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Introduction

The past year has been a challenging one for the Library, as it developed its strategies in conformance with the vision outlined in Leading the Way Monash 2020. The plan aims "to set 'signposts' for the future of Monash over the next twenty years or more".

Library staff re-affirmed the principal mission of the Library which is to support the teaching, learning, research and community programs of the University by providing seamless and timely access to high quality scholarly information and learning materials that are designed to meet the needs of staff, students, and others wherever they are located within the global Monash, by educating the primary clientele through a variety of information literacy programs to search, retrieve, evaluate and use relevant scholarly information and by providing a rich, well equipped and pleasant learning environment for study and research where appropriate.

Thus the year witnessed a number of key initiatives, developments and events targeted towards this mission.

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2. Digital Library Initiatives

2.1 Library Portal Development

In 1999, a group of experts, who are members of the Library and Information Technology Information (LITA), a division of the American Library Association, identified a number of emerging trends that would impact on future library services. (LITA, 1999). Some of the more important trends are:

- The use of technology to help users to customise their access to information resources. Library users who are web users expect customisation, interactivity and customer support. In other words, the approach should be user-focussed rather than library-focussed.
- The use of "push technologies" to assist overloaded information users to select and evaluate resources as well as draw their attention to resources which may be of interest to them on the basis of user profiles or past use of resources in specific subject areas.
- The need to put a human face on the virtual library. Many library web sites place too much emphasis on resources, collections and facts, while users really want an easy means to identify and contact staff who might be able to help them.
- The need to co-opt existing technologies that haven't been used in libraries, and take advantage of cooperative efforts in information access.
- An increasing need for authentication and rights management systems.

In keeping with this philosophy, the Library established a Working Party to work with Information Technology Services to develop a Library portal, which will provide a view of the information space within which users operate. Its importance lies in the fact that it makes use of push and pull technologies. Using pull technology, users, after authentication, can customise their Web access to only show those information resources in which they have an interest. Using push technology, users can be kept up to date by email regarding the latest information and developments in their field of interest or specialisation (a kind of SDI service, except that the parameters and profiles are drawn up by users). The portal also has the capability of providing chat, email and conferencing facilities, and can incorporate Z39.50 information retrieval protocols which will permit distributed searching of multiple databases. It will also be possible for end users (with the right software) to have unmediated access to the

resources not only of their home library, but also those of other universities. It would thus be possible for users, once authenticated, to use the portal to search the OPACs of participating libraries, and automatically generate interlibrary loan requests from those libraries, or they can request articles from commercial document suppliers (if permitted to do so by their host institutions). The Library portal will provide a single user-interface for users, and thus provide an integrated view of analogue and digital information resources made available by the Library. We are still in the early stages of development of the Library portal. An examination of a range of possible software that can be used as a basis of the portal is currently being undertaken.

2.2 Voyager Implementation

Another key digital library initiative was the replacement of the PALS library system with the Voyager system. Voyager went live on 14 February 1999 on all campuses with implementation of the OPAC (online catalogue), circulation and cataloguing modules. Implementation of the serials and acquisitions modules began in mid-August and these modules were in full use by the end of September. Migration of serials data has continued beyond then and was not yet fully completed even by the end of the year.

The fact that such a major system cutover was accomplished in very short time (work only commenced in September 1998) and with relatively very minor problems, is a great credit to all the people associated with it, including Endeavor staff, staff from the University's ITS Division, and in particular the Library staff, almost all of whom played some role, and many a very significant role in achieving this very successful result. Special mention should be made of the Systems Librarian, Sue Steele, who managed the entire process and who was involved in all aspects of the project, the data migration, the training of staff, the customisation of the software and the installation of the hardware. Her pragmatic approach, her thorough understanding and knowledge of the Library's data and functional requirements, and her capacity for problem solving, lateral thinking and plain hard work were invaluable.

The Voyager system will support many of the library's digital initiatives, as it is a new state of the art system, and not something evolved out of an old system. As a true client/server application with a clear separation between the client functions, server functions, and database functions, Voyager allows rapid enhancements to the system, and quicker integration of new technologies as they become available.

2.3 Monash Lectures On Line

This service was developed as a replacement for the taped lecture service, and has proven to be extremely popular with students. The number of subjects covered increased from 14 in 1998 to 55 by the end of 1999. The program was particularly popular with law students, who boosted the average number of streams1 per subject to 1,178. The growth in usage of the system is illustrated in the following table:

Table 1. Monash Lectures Online

	SEMESTER 1, 1998	SEMESTER 2, 1998	SEMESTER 1, 1999	SEMESTER 2, 1999
Subjects:		14	47	55
Total streams:		5,353	12,276	64,780
Average Streams/subject[1]		382	261	1,178

[1]. A stream is defined as a network connection between the client and the server where the lecture was played for at least 5 minutes.

