

MONASH UNIVERSITY LIBRARY

ANNUAL REPORT

1988



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ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN, 1988

INTRODUCTION

The year saw many changes to the administration of the Library. Mr. Brian Southwell retired in June, 1988, after serving Monash University Library for 27 years, of which 16 were as University Librarian. The University owes a debt of gratitude to him for his contributions to the development of what is arguably one of Australia's finest academic libraries.

The new University Librarian, Edward Lim, assumed office on 5th September, 1988, and one of his first tasks was to undertake a management review, with the primary objective of increasing the effectiveness of the Library's services to the university community through better coordination of activities and more equitable distribution of library resources. This reorganization coming at the same time as the General Staff Salary Classification Review placed great strains on the staff. And the fact that most staff coped with these developments quite well is a tribute to their resilience, cooperative spirit and positive attitude to change.

Library Finances

Financially, the Library was in a better shape than in previous years largely because of stringent economic measures, salary savings from delays in filling staff vacancies, rationalization in the appointment of temporary staff, and the strength of the Australian dollar. As a result there were no major cancellations of periodicals, and it was possible for the Library to make up some of the lost ground of previous years at least in the area of monograph acquisition.

With the appointment of the new Collection Management Librarian and the establishment of the Vice-Chancellor's Committee on Library Acquisitions Policy, a realistic start was made on the development of a comprehensive collection development policy for the Library as a whole. One problem that remains unresolved is that of funding for Centres, especially where they cross Faculty boundaries, or can be seen as overlapping with departmental requirements.

Collection

The stock of the library grew to 1,381,861 volumes at the end of the year, an increase of 49,845 vols. (31,443 titles) over 1987. On the other hand, the total number of current periodical titles was reduced from 14,075 to 13,941 reflecting a net loss of 134 periodical titles.

A number of important acquisitions helped to strengthen the Swift collection. These included the purchase of The Consolidator by Daniel Defoe (London, 1975-), one of the sources upon which Swift drew for Gulliver's Travels; Miscellaneous Poems, ed. by David Lewis, 2 vols (London 1726-1730), which contain the first appearance in print of two of Swift's poems; and a group of items from Pickering and Chatto. These items were purchased with financial assistance from the Friends of Monash University Library, the

Vice-Chancellor's Fund and the Dean of Arts Fund. Another significant acquisition was a collection of approximately 1200 Australian novels purchased from Grants Bookshop, and paid for partly from the Burchill Fund.

A number of significant donations of books were received. Among these were almost 600 books donated by Mr L Shaw for the Australian Children's Book Collection; two Polish collections (history, literature, politics) from Mr S Robe and Mrs R Orzech, totalling 1,400 items; a collection of 1000 Chinese books presented by the Government of the People's Republic of China; a fine collection on Mauritius presented by Mrs Marise Dalais; a collection of literary classics donated by Emeritus Professor W A G Scott, and numerous individual gifts.

Conservation

Thus far, insufficient attention has been paid to the need to preserve and conserve the Library collection for posterity. There is adequate evidence to show that parts of the collection are deteriorating through heavy usage and poor conservation practices. The lack of an adequate conservation policy could well negate the years of effort that have gone into the building up of the excellent Library collection. Consequently, towards the end of 1988, it was decided to commission a Conservation Consultant, Mr. Eric Archer, to study the situation at Monash and to produce a report with appropriate recommendations. This report is expected to be submitted in early 1989, and will set the framework for what is hoped will be an effective conservation policy for the University Library.

Library Computer System

After exhaustive study, the Library Automation Project Management Committee finally decided to recommend the acquisition of the PALS library system marketed by Unisys Australia. Installation of the system should commence in February 1989, and it is hoped that an online public access catalogue (OPAC) will be made available to the university community in mid 1989. The other major modules of the system - Cataloguing, Circulation, Serials, Acquisitions, and Management Information - will be introduced progressively over the following twelve months. The new system will benefit not only the Library, but also the whole University community by providing improved access to the collections, better budgetary control, more relevant information for better collection management, and better information for determining budget allocations and for the selection of books and periodicals. It will lead to increased usage of the Library as well as savings in the time of academic staff and students. These savings can be expected to contribute directly to an improvement in the research and teaching environment of Monash University.

Technical Services

The staff were under considerable pressure to increase productivity. Both Cataloguing and Acquisitions came through with flying colours, with Cataloguing showing an increased output of 19% and Acquisitions 10%.

Reader Services

Usage of the library dropped slightly with loans totalling 692,583 compared with 711,592 in 1987. This drop was however compensated by an increase in the number of reference inquiries handled, especially by the Law Library. Inter-library loan transactions also showed a slight drop, particularly in terms of requests from outside bodies to Monash, perhaps reflecting partially the deteriorating status of Monash's periodicals collection.

Three notable services were introduced in 1988. The first was the establishment of the ALLI (Australasian Legal Literature Index) database service, mounted on LINK (Lawyers' Information Network) and made available online to all users for a fee. This service was initiated by the Law Library which has the responsibility of maintaining and updating the database. Use statistics so far are small but encouraging. The second service was the introduction of a number of CD-ROM databases (e.g. CDATA, Modern Language Association Bibliography, Dissertation Abstracts, Life Sciences Collection, Medline and ERIC) in the Main and Biomedical libraries for use by staff and students. The acquisition of CD-ROM databases by the other branch libraries is under consideration. A third service was the development by the Hargrave Library of a computerized system (with the assistance of a 4th year Electrical Engineering student) to advise users about information sources in electrical engineering. Called EELIAS (Electrical Engineering Literature and Information Advisory System), this system has the potential of being expanded to cover other subject areas, thus enhancing reference and reader education work in the Library.

Space

Space and security continued to be problems in the Library. These problems were compounded by the loss of the bag room to the National Centre for Research and Development in Australian Studies, because that area had been earmarked to accommodate a new circulation desk in the Main Library for the online circulation system. The Library Space Allocation Committee was reactivated in 1988 to consider alternative plans and the immediate requirements for storage of library materials.

Cooperation

The Library continued to play an active role in cooperative activities in Victoria and nationally, by participating in CAVAL and ACLIS. CAVAL's initiatives in trying to establish a joint off-campus store for less used library materials in Victoria was particularly attractive since such a facility would help to alleviate the space problems faced by the Library.

SESTICON (South Eastern Scientific and Technical Information Consortium) continued to flourish and plans for rationalizing holdings of current serials, standards and expensive reference materials are underway.

The Biomedical Library continued to provide support to the various hospitals affiliated to Monash. The decision to upgrade the Box Hill Hospital into a major teaching hospital for Monash in 1989 also had library implications, but it was decided to defer a decision as to the kind of support that could be provided to the Box Hill Hospital until the new year.

Amalgamation

The decision to affiliate the Gippsland Institute of Advanced Education with Monash University led the Library to initiate formal meetings with the staff of Gippsland IAE Library with the objective of establishing an agenda for future cooperation and collaboration. Subjects discussed included methods of improving communications, the long term loan of library materials, reciprocal borrowing, staff rotation, exchange and training. Preliminary meetings were also held with the staff of Chisholm Institute of Technology Library, although no firm decision relating to amalgamation with that institution had been made yet.

Staff Development

The Staff Development Committee finally got off the ground in mid-1988, and was principally concerned with approving applications from staff for financial support to attend courses, conferences and seminars. The Committee is being revamped so that it can work more closely with the Human Resources Management Librarian to plan a more systematic staff development programme.

Concluding Remarks

1988 has been a year of dramatic changes for the Library, particularly in staffing and organizational matters. Four major developments, all occurring at the same time, have had a tremendous impact on the workload and morale of the staff - the issue of amalgamation, the general staff classification review, the impending introduction of the online integrated Library system, and the library management review. In spite of the stresses and strains, staff continued to work cheerfully and with dedication. The need is now for the Library to develop a strategic plan and clear goals for the future, so that its development and services will mesh in more harmoniously with the objectives and future directions of the University.

E H T Lim, *University Librarian*

ACQUISITIONS

General

While 1987 was a very busy year in terms of ordering activity, 1988 proved even more hectic, with a substantial increase over the previous year amply justifying a temporary increase in staff. Besides the high demands placed on staff by ordering responsibilities all staff were involved at various levels with the assessment and testing of the new integrated library system, especially the acquisitions module.

Activities

A total of 33,276 monographic items were processed representing an increase over 1987 of 10%. While the HSS branch library initiated the majority of new books ordered, Hargrave Library and Biomedical Library (the latter in the closing months of the year) played a significant part also. No doubt the increase reflected a more satisfactory budget and greater stability of the \$A *vis-a-vis* overseas currencies of the principal countries from which library materials are sourced, but it was evident that the appointment of the Collection Management Librarian and a more systematic approach to collection development played a major role in the ordering turnaround.

The appointment of the Rare Books Librarian and publication of a rare books collection policy also led to a significant ordering increase reaching an expenditure of \$95,000 and resulting in the acquisition of over 1,900 items for inclusion in the Rare Books Collection.

The level of departmental ordering remained low. At 58, it was identical to 1987. 106 new standing orders were placed (1987:88) while the level of cancellations reverted to a normal plateau of 120. The 1987 figure of 637 cancellations had resulted from a major review of ceased orders as well as a cost-cutting exercise. The number of standing order items received (3,509) represents a small drop (of 11%) which no doubt is largely due to the more discerning use of standing orders. 462 new periodicals orders were placed (1987:259).

While the high figure given below for gifts includes a high component of government publications, the actual number of government publications ordered by purchase is very low (20).

The department remains what must be described as 'burdened' with the responsibility of selling library publications. The number of sales for the year was 61 representing revenue of \$772.00.

Though it may appear as a minor step, the introduction of a simple duplicate orders reporting system in September represents a significant advance as a cost-saving mechanism.

A notable improvement in the speed of supply of books occurred when two of the library's main vendors commenced to airfreight all books to Australia, thus cutting supply time by one third to a half without extra cost.

A special project initiated by the lecturer in charge of Italian studies, the late Mr Gioscio, resulted in the acquisition of a large number (over 1,000) of current and older Italian books throughout most of the year.

An automatic approval plan for Malaysia commenced during the year complementing a similar scheme already in existence for Singapore.

The use of a single microcomputer installed in late 1987 has become extensive for word processing and other functions so that now there exists a need for additional machines.

The Deputy Acquisitions Librarian (A. Briedenhahn) continued as the contact person for ACPAD (an agency of the AVCC) and assisted with the relocation to several Pacific region countries of approximately 10 boxes of serviceable serial publications being surplus to Biomedical Library requirements.

Two intensive weeks were spent in November writing position descriptions for all staff members, in anticipation of the University-wide reclassification/regrading of non-academic staff positions.

Two staff, including the Acquisitions Librarian, carried out an analysis of the performance - especially in terms of cost-effectiveness - of one of its major suppliers. While more thorough than some other assessments of vendors' performance, this analysis is part of the normal tasks of the Department.

Budget and Payment Activities

The Accounts Officer (R. Lee) continued with the time-consuming but beneficial task of quarterly reconciliations between the Library's financial records and those of the University for books and periodicals despite the significant lack of compatibility in procedures and time schedules.

This procedure was further complicated because the University had acquired overseas currencies (at supposedly advantageous terms) to hedge any depreciation of the \$A. While the \$A did not depreciate, the overseas funds had to be utilized and converted into \$A at rates quite variant from the current rates in place at the time. Not only did this procedure generate what must be viewed as unnecessary and badly coordinated work, it also led to substantial fund losses to the Library.

Gifts and Exchanges

An all-time high of 12,865 gift items was reached, of which 8,470 items were retained. The balance of items was discarded (adding another significant factor to the workload of the Gifts Officer, P Miles).

Amongst the gifts retained were almost 600 books donated by Mr L Shaw for the Australian Children's Book Collection bearing Mr Shaw's name; two Polish collections (history, literature, politics) from Mr S. Robe and Mrs R. Orzech, respectively, totalling 1,400 items; a collection of Chinese books presented by the Government of the People's Republic of China; a fine collection on Mauritius presented by Mrs Marise Dalais; some

500 books brought together from dissolved circulating libraries and presented by Mr B. Howes; a collection of literary classics donated by Emeritus Professor W.A.G. Scott, and several other collections, plus numerous individual gifts.

In addition, the Gifts Officer received and processed 266 Monash theses and 634 government publications.

In terms of the significant throughput of materials via the Gifts unit, this area remains heavily understaffed.

The Exchange Officer maintained the existing exchange relations with numerous libraries among which those in the Soviet Bloc still dominate, followed by libraries in the developing countries.

