the catalogue for these items is an academic point hardly worth pursuing with the clientele. However case by case reactive retrospective conversion is difficult to absorb into current workload, is not the most efficient use of resources and given that modification of the OPAC can only be achieved via ABN, does not meet the demand for speedy change. A project to achieve full or partial (targetted) retrospective conversion will need to be reconsidered.

Implementation of PALS Circulations had a significant impact on post-cataloguing procedures. Procedures for transfers, withdrawing from stock etc. also have to be reviewed and revised. This implementation also created a major maintenance project (1.5 to 2 years staff time). Many of the item records loaded from Inventory to the new system by program require manual amendment. The size of the project is larger than anticipated. Casual staff were employed in November/December and completed the most urgent (but smallest) of these tasks.

Preparing for the implementation of the PALS acquisitions sub-system was a major focus of activity in the latter half of the year. Many staff hours were devoted to testing the new foreign currency handling software and the acquisitions sub-system as a whole. Initial reactions to the new package included strong concern about the lack of efficiency in conducting routine operations. All testing has so far been conducted off-site in an artificial environment, and will recommence at Clayton in the new year, which will provide the opportunity to at least develop creative solutions to the perceived inadequacies.

OPERATIONS

Orders

The number of orders placed was approximately 27,300, similar to 1989 but persistent backlogs of unprocessed recommendations were a negative feature of the year. The purchase of antiquarian books appears to be increasing (estimated to be 13% of orders, 11% of total monograph expenditure). The majority of these are for the Rare Books collection.

Table 12. Orders

Type	1988	1989	1990
New orders	N/A	N/A	23,722
Standing order receipts	3,509	3,451	3,665
Gifts	N/A	N/A	3,508
TOTAL	33,276	30,501	30,895

Gifts and exchanges

The number of gift and exchange items processed increased by 65% over 1989. 10,625 items were received of which 7,313 were retained. Details of specific donations are available from the report made regularly to Council. The end-of-year estimate of items in unprocessed gift collections was somewhat reduced (to 2,000) compared with the previous year.

Prices and accounts

Following analysis of price differentials by the Collection Management Librarian and the Deputy Technical Services Librarian, one of the Library's North American vendors agreed to provide a special service to ensure the most advantageous price for overseas publications (especially UK/US simultaneous publications). Although relatively small in number, the significance of the price differences makes this notable.

1990 was to be the first full year in which the Library used accrual accounting procedures. Prepayments (a significant proportion of periodicals accounts) made in 1989 for 1990 were estimated. This estimate based on a general model proved a poor predictor of Law Library expenditure patterns and an adjustment was made for this during the year. In November a decision was made that the Library revert to "cash" accounting for internal records (though detailed accounting of prepayments continued to be reported to Finance Branch). The change, then reversal, in accounting procedures caused some difficulty in understanding and interpreting financial reports.

Monograph cataloguing

Cataloguing of new printed monograph titles was down by around 2,000. The greatest contributing factor was the reallocation of about 1 EFT staff from monograph to serials cataloguing (to compensate for the vacancy left by secondment of one serials cataloguer to Library administration). Considerable staff turnover and delays in filling positions was another factor, as was the continued heavy involvement of one cataloguer in systems work.

However, the total backlog of printed monographs awaiting cataloguing at the end of 1990 was approximately 15,000, 18% less than that reported for 1989. Significantly, only about 3,000 volumes remain of the backlog of HSS monographs purchased in the early 1980's. 3,000 gifts from this period are also still uncatalogued, awaiting selection review.

Table 13. Cataloguing Statistics

	1986	1987	1988	1989	1990
Print	23,829	25,655	30,453	29,673	27,660
Non-book	449	346	401	471	327
TOTAL CATALOGUED	24,278	26,001	30,854	30,144	27,987
Copy from ABN	71%	79%	81%	78%	79%
Retrospective conversion		700	850	965	743
Other revisions (# records)		340	560	1333	1020
Transfers (# volumes)		350	480	953	718

Unfortunately, the backlog of rare books cataloguing has increased significantly (from 3,500 to 4,500). This is at least partly due to an increased acquisition rate of Rare Books over recent years without resources to apply similar increases to their cataloguing (in general an exacting and time consuming task).

All cataloguing and catalogue maintenance is now performed through ABN. In 1990, 79% of records were "full" copy, 13% were created originally and only 8% were interims. Use of interim records is being discouraged (although still permitted) because of the difficulty of ensuring that they are eventually upgraded. No progress was made in 1990 on the project of checking interims used in the past.

For the first time statistics of non-English items were collected. 21% of printed monographs catalogued were in languages other than English. In this category the availability of copy dropped to 48%, showing that for English language monographs copy was found for 88%. non-English items account for 60% of original cataloguing.

Catalogue maintenance (monographs)

The reported reduction in the number of records revised does not seem consistent with the apparent increase in maintenance activity. There may have been some inconsistency in the collection of statistics - a manual activity - but it is perhaps more probable that the perceived

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increase related more to item record maintenance which is not yet statistically measured.

Support for Departmental collections

207 titles were catalogued for academic departments, roughly the same as in 1989. 20% of these were ordered through the Library.

Serials cataloguing

Output was improved, with the number of new records created being the highest for five years. Yet the backlog of titles awaiting cataloguing increased by almost 100 (20%). One contributing factor is the identification of previously undetected changes, while transferring records to the PALS serials sub-system.

Table 14. Serials Cataloguing Statistics

	1986	1987	1988	1989	1990
New records	820	834	999	771	1048
Retrospective conversion (# records)	150	171	181	146	266
Other revisions (# records)	700	777	760	1469	631
New records from title change	35%	34%	28%	37%	34%
Copy for ABN	N/A	80%	83%	90%	89%

Revision work in serials was not as great principally because a backlog of work was cleared in 1989. Output in 1990 kept pace with work to be done.

Availability of records from ABN was almost identical to 1980, with 89% "full" copy, 4% interims and 7% original. The proportion of new records deriving from title changes continued to be around one third (34%) with two thirds (66%) deriving from new subscriptions (including backsets).

End processing

Table 15. End Processing Statistics

	1989	1990
Physical processing (receipts)	24,200	27,962
Physical processing (end)	33,500	32,423
Photocopying	131,781	171,312
New binding	1,778	1,253
Repair binding	2,578	1,546

The reduction in binding figures reflects changes in procedure (Biomedical Library no longer arranges binding through Technical Services) and policy (reduced purchasing of multiples,

reduced repair binding of multiples).

There were no significant backlogs of work in the section at the end of the year, although some difficulties were experienced in coping with peaks during the year.

