

M O N A S H
UNIVERSITY LIBRARY

ANNUAL REPORT

OF THE UNIVERSITY LIBRARIAN

1994

To provide and enhance access to published information in print and non-print formats in support of the University's mission, specifically its research, teaching and education programs, and its regional, national and international responsibilities in library matters.

Mission Statement of the Monash University Library

Monash University Library
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1. INTRODUCTION

1.1 Electronic Library Developments

While the electronic library will not supersede the paper library for a long time to come it is now evident that an inexorable trend towards electronic access has begun. The Monash Library will continue to be a parallel library, dealing with both print and electronic documents, but it is now clear that, within the next few years, the electronic library will begin to consume a major portion of the Library's resources.

The existence of global networks, like the Internet, has made the use of electronic mail for information exchange and file transfer more pervasive, and this has been aided by improvements in the transmission and storage of multimedia documents. Furthermore, advancements in communications technologies have accelerated the trend towards using electronic technology for teaching and research.

In 1994, the University's Desktop Information Technology Strategy (DITS) moved the concept of the digital or electronic library from rhetoric to feasibility. Within the Monash context, the proposed developments at Berwick will provide a testing ground for the replacement of face to face teaching with technological modes of educational delivery.

In the past few years, major commercial publishers, scholarly societies and university presses have increasingly moved towards electronic publishing both on CD-ROMs and on the Internet. These initiatives coupled with the continuing upward cost spiral of print media and the need for scholars to access materials that cannot all be locally acquired and stored have definitely promoted greater interest in the possibilities of the digital or electronic library.

In 1994, the Library in partnership with others both at Monash and elsewhere developed a proactive strategic plan to further the progress of the electronic library. The Library's strategies have been to concentrate on

- developing in collaboration with the Computer Centre the infrastructure that will facilitate access
- negotiating with online providers to make their information services accessible to all academic staff and students for a flat fee, rather than one based on usage. Where it has been cost-effective to do so, these negotiations have been carried out at the institutional level; otherwise, Monash has joined with CAUL (Council of Australian University Librarians) to negotiate discounts on a collective basis

- developing a system that will permit dial-up access by remote students and others to CD-ROMs and other networked electronic information resources located on Monash campuses
- making it possible for academic staff to access commercial document delivery services directly
- initiating pilot projects, such as the document imaging examination project and the electronic reserve library
- exploiting wherever possible the use of electronic technologies over traditional technologies whenever this can be shown to be cost-effective
- engaging the scholarly community in a dialogue on the future of scholarly publishing and encouraging scholars to consider publishing electronically
- providing training and support to academic staff and students to acquire the necessary skills to navigate the network

In spite of the promise of the electronic library, significant impediments exist that will constrain the pace of progress. Although the economics of publishing and delivery in the electronic medium, and competition from new players appear to foreshadow a lowering in costs, it is by no means clear that the cost of electronic access will necessarily be lower than that of print. Other impediments include the problems relating to cultural acceptance, institutional inertia, intellectual property, delivery systems, financial resources, and standards.

The provision to the Australian Vice-Chancellors' Committee of \$5 million by the Commonwealth Government from the National Priority (Reserve) Fund for the period 1994-1996 has been a great help in pushing along the development of the electronic library. The funds will be used to:

- promote system wide access to online databases
- improve the information infrastructure
- promote electronic publishing

Through a General Library Committee submission, Monash also has been granted \$60,000 by the AVCC's Electronic Publishing Working Group to convert an existing print journal to electronic form, add value to it, and make it accessible via AARNet/Internet.

The electronic library was not the only major issue that engaged the Library. Other major issues included the following:

- Quality Assurance
- Library Support for Berwick
- Information Services Building

- AARNet/ Internet training
- Distribution of the Acquisitions Budget
- Human Resources Management

Although the above represented some of the key issues that had to be dealt with on a library wide level, several significant achievements were also made at the departmental level, and these are highlighted in Sections 2 to 4.

1.2 Quality Assurance

In 1992, Monash Library introduced Total Quality Management. The primary concern was to reduce the amount of time required to carry out a series of processes using a methodology known as administrative cycle time reduction. Staff of the Sir John Monash Business Centre were engaged to train library staff in the quality assurance and productivity programme taught at the Motorola University in the USA.

The first project using this methodology was designed to reduce the time taken to acquire urgent student reading materials. Subsequently, the Library decided to embark on the development of a quality assurance management plan for the whole Library. The greater part of 1994 was spent in developing this plan. The final version will be circulated to all user groups for information and comments early in the new year.

In 1994 also, the Library was allocated \$375,000 from Quality funds for expenditure as follows:

- to provide hands-on training of academic staff and students in the use of electronic information resources using fully-equipped facilities in the Information Services Building, the Hargrave Library and the Caulfield campus library.
- to network access to databases by Gippsland on campus and distance education students buy using . In line with the Gippsland Library review recommendations, \$100,000 was allocated for quality initiatives for the Gippsland campus library.
- to ease access from their offices for academic staff to the online catalogue, SESAME2. \$75,000 was allocated to resolve communication problems

1.3 Library Support for Berwick

The University Library took a number of steps to ensure that library services would be available to the Monash students at Berwick when teaching commenced:

- funds were provided to the Casey TAFE for purchasing and processing the books and other materials required to support courses

- pending the establishment of networked connection between Berwick and Clayton, copies of the CD-ROM catalogue were located at Berwick for the use of students
- a modest Electronic Library Reserve system for Berwick was boosted. The Library had to proceed with some caution largely because of the lack of resources. It was estimated that at least \$300,000 would be required to develop a system with 20,000 documents.