Staff

In the light of the continuing high level of ordering, the Department was fortunate in retaining the services of G. Jenes and E. Mocnay who started in 1987, and to gain the temporary appointments of J. Nolan and M. Thomas (June -) and G. Lom (August -). Regrettably the latter two could not be retained beyond 31 December 1988.

J. Bloye (Standing Orders) proceeded on maternity, sick and recreation leave from 8 August 1988 and was temporarily replaced by E. Mocnay. P. Alsop returned to the Biomedical Library in March.

The department lost the position formerly occupied by J. Davis to the Cataloguing Department.

Long-time Mail Clerk, M. Dix, resigned and was replaced by C. Hayes.

J. Sunner joined in March to take over most of the duties of R. Cowen, who retired in December 1987. Due to the increase in workload and library user expectations, the Student Reading/Urgent Orders unit (M. Johnson, OIC) was boosted by the permanent transfer of L. Lamont (Part-time, 0.5) from general monograph orders.

Visitors

As usual the Department played host to a number of visitors. Library students from Ballarat and Melbourne CAEs and a work experience student from Ferntree Gully High School each spent a week in the Department, while two students from the Monash Graduate School of Librarianship came for two days each to observe procedures prior to spending some months as cadets at an overseas library supplier's.

Following the IFLA Conference representative of major overseas suppliers, including Blackwell's Oxford, Blackwell North America, Harrassowitz, Swets, Academic Library Services and others, visited.

Early in March Mr Miles Blackwell and wife, Bryony, visited the Library and Department. G. Smith from the University of Queensland Library visited to study departmental procedures, as did Glenn Hoetker, an American librarian. Representatives of a number of local publishing and bookselling firms also called regularly. Senior

library staff, including the Acquisitions Librarian, met with senior library staff of Chisholm CAE and Gippsland IAE in connection with the proposed mergers of their parent institutions with Monash.

Outlook for the Future

1988 was a successful year. Not only did the staff - long-term and temporary staff alike - perform extremely well, but they also willingly participated in the discussion and evaluation of the new integrated system and the staff evaluation/reclassification programme, even though there was the obvious 'threat' of changed procedures and changes in staff placement. There is a of degree uncertainty about the future. While the role of the department appears assured, its form and many of its procedures, are likely to change drastically in the light of the foregoing developments and a projected management review of the Library.

V Wehner, *Acquisitions Librarian*

CATALOGUING

Introduction

In 1988 the Cataloguing Department added a total of 31,853 new records to the catalogues, an increase of almost 19% over 1987's output. There was no significant difference in the number of staff involved, and only a small decrease in the ratio of original to copy. At the same time staff had many other special calls on their time (such as system evaluation, position description writing and committee activities) and as always undertook activities which are not measured in the output statistics (such as providing Japanese translation services to the Acquisitions Department, or helping a Branch Library over a staffing crisis). Systems and procedures remained quite stable, and this may in fact have helped to increase productivity. Unlike 1987, the reduction in the backlog was quite small (less than 1000 titles) but a number of other "background" projects were completed.

The significant increase in output is probably the single highlight of the year for the department in particular. Like other sections of the Library, the Cataloguing Department will remember 1988 as the beginning of a new era with the arrival of a new Librarian coinciding with the purchase of a new system, and the introduction of a number of new personnel practices.

Cataloguing Activity

Monographs

30,453 new monograph titles were added to the catalogue in 1988, an increase of almost 19% over 1987. *Figure 1* shows monograph cataloguing output for the period 1985 to 1988. The proportion of titles for which "full" catalogue records were found on ABN, shows a small increase (from 79% to 81%), with a corresponding decrease in original cataloguing. It must be noted that these full records are not always complete, and require differing amounts of work to make them useful in the Monash catalogue (for example some records contain no subject headings, often the most difficult and time consuming aspect of cataloguing). The proportion of interim records used has remained roughly the same.

FIGURE 1. TOTAL NUMBER OF NEW RECORDS

	1985	1986	1987	1988
Monographs	24107	23829	25655	30453
Nonbook	-	449	346	401
Periodicals	-	787+	835	999
Total	-	25065+	26836	31853

The department's maintenance activity relating to monographs also increased slightly this year (*Figure 2*). The number of titles converted to machine readable form is very small, because this is only undertaken when revision of a card catalogue entry is

required, not as a direct retrospective conversion project. The overall increase in maintenance activity - especially in the transfer of volumes between collections, is somewhat disturbing. While some activity of this sort is necessary and desirable if the catalogue and shelf arrangements are to remain useful, it is important that increasingly scarce staffing resources are not wasted on "cosmetics". Further understanding of the increase in maintenance activity will be sought during 1989.

FIGURE 2. MONOGRAPH CATALOGUING: MAINTENANCE ACTIVITIES

	1987	1988
No. records converted to machine readable form	700	850
Other revisions (no. records)	340	560
No. volumes requiring transfer	350	480

Monographic nonbook cataloguing added some 400 titles (*Figure 3*). As in past years these were predominantly microform titles, but, while still a very small figure, the number of titles in "other" nonbook formats more than doubled.

FIGURE 4. MONOGRAPH CATALOGUING: NONBOOKS (NO. TITLES)

	1986	1987	1988
Microfilm	449	315	323
Other	33	31	78
Total	482	346	401

Requests

The department continued to accept requests for urgent cataloguing, or for locating and processing uncatalogued items. For various reasons locating items and processing in this way can be very time-consuming, but in most cases urgently required material can be provided speedily, and the needs of users satisfied. 710 special requests for uncatalogued humanities and social sciences books were processed; many of these were for items from the backlog. Branch liaison cataloguers also handled many urgent requests (for example more than 100 from the Hargrave Library).

Departmental cataloguing

The number of titles purchased by academic departments, and for which the Department provided cataloguing and sub-inventory listing was considerably below that of previous years (*Figure 4*).

FIGURE 4. DEPARTMENTAL CATALOGUING

1986	1987	1988
509	823	289

Periodicals

Periodicals cataloguing also showed another year of increased productivity, with a 20% increase in the number of new records created, with the same amount of maintenance (see *Figures 5 & 6*). At the end of 1988 there was no backlog of new subscriptions awaiting cataloguing. The "hit rate" for periodicals against ABN is surprisingly similar to that for monographs. Note though that where records are not found, interim records are not generally very reliable so the proportion of original cataloguing is greater for periodicals. In addition periodicals copy cataloguing requires more amendment in general than monograph copy.

The decrease in the proportion of cataloguing resulting from title changes most likely results from the higher priority given to cataloguing new subscriptions, rather than from a genuine change in the frequency of title changes. It will be interesting to look at this again in 1989.

FIGURE 5. PERIODICALS CATALOGUING: NEW RECORDS

	1986	1987	1988
No. new records added			
Print	787	802	979
Microform	33	31	20
Total	820	834	999
Source of new record data			
"Full" copy (ABN)	-	80%	83%
Original cataloguing	-	16%	14%
Interims	-	4%	3%
Source of new record requirement			
New subscriptions & new backsets	65%	66%	72%
Title changes	35%	34%	28%

FIGURE 6. PERIODICALS CATALOGUING: REVISIONS

	1986	1987	1988
Revisions within card or fiche catalogue	700	777	760
Revisions involving retrospective conversion	150	171	181
Total revised records	850	948	941

Special projects

Mos reclassification. The project funded by the Mathematics Department, to reclassify the older Hargrave mathematics material to Mos, resulted in 2,900 titles being reclassified and their catalogue records converted to machine readable form. Most of the staffing was provided by the Mathematics department's funds (which purchased Katalin Morrison's services) and by the project leader Nhan Le of the Hargrave Library. However, as is inevitable in such projects, the Hargrave cataloguer, Jean Golding, contributed quite a lot of time to unravelling problems.

Interim upgrades. Preliminary analysis of projects to check whether interim records used have been "bumped" as expected on ABN, suggest that about 30% remain as interims after a significant time, and that this rate has not improved over the period 1985-1987. Data collected from the checking project being conducted by Lyn Martin, and other data will be analysed more fully. It is hoped that patterns will be detected which will improve our knowledge about items likely to be catalogued by national agencies. A project to gradually upgrade those remaining interim records was begun in 1988, using a small team of cataloguers; about 60 additional original records were created as a result.

Badging the backlog. A small team (Gill Barnard and Glenda Moss, assisted by Debbie Wray) added the barcodes of nearly 10,000 titles from the HSS backlog to the appropriate records in the MIPS system. This has not only removed an irritating step from the processing of these items, but more importantly will greatly facilitate the loading of these records to the new database. The staff involved are to be congratulated on completing this quite tedious task with minimum supervision and frequent requirement to alter the priority of this in relation to other tasks.

Ukrainian Bishop's Library. This cataloguing project is still proceeding under the coordination of the Slavic Languages Department. David Farrer has continued to give support and advice to the project cataloguer.

Staffing

The staffing establishment remained unchanged from 1987 figures (See *Figure 7*). In general all established positions were filled although during the year two staff took long service leave, and several staff suffered illnesses, some of which involved extended leave. It is estimated that more than 250 days were lost due to illness, the equivalent of more than one full time staff member.

FIGURE 7. ESTABLISHED STAFFING AT 31/12/88

	F/time	P/time (EFT)	Total (EFT)
Clerical/ keyboard	6	4 (2.8)	10 (8.8)
Technician	3		3
Cataloguing	12	7 (3.9)	19 (15.9)
Administration	2		2
Total	23	11 (6.7)	34 (29.7)

In addition Jan Maslen, Cataloguing Librarian, became Acting Technical Services Librarian for the period between Brian Southwell's retirement in July and Edward Lim's arrival. Fausto Gomes was appointed Acting Cataloguing Librarian for that period. These arrangements were continued on Mr. Lim's arrival, while a management review was conducted. To cope with this reduction in staff, some projects (such as the revision of the cataloguing procedures manual) have been interrupted, and various administrative tasks have been distributed within the department. The outcome of the review includes the intention to combine the existing technical services departments. This restructuring will obviously have a significant impact on the Cataloguing Department, but the details have yet to be finalised.

Resignations

May: Michelle West (Library Assistant, full-time; continuing)
December: Irene Steinmetz-Nelson (Typist, full-time; continuing)

Appointments

Debbie Wray (Library Assistant, part-time April - May, full-time May- ; temporary)
Margaret Mills (Library Assistant, part-time May- ; temporary)

Cataloguing staff in other areas

Cataloguing Department staff could also be sighted during 1988 in a number of other areas of the Library.

- * In February several staff gave their traditional willing assistance to the library's enrolment activities
- * Joan Gray, Jenny Warren and Angela Prior assisted with the H&SS orientation tours.
- * Jean Golding assisted Hargrave with their stocktake in December, and provided occasional reference desk service in the Hargrave library as well as her regular work in the HSS library
- * Audrey van Akkeren worked in the Law Library for two weeks to help out in a crisis there.
- * Glenda Moss and Gillian Barnard assisted the End-processing section
- * Din Diradji has been seconded for periods of time to the Systems Librarian's office to help with aspects of the selection and planning for implementation of the new system.

Staff training and development

Specific training courses were attended by:

Gillian Carcem - a two day course in the Microsoft Word word-processing package
Debbie Wray - an ABN inquiry course conducted by the Graduate School of Librarianship at Monash9
Angela Prior - an ABN Input/edit course at CAVAL Ltd.

The University's Staff Development unit offered a number of workshops during the year:

Jenny Warren, Jenny Klingler and Jean Golding attended "Effective communications skills"

Fausto Gomes, Gill Barnard, Jenny Warren, Din Diradji, Jo Davis, Bernadette Law, Sandra Lauder and Angela Prior all attended the "Career planning workshop"

Jenny Warren, Jean Golding and Bernadette Law attended "Assertiveness skills workshop"

Several staff attended professional seminars and conferences:

Fausto Gomes and Bernadette Law participated in the LAA's two-day "Industrial forum '88".

Fausto Gomes and Din Diradji attended Michael Buckland's Seminar on Management, arranged by the GSL.

Jan Maslen attended the LAA biennial conference in Sydney

Fausto Gomes attended the Graduate School of Librarianship's seminar in honour of Professor Whyte.

Joan Gray participated in a "Workshop on cataloguing education: demands and directions" at RMIT

Study time was granted to:

Jenny Warren to begin a course in Italian at Monash

Debbie Wray to continue her studies toward the Library Technician's certificate

Jan Maslen to continue with her MBA

Committee work and extra-curricular activities

Bernadette Law was LAGSA convener for 1987/8. While this job is a considerable personal workload, and inevitably also requires some commitment from the department of the incumbent, it was obvious this year how significant it can be in establishing/maintaining good industrial relations in the Library. Amongst other things Bernadette was appointed convener of a working party on flexitime, on which Fausto Gomes was the Cataloguing Department representative.