Disposal

Preparations were commenced in 1990 to ship surplus books to Indonesia, the Pacific Islands, Rumania, and China. In the first three cases this was being arranged via the facilities of "ACPAD" in Canberra.

STAFFING

Total staffing for the department at the end of 1990 was very similar to the position at the end of 1989 - a net reduction of .6 EFT. Reclassification of positions following job evaluation has resulted in a shift of the distribution of positions by category. There has been only a very slight movement of staff by function within the department - from cataloguing/cataloguing support to orders.

Included in the Cataloguing staffing is a full time position which was actually devoted .5 to systems for 1990. Also included are several positions which fell vacant at the end of the year, but which are expected to be filled early in 1991.

Staff movements

There was considerable staff turnover during 1990, and in several cases this was complicated when vacancies were filled by internal transfer with consequential vacancies. The associated costs (position review, selection, training, reduced productivity) added to the disruptions of the year.

In some positions the occurrence of a vacancy was used to revise the position and the outcome of these decisions will be reviewed in 1991.

One 0.5 cataloguer (Librarian 1) position was removed from the Technical Services establishment with the transfer of the staff member. Other positions were temporarily unavailable as staff undertook alternative duties (in particular Human Resources and Systems).

Staff development and training

A number of staff attended staff training programmes and conferences. Eight staff were given study leave to continue with their Associate Diploma of Science (Library Studies) or university degrees.

Committee work

ABN: Jan Maslen was re-elected chair of the ABN Standards Committee for 1990, and was thus ex-officio member of the ABN Network Committee.

Occupational Health and Safety: Jan Maslen again chaired the Zone 20 OHS Committee; Helene Shaw was member of University's OHS Policy Committee, and an ex-officio member of the Zone 20 OHS Committee as the Zone Health and Safety Representative; Gillian Barnard was the Zone 20 First Aid Coordinator, and an ex-officio member of the Zone 20 OHS Committee.

New Building: David Farrer served as PAC-appointed representative on the Committee planning the new building.

LSA: Jenny Klingler, Joan Streitberg-Hodgson, Sandra Lauder, David Farrer, were members of the LSA Committee.

Social Club: Russell Hoffman/Craig Hayes, Jan Gill/Lucian Pavlovic, were departmental representatives on the Library Social Club Committee.

Jan Maslen
Technical Services Librarian

RARE BOOKS

RECENT DEVELOPMENTS

The Rare Books Section has been promised space on the second level of the new building. This will be adequate provided that compactus shelving can be installed.

The Special Collections for which the Rare Books Librarian is responsible (viz: the Lindsay Shaw collection of Australian Children's Books; the Colonial Editions Collection; the School Text-Books Collection; the Circulating Libraries Collection; the Science Fiction Collection; the Yellow-Backs Collection; and the Robin Boyd Architectural Archive) are now housed in the compactus in the basement.

IMPORTANT ACQUISITIONS

With the assistance of money raised by a special appeal to the Friends and from the English Department, Monash acquired a mid-eighteenth century manuscript "Letter Book" written partly in James Harris's hand. The letters and papers included are mainly those of Harris's uncle Anthony Cooper, third Earl of Shaftesbury. Many of the items are unpublished, including instructions relating to the publication of Shaftesbury's Characteristicks.

From the 19th Century, the Library has bought a set of Dicken's last novel, The Mystery of Edwin Drood, in the original parts.

Among the items of Australiana acquired were some early twentieth century works on home management and mothercraft, useful for social historians in the burgeoning field of Australian Studies.

STAFFING

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

The recommendation made in early 1990 that the 0.5 Librarian I Rare Books Cataloguing position in the Cataloguing Department be added to the 0.4 Librarian I position in the Rare Books Section, has not yet been proceeded with. However it is to be re-considered in early 1991.

STATISTICS

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

Table 16. Rare Books Statistics

	1989	1990
Reference Enquiries	399	1001
Directional Enquiries	222	169
Photocopying	92	85
Staff Loans	183	117
New Accessions	1783	1634
Books Newly Catalogued - Title	570	472
- Vols.	686	556
Monash Authors Received	165	241
Theses Received	146	86
Volumes Consulted	2996	4510

The increase in the number of reference enquiries reflects in part the greater vigilance with which the statistics are now kept but also is a result of the promotion of the Rare Books Collection among the Monash staff and students.

Part of the increase in the number of volumes consulted resulted from the Section's increasing success in having the collection used by the Graduate School of Librarianship students in the assignments set for their subjects in cataloguing and Rare Books Librarianship.

CONSERVATION

Nine volumes have been re-bound. Ross Harvey of the Graduate School of Librarianship has used various items from the collection to demonstrate problems dealt within his conservation course. He and his students carried out a sample of parts of the general library collection to provide data to complement the Conservation Report carried out in 1989. The Rare Books Librarian is the Monash Library representative on the ACLIS Sub-Committee on Preservation and has been attending meetings throughout the year.

SEMINARS AND TOURS

Seminars were conducted for English Honours, British History, Librarianship and History of Mathematics students; and for HSS staff on the holdings of 18th Century material. The Rare Books Librarian revised the guide to Monash holdings in 17th Century British material for the benefit of the History students. A series of seminars on Medieval and Renaissance Europe were held in the Rare Books Reading Room.

Tours were given for new staff members and field-work students, and also for a group of consular wives, on a visit to the University.

Richard Overell and Merete Smith attended the Nichol Smith Seminar on the 28th Century, held at Monash in June and they also attended the Keith Maslen Conference on rare books

and book trade history held at Normanby House in August.

Tours of the Rare Books Collection were conducted for most of the delegates attending these conferences. These included Hugh Amory, the Rare Books Cataloguer at the Houghton Library, Harvard University, and David McKitterick, Rare Books Librarian at Trinity College, Cambridge. In addition, Charles W. Mann Jr., Rare Books Librarian at Penn State University visited and was shown the collection. Penn State has a large Australiana collection.