1.4 Information Services Building

After various delays to construction, it is expected that the Library will be able to move to the new extension early in the new year. The Steering Committee established to plan the move has had to deal with the problem that there was no allocation for equipping the building, and the Library has been forced to provide additional funding for the purchase of shelving, furniture and other equipment.

1.5 Training

From the beginning of February, both academic and library staff benefited from training programs in the use of networked resources conducted by the new Network Librarian.

The programs were adversely affected by limited access to suitable facilities that permitted hands-on training. Accordingly, the Library's decision to establish fully equipped training facilities, using the quality review funds, in the Information Services Building, the Hargrave Library and the Caulfield campus library, will enhance the quality of training in 1995.

Table 1.5.1 AARNET/Internet Training

	Course Duration	No. of Courses	No. of Participants
University Staff- General	2 half days	7	87
	1 half day	6	52
University Staff- Faculty Specific, Trained by Subject Librarians	2 half days	3	50
	Library Staff	2 half days	9
	1 half day	1	4
TOTALS		26	112

AARNet training in Semester 1 1994 dealt largely with Gopher based tools, while AARNet training in Semester 2 1994 dealt largely with World Wide Web tools. Some library staff attended both types of AARNet training, and 3 academic staff attended both types of sessions. Courses in the use of email were also conducted for staff:

Table 1.5.2 Email Training for Library Staff

	Course Duration	No. of Courses	No. of Participants
Beginner's Email (vax)	1 half day	5	47
Advanced Email (vax)	1 half day	6	63
Pegasus Mail	1 half day	1	10
TOTALS		12	120

In addition to hands-on training, 8 lunchtime talks were held for library staff, and 3 for university staff. Attendance figures were not taken, but an estimated 90 library staff and 80 university staff attended those sessions. A half-hour presentation was also given to the Technical Working Party (approx. 25 in attendance), and samples of the Library's booklets distributed.

1.6 Distribution of the Acquisitions Budget

As a consequence of a resolution by the Faculty of Business and Economics expressing dissatisfaction with the current distribution of the acquisitions budget among the branch libraries, the General Library Committee established a subcommittee to re-examine the current formula with a view to developing a more equitable one. Recommendations for changes to the formula for 1995 were accepted at meeting 3/94 of the General Library Committee held on 14 September 1994. While retaining the principle of giving demand factors (eg. student load, library bias, etc) a 70% weighting, and supply factors (average cost of books and serials) a 30% weighting, the subcommittee made two major changes to the current formula. They relate to the decision to (a) abandon completely the historical budget and to only take into account dynamic factors; and (b) to substitute the average cost of books and periodicals with the total cost of US books and periodicals.

1.7 Human Resources Management

1.7.1 Award Restructuring

Award Restructuring and the consequent reclassification of a large number of general staff positions in the Library had a significant impact on the Library especially in increasing the total salary bill by more than 3%.

The introduction of performance enhancement procedures in the context of general service award restructuring also had a major impact. In May, Library management established a committee to develop detailed guidelines for the conduct of performance enhancement procedures in the Library. The committee met during June and made recommendations that were then converted into a set of guidelines and the Performance Enhancement Form by Ross Harrison, the Library Administration Officer. Training sessions for both supervisors and supervisees were also conducted by staff from Personnel Services Division. Performance enhancement procedures commenced in September.

The process associated with the movement of positions into the new classification structure was completed at the end of 1994. At the implementation of the new agreement in September 1993, 58 library staff occupied disputed classifications. Since then, 63 staff have submitted requests for translation review.

1.7.2 Staff Development

In May, the Library's Staff Development Committee decided to recommend in principle that it delegate to Divisional Librarians the role of approving applications to attend staff development activities (such as conferences, symposia and workshops) and the associated processing of the applications. The main reason for this recommendation was that it would free the Committee to use its time more productively, in particular to plan comprehensive staff training and staff development programmes. The recommendation was adopted by Library management and came into effect from September.

At the metropolitan campuses in 1994, 380 attendances at courses, workshops and conferences were approved, costing \$36,284.70. The amount of staff time involved was 549.5 days at an approximate cost of \$66,370.

1.7.3 Staff Exchanges

Staff Development Committee endorsed a renewed effort to encourage staff to exchange positions in the Library for periods of between 6 and 12 months. Several staff exchanges were organised during the year and more are planned for 1995. Experience once again illustrated that the successful implementation of an exchange of staff would require many hours of negotiation and organisation. However, it was obvious that this effort was worthwhile in view of the benefits derived by the Library and the staff members concerned.

2 COLLECTION MANAGEMENT

2.1 The Library Collections

As shown in Table 2, the Library's collections grew to 2.2 million volumes, an increase of 2.75% over 1993. Monographs accounted for an increase of 3.8%, while bound volume of periodicals accounted for 1.7%. Current periodical subscriptions continued to be cancelled in all the branches with the exception of Gippsland. At the end of 1994, the Library system had 18,135 current subscriptions, of which 63% were paid for (Table 3).