The department was again well represented on the LAGSA committee - Sandra Lauder, Jenny Klingler, Merete Smith all represented their occupational groups.

Jean Golding edited the *Library staff bulletin*; Jenny Klingler edited the *MUGSA newsletter*.

A number of staff were involved with the evaluation of alternative library systems. Din Diradji and Jan Maslen sat on the Library [Automation] Project Team, and the Circulations and OPAC evaluation groups of the LPT respectively. Din also was leader of the small team looking specifically at cataloguing requirements. Staff involved included Jenny Klingler, Helene Shaw, Joan Gray, and Joan Streitberg-Hodgson.

The writing of Hay position descriptions for all positions was a major feature of October/November. Din Diradji and Leigh Kingshott undertook to be "implementors" and after their own training conducted workshops for other departmental staff and provided assistance. Jan Maslen continued as a member of the University's job evaluation team, devoting 16 full days to this activity during the year.

Jan Maslen was appointed as convener of the Zone 20 Safety Committee, the successor to the Main Library Safety Committee. Helene Shaw continued as a member, and was also elected to represent MUGSA on the University's Occupational Health and Safety Policy Committee.

Helene Shaw contributed her considerable expertise in the construction of subject headings and cross references as a member of the Steering Committee on SLASH (Second edition of List of Australian subject headings)

Jan Maslen was elected chair of the ABN Standards Committee, and thus became, ex officio, a member of the Network Committee. She attended three two-day meetings in Canberra, and one in Melbourne in association with the ABN Annual Users Meeting.

Conclusion

Recent annual reports have included comments under the headings "Accommodation and space", "Catalogue product", "Systems and procedures". Many of the comments made then remain unchanged, with the absence of the Cataloguing Librarian for half of the year, and anticipation of changes to be made to the library as a whole, halting some developments (such as minor works and furniture rearrangement within the department, documentation and review of procedures, staff reviews).

As 1988 closed though, a great many changes were imminent. The new integrated system was on the point of being contracted, the new Librarian had announced radical organisational changes and a major review of Main Library space allocation was mooted. The University was well advanced in establishing a new remuneration model and performance management was strongly on the University's and the Librarian's agenda.

Over the next few years it seems the Department is going to have many traditional assumptions associated with Library cataloguing challenged. At both departmental and individual levels we will be asked "why?", asked to prove the validity of our actions, or be judged by how well our work achieves its objectives. We will have to review those objectives and be sure that we believe them appropriate and achievable. When we talk about cataloguing "quality" we must be able to define just what that means, and how we can assess it. It would be untrue to say there is no concern about the many changes which appear to be happening simultaneously; but there is also considerable excitement and optimism that the bad old days of inertia are over.

1988 was a very successful year in terms of quantitative output. It was most encouraging to make this sort of increase while maintaining the involvement of departmental staff in other library activities. 1989 will be a critical year for the Library and in particular for what is now the Cataloguing Department. We have every confidence that the staff will rise to the challenge.

Jan Maslen, *Ag Technical Services Librarian*
Fausto Gomes, *Ag Cataloguing Librarian*

READER SERVICES

Staffing

The vacuum created by the retirement of the Deputy University Librarian in December 1987, and the University Librarian in July 1988, was responsible for a whole series of acting positions down the line. At no time during the year did the Library have on board the full quota of staff. Although Mrs. Ho assumed the responsibility of Acting Readers Services Librarian, she continued to cover the Music Library portfolio and all 'external responsibilities' of H&SS (eg. MLUC and faculty boards) so that Vivien Nash, as Acting H&SS Librarian, could continue with her normal responsibilities of Lending Services Librarian and Subject Librarian for Social Work. In effect, the H & SS reference team had to cope with one staff less.

Collection Development Policy

The appointment of Robert Stafford in December 1987, as the Collection Management Librarian (HSS) with a special brief to assist the Deputy University Librarian in the preparation of a Monash Library collection policy has enabled work on the much delayed collection development policy to commence.

In view of the formal establishment of the Branch Librarians' Committee, it was agreed that the Collection Development Subcommittee would report to the BLC. The Subcommittee, comprising Mrs. Baker, Mrs. Chiba, Mr. Glasson, and Mr. Stafford will liaise with the appropriate library staff and faculty members in the preparation of the collection development policy. Initially, the draft of the policy will be submitted to the BLC for discussion.

In August, the Vice-Chancellor's Advisory Committee on Library Acquisitions Policy was established. The Library is represented by Robert Stafford. It is anticipated that the work of the Advisory Committee will complement that of the Library's own Collection Development Subcommittee.

Special and Reciprocal Borrowers

The ambiguity in the University Statutes and Library regulations over the entitlement of Monash graduates to library privileges led to a temporary 'amnesty' of Monash graduates from payment of the \$50 Special Borrowers fee. The anomaly will be redressed in the current review of the University Library Statute and Regulations.

Library Survey Report

This task has been delegated to the Deputy Branch Librarians. Due to other work pressures there has been a delay in the analysis of the results.

Online and CD-Rom Developments

Nothing new has surfaced since the acceptance of the Online Subcommittee's report. It is expected that there will be considerable changes in this area with the implementation of the proposed management restructure.

The CAVAL Dialog account was not well used in 1988, inspite of a substantial reduction in the deposit account compared to the 1987 amount. This is due primarily to the current charging system. Arrangements have been made for a smaller deposit account for 1989.

The GLC recommendation on the location of CD-ROM Information Resource Systems has been endorsed by Professorial Board, and the Library will act as a clearinghouse for the location of CD-ROMs within the University.

Open Day Committee

C.H. Ho represented the Library on the University's Open Day Committee. The Library's requests for funding for the Open Day programs was supported and exhibitions and online demonstrations were mounted in the Biomedical, Hargrave and Main libraries.

CAVAL EDAC Meetings

C.H. Ho continued to represent the Library at the CAVAL EDAC meetings. However, this will not be necessary with the change to the new structure of CAVAL Council in August.

CAUL Correspondence

Due to the urgency of the other projects, Caul correspondence, like many of the other questionnaires and survey forms have been given a low priority.

Australian Library Publishers Society (ALPS)

The Library has joined the newly formed ALPS and C.H. Ho has been nominated as the contact person. The Library publications were displayed at the exhibition booth at the LAA/IFLA conference and MULOP items have been included in the Catalogue. At a meeting scheduled in Sydney during the Conference it was proposed that the core collection of items in this Catalogue would be the basis of future exhibits.

Proposed affiliation with Chisholm and Gippsland

The possibility of a merger with Chisholm Institute of Technology resulted in discussions and informal visits. After the initial exchange of visits by Heads of Departments/senior staff Mrs. Ho was assigned the responsibility of coordinating visits of the functional areas. Visits have been exchanged between the respective Cataloguing Departments.

In the latter part of the year preliminary visits were exchanged with senior staff of Gippsland CAE.

Disciplinary Hearings

During the year, Mrs. Ho assisted the Acting Deputy Librarian, Peter Mitchell, with the disciplinary hearings of delinquent library users. In the light of this year's experience, it is hoped to streamline the procedures in 1989.

Professional Activities

C. H. Ho helped the Centre for Migrant and Intercultural Studies to organise the Seminar on the Chinese in Australia in March. At the Seminar, she and Dr. P.K. Kee (Melbourne University) jointly presented a paper on *Profile of the Chinese in Australia; a socio-economic study*. The paper has since been published in the *Journal of Intercultural Studies* v.9 no.2 1988.

In April, the Centre organised a seminar in the University's city premises, and she and Dr. Kee gave a presentation on the topic *Asian Immigration: Facts & Fantasy*. This was followed by a similar presentation at the Asian immigration conference organised by the Centre and the AARC (Asian-Australian Resource Centre) in October.

In May, she presented a paper on "The Impact of Amalgamations on Reader Services" at the Library Association University & College Libraries Section seminar *Amalgamations 88: Implications for Libraries*.

Seminars/Conferences attended

C.H. Ho attended the following conferences and seminars in 1988:

Seminar on Libraries and information services: achieving a strategic role (in August) conducted by Professor Tom Wilson of Sheffield University, and hosted by LAA and RMIT.

IFLA/LAA Conference in Sydney from 27 August - 3 September.

Seminar on Conspectus and collection development in September conducted by Dr. Paul Mosher, Director of Libraries, University of Pennsylvania, and organised by the Library Council of Victoria.

R.L Martin Administrative Fellowship

Earlier in the year, Mrs Ho applied for the **R.L. Martin Administrative Fellowship** to undertake a study tour of several overseas academic libraries with well-established fee-based programs for the external community, to investigate the viability of fee-based research as a bridge between the business and academic communities, and the networking of multicampus resources. In October, she was informed that she was successful in getting one of the two Fellowships. She has applied for some outside funding to supplement the costs as the grant will not be sufficient to cover the entire study tour. She has scheduled the 6 week study tour for April-May 1989.

C H Ho, *Ag. Reader Services Librarian*

HUMANITIES AND SOCIAL SCIENCES LIBRARY

General

This year has had its highs and lows providing the usual quota of challenges for all staff. While the decision on the choice of a new integrated online system was reached at the end of the year it was not before we had lost the services of some of our most experienced members of the project team. Staff turnover has continued to be a costly problem for us in terms of lost experience but it is a compliment to Monash that few of our staff have difficulty finding jobs elsewhere.

New technology continues to play an important role as the library acquires more bibliographic data bases on CD ROM and makes increasing use of CData. Individually many staff have been trained in the use of microcomputers though now we are short of workstations.

Space and security continue to be problems in the library. The loss of the bagroom to the National Centre for Research and Development in Australian Studies was a body blow from which it is hard to recover as the area had been earmarked in part to accommodate a new circulation desk for the online system. Now that all bags must be brought into the building this creates additional security and traffic problems at the exit.

It is to be hoped that funding can be found for compactus shelving so that space can be created in the short term. There is also a great need to institute an effective continuous weeding programme as part of collection development. Shortage of space continues to be a problem for Rare Books and offices for staff are inadequate.

For the last four weeks of the year funding was made available to begin a programme of reassignment in the M collection. While progress was slower than had been hoped, the many problems which appeared highlighted the importance of trying to complete this project over as short a period as possible.

The ongoing reclassification review with the involvement of all staff was another challenging task which came towards the end of a hectic year.

It is a credit to the staff that good humour, team spirit and cooperative attitudes survived all these hardships. As acting branch librarian for over half the year I am extremely grateful that the extra load borne by all uncomplaining H & SS staff allowed me to function at an acceptable level.

Organisation and Staffing

1987 may have seemed to set a record for staff turnover but it has been considerably exceeded in 1988 with a total of eleven resignations, nineteen appointments and eight transfers. This does not totally reflect staff movements as it does not indicate those positions filled internally which cause consequential vacancies, nor the considerable comings and goings of temporary staff and maternity leave.

H&SS has been short staffed for much of the year due to the delays in filling vacant positions and the need for senior staff to act in a higher capacity. Inevitably this has left many tasks incomplete or inadequately done. Not least of these is the report of a library survey conducted during 1987 which has still not been fully collated; and inadequate work towards the much needed space planning.

Key staff who departed during 1988 included Jenni Beale, Robin Lenan, Kevin Jewell and Elaine Quain but we were fortunate to gain the services of people such as Dennis Warren, Karen Tang, Monica Raszewski, Katie McDowell and Janine Eldridge. Many other staff, and particularly heads of sections, have been called upon to take on extra duties and responsibilities which they have done despite their own heavy workloads.

Secondment of Henry Thorburn to the positions of Acting Serials Librarian and Janice Appleton as Acting Donald Cochrane Librarian worked successfully in 1988 and will continue in 1989 in cooperation with the Faculty of Economics and Politics.

Staff morale has remained surprisingly high despite the considerable difficulties experienced in relation to the above factors and the pressure of preparing position descriptions closely followed by the concern over the possible loss of a number of key jobs which had been filled on a temporary basis during the past two years.