LIAISON WITH ACADEMIC STAFF

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

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

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

EXHIBITIONS

The year began with the "19th Century British Book Illustration" Exhibition still running. Merete Smith and Professor Gavin Betts of the Classics Department organised a display of Greek books, "From Alpha to Omega: the Greek Alphabet from its beginnings". This ran from 28 March to 30 April. This was succeeded by the major Exhibition for 1990, the Swift Exhibition. This was organised by the Rare Books Librarian and Professor Clive Probyn of the English Department. It ran through May and June and coincided with the Nichol Smith Seminar on the 18th Century. In July, Susan Radvansky mounted a display of Graham Greene material supplied by the British Council. In August - September there was an Exhibition entitled "The Artful Inscriber," which high-lighted the manuscript annotations in some of our rare books. This was organised by Richard Overell and Professor Wallace Kirsop of the French Department and the Centre for Bibliographical and Textual Studies. It is intended to publish an album of illustrations and text from this Exhibition. Susan Radvansky organised the October - November Exhibition, ""Neither here nor there": Paul Hirsch-Hatvani". This featured material, both manuscripts and books from the Hirsch Collection held in the Rare Books Section. Paul Hirsch was an Austrian poet and litterateur from the Expressionist period who emigrated to Melbourne in the late 1930's. His library and papers were donated to the Library after his death by his nephew Frank Pam. The final Exhibition for the year was organised by the Rare Books Librarian to show some of the Library's "Recent Acquisitions", a cross-section of material acquired in the last three years. This will run until 31 March 1991. All of the Exhibitions were launched with Friends of the Library functions. Detailed catalogues were prepared to accompany each Exhibition. Susan Radvansky, the Special Projects Librarian and former Rare Books Librarian retired at the end

of 1990. Her assistance and advice, particularly in the field of Exhibitions, will be greatly missed.

MONASH AUTHORS

The response in 1990 to requests has been better than in previous years. 125 items were received from the University Publications Officer; these included some older material which, it is hoped will fill gaps.

THESES

Lorraine David continued to inform ACER of new thesis titles eligible for inclusion in the Australian Education Index. The pre-1983 theses have all been microfiched. All microfiched Humanities and Social Sciences theses are now stored in the compactus in the basement.

FRIENDS OF THE MONASH UNIVERSITY LIBRARY

In his role as Secretary of the Friends the Rare Books Librarian organised talks in 1990 by Gavin Betts, Clive Probyn, Brean Hammond, Wal Kirsop and Hugh Amory, and Stephen Jefferies. Professor Brean Hammond, one of the delegates to the Nichol Smith Seminar, spoke at the A.G.M. on Alexander Pope.

SPACE REQUIREMENTS

This is the major problem facing the Rare Books Section at present. Although the Space Committee and the Management Committee agreed to the re-allocation of the Projection Room to Rare Books, this has not yet been done. It is to be hoped some action will be taken on this in 1991.

Richard Overell
Rare Books Librarian

MONASH INFORMATION SERVICE

The Monash Information Service (MONINFO) was successfully launched on 5 July 1990 by the Vice-Chancellor. Since then MONINFO has been providing a number of information services to clients external to Monash University for a fee. Up until the end of 1990 MONINFO has generated an income of approximately $30,000.00 from borrowing rights, document delivery, literature searches, corporate membership, product and industry overviews, a course on Hypertext and the production of a source book on the Australian telecommunications industry.

During 1990 and continuing in 1991 there will be an intensive promotional campaign to increase the awareness of the business community to MONINFO and the services it can provide. In 1990 promotional activities included a number of direct mail campaigns, launch of MONINFO and participation in the Small Business Development Corporation's Open Day in conjunction with the Syme Centre for Enterprise Development.

There have been at least 70 clients using MONINFO during 1990 with requests for either information, documents, or both. Many of these client have used MONINFO on a number of occasions. The clients are a mixture of large companies, consultants and individuals. MONINFO has also pursued links with other groups within Monash that have external connections including Montech, External Relations and Alumni Affairs, ICAS, MONICT and the David Syme Centre for International Business.

Leigh Oldmeadow
Manager
MONINFO

COLLECTION MANAGEMENT

The year under review was characterised by changes occasioned by the merger with Chisholm Institute and Gippsland College of Advanced Education.

In the case of the Chisholm amalgamation library services have become increasingly integrated across the Clayton, Caulfield and Frankston campuses. The Library must provide access to resources for users who are widely dispersed across the expanded University. Arrangements have been made for intercampus loans and document supply. These allow for some rationalisation of holdings between the various Branches. The cost of such arrangements must constantly be measured against the cost of duplicating resources. Another brake upon rationalisation is the University's policy of offering some courses simultaneously on two campuses. It is to be hoped that the real cost of such academic developments will be recognised. Already some funding has been acquired to develop the humanities collection in Frankston. A further obstacle to cross campus collection rationalisation is the continued existence of separate acquisition procedures. This has meant that to date it has been impractical to monitor all orders centrally. CD-ROM database orders alone are handled centrally and more informal methods are used to monitor new journal and other expensive orders. This problem is likely to disappear as order processes are integrated in the new PALS system.

On the Clayton campus co-operation between Branches has increased and procedures have been established to ensure that duplication of resources is restricted to the essential. Central monitoring of requests has allowed for consultation on location to take place before orders are placed. Changes in Faculty and course organisation has necessitated some substantial transfers of material in the areas of psychology and computer science.

Within the Humanities and Social Science Library some efficiencies have been effected. An increasing volume of monograph orders is being ordered by the Collection Management Librarian and Subject Librarians. Procedures have been established to ensure comprehensive surveying of Australian publication. The success of the new title awareness service provided has led to several thousand requests which could not be accommodated within the budget. Academic departments are advised to prioritize their requests. Another deleterious effect of prolific book ordering is that little funds remain for purchasing research materials such as the major archival sets on microform which make research possible in many disciplines in Monash.

While the bulk of the Library's purchases in 1990 again consisted of books and journals an increasing proportion of expenditure was devoted to acquisition of databases in CD-ROM format. While this medium offers many advantages, some concern must be expressed at the fact that in many cases the Library must lease rather than buy these products.

The Library received several hundred gifts of books during the year. Chief among these was a gift of several hundred books from the Prefecture of Aichi in Japan and several thousand volumes from the late Professor Bill Scott.

Staffing in 1990 continued at the same level of one Collection Management Librarian and 0.6

of a Library Officer. Rysa Raynes returned mid-year from maternity leave taking over from her temporary replacement Netta Hinde.

Outside professional activities again centred on collection evaluation and on the related issue of national collection policy and the Collection Management Librarian attended many meetings and seminars on this topic.

Robert Stafford,
Collection Management Librarian

DATA PROCESSING SERVICES

GENERAL

Although much frustration was experienced in maintaining the rate of progress expected with implementation of SESAME2, nevertheless the system's general level of response and reliability was adequate. Coverage and user service improvements began to be perceived as the year progressed, particularly in the catalogue use area. The final switchover to full on-line Circulation control in October was a major step forward, and should contribute to considerable gains in efficiency and satisfaction for staff and library patrons, though new pressures will develop as the facilities of the system become better known and more widely available. Behind the scenes (which is predominantly where EDP section functions) growing suspicions that SESAME2 would not be an easy system to run were confirmed. In particular, the software environment proved to be extraordinarily complex and multi-faceted, and justifiable nervousness, in particular about software upgrades, prevails.