Table 2.1.1 Library Collections 1994

	Monographs	Periodicals	Microforms	Other Items	TOTAL
H&SS	777,173	141,188	181,914	2,732	1,103,007
Special Collections	25,973				25,973
Biomed	61,765	83,089	1,351	1,314	147,519
- Alfred	8,802	10,763	62	463	20,090
- MMC	3,843	4,286	0	120	8,249
Hargrave	99,593	96,326	4,133	556	200,608
Law	47,981	80,485	2,030	54	130,550
Caul/Pen	313,734	69,474	867	19,744	403,819
Gippsland	106,149	28,045	3,196	46,428	183,818
TOTAL	1,445,013	513,656	193,553	71,411	2,223,633

Table 2.1.2 . No. of Current Serial Titles 1994

	Purchase	Donation	Exchange	Total
H&SS	3,741	3,768	358	7,867
Biomed	906	297	51	1,254
- Alfred	294	29	0	323
- MMC	76	28	0	104
Hargrave	1,551	359	85	1,995
Law	1,647	388	24	2,059
Caul/Pen	2,060	997	0	3,057
Gippsland	1,196	280	0	1,476
TOTAL	11,471	6,146	518	18,135

2.2 Gifts and Grants

Efforts were made to ensure that collection development of the Asian collections kept pace with the teaching and research requirements of the University. The Library was fortunate to receive a further \$140,000 from DEET for the National Korean Studies Research Library. The Korean National Central Library has been extremely generous with donations of books as well as a CD-ROM of their collection. The Japanese collection benefited from a donation from the Japan Foundation. A generous gift from Taiwan well-wishers boosted the Chinese

collection. Participation in the National Library of Australia Indonesian Acquisitions Project ensured consistent collection development of the Indonesian collection.

2.3 Significant Acquisitions

The Library was fortunate in acquiring a collection of books on forensic medicine, formerly the property of Professor Mant of Guy's Hospital. At the same time, it received, on permanent loan, the rare books from the Australian Medical Association Library. Other rare acquisitions included the first edition of Raffles' *History of Java* (2 vols, 1817); the first editions of Pope's *Rape of the Lock* (1712), and the *Epistle to Doctor Arbuthnot* (1725); and a collection of first and early editions of Dryden's plays, in two volumes in a contemporary binding.

3 TECHNICAL SERVICES

Improvement has been achieved in the objective to acquire in a timely manner and at the best possible cost, consistent with service, the information resources required to support the teaching and research of the University. Terms of supply have been renegotiated with major suppliers and will deliver approximately an extra \$24,000 to the value of the monograph vote. The speed of supply by major overseas suppliers has also been monitored. The average time between order and delivery has been reduced from 81 days in 1993 to 63 days in 1994.

Advances have been made in providing access to the resources acquired through a timely, accurate and comprehensive database in the form of the online public access catalogue.

The strategy of using nationally and internationally networked resources to source catalogue records was developed through participation in a trial of OCLC Worldcat. This has proved particularly useful as a source of copy cataloguing for Indonesian, German, Spanish, Italian and some Korean and Chinese materials.

Like other major academic libraries which have progressed from card catalogues to online public access catalogues, Monash University Library has problems with the retrospective quality and comprehensiveness of its catalogue data. A quality database is critical for library users and staff. Priorities have been reassessed for the retrospective conversion of catalogue records and particular emphasis placed on the serial records. Both the local and national importance of accurate data for Monash serial holdings was recognised in 1993 by a DEET National Priority Reserve Fund grant, matched by the Library, to upgrade records for 1800 high use Hargrave serial titles and holdings on microfiche for 1300 Indonesian serials. These funds have been applied in 1994. A comparison of in-house and contracted-out costs for the project showed that in-house costs were significantly cheaper.

The scope and comprehensiveness of the Library's catalogue has been broadened as a result of several projects. A project was undertaken at Caulfield to provide catalogue entries for the 400 individual serial titles on *Business Periodicals on Disc*, thus improving access to this valuable full text CD-ROM database. At Clayton, processing of the Lindsay Shaw Children's Literature Collection has proceeded. This research collection of children's literature, housed in the Rare Books Department, has been donated over the past 11 years by Mr Lindsay Shaw, who was a member of the Faculty of Education. Also proceeding is the cataloguing of pre-

1801 materials, a joint project with the Australia Book Heritage Project. This is being undertaken by CAVAL which has completed 2878 of 4700 titles. Progress has also been made

with the incorporation of the music collections into the Library catalogue. For this purpose the Library matched its share of DEET funding to improve national access to music materials. This funding has allowed records for one third of the music collection to be added to the catalogue but a serious lacuna remains.

The accuracy of the Library database was enhanced by a mid-year reload of data, coinciding with the implementation of release 7 of the PALS Library system. The database reload included a complete bibliographic refresher for ABN (Australian Bibliographic Network) records, giving users of the online catalogue the benefit of record upgrading activity by Monash and other institutions which catalogue on ABN.

As a major ABN user, Monash participated successfully in a National Library of Australia trial of records enhanced with table of contents data supplied by Blackwell's the booksellers. Such records have the potential to enhance subject access for library users.

Standards are the key to a quality library database. Technical Services staff continued to serve on the Cataloguing Standards Subcommittee of the Victorian ABN User Group. Monash was responsible for pushing a number of standards issues to national level. These included the need to preserve records which have been upgraded by participants such as Monash. Some such records were previously being replaced on the national bibliographic database by incoming lower quality records as a result of existing orders of record preference.

Benefits have been achieved from improved information technology in technical services operations. These include Release 7 of the PALS library system which delivers a number of enhancements such as currency conversion, indexing by invoice number and improved facilities for importing bibliographic data. In other critical areas, such as fund control and acquisitions, further enhancements are required. Other benefits will flow from the University DITS strategy. This is assisting the development of a cataloguer's workstation, particularly with a re-equipped technical services in the new Information Services Building.