Appointments

Lesley Adams
Pam Blaikie
Lorraine David
Claudia de Salvo
Janine Eldridge
Lindsay Fernand
Judith Greenaway
Tommy Lau
Tracy Lewandowski
Katie McDowell
Sue Morris (temp)
David Murphy
Richard Overell
Bradley Peers
Monica Raszewski
Kirsty Robb
Karen Tang
Tony Totton
Dennis Warren

Resignations

Jenni Beale
Mark Dean
Kevin Jewell
Tommy Lau
Robin Lenan
Anne Macauley
Bet May
Elaine Quain
Elizabeth Ramsay
Tony Totton
Jack Zalkalns

Transfers

Janice Appleton : Acting D. Cochrane Librarian
Laura Brinson : Periodicals to SRR
Virginia Hill : From SRR to Reference
Peter Hock : Attendant to EDP
Andrew Johnson : Attendant to Hargrave Library
Sue Little : Gov. Pubs. to Reference
Peter Martin : Central Services to Attendant

Rysa Raynes : Gov. Pubs. to Collection Management
Henry Thorburn : To Acting Gov. Pubs. Librarian

Other

Chooi-Hon has acted as Readers Services Librarian for much of 1988 with Vivien filling in as Acting Branch Librarian.

Due to Kevin Jewell's resignation Angela Martys was given the position of Acting Circulation Officer.

Anna Davis was seconded to the Law Library from 19th Sept. to 31st Dec.

Gracie Murray (Biomed) Worked part-time in Main Library from 11th July - 17th August.

Yasmin was appointed as SRR co-ordinator.

Margaret was appointed as SRR assistant/deputy co-ordinator.

Alan Hickey retired and to fill his place Tony Lorento was given the position of shift leader.

Peter Wright took early retirement.

Collections

Monographs

Financially 1988 proved a much easier year than last but book selection was not. It has still not been possible to restore any automatic selection of materials and because the notification service for Australian materials is totally inadequate a great deal of time is needed by all Subject Librarians and the Collection Management Librarian to attempt to maintain even the most basic collection. There is considerable concern in the library and the academic community about our difficulties in maintaining the research level of the collection in nominated areas, and the lack of available resources to purchase important high priced research tools. One potential growth area for which funds are limited are the bibliographic data bases on disc. The heavy use made of the few we have in the short space of time they have been available seems to indicate that they are satisfying the needs of many users.

Discussions have begun to formulate a collection development policy and it is anticipated that considerable progress will be made during 1989.

TABLE 1. H&SS ACQUISITIONS, 1985-1988

YEAR	TOTAL VOLUMES			Total	TOTAL INCREASE IN YEAR	PERIODICAL TITLES RECEIVED
	Mono-graphs	Periodicals	Micro-forms			
1985	586493	109846	144849	841188	32445	6839
1986	598547	113215	150653	862415	21227	7518
1987	623719	116901	153111	893731	31316	7616
1988	*654644	121435	166891	942970	49239	7751

* interim figures

Periodicals

Following the cutbacks in 1987 there was a slight improvement in the situation during 1988 which saw the placement of 80 new orders to the value of approximately \$4,882, and other new titles will be received in 1989. This is a direct consequence of the change in the method of allocating funds to faculties which has given them greater flexibility in choosing whether to buy books or periodicals. The MLUC Periodicals Review Subcommittee has disbanded with decisions about periodical purchases now being made by committees within each faculty.

Special Collections

The erratic growth of these collections continues to cause problems of space. In order to avoid dividing one collection another had to be relocated on the fifth floor from where it had been moved only a few months earlier. Installation of compact shelving in the basement area would double our storage area and allow room for modest growth as well as a rationalization of the arrangement. However the cost at this stage may prove prohibitive. In addition we received a generous donation of 1,000 books from the Chinese government. This material will be catalogued and added to our existing Chinese collection.

Southeast Asian Collection

The Southeast Asian subject librarian, Helen Soemardjo, visited Jakarta earlier this year as a first step to improving Indonesian acquisitions at Monash. One result has been an arrangement to exchange some theses between Monash and the National Scientific Documentation Centre (PDII) in Jakarta. Major acquisitions/gifts included :

- Indonesian government publications from the Riau area.
- Vietnamese language material.
- Books on Indochina.
- Newspaper clippings on microfiche, Malaya/Malaysia 1959-1983.

Vietnam; special subjects : National Security files 1963-1969.
 A bibliography of Indonesian politics and the economy since 1965.

Services

Reference

The main development in 1988 has been the introduction of the new CData disc with census data from 1981 and 1986 and the receipt of *MLA*, *Dissertation Abstracts* and *ERIC* on disc. Figures for CData indicate that searches were done for 55 people and the system was used for an approximate total of 326 hours. Much of this would be since it was placed in the public area in July. Similar figures are not yet available for the other databases but their use was quite high too with restrictions due mainly to limited CD-ROM players.

TABLE 2. REFERENCE STATISTICS 1986-1988

	1986	1987	1988
Directional	20,091	20,663	20,044
Reference	19,981	20,672	21,572
G.P.	1,826	1,715	1,499
Total	41,898	43,050	43,115

Reference inquiries have increased again, reflected in the overall increase despite the decrease in directional and government publications queries.

Online information services

The retention of the surcharge for searches has continued to depress the demand although figures are slightly higher than in 1987. The impact of cost can be seen by the number of requests for free searches advertised in *Mainline* in December. The total for that month was a third of the year's total comprehensive searches. The number of mini searches were fewer than might have been expected, however all figures are, and will continue to be, affected by increased access to CD-ROMs such as *MLA*, *DAI* and *ERIC*. The latter two particularly had previously been consulted regularly and briefly.

TABLE 3. H&SS ONLINE SEARCHES 1985 - 1988

	1985	1986	1987	1988
Comprehensive searches	132	98	59	86
Ready Reference	343	190	23	13
Mini Searches	n/a	n/a	n/a	18
ABN Reference	n/a	n/a	2583	1974
Other Library needs (e.g. user ed, training etc)	n/a	n/a	n/a	50

The above searches were conducted on 9 different systems (Dialog and Ausinet being the most used) and 47 different databases were consulted. Most popular databases were *ERIC*, *PSYCINFO*, *APAIS* and the multiple access of *ONESEARCH* on *DIALOG* and a high proportion of search requests required access to more than one database.

User Education

Tours were offered once again with 796 students taking tours during Orientation and another 865 during the first two weeks of term. This involved 218 groups and therefore a heavy, but worthwhile staff commitment.

With a new user education librarian it is hoped that different approaches will improve and strengthen our user education programme, with a special effort to reach a larger number of first year students. This year there was an increase in the number of students given elementary user education classes but regrettably these gains are balanced by the reduction in advanced classes. However, the overall time commitment was higher than last year. There was also an increase in the number of school tours, both those arranged through Careers and Appointments and those arranged directly with the library.

TABLE 4. USER EDUCATION STATISTICS 1986-1988

	No. of Groups			Contact Hours			No. of Students		
	1986	1987	1988	1986	1987	1988	1986	1987	1988
Elementary	24	13	37	26	12.5	37	260	143	425+
Advanced	53	47	22	68.5	61.5	32.5	767	607	388
Other	21	22	30	13	17.5	30	384	485	n/a
Total	98	82	89	107.5	91.5	99.5	1411	1235	813+

Loans

Loans increased considerably in 1988 after a fall in 1987, reaching their highest since 1985. Short loans increased by 6.7% which is not as high as might have been anticipated with the introduction of the two night loan period. The overall increase was over 12% fairly evenly reflected in staff, postgraduate and undergraduate loans. The late fees generated showed a similar 12.7% increase.

The number of special borrowers enrolled decreased by 10% after a steady increase since 1985. This is largely attributable to the introduction of fees for graduates of the university. Even though this was changed later in the year it did not substantially affect the number who enrolled.

TABLE 5. LOANS STATISTICS 1987-1988

	1988	1987
<i>Hours of Service</i>		
a) Hours Library Open to 23/12/1988	3,507 hrs	3,408.5 hrs
b) Hours Loans System Unavailable	5 hrs	2.5 hrs
<i>Adjusted Returns</i>		
a) Number of Borrowers who had loans adjusted	1,322	1,397
b) Number of Loans Adjusted	1,929	2,051
c) Number of Books found on shelves	851	797
<i>Number of Loans issued to 30/11/88</i>		
Staff/Postgrads -	118,733	
Undergraduates -	238,628	
TOTAL	357,361	318,366
<i>Late Fee/Recall Notices Processed</i>	51,393	45,600
<i>Special Borrowers Enrolled</i>	927	1,026
<i>Extended Loans Issued</i>	257	2,017
<i>Late Fees Adjusted</i>	429	302
<i>Lost/Missing Books Replaced</i>	96	114
<i>I.D. Cards Replaced</i>	944	992
<i>Monash Staff/Students Registered for Caval</i>	446	339

All figures, except where noted, are to the 8th December 1988.

TABLE 6. CAVAL USE JAN-SEPT 1988

	Staff	P.G. Students
Monash Staff/Students	68	416
Items borrowed by Monash people	291	2,369
Participants from other CAVAL Libraries	108	464
Items borrowed by other CAVAL Users	465	2,800

During 1988 there was a 45% increase in Monash enrolled people participating in the CAVAL scheme most of these being postgraduates. In addition 78 Dip.Ed. Students took advantage of a special arrangement with Rusden to enroll there and 27 of their students enrolled with us (as part of CAVAL).

Pressure continues to be brought on Monash to participate more extensively in the CAVAL reciprocal borrowing scheme. This would enable undergraduates from Monash to use other collection and other students to use ours. So far this has not been done because of concern that our existing circulation system could not cope with the demand.

Inter-Library Loans

Items requested from other libraries declined for the first time for several years and may be a reflection of the increasing use of CAVAL. This is also an area which can fluctuate dramatically according to the needs of one or two individual researchers. Items supplied also decreased but may be largely due to a request that Monash be used as a last resort for a couple of months when we had a shortage of staff.

TABLE 7. INTER-LIBRARY LOANS 1986-1988

	1986	1987	1988
Items requested from other libraries	3522	3989	3293
Requests supplied	3152	3494	2965
Items requested from Monash	n.a.	8051	6350
Items supplied	6656	5846	5091

Student Reading

Despite tighter controls the Reserve collection continues to increase in size which is reflected in higher loans. However loans only reflect a small fraction of the actual use of the collection, as a substantial amount of material is photocopied within the reserve area, for which no figures are available. Reserve loans account for more than 33% of all H&SS student loans so the online circulation system with its promise of improved management information is eagerly awaited.

TABLE 8. SIZE OF RESERVE COLLECTION AND SRR FILE 1987-1988

	Photocopies on Reserve		Books on Reserve		SRR File
	Titles	Copies	Titles	Copies	(Titles)
1987	9,797	24,540	8,058	9,191	36,784
1988	9,998	24,699	8,751	9,601	40,102

TABLE 9. USAGE: SHORT LOAN AND RESERVE TRANSACTIONS 1985-88

	Short loans	Reserve	Total
1985	101,828	111,674	213,502
1986	71,571	70,165	141,736
1987	79,537	78,619	158,156
1988	84,899	79,890	164,789

Government Publications

Rationalization of government publications work practices and reorganization of the area continued and culminated in the amalgamation of serials and government publications from the beginning of 1989 to form a new Serials section and facilitate the smooth implementation of serials processing online when that module becomes available.

With the separation of the Government Publications reference and processing functions it will be important to continue having staff who work in both areas. It is also in the area of Government Publications that problems of conservation and access have come into question and will need to be addressed after the conservation report has been received.

TABLE 10. GOVERNMENT PUBLICATIONS INQUIRIES 1987-1988

	1987	1988
From GP office	693	570
Inquiry desk (1st floor)	553	677
Information Desk (Grnd floor)	1,663	1,584
TOTAL	2,909	2,831

Periodicals/A.V.

Inquiries at the first floor desk continue to increase. The use of taped lectures has reached maximum capacity under the present conditions and the service will need to be reviewed.

Now that paper copy can be obtained from microform by use of a Copytex card such copying has increased three fold. Video usage has also increased with a parallel decrease in requests for film screenings.

The filing of cards giving author and title access to the Goldsmiths-Kress Collection has now been completed and is located in the Reference area. It is hoped this may lead to increased use of that valuable resource.

One hundred and forty four copies of PIML (Periodicals in Monash Library) were sold - 82 fiche copies and 62 paper copies. This year it included titles held in the Music Library and the Donald Cochran Library.