Of the older modules still running, the VAX-based MIPS (SESAME1) Acquisitions system, though well past optimum design criteria in terms of capacity, continued by and large to perform satisfactorily. As other older systems yielded to the onset of UNISYS PALS, there were some regrets over the demise of an era when the library's programmers had a considerable measure of responsibility for, and control over all its systems. Under the terms of the packaged society in which we now live, that control (and the power to shape our working future) passes to an outside organisation.

STAFFING AND ORGANISATION

Prognostications made in this section's report at the end of 1989, to the effect that several factors would combine to demonstrate the unsatisfactory state of software support for the PALS product in Australia, came uncomfortably close to fulfilment in 1990. Specifically, library programmers found themselves much more closely concerned with diagnosing system deficiencies and suggesting remedies than was ever contemplated when the contract was negotiated with UNISYS. As a result other important library proposals, such as CD-ROM catalogue production; networking of PC workstations; assistance with Computer Aided Instruction programs; and improvement in the management of personal computers and their application, were badly affected. Too much time had to be spent on PALS damage control measures; and too little time was available for proceeding with longer range improvements envisaged in the Library's Strategic Plan. However, staff responded well, and there was growing involvement with developments at Caulfield and Frankston too, but the situation, at year's end, with regard to future support from our principal supplier was very uncertain, and left much to be desired.

The joint responsibility for PALS and UNISYS 2200 services envisaged when the contract with UNISYS was signed in 1987 could only have succeeded against a background of sustained, rapid and effective software support by UNISYS. This has not been delivered. The nature of the relationship between the University and UNISYS, and of local support capacity, needs urgent re-evaluation, as the present basis of operations will not produce the results expected. To this end various suggestions were presented to the Library's Management Committee towards the end of the year in order to open up constructive

discussion of some feasible options. It is worth remarking, for example, that (with the possible exception of the Systems Librarian's role) there are no allocated full-time PALS technical support staff at Monash. In practice, approximately 1½ to 2½ EFTS in the Library's EDP Section, and some Computer Centre personnel are effectively seconded to technical support of the U2200, its data communications network, and PALS, but there is no permanent, formal Support Group as such. The need for such a group of specialists will become urgent if UNISYS support continues to fall away, and also as the size and scale of our commitment to the product grows, as planned. The reason why there is no such group is that the need for this level of involvement was not foreseen, and hence was not predicated in contractual discussions with UNISYS. However, we now have (with all the data and human resources poured into the project over the last few years) an operational facility worth several million dollars to protect.

The section's five full-time staff responded readily to numerous calls for assistance and advice in the area of terminal equipment use and servicing, particularly in the PC domain. However, the number of individual service calls has tended to increase, as the scope of the library's installed equipment and systems base rapidly widens, and despite the encouraging growth of new working skills developed by many library personnel. Were it not for the latter factor, supported by a much improved training program under the guidance of the Human Resources Management Librarian, and the direct participation of the Systems Librarian, the section would have been unable to maintain acceptable levels of attention to users' requirements. Thought will have to be given to what are reasonable expectations in the future, and how they are to be met.

Although involvement of Clayton staff was minimal at Caulfield, Frankston and Gippsland, being restricted generally to MONET matters and equipment distribution, the co-operation of systems associated staff in those campus libraries is gratefully acknowledged, in particular that of Sue Steele, the Acting Systems Librarian. The departure of Neil Renison deprives the Library of an experienced, skilful, and extremely knowledgeable professional, whose influence on the development of the Monash Library, in a great number of ways, has been far-reaching and extraordinarily beneficial. The EDP section would like to place on record its appreciation of the formative part played by Neil Renison in the development of both SESAME1 and SESAME2. Much of the success achieved by those systems has been due to his patience, dedication, and foresight.

OLDER SYSTEMS

The B7800 computer service finally ceased in October. By then the Library had wound up operations on its BURROUGHS-based CIRCULATION, INVENTORY, and SUB-INVENTORY, as well as STUDENT RECOMMENDED READING, systems. This left the BORROWER ACCOUNTING SYSTEM (BAS) and MIPS/SESAME1, both VAX-domiciled, as the only library modules at Clayton still running on network hosts other than the U2200. In the case of BAS, it is only the residue of uncollected late fees from 1989/1990 that requires its continued operation until these are finally accounted for. In the case of MIPS/SESAME1 a decision had already been made before the end of 1990 to transfer all Acquisitions and Budget business to PALS as early as possible in 1991, thus encouraging the view that all older library systems, both at Caulfield and Clayton, could then be phased out in 1991. This brings much closer the library's cherished goal of running an integrated

automated library system.

The one important exception is Cataloguing, which still uses the Australian Bibliographic Network via a well-matured sub-system of ERICSSON terminals at Clayton, and a different arrangement at Caulfield. These are now becoming increasingly expensive to maintain and less well-suited to developing patterns of network usage than they were when purchased several years ago. Replacement of equipment will have to start soon, but may take place gradually, not only because of the capital cost involved, but also to permit proper evaluation of the effects of introducing new equipment and software into the technical processing environment, where changes of all sorts are predicted.

Virtually no progress was made with the incorporation of down-line loading catalogue records from ABN into standard technical processing routines. This procedure, purchased as a package called GRAVITY more than two years ago, has been side-lined pending completion of bulk-loading of files from various sources such as B7800, Chisholm and ABN. Bulk loading processes have been far from easy in the U2200 PALS context, and continue to present problems which have cost much time and effort to resolve. The same observation holds true of attempts to transfer files of borrower data from other machines to the U2200, and it is difficult to escape the conclusion that bulk data transfers and wholesale changes to existing files are not to be recommended in the context of UNISYS PALS as a whole; certainly not regularly at any rate.

Disposal of old equipment is becoming a problem. Many terminals (notably VDU's, Printers, and Scanners) purchased over a period of many years are now obsolete, but the requirements of official disposal procedures mean sometimes a year or more passes before the junk can be moved. This creates unwelcome, and frankly unnecessary space wastage, and much unprofitable paper work. Electronic equipment is rapidly superseded in this day and age, and there is little economic benefit to be gained from attempting to recycle it round other University departments. Furthermore, the lack of central storage facilities creates problems, and inconvenience, since valuable departmental space has to be used to store obsolete equipment.