Distinction was achieved by a number of Technical Services staff in 1994. Lisa Smith was the Australian nominee to attend the 1994 Snowbird Leadership Institute in Utah. The purpose of this international institute is to identify, train and network potential library leaders.

Mr Naun Chew received the Monash University Department of Librarianship Archives & Records Blackwell's fieldwork award and also the Metcalfe Medallion for his published article on S.R. Ranganathan's contribution to librarianship. Apart from such individual distinctions it is to the credit of all Technical Services staff that output has increased significantly in 1994 by 8% over 1993, from 34,625 to 37,401 titles catalogued.

4 INFORMATION SERVICES

4.1 General

The provision of information services across all branches and campuses was generally coordinated by the Associate Library (Information Services), and major policy decisions were discussed by the Information Resources and Services Committee (IRSC) before being approved by Library management. The IRSC was very well served by its four subcommittees on Interlibrary Loans, User Education/Reference, Online/Ondisk, and Lending Services.

In 1994 the Library made available to its primary clientele free and unlimited access to *NEXIS*, a full-text online information database service. In addition, the *CARL Uncover* document delivery service continued to be extended to academic staff and researchers. Apart from access to the databases on the Library's CD-ROM network, primary clientele were able to take advantage of the trial of the CAUL (Council of Australian University Librarians) *Current Contents*, *OCLC Firstsearch* and the Research Libraries Group's *Citadel* online services.

The issue of priority of user services emerged as one of the major concerns of IRSC and guidelines were provided to ensure that primary clientele interests were not jeopardised in the face of competing resources and demands. During the year IRSC dealt with issues such as CD-ROM databases to be mounted on the network, copyright, electronic reference service, services to remote users, Open Learning library services, opening hours, card operated access to and use of library facilities, strategies for managing the proliferation of information services, procedures for the acquiring and processing of digital format items and electronic documents, policy on use of laptops and mobile phones in the Library, penalty points, and signs and user guides.

4.2 Lending and Reference Services

Loans increased by 9.75% overall, but most of the increases were experienced in the Caulfield/Peninsula branch, reflecting the increasing number of international students served by the branch on the two campuses. The libraries on the Clayton and Gippsland campuses experienced a drop in overall loans, but large increases in photocopying activity, perhaps reflecting the penchant of students to "own" the required reading materials.

Table 4.2.1 Loans (Including Renewals) 1994

	H&SS	B	A	H	L	CA	FR	G	TOTAL
Reserve Loans	75406	38863	1442	9146	51346	89583	31156	14680	311640
Non-Reserve Loans	384406	85520	20121	155992	34060	214316	111995	85588	1091998
TOTAL LOANS	459812	124383	21563	165156	85406	303899	143151	100268	1403638
Renewals	49708	5173	463	10122	2893	26988	13296	10404	119047
All Loans & Renewals	509520	129556	22026	175278	88299	330887	156447	110672	1522685

LEGEND:

A = Alfred
B = Biomedical

CA = Caulfield
DC = D Cochrane

FR = Frankston
G = Gippsland

H = Hargrave
H&SS = Main

L = Law
MU = Music

RB = Rare Books

Inter-campus loans, which are restricted to postgraduates and academic staff, continued to prove very popular, with some 25,057 items being transacted successfully between the various campuses. It is interesting to note that the Humanities and Social Sciences (Main) Library and the Hargrave Library borrowed more items than they lent.

Table 4.2.2 Inter-campus Loans 1994

	Items Lent	Items Borrowed
H&SS	3,139	4,793
Biomed & Alfred	931	301
Hargrave	877	1,043
Law	112	149
Caul/Pen	5,347	4,139
Gippsland	1,750	2,476
TOTAL	12,156	12,901

In 1994, Monash Library again became a net lender, lending 1,872 more items than it borrowed from other libraries. This represented a 9.9% increase over 1993, when the items lent totalled 17,889. The total number of items borrowed also increased, but by 2.7%, growing from 17,329 in 1993 to 17,803 in 1994.

Table 4.2.3 Interlibrary Loans 1994

	Items Lent	Items Borrowed
H&SS	5285	4410
Biomed & Alfred	6790	5198
Hargrave	2874	1838
Law	896	423
Caul/Pen	3115	4644
Gippsland	715	1290
TOTAL	19675	17803

The total number of reference enquiries handled by all branches increased considerably from 142,082 in 1993 to 210,173 in 1994, an increase of 48%. The reason for this can be explained in terms of the increasing complexity and range of reference sources that users have to contend with. The increasing availability of electronic resources far from weaning users away from the Reference staff seemed to increase their reliance on these staff for training and assistance.