TABLE 11. INQUIRY DESK 1ST FLOOR 1987-1988

	1987	1988
Desk enquiries		
Taped lectures	22,480	25,011
Other Taped Lecture Enquiries	7,827	8,931
Periodicals	8,304	9,269
Audio-visual	3,791	5,282
Directional	2,124	2,447
Rare Books	162	306
Photoreproduction - Microform	1,816	2,101
Photoreproduction - Paper	690	975
Government Publications	553	677
Video Usage	610	826
Services to the Disabled	585	79
TOTAL	48,942	55,904

Services to users with disabilities

TABLE 12. STUDENTS WITH DISABILITIES

	1987	1988
Visually impaired	3	5
Hearing impaired	1	1
Wheelchair	6*	4*
Ambulant disabled	1	1

* includes 1 visually impaired

Twenty five volunteer readers were involved for about 25 hours reading per week. In the latter half of the year a personal computer with Artic speech attachment was acquired, with special funding, to assist students with disabilities.

As students became familiar with library staff who assisted them the majority of requests for assistance went to them direct rather than at the inquiry desk : 284 personal requests and 164 phone requests. A total of 1599 large print copies (1987 - 290) and 2633 normal copies (1987 - 6323) were made for users of this service.

Rare books

Several important items were acquired by purchase or donation including :

- The Consolidator* by Daniel Defoe (London, 1705)
- Miscellaneous Poems* ed. by David Lewis (London, 1726-1730)
- The Presbyterians Plea of Merit* by Swift (London, 1733)
- A Vindication of the Protestant Dissenters* (Dublin, 1733)
- Letters, Poems and Tales ... found in the Cabinet of that celebrated Toast Mrs. Anne Long* (London, 1718)
- Discourse on the Contests and Dissensions between the Nobles and Commons...* (London, 1701)
- A collection of about 1200 Australian novels partly paid for from the Burchill fund.
- A collection of 42 early, mainly French, cookery and household management books.

Introductory classes were again given to Librarianship and English honours students.

Conservation in the Rare Books area, together with continued shortage of space are problems which need to be addressed as a high priority.

Seven exhibitions were mounted during the year giving us the opportunity to display material from the Monash authors, Rare Books, general and special collections.

TABLE 12. RARE BOOKS STATISTICS 1987-1988

	1987	1988
Reference inquiries	268	197
Directional inquiries	(Oct-Dec)13	130
Photocopying	71	80
Staff loans	26	81
New accessions	135	489
Bks newly catalogued- titles	n/a	491
- volumes	n/a	582
Monash authors: bks received	137	159
Volumes consulted	4107*	2176

* this figure was unusually high because of the inclusion of books consulted by a research student in a survey of false imprints, an area in which our holdings are possibly stronger than any other Rare Books Collection in Australia.

Music Library

The Music Library Committee has succeeded in maintaining the good relations which have developed between the Department and the Library. A computer terminal belonging to the Music Department was installed towards the end of the year in order to provide public access to the Ethnomusicological Database. Building alterations to improve security and storage should be completed early in the New Year.

TABLE 13. MUSIC LIBRARY STATISTICS

	Orders Placed	Orders Received
Music Scores	139	86
Standing Orders	-	27
Sound Recordings	86	11
Monographs (Main Library)	-	79
Music Scores catalogued	222	
Music Department loans	3191	
Inquiries	3852	

Donald Cochrane Library

The Economics Subject Librarian divided her time between this library and the H&SS and the arrangement will continue in 1989. One result of this was an increase in the demand for online searches particularly by people in the Graduate School of Management. A total of 29 searches were conducted for the Economics, Accounting and Administrative areas. Items lent totalled 3471 and enquiries numbered 777.

Publications

Mainline 3 issues

Periodicals in Monash Libraries May 1988

16mm film and video catalogue February 1988

Monash University theses - combined index

Monash University theses on Southeast Asia 1961-1987 Occasional Publication no.4

Migrant and ethnic studies : a guide to doing research Occasional publication no.5

A number of other guides and leaflets have been prepared or revised by Subject Librarians and a number of new information guides and leaflets are being prepared for distribution in 1989.

Staff Development/Professional Activities

Seminars/Workshops

A number of people took the opportunity to attend courses offered by the university including :

Assertive Skills Managing people at work
Career Planning Time Management
Effective Communication Skills

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

AACOBS seminar on collection evaluation
ABN inquiry course
AGIA Seminar and AGM
Amalgamations 88 : Implications for Libraries
Asian immigration conference
Australian census on personal computers
Bioethics conference
Culture and Politics in contemporary Malaysia
Fire Safety training
IFLA conference
International Association of Music Librarians Conference
LAA Conference
Latex introductory workshop
Negotiation workshop (VPSA)
Nineteenth Century Javanese History
State and civil society in contemporary Indonesia
Symposium of the International Musicological Society
Value of postgraduate study
Women's studies symposium
Wordperfect course.

A number of staff participated in various courses of study including undergraduate degrees, postgraduate library qualifications, library technician certificate, computing and language courses. Shannon Azzaro and Petal Kinder have now completed their postgraduate library qualifications.

Committees

LAGSA 1987-1988 : Petal Kinder, Diane Clifford and Liz Ramsay were all Committee members.

LAGSA 1988-1989 : Henry Thorburn, Deputy Convenor; Sue Little, Secretary; Dennis Warren, Diane Clifford, Julie Fairweather, Rysa Raynes, Committee members.

Reference Interest Group (Victoria) : Committee member, D. Warren; Sexual Harassment Advisor : H. Soemardjo

Friends of Monash Library: R. Overell, Secretary

The following staff members represented the library on these committees :

CAVAL Reciprocal Borrowing Programme User Group : V.Nash
Joint Orientation Committee : D.Warren
ETS Users Group : V.Nash
Main Library Users' Committee : C.H. Ho/V.Nash
Vice Chancellor's Advisory Committee on Library Acquisitions : R. Stafford
Periodicals Review Sub-committee of MLUC : R.Stafford
Expenditure and commitment sub-committee : R.Stafford
AACOBS (Victorian Division) Resources sub-committee : R.Stafford
General Library Committee : C.H.Ho/V.Nash
Space Planning working group : C.H.Ho/V.Nash

Concluding Remarks

1988 has proved another difficult year despite the improved financial climate. Staff morale was difficult to maintain through the period of senior management change, the writing and re-writing of position descriptions and the threatened loss of several library positions. That we have survived and can look with renewed optimism toward 1989 and 1990 as the years of an Online Integrated System and consolidation of the many initiatives taken over the last few years, is a mark of the strength of the team presently employed. It is to be hoped that we do not lose too many of them too quickly as we have done during the last couple of years.

V Nash, *Ag. Humanities and Social Sciences Librarian*

HARGRAVE LIBRARY

General

The year under review is best described as a holding operation, in which many senior staff carried additional duties, following the retirement of both the Deputy and the University Librarian. The year also marked the beginning of a more formal approach to staff management with the introduction of position descriptions for all library staff for salary classification and job evaluation. The analysis of a survey of user satisfaction with library services in the Science-Technology area confirmed the need for the number of new books purchased to be increased and for reference services to be extended beyond the core hours of 9 a.m. to 5 p.m.

The main problem in 1988 was the lack of staff resources to carry out special projects. Project priorities had to be frequently revised to ensure reliable services to readers. The drafting of position descriptions and the stocktake of the collection inevitably disrupted reader services. Development work on reader education and database services was halted to cope with busy periods and staff shortages through illness, long service leave and involvement in important committee work. Hargrave professional staff were involved in a number of library-wide projects: The Library Survey; Library Project Team on Automation; Online and Fax Committees etc., all of which contributed to the development and improvement of library services. The formulation of departmental objectives which was originally scheduled for the year had to be postponed until 1989.

After a number of lean years, funding available for monographs in 1988, was adequate to satisfy the essential requirements of academic staff. The Hargrave Library's monograph collection is especially poor in current titles. The Williams Committee¹ noted that "students seem to regard the library as being poorly funded for contemporary engineering books and periodicals". The statement equally applies to holdings in the physical sciences. The cancellation in 1987 of approximately twenty-five percent of the Hargrave subscriptions to periodicals combined with the cancellation of standing orders particularly to expensive reference works such as Gmelin and Beilstein freed funds for the purchase of new books. However, the renewal of the standing order to Gmelin, preferably as a consortium purchase, will be necessary to support research in Chemistry. Similarly a small number of subscriptions cancelled in 1987 need to be reinstated to satisfy the continuing demand for these journals.

The South Eastern Scientific and Technical Information Consortium (SESTICON) continued to strengthen formal cooperation for resource sharing between Monash, CSIRO and BHP/MRL libraries. The Hargrave Library receives a prompt and reliable service from consortium libraries. Reciprocal access to resources is working well, and formal cooperation for collection development has commenced in the 'Pulp and Paper' field and joint collection development is under discussion for Corrosion literature. There are plans for rationalizing and improving holdings of current serials and specialist materials including standards, specifications and expensive reference publications. The Monash Biomedical Library and the CSIRO, Division of Geomechanics Library joined SESTICON in 1988.

1. The Commonwealth Tertiary Education Commission Review of the Discipline of Engineering (Williams Report). p.245. 1988

The Hargrave Library in collaboration with the University of New South Wales, Sydney and Auckland University Science/Engineering libraries participated in an experimental application of the United States Research Libraries Group (RLG) 'CONSPECTUS' method of collection evaluation for the production of standard collection level indicators which could be used for funding decisions, for collection development, and for resource sharing. An online, Conspectus based inventory of research collections particularly in the expensive SCI-TECH area would be a valuable planning tool and could create the framework for joint collection development and formal resource sharing between academic and research libraries.

Student enrolment increased in the Physical Sciences and Engineering in 1988, with five new centres and three new postgraduate courses proposed and approved in the year. Only two of the proposals for new academic development included an allocation for library materials. Generally, new academic initiatives require additional expenditure on library support. The Hargrave Library Committee and the Engineering Faculty Board formally supported the principle of the inclusion of a line item for library materials in all future proposals for new academic developments.

Stock

In the calendar year, 6022 volumes were added to the Hargrave collection, bringing the total number of volumes held by the Hargrave Library to 163,273 by the 31st December 1988. Additions to the collection consisted of 2,796 volumes of monographs, (1938 new titles), 3,226 bound periodicals, 37 microforms and 16 non-book materials. Compared to 1987, the combined monograph and periodical intake increased in 1988 by 1363 volumes.

Serials

Expenditure on serials remained under close scrutiny. Subscriptions to expensive new journals were avoided to keep under control the average price of subscriptions in the Hargrave area. Fifteen new journal titles were ordered in 1988, at an estimated total cost of \$A2,567. The average price of new journals subscribed to by the Hargrave Library (\$A171) was well below the average price of journals cancelled in 1987, (\$A424.9). A net loss of 164 current serial titles was registered by the Hargrave Library in 1988.

Monographs

The ordering of new books was a top priority to catch up with years of financial inability to purchase new books to support teaching and research in physical sciences and engineering. The increase in the number of new books ordered during the year should be reflected in the 1989 statistics. Donations, particularly the proceedings of conferences were an important source of monographs added to the collection.

Services

Demand for services was consistent throughout the year. Statistics for services were comparable to previous years.

Loans

Statistics for internal and external lending are given for 1987 and 1988 for the purpose of comparison.

TABLE 1. LOAN STATISTICS

YEAR	TYPE OF LOAN					
	Staff	Student	Short-term	Inter-loan	Reserve	Total
1987	29,892	44,927	39,826	4,525	9,641	128,811
1988	29,793	41,775	39,802	3,938	12,333	127,641

A decline in the number of weekly loans was compensated by a rise in the number of titles borrowed from the reserve collection.

TABLE 2. INTER-LIBRARY LOANS

Year	Loans		Borrowings	
	Requested	Satisfied	Requested	Satisfied
1987	5,550	4,525	2,130	1,545
1988	5,101	3,938	2,366	1,759

Inter-library loans statistics reveal a trend for an increasing number of requests that can not be satisfied.

As the price and the volume of published literature continues to rise, and library budgets remain at a relatively low level, libraries are less able to satisfy requests for loan from their holdings.

The Hargrave Library acquired a facsimile machine in late 1988, to improve document delivery services. The machine will be essential for the rapid transmission of technical literature from Pulp and Paper libraries and will enhance access to Consortium resources.

Reference and Computerized Information Services

In 1988, the main initiative was the introduction of microcomputers in the Hargrave Library for on-line searching, computer aided instruction, database management, the receiving of an electronic journal, downloading of on-line search results, record keeping and work processing. Two microcomputers were received in 1988, but more are

needed for the growing number of cost-effective applications in reader services. There is a continuing need for training to take full advantage of microcomputer based improvement for library services.

Demand for traditional reference services was consistently high throughout the year. There is a need for offering reference service on a limited basis after 5 p.m. and on weekends. The introduction of reference service at least one or two nights per week up to 9 p.m. and one day during the weekend would assist parttime, particularly master by course work students.