PERSONAL COMPUTERS

Once again there has been a very large jump in the number of personal computers distributed to various campuses. At the end of 1989, 51 were in use on the Clayton campus, and two at the Monash Medical School, Alfred Hospital Library. At the end of 1990 there were 134 distributed to various premises (including storage pending installation areas) at Clayton and the Alfred; 30 at Caulfield, 5 at Frankston; and 10 at Gippsland. Most of these were connected to MONET to permit use of Acquisitions; Inter-library loans; Information Services; Electronic Mail, and printing (via the VAX); OPAC and Technical Services (via the U2200); and Circulation, and Serials Control (via VAX and U2200). PC's at Caulfield and Frankston were also provided with access to the ALIS system on the Caulfield campus, which was still in use for Technical Processing and Circulation pending changeover to the U2200 in 1991. Few PC's, therefore, are not networked, though as yet the Library runs no PC network as such (e.g. within individual buildings for use of PC software exclusively). It became more than ever apparent, however, that there was a need for access from outside the Library to PC's as network hosts (e.g. for CD-ROMS, etc.) rather than just for PC's in the

library to other host machines elsewhere. Consequently, preliminary discussions were held with the Computer Centre concerning the feasibility of a joint project in PC Networking in 1991. One of the largest PC-based growth areas is in fact Information Services, and specifically CD-based products, and this formed a focus for attention in consideration of the need for network expansion.

The total expenditure on PC's, PC software, and peripherals in 1990 was over $60,000 from all expenditure sources made accessible to the Section. Although this went a long way towards meeting demand, there was still a carry-over list of wanted equipment at the end of the year.

SMALL EQUIPMENT

The Library acquired and distributed (in addition to personal computers) 37 Visual Display Units for OPAC use at Caulfield and Frankston, to complement 59 already installed at Clayton and the Alfred Hospital. Fifty new printers were distributed or installed in a variety of situations (singly, queued, and switched). All the Library's barcode scanners (96) were converted to read not only Clayton, but also Chisholm and Gippsland barcodes interchangeably, mainly to facilitate standardisation of loans systems and book inventory in the future without necessitating wholesale replacement of barcodes already in use, in the short term.

CONCLUSION

Given the size of the section's staff and its preoccupation with PALS-based schedules, other topics tended to get less attention than they warranted. Hence, although progress was made with system integration by commencing loading the old Chisholm data base and installing terminals there and at Frankston; and by loading the majority of Clayton files into one common system for Monash at large; there is still a long way to go before we can claim to have an integrated system. Meanwhile new developments are emerging in the Library (AARNET is one); CD-ROM workstations are proliferating; an active interest is being shown in readers services areas in the techniques of creating user education packages; finance is being raised for the installation of ETHERNET in two branch libraries to facilitate CD-ROM in particular; a start has been made on a multi-function printer-station to cope with differing computer requirements; office automation is increasing with the spread of word processing and electronic mail; and attempts are being made to make the Monash OPAC more accessible both to other institutions and to students working at a distance from the central facilities.

Philip Snoxall
Manager, Data Processing Services

SYSTEMS

Progress in 1990 with implementation of the new library computer system was not as rapid as expected. Nevertheless, by the end of the year, the Public Catalogue, Serials and Circulation/Reserve sub-systems were all operating successfully, and most of the data from older Library Systems had been moved into SESAME2, the new system. The original plan may have been over optimistic in its timing. The experience of most libraries has been that installing a large integrated system will take several years. But much more progress would have been made were it not for a series of technical problems which followed on from the installation of the new version of the applications software in January. The net effect being a postponement of the changeover from the old automated loans system to the new UNISYS/PALS system (From February to September) and delay in the Library moving off the University's Burroughs B7800 computer which was due for decommissioning.

At the end of the year the situation looked much more promising. The major goals for 1990 had been achieved, even though later than hoped, and the bulk of technical problems overcome. A new version of the PALS software was to be installed in December. This version includes the Foreign Currency Handling capabilities in Acquisitions and Serials which had been specified by Monash and incorporates numerous fixes and enhancements. Unfortunately, it was not possible to start the installation of the new version of software (PALS 89R2) until just before Christmas. Problems were encountered and the job was not completed in 1990. A solution to the problem will certainly be found and the new software will be available in the New Year; but again the schedule (in this case the loading of Caulfield/Frankston records) was disrupted by circumstances over which the Library had little control.

Once the new version of software has settled down it would be quite reasonable to expect good progress with consolidation of existing operations (Public Catalogue, Serials, Check in Loans and Reserve) and the introduction of Acquisitions and Serials Budget control. Completion of the Cataloguing/Authority Control aspects may have to wait for an even newer version of software to be installed in mid or late 1991.

MERGERS

The merger of Monash University with Chisholm Institute of Technology and Gippsland Institute of Advanced Education brought both benefits and problems to the Systems area. The merger provided benefits of scale and justified a substantial upgrade to the UNISYS 2200 computer which was funded by the Department of Employment, Education and Training. The Systems Librarian directly benefited from the transfer of Ms Sue Steele the former Systems Librarian of Chisholm to assist with SESAME2 implementation in general and the transfer of Caulfield/Frankston records in particular.

On the other hand, the scale and complexity of the Systems operation has increased enormously as a result of the merger. Before the Clayton implementation is over, a start has been made in loading Caulfield/Frankston records. Implementation of the other sites is going to stretch training and support resources to the limit. Furthermore, the urgency to Caulfield/Frankston in moving from their ageing system on to SESAME2 is not easily reconciled with the actual pace of implementation which hard won experience has shown to

be possible.

BENEFITS ANTICIPATED/REALISED

In late 1988 shortly after signing a contract with UNISYS for the supply of a new library system, the first annual report of the Systems Librarian foreshadowed:

1. there would be no net saving in the first two years because of the overheads of implementation

2. there would be better access to the collections

3. better budgetary control

4. increased usage of the library

5. savings in time of academic staff and students using the library

6. more information about use of the collections.

So far it is clear that point 1 was wise advice, the implementation of the system has consumed more staff time than could possibly have been saved in one or two years.

Points 2, 4 and 5 have largely been validated by experience. There are now fewer files to consult to determine what resources the Library has. The OPAC has proven to be a very powerful and effective tool for information retrieval, both loans and (especially) in-house use of materials has increased and library users if not spending less time consulting catalogues are finding more relevant records faster than was previously possible. For those users with access to the Library Catalogue via MONET from terminals in their offices and laboratories there is now the added advantage that they can readily determine whether the Library has a book and whether it is out on loan without having to find the time to go over to the Library.