Table 4.2.4 Reference Statistics 1994

ROSTERED DUTY	H&SS	RB	DC	MU	B	A	H	L	CA	FR	G	TOTAL
Reference-Short	37736	2055	2966	2874	8632	1071	8778	3869	25129	16556	14301	12396
Reference-Long	-	86	188	1194	309	208	332	430	1151	3331	671	790
Reference-Directional	25502	586	10521	4358	5455	2314	7294	2347	12652	5630	1647	7830
TOTAL	63238	2727	13675	8426	14396	3593	16404	6646	38932	25517	16619	21017
OFF DESKS												
Reference-Short	1194	-	-	-	1865	869	681	3659	1099	741	-	1010
Reference-Long	1120	-	-	-	125	38	174	393	297	146	-	117
Reference-Directional	247	-	-	-	551	480	332	482	435	438	-	296
TOTAL	2561	-	-	-	2541	1387	1187	4534	1831	1325	-	1536
GRAND TOTAL	65799	2727	13675	8426	16937	4980	17591	11180	40763	26842	16819	22573

LEGEND:

A = Alfred CA = Caulfield FR = Frankston H = Hargrave L = Law RB = Rare Books
 B = Biomedical DC = D Cochrane G = Gippsland H&SS = Main MU = Music

4.4. Document Delivery Pilot Project

After extensive deliberation over the Report of the Document Delivery Group (November 1993) Library Management Committee approved the Group's proposal for a document delivery pilot project (February 1994) and targeted for investigation the organisational model for document delivery. Judith Greenaway was appointed as the Project Manager to work under the direction of the Associate Librarian (Information Services). The Final Report of the Document Delivery Pilot Project was submitted in late November 1994. It is anticipated that the enhanced system of document delivery, utilising the advances in technology, will provide a more cost effective information delivery service to the primary clientele of the University.

4.5. Asian Studies Research Library (ASRL)

The Associate Librarian (Information Services) devoted considerable efforts planning for the establishment of the ASRL. Meetings were scheduled with the academic and library staff with responsibility for Asian Studies to ascertain service requirements and the location of the various collections. It is a credit to the Senior Asian Studies Librarian and the Asian Studies resource librarians that all the preparatory work was accomplished on target by the end of the year.

4.6. National Chinese Japanese and Korean (CJK) Project

As Chairperson of the National CJK Project Technical Committee, the Associate Librarian (Information Services) had a busy year monitoring developments, liaising with the Project Manager and providing information about the CJK Project. The implementation of the project in early 1995 will have significant impact on the consortium members' servicing and processing of CJK materials.

4.7. MONINFO

It is pleasing to report that 1994 has been the busiest and the most successful year for MONINFO. Surplus income totalling \$14,000 was distributed to the branch libraries.

5. BRANCH/CAMPUS LIBRARY REPORTS

5.1. Humanities and Social Sciences Branch Library

1994 was an extremely busy year with a large number of ongoing projects. Highlights were achievements in the collection development area, increased computer availability with upgrading to DITS standard, planning for the integration of services in the new Information Services Building, space planning and the completion of the Branch Business Plan as part of the Library's quality plan.

H&SS has in the past five years suffered a decline in percentage allocation of the overall University Library's book and serial budget in spite of consistent growth in demand and services. In 1995 this decline will be halted as General Library Committee has made changes to its distribution formula. Though this will mean additional funds to H&SS next year, we will have to monitor expenditure carefully as we are unable to satisfy a large percentage of requests to purchase.

In the past we have asked academics to allocate priorities to requests for purchases. Despite this policy of restraint at the end of 1993 we had a large backlog of priority one requests, which represented six months' delay before orders were even placed, and insufficient funds to deal with the backlog plus ongoing ordering within the calendar year. A major collection development project involving Subject Librarians was mounted. Subject Librarians commenced drafting collection development policies in conjunction with individual departments. They also took on responsibility for the monitoring of the H&SS Book and Serial Budget with clear objectives to reassess and clear the backlog; set quarterly commitment targets; focus selection on identified course needs; assist academics to review serials; and ensure a regular flow of orders to Technical Services to assist with their workflow planning and so improve turnaround time in obtaining material. A great deal of time and effort went into the exercise and progress reports have been excellent. The backlog is now under control and procedures are in place to take active advantage of the additional funds available in 1995.

The Library was well poised to take advantage of the university-wide DITS initiative. H&SS benefited from the additional PC's purchased and upgrading of existing machines to DITS standard. A strong training base enabled us to streamline communication within the Branch as well as seize opportunities offered by access to new electronic databases and integrate them into our services. For example, FirstSearch was particularly useful in our attempts to reduce the Music cataloguing backlog and the provision of passwords to NEXIS proved extremely popular. To introduce NEXIS to users, we ran an extensive publicity campaign and a series of introductory classes that were well received. As Arts staff and students were poorly serviced with regard to computer access, we were able to provide two public access workstations for users in the H&SS Library. A public access workstation was also installed in the Donald Cochrane Library.

5.1.1 The CD-ROM Network

The CD-ROM network is a boon to users, providing multiple access points and allowing them to do searches as they wish. We have added substantially to our CD-ROMs but most of these are only available on the standalone machines. Though this works reasonably well, networking of more items is desirable.

There was obvious flow on from the high use of CD-ROM in the increase in interlibrary loans and photocopying activity. Photocopying in particular has increased substantially in 1994. At the end of November, the increase over the 1993 figures was 926,485. This has also meant an overall increase in the pick-up and re-shelving of inhouse material. During the year two sample re-shelving counts were made in order to assist us in establishing a qualitative measurement of reasonable return to shelf time. Demand for services remained steady throughout the year. Subject Librarians reported an increase of specialist reference queries and the need for more complex user education programmes due to the wider availability of electronic services. H&SS also subscribed to its first electronic journal, *Analytica Moscow Weekly Review*, jointly funded with the Centre for European Studies for a 12 month trial period. A new service that became available late in the year was the image database of examination papers, and this also gave H&SS the opportunity to trial a cashless register.

5.1.2. H&SS Business Plan

As part of the Library's quality plan, H&SS staff developed an H&SS Business Plan for 1995. Set within a framework of service standards, the plan is a working document of what each section aims to achieve in 1995. It is hoped that the current economic climate does not interfere with these plans.