Requests for database searches increased in 1988. One hundred and eighty-eight online searches were carried out during the year, compared to one hundred and fiftysix searches in 1987. Many of the search requests were for CAS Online, as the service is offered at a ninety percent discount to academic institutions. To assist research students, Minisearch on CAS Online was introduced as a new service for Chemistry. Requests for database searches covered a range of subjects and services. Charging staff and students the cost incurred by the Library for searching online databases, prevented the full utilization of these services.

There was a steady use of HITS services, including database searches and document delivery services by outside clients. Lack of staff resources did not permit the promotion of HITS to increase outside earnings.

TABLE 3. ONLINE SEARCHES

Formal Search Requests	107
Reference Use	15
Reader Education	5
Minisearches	10
Training	11
Internal Use Incl Inter-library loans	23
HITS	17
TOTAL	188

Reader Education

The Hargrave Library Reader Education Program again covered all first year students in Science and Engineering, all fourth year Engineering students and many final year Science students.

TABLE 4. READER EDUCATION CLASSES

Class	Number of Students	Number of Classes	Library Staff (Hours of Teaching)
Orientation	575	23	35
Bibliographic skills	465	37	48
Study skills	80	5	-
External students	160	7	4
TOTAL	1280	72	87

TABLE 5. BIBLIOGRAPHIC SKILLS CLASSES

Subject	Year	Number of Classes
Chemistry	2 & 3	10
Civil Engineering	2 & 4	7
Chemical Engineering	4	3
Earth Sciences	2	1
Electrical Engineering	4	3
Materials Engineering	4	1
Materials Science	2	4
Mechanical Engineering	4	2
Physical Geography	2	5
Physics	4	1
TOTAL		37

Staff resources in 1988 did not permit the offering of bibliographic skills classes previously given to Computer Science, Mathematics and Environmental Science students.

Reader education classes were given in course time, in response to requests received from academic departments. Many of the programs were accompanied by assignments, marked by library staff. An interesting project in 1988, which has the potential to enhance reference and reader education, was the development of an elementary expert system advising library users about information sources initially in Electrical Engineering. EELIAS (Electrical Engineering Literature and Information Advisory System) was a 4th year Electrical Engineering student's project. The project was co-supervised by Mrs. K. Thomas from the Hargrave Library.

Technical Services

Nhan Le continued to assist the Cataloguing Department with the provision of subject approach to the Hargrave collection. With financial assistance received from the Mathematics Department, the retrospective conversion of bibliographic records for mathematics from manual to machine readable format using the MOS (Mathematical Offprint Service) classification was completed. Dr. Le was actually involved in the retrospective conversion of records and was the Hargrave supervisor of the project.

The 1987 cancellation of Hargrave subscriptions to periodicals started to reduce the number of volumes sent to the binder. Following the decentralization of periodicals invoice processing in 1987, invoices presented fewer problems to staff in 1988. The claiming for missing issues of journals was regular and up-to-date. There is a cataloguing backlog of closing of entries after the last issue was received in 1988, for periodicals cancelled in 1987.

The map collection was reorganized and a stocktake of maps was carried out. Index maps were produced for major map series to assist users of the collection.

Staff Matters

Staffing

The staffing level was inadequate to permit the extension of reference services to cover some evenings and one day on weekends. The regular staffing of service points was a major challenge, particularly in busy periods and at times of emergency created by illness, committee work and staff on long service leave. Many Hargrave library staff were eligible for long service leave and most accrued time in lieu of weekend duties. The taking of leave during the academic year created a serious problem for rosters.

Professional Contributions

Hargrave Library staff were involved in a range of professional activities. Many served on professional and library-wide committees, participated in staff development, attended conferences, seminars, contributed papers and gave advice on professional issues to Government, the Library Association and ACLIS. The preparation of professional contributions is generally outside normal working hours.

Library-wide Committees

ACOST (Advisory Committee on Staff Training) - L. Proctor.
Branch Librarians Committee - M. Chiba (Convenor)
Courses and Conferences Committee - L. Oldmeadow
FAX Committee - F. Morrissey (Convenor)
Heads of Departments - M. Chiba
LAGSA - L. Oldmeadow
Library Automation/Project Team on OPAC - L. Oldmeadow (Convenor)
Library Use Survey Committee - L. Oldmeadow
MULOP (Monash University Library Occasional Publications Committee) - M. Chiba
Occupational Health and Safety/Zone 20 Committee - K. Thomas
On-line Information Retrieval Services Committee - F. Morrissey

University-wide Committees

General Staff Classification Review - L. Oldmeadow
General Staff Association - L. Oldmeadow
Engineering Faculty Board - M. Chiba
Science Faculty Board - M. Chiba

External Professional Committees etc.

ACE (Australian Conspectus Experiment) Planning and Implementation Group - M. Chiba
SESTICON (South Eastern Scientific and Technical Information Consortium) - M. Chiba
(Convenor); F. Morrissey - Working Party Member
UCLS (University and College Librarians Section of the L.A.A) - L. Oldmeadow

Professional Contributions, Publications, Papers etc.

Oldmeadow, L. "Industrial relations and university staff". (Paper presented at the Library Association of Australia Industrial Forum, Nov. 1988).

"HITS and fee-based services". Presented at GSL Seminar.

Chiba, M.V.

"The South Eastern Scientific and Technical Information Consortium: A cost-effective approach to sharing information resources." *ASSIG Newsletter* No. 3, July 1988.

The Impact of Government Policies on Access to Information and Advice for Small Business. ACLIS Submission to the House of Representatives Standing Committee on Industry, Science and Technology. Canberra, ACLIS, August 1988. 16pp.

From Network to Consortium. In: International Association of Technical University Libraries. IATUL Seminar on Potentialities and Limitations of Networking. Melbourne, August 25, 1988. (ISBN 0947186905) pp C1-6.

Interim Report on the Australasian Conspectus Experiment. Clayton, Monash University, October 1988. (unpublished report on behalf of project participants sent to National Library of Australia).

Seminar at the Graduate School of Librarianship, Monash University on formal cooperation between academic and research libraries, using SESTICON as an example.

M. Chiba and the Hargrave Library were admitted to membership of the International Association of Technological University Libraries (IATUL) in November 1988.

M Chiba, *Hargrave Librarian*

LAW LIBRARY

Staff

1988 was an exceedingly difficult year for the staff of the Law Library. In the second half of the year, four long-serving members of staff resigned - Lynette de Hoedt, Joanna Krol, Bert Hirst and Marita Bentley. Four new staff therefore had to be trained on the job virtually simultaneously, with no let up during the summer 'vacation', as the normal range of services had to be maintained for the Faculty's summer teaching programme. At the same time, injuries deprived the Library of the services of one attendant for over three months, and one library assistant is still restricted to working half-time because of injuries sustained in an accident in September. The writing of job descriptions for the staff reclassification exercise consumed many hours, and Mary-Ann Keily's responsibilities as a job evaluator affected the provision of reference services. Ted Glasson took long service leave for the last three months of the year, and during that period Rosemary Bunnage served as Acting Law Librarian, Mary-Ann Keily as Acting Deputy Law Librarian. In the light of the above circumstances, I believe that the Law Library Staff are entitled to the highest commendation for producing a consistently high level of service and achievement during a very trying period.

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

- OPAC Update
- Time Management
- RLG Conspectus and Collection Evaluation
- Industrial Relations Forum
- DIALOG Training
- Advanced DOS Course
- AUSINET Training
- Seminar for Librarians in the Criminal Justice System
- Combined IFLA/LAA Conference
- Use and Management of Legislative Materials and Law Reports

Staff served on the following University committees:

- Online Information Retrieval Committee
- Courses and Conferences Committee (later superseded by the Staff Development Committee)
- Library User Survey Committee
- LAGSA
- Equal Opportunity Advisory Committee

Library staff also served on the LAA Steering Committee on SLASH (List of Australian Subject Headings), and the Committee of the Victorian Division of the Australian Law Librarians' Group.

Services

Reader Education

Responsibility for formal reader education classes was shared by the professional staff, and demanded large commitments of time both for their preparation and presentation. Graded exercises containing over 800 individual questions must be checked each year to take account of changes in the law, and this task has been simplified by using a wordprocessing package. Tutorials for Library users were presented at three levels:

- In conjunction with Legal Process - 75 contact hours
- To assist senior students preparing cases for the Moot Court - 33 contact hours
- For Honours and Postgraduate students - 15 contact hours
- For Graduate Diploma students - 3 contact hours

Reference Inquiries

Inquiries received by the Library staff during the year were as follows:

TABLE 1. REFERENCE ENQUIRIES

<hr/>	
<u>Internal</u>	
Directional inquiries	4473
Reference inquiries requiring less than 10 minutes of staff time	4597
Reference inquiries requiring between 10 minutes and half a day	1586
Reference inquiries requiring half a day or more	91
<u>External (Phone and mail)</u>	
Reference inquiries requiring less than 10 minutes	513
Reference inquiries requiring between 10 minutes and half a day	146
Reference inquiries requiring half a day or more	12
<hr/>	
TOTAL	11428
<hr/>	

These figures show a startling increase in last year's statistics for the number of reference inquiries requiring more than half a day to satisfy, such internal inquiries rising from 13 to 91 (a 700% increase), and external inquiries rising from 3 to 12 (a 400% increase). This is no doubt largely attributable to the appointment last year of an additional reference librarian to the staff.

Bibliographic Services

For some years the Library has produced an in-house index of legal periodicals to give users immediate subject access to the periodicals collection until commercially published indexes are available. They have served a useful but limited purpose, because staff resources have not been sufficient to allow the individual issues to be consolidated. With the establishment by the Law Institute of Victoria of LINK (Lawyers' Information Network), the Library has been able to offer its indexing services online to Monash users without a charge, and to external subscribers to LINK, for a fee. ALLI (Australasian Legal Literature Index) is a subject index of current Australian and New Zealand legal literature, and covers articles, comments, notes and book reviews in legal periodicals received in the Law Library; published papers delivered at Australian legal conferences; bibliographies, and biographies of eminent Australian and New Zealand personalities. Also included are indexes of notes on cases and legislation. These last are also provided to INFO ONE (formerly CLIRS) for inclusion in the MONASHFINDER database.

Although the development of ALLI has involved the Library in no direct costs, it has required a heavy investment of time by Rosemary Bunnage, who has been responsible for its establishment, and by Mary-Ann Keily, who is doing the current indexing. Not the least of their problems has been the lack of a suitable thesaurus of Australian legal terms. Valuable technical and programming advice has been provided throughout this project by Tim Pinos of the Law Faculty, and the staff of the Computer Centre.

ALLI is designed to achieve the following objectives: i) to provide an up-to-date, consolidated index of Australian and New Zealand legal literature; ii) as a user-friendly system, to take pressure off the Library's reference staff; iii) to give some reference service to after-hours users of the Library when reference librarians are not in attendance; and iv) to generate income for the Library.

Although ALLI has not been widely advertised, many inquiries have been received about it, and Rosemary Bunnage has been invited to participate in a seminar in the United States in 1989, which will consider ways in which services such as ALLI can be made accessible to the world legal community.

Use statistics so far are small, but encouraging:

TABLE 2. ALLI: CONNECT MINUTES

	Monash users	External users
October	138	145
November	631	276
December	1404	365

Thanks to the Faculty of Law agreeing to purchase a limited number of hours of access to CLIRS and LEXIS, reference librarians were able to gain experience with these important online systems and to offer online searching services to Faculty staff and senior students. Some 140 searches were conducted on these databases in the second half of the year.

Bibliographical services to the wider legal community were provided by Lee Poh York and Ted Glasson, who were two of the co-editors of the third edition of *Legal research: materials and methods*, published by the Law Book Company at the end of the year. Lee Poh York compiled the Selected Reading section of *Freedom of information review*, and the index of the 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. Ted Glasson compiled the *Library Update* published in the *Company and securities law journal*, and indexing current articles on company law.

Reserve Loans

Statistics for the various categories of loans show no marked variations from 1987 figures except in the case of reserve loans, which jumped from 29,668 to 46,010. This 50% increase in transactions stretched staff resources to the limit, and emphasises the urgent need for computerising the records connected with this operation.

Books and Periodical Budget

The budget was not sufficient to halt the decline in the annual intake of volumes, which has dropped from 4,362 volumes in 1982 to 2576 in 1988. The Victoria Law Foundation continued its generous support of the Library with a grant of \$27,500.

E.J. Glasson, *Law Librarian*

BIOMEDICAL LIBRARY

Introduction

The year under review has been a difficult one, principally due to staff changes within the University Library and in the Biomedical Library.