However, there will be no significant improvement in the amount of available information about expenditure on books and related materials until the Acquisitions sub-system is fully implemented.

Similarly, there will be a delay of about one year before there are benefits in the form of improved information about the nature and usage of the collections. The reason for this is simply that it takes time for the Circulation sub-system loans activity to build up a coherent and useful record of each item's use (or new use).

HARDWARE

The system now comprises a 2200/412 Twin Processor, 16 Disk Drives, two DCP/15 communication processors, four tape drives and sundry items. This is linked to terminals in the Clayton, Caulfield and Frankston campuses (soon Gippsland also) Library system equipment includes 126 personal computers and 98 VT100 type terminals.

PALS SOFTWARE

Software delivered and in production type operation covers OPAC, Serials, Circulation, Reserve. software delivered and under review called Universal MARC Editor (UME) will go part of the way in meeting cataloguing needs. later releases are expected to meet all our needs.

The Acquisitions software with full Foreign Currency Handling capability, Serials renewal and Budget control was extensively tested at UNISYS South Melbourne offices and was delivered to Monash in December. It forms part of the PALS 89R2 release and has yet to be installed.

Foreign Currency Handling was specified by Monash and incorporated into PALS by a local development team employed by UNISYS. The development represents a substantial investment by the supplier. Testing by Monash staff was no trivial task either, however the efforts were rewarded by a successful conclusion of the tests.

ACHIEVEMENTS

Catalogue: The most recent load of ABN catalogue records updated the file to 30 October 1990. There are 334,447 brief records and 262,718 full catalogue records making a total of 597,165 records for Clayton libraries. Loading of Caulfield/Frankston records is unfinished but 96,498 of a total of 155,000 records have been partly processed.

Circulation: The old loans system was progressively phased out during September and October as the new system was implemented. For the first time in Monash's history, users have convenient access, through the public catalogue, to up to date information about the loans status of library materials.

Reserve: That part of the Circulation system which show what material is on Reserve was operating all year. The recording of reserve loans was operational since August. There is now some data on the use of the 25,514 items on reserve. From next year, with a 12 month record of usage, this data will be helpful for managing the Reserve Collections.

Serials: At the end of the year there were some 7.5 thousand records for paid subscriptions, donations and exchanges. Most records for paid subscriptions had been converted to the new system in readiness for the introduction of the Serials Budget and Renewal capabilities in PALS 89R2. A growing number of issues received are now appearing in the holdings file available to users of the public catalogue.

OPERATIONAL MATTERS

An undue amount of time was spent dealing with software and database problems which should not have occurred and should have been readily dealt with when they did occur. In a project of this magnitude and with software of such complexity it must be expected that some problems will occur. It is simply a question of how many, and how often. A responsible view would be that the occurrence for Monash has been too frequent. The overall effect is to set back progress (and the work of all the librarians who have become dependent

on the system) and generate much unproductive work and communication. A contributing factor was a shortage of people in Australia with the necessary skills to provide PALS applications support and maintenance. Monash may have to take on more of the maintenance burden itself if the availability of support does not become more predictable and regular.

There has been a clear understanding by all parties that the Library and the Computer Centre would not be given additional staff to support the new system. Nevertheless, it is expected that for the next few years at least the workload will remain heavy. It is possible that some organisational changes may improve the situation without involving the employment of new people. Several models have been suggested to Library Management and in any case now that the Library is moving away from the "Project" phase of systems development to a more stable "Operational" phase a thorough review of staffing arrangements and requirements is appropriate.

There was some concern during the year that there may not have been adequate disk capacity to permit the load of Caulfield/Frankston records to proceed. UNISYS undertook a thorough review of disk usage which showed need for some improvement in Monash practices but also some obligation on UNISYS to contribute towards expansion of mass storage. There has since been a satisfactory conclusion to negotiations with UNISYS to resolve all outstanding concerns about disk capacity, which will be acted on in 1991.

At the end of the Project's second year, expenditure for both the original Clayton configuration and the DEET funded merger expansion remains substantially below estimates. Apart from commitment on outstanding UNISYS items (Final capacity tests and software) there remains little else to acquire so it can be expected the installation will be finally completed within the budget.

At 3rd December $1,526,859 of the original Clayton estimate of $1,629,279 had been committed. For the merger expansion $668,744 of the $784,000 DEET Funds had also been committed. This is a healthy situation to be in at this stage of the project.

CAULFIELD/FRANKSTON ISSUES

The ageing ALIS system at Caulfield/Frankston continued to lurch from crisis to crisis in 1990. The worst period was 8 continuous days down in November caused by a combination of hardware and disk space problems.

Work concentrated on preparing for and transferring Caulfield/Frankston to the PALS system. Monet nodes were installed in both campus libraries providing access to the SESAME2 OPAC. New terminals, PC's and light pens were delivered and installed. In November 155,000 MARC records were output to tape for loading to PALS. ABN loading into ALIS ceased on 11 December in anticipation of the PALS changeover in early 1991.

As a result of the merger, the Chisholm Systems Librarian transferred to the Clayton campus in July. Special thanks are due to the Caulfield/Frankston staff who have operated and maintained ALIS since, sometimes in very trying circumstances. In particular, thanks to Charmaine Young (ALIS and communications support), Ruth Dixon (PC support), Michael Barry (Frankston support), Margaret Bail, Heather Stonehewer, Wendy Ashburn (daily

backup) and to all Caulfield/Frankston staff for their patience during a difficult period.

OTHER ACTIVITIES

The August General Meeting of the Victorian Association for Library Automation heard speakers from Monash University, RMIT, La Trobe University and Technilib on the experience of installing an integrated library computer system. The Monash Systems Librarian gave Monash's account.

CONCLUSION

Despite the difficulties the Library has had, the UNISYS/PALS library system has provided a significant service to our users, has operated efficiently and reliably once problems are sorted out and is quite attractive to the users (public and librarians). But the system is prone to illnesses of all kinds. Whilst the hardware seems to be robust, the software definitely has not proven to be so.

This will be the last annual report from Neil Renison as he resigned from Monash at the end of the year to pursue other interests. In concluding, he would like to thank those colleagues who had a special part to play in the introduction of the new system and in providing active support and encouragement. To Karen Tang (former OPAC Liaison Officer), Din Diradji (Database Administrator), Jackie Osborne (Serials and Circulation Implementor), Sue Steele (Associate Systems Librarian), Steve Dart and Alan Thorne (Computer Centre) and to Philip Snoxall and his team in EDP (Lyn Hinton, Iris Radulescu, Peter Hock and Christine Antrim-Blackhall) sincere thanks for all your efforts and assistance.