A large proportion of the H&SS Business Plan is focussed on the integration of services that will be offered for the new Information Services Building. The completion of the building provides us with a wonderful opportunity to integrate and consolidate some of its services as well as deal with some space problems. Some specific benefits are that all major service points will now be located on the Ground Floor, including services to disabled users. The new integrated Music/AV Section and Asian Research Studies Library will enable us to provide more focussed services with better facilities and accommodation.

5.1.3 Music Collection

During the year, progress was made on preparing the Music Collection for integration. Previously only a small proportion of the collection was catalogued on PALS. Additional funds in 1994 meant that one-third (6,000 items) of the score collection was retrospectively converted to PALS. Most of the pre-cataloguing of the backlog was completed and all 18,000 items in the collection were barcoded and security tagged.

5.1.4 Security

Security continued to be a concern during 1994 with numerous reported incidents of undesirables and theft in the Library. The 3M Security System at the Library exit door finally expired after 18 years service. As the Library was directing its equipment and furniture funds to the new ISB, H&SS was fortunate in being able to make a special deal with 3M. By arranging to purchase two quick discharge systems, one for H&SS and one for Caulfield, and undertaking to purchase barcodes from 3M in 1995, we were able to negotiate a gratis bonus of two new security systems valued at \$26,000. The second security system will be installed in the H&SS Reserve area, which generates most of the disciplinary reports for the unauthorised removal of library material.

5.1.5 Space

Space problems remained our major concern during 1994. Plans were submitted for the refurbishment of all areas vacated by the move of units to the new ISB. No progress was possible on the centralised storage plan as the Library was not informed of the final plans for the Throughway to be built under the Library, until late in the year.

Four years ago the Library was asked to temporarily store the University's archival material on the fifth floor. A positive development this year was that the University Archivist moved this material to another storage area within the University, thus releasing valuable floor space on the fifth floor.

5.2. Biomedical Library

5.2.1. General

1994 was a busy year for the Biomedical Library. Staff spent as much time as was feasible on training and learning about new developments in information technology for the introduction of new services and to improve the quality of existing ones.

5.2.2. Services

Statistics of user services were slightly up on the corresponding period for the previous year. A small increase in directional queries and a slight decline in the number of reference questions could be attributed to the increased number of patrons entering the library. A decline in the number of reference questions is assumed to be credited to the effectiveness of user education programmes and the availability to patrons of printed and other forms of instructional material.

In the latter part of the year, the majority of user education sessions involved instruction in the use of online databases such as CARL UNCOVER, Current Contents and Internet information resources. Table 5.2.2.1 shows increases in the photocopying and door count statistics.

Table 5.2.2.1 General User Services

	1994	1993
Photocopying	1,630,972	1,339,480
Door count	303,168	276,665

5.2.3. Staffing

Barbara Jacoby, Biomedical Librarian was seconded to the Bendigo Campus of La Trobe University from the first week of August to December 31st. Marta Chiba, Hargrave Librarian became Acting Biomedical Librarian for that period. There were a number of new appointments to vacancies. Two subject librarians, Vivienne Bernath and Pauline Middleton reduced their employment fraction from full-time to 0.8 for a six months trial period and a part-time (0.5) reference librarian was appointed for the same period. The arrangement commenced on Monday December 5, 1994.

5.3. Hargrave Library

5.3.1. General

Within the strategy of the Monash University Library, the Hargrave Library applied an increasing amount of information technology to contain salary expenditure and to provide quality user services.

5.3.2. New Initiatives in 1994

New initiatives in the services area focused on improving the user education programmes by revising the content and improving the delivery of instructional materials. Three of the subject guides produced by the Hargrave Library were converted to hypertext computer assisted instruction. Similarly, guides to CD-ROM services were also revised and converted to hypertext. *Navigating the Hargrave Library*, a prototype hypertext computer assisted instruction programme, was produced by Krystyna Thomas in collaboration with and guidance from Dr Roger Hadgraft of Civil Engineering. The project was funded by a special grant from the University Librarian. During the year, guides to ASTI, COMPENDEX, and INSPEC CD-ROM services were revised and produced for the first time in two formats: *QuickStart* and *Worksheet*. Electronic screen show, based on Harvard Graphics was introduced to improve the presentation of library tutorials. The hands-on computer classes combined with printed instruction were well received by students. Formal evaluation of user education programmes indicated that students were satisfied with both the level and content of teaching.

5.3.3. Services

Demand for mediated online searches has declined with the availability of CD-ROM products, with one notable exception: CAS Online. The Library conducted 50 mediated CAS Online searches in 1994.

The introduction of electronic reference service did not result in a demand for the service from academic staff.

The new initiatives in user education achieved the identified objective for the year, viz. a reduction in the number of reference enquiries dealt with by the Hargrave Library. In 1994 there was an 18% reduction in the number of reference enquiries attended to.

5.3.4. Collection Development

The Australian dollar remained high especially in relation to the US dollar which helped to avoid the need for a further significant reduction in the number of subscriptions to serials. The Hargrave strategy to contain expenditure on journal subscriptions has led to a growing emphasis on the provision of access to journal articles and the corresponding reduction in the number of paid subscriptions. In 1994 the Hargrave Library cancelled 33 journal subscriptions, whilst only 16 new journals were subscribed to. During the year 28 journal titles were closed off in the catalogue, the result of previous years' cancellations. 75% of the diskettes which accompanied books were made available for circulation with permission from the publishers. The Hargrave Library sent a second letter to the publishers requesting permission to make available on loan the remainder of the diskettes.