Following the retirement of the Deputy Librarian at the end of 1987, the Biomedical Librarian spent the first three months of the year as acting Reader Services Librarian in the Main Library.

The cancellation of journals, which had been undertaken in 1987, took effect in 1988, with telling consequences. However, the budget for monographs was more generous than in previous years, and has allowed the Biomedical Library to purchase titles to fill gaps in its collection which had resulted from the restricted monograph budget in preceding years. This, however, is a very time consuming exercise, and has absorbed a great deal of staff time.

The results of the library survey, undertaken late in 1987, have now been tabulated, although the final report is not completed. The survey indicated that staff and postgraduate students are not satisfied with the standard of reference service offered outside "core" library hours, and this will need to be addressed in the near future.

Staff

After a period of relative staff stability, there were several changes in 1988, due to resignations and retirements. The review and evaluation of positions for reclassification undertaken by Personnel Services was not completed by the end of 1988, and three staff members resigned to take up positions that offered either higher salaries or more advantageous working conditions. All staff members have now completed their position descriptions, which in the future will be used as a basis for the redesign of some positions, to use staff more effectively.

Two long serving staff members retired during the year, Mr. M. Billings in April, and Mrs. D. O'Neill in December. In addition, two staff members took periods of long service leave, which resulted in extra responsibilities for remaining staff. This will continue to create problems, until some form of relief staffing can be assured, especially when leave is taken in the academic year.

Although the Deputy Biomedical Librarian was acting Biomedical Librarian whilst the latter was seconded to the Main Library, the library was effectively one position down during this period, the busiest in the year. The staff situation especially in the last few months of the year, has been particularly tight, as it has not been possible to replace staff immediately.

Services

During 1988 students were again permitted to bring bags into the Biomedical Library. It does not appear that losses are heavy, but some students are abusing the privilege by carrying in food and drink cans in bags and consuming them in the library,

leaving litter and food scraps on desks. It has been possible to build 55 bag spaces in the outside foyer, and if students continue to bring in foodstuffs and consume them in the library, a ban on bags may have to be reintroduced.

During the year a telefacsimile machine was installed in the library, which has enabled urgent photocopy requests to be sent, and filled, particularly between the Biomedical Library and the Alfred Hospital sub-branch. Its use is increasing, as academic staff realise the immediacy of receiving information.

Late in 1988 following staff requests the Biomedical Library joined SESTICON, the South Eastern Scientific and Technical Consortium.

University/Hospital Affiliation

Plans for Stage II of the Monash Medical Centre at Clayton, incorporating Prince Henry's Hospital, are now well advanced, and excavation for the building has commenced. A new library with superior facilities has been planned. However it will probably be 1993 before the library is commissioned. In May Mr. A. Rooke was named Group Co-ordinator for the libraries of the Monash Medical Centre at Clayton, Prince Henry's and Moorabbin Campuses, and plans for the integration of some resources and staff have been put in place.

The library at Clayton is particularly busy and the pooling of staff between Prince Henry's and Clayton has enabled staff to be used to provide back up service as required.

During 1988 the Biomedical Librarian continued to meet with the librarian of the Box Hill Hospital, but it is obvious the library will need to be considerably upgraded if it is to provide an adequate service to University staff, postgraduate and undergraduate students. This will become a major teaching hospital in 1989, with a Chair in Medicine and departments in Community Medicine, Surgery, and Social and Preventive Medicine. The present monograph stock in the library is not sufficient to support a professional unit, and strategies to upgrade the collection must be put in place. There was no progress in 1988 towards library affiliation with Alfred Hospital.

Budget

The budget allocated to the Biomedical Library in 1988 was AUS \$819,300, which included a sum of \$165,700, brought forward from 1987. Of this, the sum \$503,000 was set aside as the estimated cost of periodical subscriptions. This figure has become increasingly difficult to determine as currency fluctuations have been so unpredictable. The sum carried forward from 1987 was largely the result of smaller expenditure on periodicals than anticipated. The sum of \$316,300 was available for monograph purchases.

Monographs

During 1988 the reference librarians have worked with departmental representatives on book selection. Known gaps in the collection have been addressed, and a concerted effort has been made to purchase titles in a wide range of disciplines. However because library representatives have become more cautious in purchasing monographs, the Biomedical Library will carry forward into 1989 considerable free balance. It may be one or two years before the collection is adequately assessed, and known weak areas built up.

Periodicals

The cancellations which were initiated in 1987 became effective from the beginning of 1988, and the consequences of the exercise were felt very severely by all departments. It became necessary to reinstate some titles, when it was found that they were essential to the work of some groups, outside the primary department initiating the journal's initial purchase. Some current subscriptions were transferred to other Branch libraries, and where possible the back set was also transferred.

In consultation with the Group Library Co-ordinator of the Monash Medical Centre several titles taken within the Group are now displayed at the Biomedical Library and its subbranch at Alfred Hospital, which has eliminated the need to purchase the journal. However it is evident that academic staff members in science based departments are greatly concerned that the periodical collection is being so radically curtailed and that funds are not available to purchase on a continuing basis, scholarly new journals being published.

Loans

The overall number of loans remained comparatively static. However there were some unexpected differences in figures compared to 1987. The number of weekly student loans fell in the Biomedical Library by 2,000 loans, however internal/reserve loans rose by over 3,000. Loans to outside libraries also declined.

At the sub-branch at Alfred Hospital staff loans fell, partly due to the installation of a photocopier in the library by the Faculty of Medicine. This has reduced the need for both staff and students to borrow material to make photocopies away from the library. On the other hand requests for interlibrary loans borrowings at Alfred rose by approximately 100%. This reflects the cancellation of journal titles in the library system, and the inability to purchase more titles in areas of research which are being undertaken in the departments located off-campus.

The number of items circulating between the Biomedical Library and its sub-branch also increased considerably. Although these do not count as interlibrary loans, servicing them is very time consuming.

TABLE 1. LOAN STATISTICS

	1987	1988
Student loans	34,593	32,155
Short term loans	20,738	21,456
Staff loans	21,322	19,835
Loans to outside libraries	8,840	8,434
Internal/Reserve loans	15,201	19,304
Total	100,694	101,184

TABLE 2. INTERLIBRARY LOAN BORROWINGS

	1987	1988
Biomedical Library (Campus)	3,627	3,508
Biomedical Library (Alfred Hospital)	792	1,406
Total	4,419	5,014

In addition 4026 items were lent between the Biomedical Library, its sub-branch at Alfred Hospital, and its collection housed at the Monash Medical Centre at Clayton.

Accommodation

The shelving transferred from the Queen Victoria Medical Centre has now been erected in the third floor stacks, and some bibliographic material, mainly Excerpta Medica sections, has been transferred to provide room in the Bibliographic Section. Space continues to be at a premium on each floor of the Biomedical Library, and within the next five years there will be little empty shelving on either of the periodical floors. The Biomedical Library lacks suitable areas for its Audio visual collection or its microcomputers for computer assisted learning programmes. The installation of terminals for the Online Public Access Catalogue will put considerable strain on the available space in the first floor foyer.

Reference and Computerized Information Services

TABLE 3. REFERENCE ENQUIRIES

	PHONE	DESK	TOTAL
Directional	230	1366	1596
Reference	821	4524	5345
Total	1051	5890	6941

In 1988 it became possible to use the terminal at the Reference desk for enquiries on the Australian Bibliographic Network and MEDLINE. Ninety six reference queries were answered at the Reference desk from either of these Networks. The number of reference queries answered has risen by approximately 20% over 1987. This is particularly evident in the increase in the number of phone queries.

The survey undertaken late in 1987 recorded that many staff members and postgraduate students are not satisfied with the reference service available after 5pm., and on the weekends. To man the desk outside the library's core hours could not be undertaken without an increase in the reference librarian establishment.

Computerized Information Services

TABLE 4. ONLINE STATISTICS

	1987	1988
Individual searches requested	291	376

There was strong demand for online searches in 1988, with an increase of 30% over 1987 figures.

A total of 15 databases were accessed, with MEDLINE, BIOSIS AND PSYCHINFO being the principal databases used. In September a second microcomputer was installed, principally for office use as a word processor, and electronic mail use for interlibrary loans. This has freed one computer for subject information searching exclusively. Downloading search results has become more widely used, and will obviously continue to grow.

In December 1988, 240 SDI profiles were processed, mostly from the MEDLINE database. The high usage of this service highlights the skill of the Biomedical Library analysts in preparing search strategies. The MEDLINE database was also accessed on 63 occasions for interlibrary loan verification, or short reference queries.

The Australian Bibliographic Network was used for interlibrary loan locations and reference enquiries on 900 occasions. Increasingly ILANET and MEDLINE are being utilised both to send Biomedical Library interlibrary loan requests, and to receive requests from other libraries.

In addition during 1988 a microcomputer for information work was installed at the Alfred Hospital sub-branch. 112 short reference queries were answered on-line. Major searches were referred to the Biomedical Library. The microcomputer is also used for ILANET and ABN.

Computer Assisted Instruction

The two microcomputers in the Biomedical Library continue to be heavily used. It is anticipated that programmes other than anatomy will be mounted in 1989.

In 1988 the Department of Pathology and Immunology donated a microcomputer to the sub-branch of the Biomedical Library, at Alfred Hospital and the cost of the colour monitor was met from funds donated by the Monash Medical Mothers Auxiliary. The anatomy programmes have been mounted on the computer, specifically at the request of 4th and 5th year undergraduate students.

Late in 1988 CD ROM Associates lent the Biomedical Library the Cambridge Abstract version of MEDLINE on CD ROM. This is being assessed by the reference staff prior to possible purchase.

Reader Education

Again the Department of Anatomy made provision in the first week of the first term for a group tutorial on library services to be given to 1st year medical students. Psychology students attended a similar tutorial early in the term. Tutorials for Science students were arranged in Orientation week, and attendance was more rewarding than in previous years. Tutorials for 2nd and 3rd year students in the use of bibliographic tools were again given. Some 56 tutorials were undertaken and were well attended. Tutorials on the MEDLINE data base for 5th year medical students were again conducted by the Biomedical Library reference staff at the Biomedical Library. Improved equipment using a liquid display unit has greatly enhanced the mounting of this tutorial, which is designed to introduce clinical students to MEDLINE searching.

Professional Activities

Biomedical Library Staff served on the following committees:

External Committees

Mrs. Fay Baker: Monash Medical Centre (Prince Henry's) Executive Library Committee; Monash Medical Centre (Prince Henry's) Medical Library Committee; Monash Medical Centre (Clayton) Library Committee; Monash Medical Centre (Stage II) Library Planning Committee.

Library-wide Committees

Mrs. B. Jacoby: Library Automation Committee (OPAC sub-committee)
Hay classification Scheme (Communicator for Biomedical and Main Library Staff)

Mrs. W. Baldwin: Library Use Survey Committee

Ms C. Jordan: Facsimile Machine Committee
Library Automation Committee (Cataloguing sub-committee)
Online information retrieval services committee

Mrs M. Eadic: Library Automation Committee (Circulation sub-committee)

Mrs. J.Minshall: Library Automation Committee (Periodicals sub-committee)

External Professional Committees

Mrs. B. Jacoby: Universities and College Libraries Section

Several staff members attended conferences and courses during the year. These included sessions mounted by outside organisations, as well as by the University's Staff Development Officer.

LAA/IFLA Conference August 1988: Mrs. F. Baker
LAA Conference August 1988: Mrs. B. Jacoby

LAA Industrial Forum:	Mrs. F. Baker
	Mrs. B. Jacoby
Online 1988:	Mrs. C. Jordan
Evaluation of MEDLINE on CD ROM:	Mrs. B. Jacoby
	Mrs. C. Jordan
Seminar on Negotiation Skills:	Mrs. B. Jacoby
	Mrs. C. Jordan
Seminar for Professor Jean Whyte:	Mrs. W. Baldwin
	Mrs. P. Alsop
	Mrs. F. Baker
Seminar on Amalgamation of Institutions:	Mrs. B. Jacoby
MLA Continuing education workshop on Collection Development and use:	Mrs. F. Baker
Australian Information Management Association:Basic Management Inst.:	Mrs. F. Baker

Mrs. Jacoby also delivered a paper on fee for service at a meeting of the LAA Medical Librarians Section.

F. Baker, *Biomedical Librarian*

ELECTRONIC DATA PROCESSING SECTION

New System Decision

The most significant event in 1988 from the point of view of the EDP Section was the announcement of the choice of a new automated system for the Library, to commence installation in the first quarter of 1989.