Neil Renison, *Systems Librarian*
Sue Steele, *Associate Systems Librarian*

HUMAN RESOURCES MANAGEMENT

OVERVIEW

1990 was a landmark year. In 1990 major changes were made to the salary model, the classification review was a never-ending topic of conversation, the amalgamation with the Chisholm Institute of Technology was implemented, and the move towards the decision to transfer from the University General Staff Award to the Professional, Administrative, Clerical, Computing, and Technical (PACCT) Award was made. The consequences of these changes will be a preoccupation of the Human Resources Section for some time to come. 1990 was also the first full year of operation of the Human Resources Management Librarian's position.

STAFF DEVELOPMENT

$16,1832.00 was spent on registration fees, etc. to enable staff to attend courses and conferences. 105 approvals for financial assistance were given and the total cost of supporting these courses and conferences including salary costs was $36,646.00.

As the AALIA Conference was held in 1990 in Perth, the cost of supporting attendance at this function was the largest of the SDC outlays for the year. The two most costly items were as follows:

> ALIA Conference: Five staff attended this Conference. Karen Tang received full funding for the Conference and organised a Colloquium on the AALIA Conference after her return. This function was very successful and was an enjoyable way to communicate the content of the Conference.

> On-line and on disc '91: Two places were fully funded and two others were partially funded. One of the partially funded approvals was not taken up as the staff member concerned was unable to make up the shortfall.

One of the advantages to the Library of the Human Resources Management Librarian position is that it enables an overview of training needs to be formed and acted upon.

During 1990, the Human Resources Librarian was actively involved in organising a number of courses in response to identified needs and requests. Recommendations for individuals to attend courses were also made where appropriate.

Courses organised in 1990 included the following:

> Induction: Two courses were conducted in 1990. The format of the induction course was revised and seemed to be improved, but it is difficult to strike the balance between too little and too much information. All participants enjoyed the visits to the Branch Libraries and feedback overall was generally positive. There is an urgent need to bring the information booklet on the Library up to date for new staff. Thirty seven staff attended the induction courses. Many of these staff also attended one of

the "Understanding Monash" sessions which are conducted by the Career Planning and Development Branch.

Selection training: In response to a recommendation by the Human Resources Working Party (Working Party 6) of the Merger Implementation Committee, the Career Planning and Development Branch organised three Selection Training Workshops. 15 staff who are regularly involved in the selection and recruitment of staff were nominated to attend. As Career Planning and Development will continue to run these Workshops at regular intervals from now on, those staff who missed out in 1990 will have another chance in 1991.

Reader Education Workshop (20 participants)

Windows-Write Workshop (24 participants)

Career Planning Day for Library Staff (20 participants)

Teambuilding courses (jointly funded by the Career Planning and Development Branch). Four separate Teambuilding Workshops were held at the end of the year. The groups were as follows:

Supervisors (24)
Managers (18)
Subject Librarians (20)
Technical Services (20)

These Workshops were led by the Staff Development Officer of the Australian Vice-Chancellors' Committee, Brian Palfrey. They were very successful and there will be some follow-up activities by at least one of the groups, Technical Services, in 1991. All groups included representatives from each of the campuses and the Workshops were a positive way to encourage networking and co-operation in the post-merger stage.

Informal activities

SESAME2 Update Day (approx. 80-90 staff)
Hypertext demonstration / Edward Lim (approx. 25 staff involved)
Inter-campus visits (Clayton, July; Caulfield, September; Frankston, December) (approx. 130 Clayton staff involved in the Frankston and Caulfield visits)
Discussion on CONSPECTUS with Margaret Henty (NLA) (approx. 30 participants)
PC video showings (approx 6 staff involved)
ALIA Colloquium (approx. 40 staff involved)

STUDY LEAVE

29 staff received approval for study leave in 1990. The number of hours allotted was 2167 (309 days). The approximate cost of time for study leave was $29,352.00. The bulk of approvals were for leave to study for technicians' qualifications. The classification which received the most study leave was that of Library Officer 1.

EXCHANGES AND SECONDMENTS

Some pioneering in intercampus co-operation was done by four staff who participated in the first exchanges to be arranged.

The staff involved were Averil Dent (Caulfield/Frankston) and Dennis Warren (Clayton); and Judith Edwards (Caulfield/Frankston) and Laura Brinson (Clayton). Dennis and Averil forged links and exchanged ideas with the References Services staff and Judith Edwards and Laura Brinson brought new ideas and enthusiasm to Student Reading (Clayton) and Circulation (Frankston campus). At the beginning of April, Shannon Azzaro (Inter-Library loans) received approval for a twelve month secondment to Deakin University.

STAFF DEVELOPMENT COSTS IN BRIEF

The following table provides an estimate of Staff development costs for 1990:

Table 17. Staff Development Costs

	No. staff	Fees ($)	Salary Costs ($)	Total	Days
SDC Fund approvals	105	16,832	19,814	36,646	141.5
Study leave	29	-	29,232	29,232	309.0
In-house activities	198	-	27,725*	27,725	201.0
Total	425	16,832	76,771	93,603	651.5

Note: The salary cost of the in-house activities has not been calculated for individuals. An indication of the approximate cost was derived by calculating the average salary cost per day of the staff involved in the courses/conferences approved by the SDC and multiplying it by the number of days taken for in-house activities.

POLICY

During 1990 the Staff Development Committee revised the Study leave rules which now include a list of criteria against which all applications are rated. This has led to a more consistent approach to study leave across the Library system.

The Interim Staff Development Committee which came into existence post-merger has produced a staff development policy for the merged institution. This Committee will remain in existence until it is possible to combine all staff development functions of the aulfield/Frankston and Clayton campuses. During the latter part of 1990, approvals for financial assistance were made at the campus at which the application was lodged.

CAREER PLANNING AND DEVELOPMENT BRANCH

Thanks are due to Lionel Parrott, Katherine Lock, Di Barker and Beverley Dianiska for their help and support.

Specifically the Career Planning and Development Branch assisted the Library as follows:

* Teambuilding Workshops (Brian Palfrey, AVCC assisted by Katherine Lock)
* Career Planning Day for Library Staff (Lionel Parrott and Austin Chapman)
* Subsidy towards the cost of attending the National Staff Development Conference/ AALIA by the Human Resources Management Librarian
* "Understanding Monash" sessions for new staff

PERSONNEL MATTERS

During 1990 matters relating to classification, the University salary model, and the UGSA and PACCT awards made for a period of uncertainty for both staff and management.