5.3.5. Staffing

In 1994, after years of stable staffing, five staff appointments were made in the Hargrave Library to existing vacancies. Michael Bertie resigned from his position as Deputy Hargrave Librarian after less than six months of taking up the position. Staff commenced DITS training that will continue well into 1995. Staff development was essential to ensure that staff were able to make better use of information technology and be more productive.

The reclassification of attendants' positions at a higher level commenced a review of attendants' duties with the purpose of involving attendants in all aspects of general user services.

5.3.6. Statistics

Table 5.3.6.1 General Statistics

	1993	1994
Door count	524,871	526,485
Public photocopying	1,112,952	1,599,327

5.4. Law Library

1994 has been a year of major achievement for the Law Library. Most Business Plan objectives have been met if not exceeded, and work has already in fact begun on projects which have been included in the 1995 Business Plan. The following is a brief summary of the major achievements for the year.

5.4.1. Access to Information

Enhancing access to the Library's collections and other resources is a fundamental corporate goal. In the Law Library we have facilitated this in a number of ways which also assist in promotion of a high "quality" profile. They include:

- publication of a high standard Law Library pamphlet
- production of high quality Law Library floor plans which have been posted throughout the Library
- acquisition and installation of professionally made signs publication of an in-house guide to using online and on-disc databases
- publication of a new *Law Library Holdings List and Location Guide* - which is sold to other Libraries as well as being used at Monash
- publication of a new professionally produced guide to legal research
- publication of a bibliography of the Arthur Andersen Tax Collection and a banking and banking law bibliography
- publication of a subject index of Victorian legislation

5.4.2. Research Skills

Enhancement of research skills is a major Library goal. During 1994 initiatives in this area, further to those noted above, have included a major project in cooperation with the Law Faculty to initiate a much expanded, professional standard course of legal instruction for all law students. It is hoped to pilot the program in 1995.

5.4.3. Academic Excellence

Promotion of academic excellence and enhancement of the local and international reputation of Monash University has been assisted by:

- The publication during 1993-1994 of four editions of *Mabo: A Source Book* through Moninfo. The Source Book has, we believe, greatly assisted scholarly research into the issues raised by the High Court's *Mabo* judgment and the subsequent enactment of native title legislation concerning the rights of indigenous peoples. The book has sold well, in Australia and overseas. It is planned to continue publication of cumulative issues.
- The further commercial promotion of the ALLI database (the Australasian Legal Literature Index). Contracts have been signed for the release of ALLI on the LEXIS and KIWINET databases. US-based LEXIS is the world's largest database of legal information. KIWINET is the national database of New Zealand. A CD-ROM version is

also planned. Royalties earned will be used to further develop this major legal research tool which covers not just Australia but the entire Asia-Pacific region.

5.4.4. Regional Cooperation

The Victorian University Law Librarian's Group, a Law Library initiative in 1993 to develop a forum for the regional exchange of ideas and expertise, continued to meet in 1994. A joint submission, initiated and coordinated by Monash, sought funding from the Victorian Law Foundation for development of a regional international law collection. At time of writing a reply is awaited from the VLF.

5.4.5. Pacific Law Development

Also in the area of development of professional excellence, the Law Library has taken a leading Australasian role in the development of Pacific law resources. The Library has developed the best collection of Pacific law in the Australasian region and, it is possible, because of our lobbying efforts, that the National Library of Australia may hand its Pacific law material over to us - making Monash the *national* centre for Pacific law. The Law Librarian has undertaken to coordinate the development of a Distributed National Collection policy for Pacific law.

In a late development, the Law Library was asked to "twin" with the Attorney-General's Department of Kiribati. A project of twinning Australian law libraries with Pacific island states' law libraries has been developed over the past few years by the Australian Law Librarians' Group. We hope to assist Kiribati in developing a law library service.

5.4.6. Professional Activities

Law Library staff have a leading role in the Australian Law Librarians Group, as committee members at a national and local level, in the publication of the Group's national journal and the Law Librarian assumed the role of national convenor of the Australasian Law Teachers Association's Law Librarians' Interest Group.

5.4.7. Library Refurbishment

In pursuance of another of our major corporate goals, that of development of an environment where academics, administrative and general staff can work with satisfaction and pride, major refurbishment work was begin in the Law Library in 1994. It will continue in 1995. Work so far completed includes:

- refurbishment of Law Library staff areas, including installation of kitchen amenities
- upgrade of staff computers to DITS-capable PCs
- carpeting of staff area and foyer/lobby areas of the Law Library
- upgrade of all photocopying equipment
- installation of additional power lines to enable use of lap-top computers in the Library
- first stage of work on construction of a new reference/information area (to be completed in 1995).

5.4.8. Finance

Financially 1994 was a good year for the Law Library, largely because of the support of the University Librarian and a major commercial benefactor. For the first time in many years the Victoria Law Foundation did not make a grant to law libraries. The Foundation has scrapped all guidelines and is not, in the future, likely to provide funds for the purchase of monographs (except possibly through cooperative schemes like that proposed by the Victorian University Law Librarians mentioned above).

Arthur Andersen and Partners provided the second instalment of their generous donation of \$30,000 for the purchase of taxation materials and \$35,000 additional funding for monographs was provided by the University Librarian.