Existing Arrangements

Reliance meanwhile on long-established BURROUGHS and VAX-based computing services for Acquisitions, Budget, Circulation, Inventory, Periodicals listing, Student Reading, and Stocktaking, together with use of the Australian Bibliographic Network for Cataloguing, enabled the Library to go about its business very much as usual. The VAX service, supported by the MONET network, proved quite predictable but the BURROUGHS suffered a number of interruptions, and news that the machine was to be replaced in early 1989 was generally expected.

Personal Computers

The Section's staff was greatly strengthened in mid-year by the secondment to it of a Programming Assistant, principally for micro-computer and peripheral support. Very rapid growth in the area of personal computing had left the section short of personnel with time to meet the demand for hardware, software, and network support services that distribution of these machines has created. Personal computers are being used heavily for Word Processing, and Information Services, as well as for more specialised applications in Financial Planning, statistics, CD-ROM, Equipment Maintenance Register, Computer Aided Instruction, and Reference Systems. A rather more esoteric development has been the provision of a machine and special software with financial assistance from the Vice-Chancellor's office, for use by sight-impaired students. Growth in the area of new computer applications, typified by the "PC explosion" emphasizes the observation that the new library system as such cannot be expected to embrace all areas of computer activity in the future. There needs to be financial provision, therefore, for parallel developments in Office Automation, Desktop Publishing, and other activities not covered by the specification for the new library system.

Innovations

An interesting development during the year was the opening up to use by other institutions, via on-line links, of the computerised catalogues at the Universities of Adelaide and Melbourne. These may well be the first of many more such facilities, including Monash in due course.

The discussions with the Gippsland Institute of Advanced Education, and with Chisholm Institute on the general theme of amalgamation, consideration was given to joint enterprises in the field of library automation. Later in the year, a submission for funding based on joint use of the new Monash Library system in 1989 and beyond, was prepared.

Visit to USA

The section's manager was one of the group of four University staff to visit the United States in May, in quest of first-hand information about computer systems operating in libraries, which could provide guidance as to what to expect in the Monash situation. The visit provided the opportunity to examine systems in the USA similar to those on offer to Monash, but often developed to a greater degree than information from our local suppliers had indicated. Far from making the decision easier to reach, however, much follow-up work and redefinition of suppliers' offerings was involved before the recommendation was finally made to acquire UNISYS PALS. Most of this work was carried out by the Library's Project Manager, Neil Renison, with the Deputy Director of the Computer Centre, Peter Annal, supported by Stephen Dart, also of the Computer Centre. The Library owes a debt of gratitude to these people for their persistence and skill in reducing an often complex and contrary problem to manageable proportions, resulting in what time will hopefully prove to have been a satisfactory conclusion.

Statistical Supplement

Size

Manager and 4 full-time staff; Payroll for section \$150,047; Value of budgets monitored \$373,400 (\$17,900 maintenance, \$37,500 computer supplies, \$168,000 tied computing funds, \$150,000 terminals and micro-computers); five major computer applications (MIPS/SESAME, CIRCULATION, INVENTORY, MICROCOMPUTING, STUDENT READING) and a number of smaller ones, comprising hundreds of separate programs and packaged products utilising 3 major classes of computing equipment (BURROUGHS 7800, DEC VAX, IBM-compatible microcomputers) and two principal communications vehicles (MONET & AUSTPAC).

Throughput

Facilities provided and serviced by the section sustain a variety of computer-based operations in Acquisitions, Budget, Cataloguing, Circulation, Inventory, Microcomputing, Stocktaking, Student Reading, and Information Services. During the year, for example, SESAME recorded 89,648 valid on-line queries and BOOKLIST 240,719 queries (valid as well as abortive). The respective data bases grew to 198,962 and 91,024 records respectively. In the case of SESAME this is well in excess of the optimum limits for which the system was planned. This to some extent is a function of time taken (since concluding that a new system was needed) in specifying, planning, and providing for replacement.

The Library's base file of short-title machine readable records (INVENTORY) has now reached well over a million items, and can also be said to have gone far past the scope originally envisaged for the file, to the extent that current computer storage capacity for its efficient manipulation is under considerable pressure.

The Circulation system generated 84,000 letters and notices to library patrons concerning late return of books, and generated \$163,471 in late fees paid. It handled 541,734 loans during the year, of which the percentage returned late was 17.9%.

Section staff handled 87 fault reports on terminals, micro-computers and peripherals involving follow-up work and documentation. Many other calls were of a nature that required only advice or comment; could be dealt with over the telephone; or were incidentally covered during periodic visits to branches and departments. Of the 87 service calls documented, 57 were resolved under warranties; maintenance agreements; or by Edp staff where no direct charge was incurred per call. The other 30 were directly chargeable and incurred expenditure of \$11,410 spread across several agencies.

10 new micro-computers were installed, as well as 12 new scanners and printers. 86 MONET connections were in use, incurring a maintenance charge of \$2580 for MONET services. Equipment failures and repair times tended to increase over previous years, reflecting an ageing equipment base across the Library, and the urgent need for replacement of some categories. A survey of terminals showed that a satisfactory level of replacement could readily and economically be achieved by acquiring some new terminals (particularly microcomputers) with funds from the new system budget as early as possible in 1989.

26 new software packages were acquired for microcomputers bringing up to over 400 the total number of packages and utilities (single and multiple copies) installed throughout the Monash Library system (excluding any private software not on the section's official register). Of the newly acquired packages, 7 were obtained through regular upgrades, and the public domain, at no charge. The other 19 cost the Library \$4571.

Maintenance continued of data files, programs, command procedures, job control sequences, menus, and datacommunications links, together with a modest amount of enhancement of BURROUGHS and VAX based, and networked (e.g. Student Records and Finance), systems. No new major developments in these traditional areas of library computing were either planned or undertaken during the year.

Much time was devoted at a managerial level to participation in the processes of selecting and preparing for the choice of a new computer system for the Library. As approved, the schedule for implementation of the new system announced in November 1988, will significantly boost the Library's computerised undertakings, notably OPAC and Serials Control, in 1989, without any significant reduction in the loading and commitment for BURROUGHS and VAX-based systems until 1990.

Conclusion

To staff of the EDP Section, and all those who have cooperated in the achievement of departmental and library goals using EDP services in 1988, thanks are due. The year was marked by the retirement of Brian Southwell, a stalwart supporter and pioneer of computer developments in libraries, whose influence in shaping Monash library systems from their earliest days deserves our recognition and appreciation. It is appropriate that the arrival of his successor as University Librarian should herald a new era in computing at the Monash Library; and one, moreover, in which we have confidence that his own knowledge and experience will serve us well.

P.R. Snoxall, *Manager, EDP Services*

SYSTEMS LIBRARIAN

In September 1987 the Library Automation Committee recommended that Monash University should proceed to purchase a new computer-based system for the Library by means of a formal and competitive process of public tender. To implement this recommendation a Project Management Committee was established and the position of Systems Librarian was created.

The first step taken was to quickly produce, and distribute to interested vendors, a detailed specification of the University's requirements titled "Request for Proposal for the Supply of Integrated Library Computer System" (RFP). Tenders closed in January 1988. Ten companies responded to the University's invitation to tender, but only six proposals were deemed to be capable of meeting key requirements and warranting detailed consideration. Further examination of the tender documents and system manuals and preliminary discussions with tenderers narrowed the field to a short list of three systems which substantially conformed to key requirements or could soon be expected to do so. These systems were examined in operation as thoroughly as possible by Library staff in order to confirm the accuracy of the supplier's claims about the library software. In May 1988 a team comprising of Mr. Annal and Mr Dart of the Computer Centre, and Mr. Renison and Mr. Snoxall of the Library travelled to North America to inspect user sites comparable with Monash, to obtain answers to a range of technical questions and to judge the competence and strength of the suppliers.

The conclusion reached was that the three short-listed systems might all substantially meet the University's requirements, but as matters then stood, there was serious reservations about each system. Unfortunately further negotiation and investigation was needed before the University could be confident in its choice of system and this resulted in delay to the project timetable. Nevertheless, in November the extra work finally bore fruit in the form of a recommendation that the PALS Library System marketed by Unisys Australia Ltd. be acquired.

The system chosen is already in operation at Queensland and Wollongong Universities and the Brisbane City Council. It was developed in the United States by the Mankato State University System, a large network of about 32 Tertiary libraries and is marketed by Unisys to run on their 1100 and 2200 series computers. The total installation cost is estimated to be \$1.63 million. This estimate includes the computer, software, terminals, furniture, training, communications and all other direct costs. The contract for the computer and software was completed 22nd December.

Thus at the end of the first year of duty the Systems Librarian can report that:

An Integrated Library Computer System has been acquired for the University.

Installation should commence in February 1989.

A provisional schedule for implementation of the system has been agreed with the supplier. Further planning will take place early in the New Year.

Implementation Schedule

Installation of the Unisys 2200/411 computer at Monash will begin mid 1989, but to enable an early start with the project, Unisys will provide a similar machine on loan in February. This will enable the database to be built from existing computer records and provides adequate opportunity for staff to become familiar with operation of the system before the first service, the Online Catalogue, is made available to the public in mid 1989. The other major areas of activity, Cataloguing, Circulation (loans and Reserve Room), Acquisitions, Serials and Management Information will be introduced progressively over the following twelve months. Particular attention will be given to early implementation of sub-systems involved in the provision of information about the cost and distribution of periodical subscriptions.

Goals for the New System

Justification for this investment is primarily that there is no faster and more economical way for the University to move away from existing equipment and software that is ageing and no longer cost-effective to develop and maintain and for it to provide for more effective and more efficient operation and management of the Library in the future.

In particular, the new library system will:

1. Improve public and staff access to information about the University's resources of books and related materials. This will be achieved by the introduction of the public on-line catalogue in mid 1989.
2. Improve utilization of Library resources. The introduction of a new Circulation system at the end of 1989, especially the move to on-line rather than batch processing, will lead to better use of books and other materials. This result is because the system will give more timely information about the availability of materials and provide additional controls to facilitate the sharing of books in heavy demand.
3. Improve the operation and control of monograph and serial acquisitions. The principal gains in this area will be achieved by the automation of serials acquisitions, one of the few major activities in the Library not already automated. This is scheduled to start in 1989 and be completed in 1990.
4. Improve management of the Library budget, commitment and expenditure, and financial control of the library's operations. Improvements will start to be realised by the end of 1989 when monitoring of serials commitment and expenditure should be in place on the new system. By mid-1990 it is expected that the full complement of facilities for financial reporting and analysis will be operational.
5. Improve productivity of library staff and library users. The introduction of the new library computer system will provide Library staff with facilities for their work which are at least comparable to those enjoyed elsewhere in the University and will assist them to do their jobs more

effectively. Teaching staff, researchers and students will similarly benefit from an improvement in access to information about the library and its resources and can expect to be able to save a considerable amount of their time.

Benefits

The University should not expect any net savings in the first two years of the project because implementation of the new system will largely have to be accomplished by existing staff as an additional burden to the maintenance of current services.

Nevertheless, it should be stressed that the new system will benefit not only the Library, but also the whole University community by providing improved access to the collections, better budgetary control, more relevant information for better collection management, and better information for determining budget allocations and for the selection of books and periodicals. It will definitely lead to increased usage of the Library as well as savings in the time of academic staff and students. These savings can be expected to contribute directly to an improvement in the research and teaching environment of Monash University.

Amalgamations

At times during 1988 the University has expressed considerable interest in amalgamation with other Tertiary institutions. In the case of Gippsland Institute of Advanced Education formal agreement on affiliation has been reached. While there are as yet no firm plans for unification of library services, there remains a strong possibility that the new Monash Library System will be required to incorporate other institutions in a year or two. Although this contingency was not specifically addressed in the "Request for Proposal", the University has chosen a system which has a potential to grow in capacity far beyond present expectations and requirements. In fact it is one of the few library systems marketed which can currently meet the needs of large universities or conglomerates of tertiary institutions. Extraordinary growth would require additional expenditure on the system, but would not require its replacement. The system can cope equally as well with the needs of one large unified library or a network of many relatively autonomous institutions.

Conclusion

The University has good reason for optimism in the area of Library Computing. The funds to be provided for the new system represent a substantial boost in an area acknowledged to have been under-resourced in the recent past. While the system chosen is not necessarily the only system which might meet the University's requirements, the choice was made only after long and cautious appraisal of the options available. Monash should be confident that the new system will contribute significantly to scholarship and research in the University and to the efficient management and operation of the Library.

Neil Renison, *Systems Librarian*