Although the reclassification of many staff resolved some long standing anomalies, others have since been created. The University formed the University's General Staff Salaries Consultative Group (GSSCG) to deal with appeals arising from the Classification Review and to advise on policy with regard to these matters in the post-merger phase. The long awaited Award Restructuring is now most unlikely to take effect before the end of 1991. In the meantime the decision of the University to adopt the PACCT award for all its employees was a positive step to ensure consistency and industrial peace across the merged institution.

Several library staff were involved in a pilot project aimed at simplifying the classification process. The Computer Assisted Job Evaluation (CAJE) project is being conducted by the Human Resources Branch under the leadership of Judith Clark in conjunction with the Hay Group. Testing of the questionnaire and the algorithm which will be developed by the Hay Group will continue in 1991. No decision has been made to adopt this approach. This will be done only after thorough testing.

In the meantime many position descriptions are now rather dated and it is recommended that they should be reviewed at some stage. Up to date position descriptions are an invaluable tool for management as they are a means of ensuring that human resources are being used effectively and productively and are a constructive communication channel for management and staff. If performance management is ever introduced, up to do date position descriptions will be crucial if it is to be implemented effectively.

SELECTION

As the Human Resources Management Librarian is a participant in all Selection Committees, the opportunity to observe procedures in various areas in the Library meant that the need to standardise procedures became obvious. In response to this, a document on selection procedures was prepared and became operative from the beginning of 1991. As with the revised Study Leave rules, the aim of this document is to ensure consistency and equity across the Library system.

As the Career Planning and Development Branch conducted several selection training courses in the last quarter of the year, our senior staff and deputies have now all received training. It is hoped that this training together with the new procedures will enable Library staff to set a standard of excellence in the University with regard to recruitment and selection.

AMALGAMATION

The Interim Staff Development Committee was formed in the latter part of 1990 with the specific task to formulate procedures and policies for the post-merger phase until the new (combined) Staff Development Committee is formed. Gippsland also has a representative on this Committee and will be involved any future Committee which is formed.

In response to an objective which was formulated at Chisholm/Monash Teambuilding Workshop before the merger, a number of campus visits (and parties) took place. These were an enormous success and well worth the work which went into organising them. As a result the majority of staff now know about their counterparts on other campuses and informal networks and friendships have been a productive spinoff. The highlight of the year was, of course, the trip to Frankston for the Christmas Party. It will long be remembered. Special thanks are due to the small, but intrepid, staff for this occasion which is sure to become part of the folk-lore. Thanks are due too to staff at Caulfield and Clayton who also worked very hard to make the visits to those campuses very successful.

A review of the Blue Book (in-house Clayton Library rules) was undertaken and a number of the entries were noted as being in need of revision. These will be done on an ad hoc basis as necessary as Clayton and Caulfield/Frankston move towards standardising procedures and practices.

A draft specification for a staff database which would incorporate information on staff development and other staffing matters was forwarded to EDP for consideration. Further development along these lines will be dependent on the needs/wishes of the new Human Resources Management Librarian and the possible development of a staff database by the University. It is important that efforts are not duplicated but earlier in 1990 the University's promises seemed to be a long way off.

Some of the other policy and procedural matters which involved the Human Resources Management Librarian were:

> Appointment of casual and temporary staff (casual appointments may now be made to reader services areas during the academic year)
> Doctors' and dentists' appointments and sick leave
> Superannuation and contract staff
> Conference leave and leave forms for Human Resources Services

STAFF BULLETIN

Four issues of the Staff bulletin appeared during 1990. The first of these was devoted entirely to the papers given at the SESAME2 Update Day and was a resource for staff who needed to be up to date with information on SESAME2. Grateful thanks are due to the loyal

contributors and supporters of the Staff bulletin who supplied the editor with the copy for the other three issues. Geoff McFarlane (HSS Attendant) received the Contributor of the Year Award.

FINALE

As can be seen from the above, 1990 was an eventful year from the point of view of human resources management. It is probable that it will be identified in the future as the year in which when many far-reaching changes were begun.

In conclusion I wish to thank my supervisor and mentor, Peter Mitchell for his support during 1990. Thanks are also due to all the staff who encouraged me when I faltered when the going was not easy. My time as Human Resources Management Librarian reinforced my respect for the enthusiasm and professionalism of the staff and my pride in being part of the Library.

As I leave this position I wish my successor well in the future and feel confident that the best is yet to come as we enter 1991 with stimulating challenges and changes to face, and a talented, dedicated staff to deal with them.

Bernadette Law
Human Resources Management Librarian

STAFF PUBLICATIONS

EDITORSHIPS OF BOOKS & JOURNALS

L Oldmeadow and others <u>Australian telecommunications industry: a source book</u> Monash Information Service, Melbourne, 124pp, 1990

L Oldmeadow, C Mackenzie* and M W Borchardt* <u>Reference services: common ties; papers from the 3rd National Reference Librarians' Conference & Reader Education Seminar</u> 3rd National Reference Librarians' Conference, Melbourne, xi+178pp, 1990

CHAPTERS IN BOOKS

D Farrer 'Borys Antonenko-Davydovych's <u>Behind the curtain</u>: limits of the thaw' in M Pavlyshyn (ed.) <u>Glasnost' in context: on the recurrence of liberalizations in Central and East European literatures and cultures</u> Berg, New York, 157-166, 1990

E H T Lim 'IFLA and the Third World: with special reference to the work of the Regional Section for Asia' in G E Gorman (ed.) <u>The education and training of information professionals: comparative and international perspectives</u> Scarecrow Press, Metuchen NJ, 273-87, 1990

ARTICLES

P J Mitchell 'An Australian serials cost index' <u>Aust. & N.Z. J Serials Librarianship</u> 1,2,11-20, 1990

D Warren 'Legal indexes on CD-ROM: a beginner's guide' <u>ALLG Newsletter</u> 100, 134-6, 1990

CONFERENCE PAPERS

E H T Lim 'Access to information: a new challenge for developing countries' <u>Proc. 8th Congress of Southeast Asian Librarians 1990</u> Jakarta, 15pp, 1990

E H T Lim 'Hypertext: the new electronic Alexandria' <u>Conf.Proc. Australian Library and Information Association 1st Bienniel Conf. 1990</u> Perth, v.2, 517-31

F E Morrissey and K M Thomas 'New developments in teaching information skills to engineering students' <u>Proc. 1990 Convention and Conf. Australasian Association for Engineering Education</u> Melbourne, v.2, 501-4, 1990

BROADCAST MATERIALS

K M Thomas '<u>Welcome to the Hargrave Library</u> (video recording) ETS, Monash University, 1990