In 1994 serials expenditure was 74% of the total recurrent budget. This compares favourably with 1993 which saw 81% of the recurrent budget expended on serials. This reduction was brought about largely by the cancellation of a number of duplicate sets of law reports and statutes and rationalisation of some loose-leaf titles. The trend of law publishers converting monograph titles into loose-leaf services (ie. serials) does however continue as does the steady growth in new, Australian, specialist journals and law reports. The release of primary legal material on databases and CD-ROMs that can be networked has the potential to reduce our reliance and hence expenditure on multiple copies of expensive, space-hungry serials. This potential will only be realised gradually, however, over the next few years.

In order to maintain our status as a leading Australian legal research library we must maintain, and increase, levels of monograph purchases. International law, international environmental law and European law is of increasing importance to Australian legal researchers. The publication of this material is growing exponentially and it is extremely expensive. It is also vital research material which is of interest to disciplines other than law.

5.4.9. Statistics

In pursuance of its goal of developing systems for the more efficient management of the Law Library, a comprehensive statistics gathering programme was initiated during 1994. The statistics gathered include many categories which are unique to the Law Library and are not included in the Library-wide program. A national university law library statistics program was also initiated in late 1994. It will be developed and coordinated by Monash University Law Library. Comparative statistics under our new program will be available in 1995.

5.5. Caulfield/Peninsula Branch Library

5.5.1 Accommodation

The Caulfield campus library's additional 430 metres of space gained over the 1993/94 long vacation, was fully utilised during 1994. A section of the Serials collection was relocated to the area, and seating was provided for 100 library users, mainly in the form of tables and chairs for 4 to 6 persons, but with a few carrels also.

Since the area was meant to permit students to work in groups, no attempt was made to impose silence in the area. The study places were immediately popular, and are constantly used for discussion and group work. There is obvious need to expand the facility.

In December 1994, the Caulfield library relinquished approximately its two external, ground level compactus storage due to urgent need at the campus to utilise the two areas for other purposes. A large part of the compactus shelving was relocated to Level 4 of the library, necessitating a great deal of movement of the monograph collections on that level.

The Caulfield library expects to be given around 220 sq. m. of additional space on Level 2 in 1995, and to be able to expand the serials stacks area and the user discussion area on Level 2 early in Semester 1, 1995.

5.5.2. Service Statistics

There was a general increase in services statistics. Door count statistics increased from 874,753 in 1993 to 882,855 in 1994.

5.5.3. Hours Of Opening

The Caulfield campus library extended its Sunday hours of opening during semesters from 4 hours per day to 7 hours per day. This move is particularly valuable to Caulfield's part-time students who work during the week, providing extended access to the library's collections during weekends.

5.5.4. DITS Funding

The Caulfield/Peninsula Branch benefited from DITS funding provided to Monash Library. Caulfield library received 13 new PCs, while Peninsula received 6 new PCs. These machines were very welcome, since the staff who received them were enabled to perform tasks which were part of their duties, but which they had previously had difficulty performing.

5.5.5. Quality Funds

A part of Monash library's Quality grant is being spent on the provision of a computer training facility at Caulfield library whose major use will be to enable "hands-on" training of primary clientele in use of the internet, the library's SESAME2 catalogue and other information resources. The training room will be completed prior to commencement of Semester I, 1995.

5.5.6. Imaging

The Imaging project became operational at Caulfield in the latter part of the year, with past examination papers accessible via two PCs. Users pay for and collect their prints from Caulfield's Computer Centre.

5.5.7. CD-ROM Network

During 1994 a CD-ROM Network was established at the Peninsula campus library. Six workstations are available, and are being well used by library users at that campus.

5.6. Gippsland Library

5.6.1. Off-Campus Library Services

With the introduction of an off-campus library services fee of \$20 per semester in 1994, in exchange for enhanced services (including "free" return postage on books and "free" photocopies), the demand for services increased substantially. For example, 9971 books were borrowed by distance education students in 1994, compared with 4488 for the whole of 1993, while 8997 photocopies were supplied in 1994, against 3358 in 1993.

5.6.2. ROMOTE-Plus Project

With \$100,000 from the University's Quality Funds and with the balance from Gippsland Campus funds, the Library began implementation of a project to provide remote access, as well as on-campus access, to networked CD-ROM databases. A contract was signed with CDPlus Technologies for the software and databases, and the DEC hardware has been ordered. It is expected that the system will be operational by the end of January 1994.

5.6.3. Gippsland Library Review

At the request of the Pro-Vice-Chancellor (Gippsland), a review of the Gippsland Library was conducted by a committee chaired by Professor Clive Probyn. The Report of the Gippsland Library Review Committee was released in September 1994. Comments on the recommendation have been sought from Gippsland library staff, the Gippsland Library Users Committee and from academic staff, and recommendations on the implementation of the Report will be submitted to the Management Committee of the Library.

5.6.4. New Library Building

One of the major recommendations was the construction of a new "Library of the Future", to replace the present inadequate accommodation. The Vice-Chancellor announced on 9 September, 1994, that planning for a new library building to cost \$6.5 million, would begin at the end of the year and that the building would be constructed over the next 3 years.

5.6.5. OLLIS Review

In accordance with the terms of the contract with Open Learning Australia (OLA) under which the Library coordinates library services to Open Learning students, through a voucher system administered by the Open Learning Library and Information Service (OLLIS), a review of Open Learning Library services was carried out by 3 consultants. The Review Report, released in December, recommended new arrangements. Future arrangements for library services are now being negotiated with OLA.