2.4 Virtual Librarian

The Virtual Librarian has been expanded to 1,600 individual Web pages which include 70 quizzes and interactive exercises, and 50 tutorials. A paper on the project was presented at the Educause in Australasia conference in April 1999. There have been an increasing number of requests from other organisations to make links to the site or to individual tutorials. The Voyager tutorials were licensed to the University of Western Sydney to load and/or modify on their own site.

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3 Support for Flexible Learning

- 3.1 Working Party to Review Flexible Library Services
- 3.2 Information Literacy Prorams

3.1 Working Party to Review Flexible Library Services

Chaired by the Associate University Librarian, the Working Party rose to the challenge of reviewing current service under difficult circumstances. The report was delivered on schedule, in November 1999. Implementation of its recommendations will bring about an increased level of service for the Library's clientele:

- An intercampus loan of monographs from all the libraries for all Monash staff and students, both oncampus and offcampus
- An enhanced electronic email inquiry service for remote clients
- A seamless lending service with the streamlining of the lending, document delivery and flexible library service processes.

3.2 Information Literacy Programs

In the new environment of flexible learning, the Library has an important role to play in the delivery of relevant information literacy programs. The emphasis on student directed learning and the need for students to acquire "lifelong learning skills" reinforce the need for the Library to work in partnership with academic staff to develop these skills. Some of the recognised skills include the development of critical thinking and problem solving through well developed information literacy programs. Information literacy means more than merely teaching students how to search and retrieve information and includes developing the ability to critically evaluate information, to analyse, write, present and communicate information, and to synthesise information in order to create new knowledge, insight and foresight.

Apart from formal programs conducted in three faculties: Law, Engineering and Science, information services staff at all sites continued to provide a large number of face-to-face classes ranging from basic instruction in the use of the Library catalogue to in-depth research methodology for specific disciplines.

Table 2. Information Literacy Statistics 1999

LIBRARY	SESSIONS	PARTICIPANTS	STAFF CONTACT HOURS
Matheson	162	2,526	205.25
Biomedical	127	1,791	161.70
Alfred	30	94	15.50
Hargrave	158	2,769	155.15
Law	89	1,162	106.80
Caulfield	244	4,267	197.95
Peninsula	87	1,319	76.25
Gippsland	119	1,751	138.90
Berwick	22	249	30.00
TOTAL	1,038	15,928	1,087.50

In addition to the work of subject librarians with individual departments and faculties, two new initiatives were undertaken:

- The Transition Group - Library staff are involved on various university committees to help students make the move to the tertiary environment
- The publication of the IT Access Guide (sponsored by Information Technology Services) into which the Library had significant input to both the printed guide and accompanying CD-ROM.

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4 Collection Development and Management

The "physical collection" continued to grow, and the number of volumes added to the collection was 24,062 monographs, and 10,182 serial volumes. The collection figures do not include electronic resources accessible by library patrons. It has been estimated that the library subscribes to around 200 databases and provides access to about 10,000 full text journals and other publications. The expenditure on electronic resources increased from $887,073 in 1998 to $1,024,383 in 1999.

Table 3. Library Collections (in volumes) 1999

LIBRARY	MONOGRAPHS	SERIALS	MICROFORMS	NON BOOK	TOTAL
Matheson	930,089	158,603	288,537	7,084	1,384,313
Hargrave	121,795	105,421	5,374	1,536	234,126
Biomedical	88,062	108,390	3,628	2,506	202,586
Law	53,960	79,220	8,687	122	141,989
Caulfield/Peninsula	371,273	80,303	3,000	27,874	482,450
Berwick	2,728	42	0	93	2,863
Gippsland	116,875	31,405	4,967	50,835	204,082
TOTAL	1,684,782	563,384	314,193	90,050	2,652,409

In 1998 the Library undertook a 20% expenditure cut to its current serials subscriptions across all sites and the number of current serial titles for 1999 reflects these cuts. No major cancellations occurred in 1999. As well, the availability of full text aggregated electronic serials packages has impacted upon the number of printed serials subscriptions.

Table 4. Number of Current Serials Titles 1999

LIBRARY	TOTAL	NET GAIN(LOSS)
Matheson	6,948	(459)

Hargrave	1,682	(181)
Biomedical	1,329	(153)
Law	2,181	21
Caulfield/Peninsula	2,999	(165)
Berwick	66	20
Gippsland	1,421	23
TOTAL	16,626	(894)

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5 Faculty Team Operations

1999 was the second year for the Library's information services to be delivered on a cross-campus basis (FADIB model). Faculty Teams continued to focus on active liaison with staff and students, including the provision of Information Literary skills programs on site and via the Web, completion of Library Impact Statements, attendance at Faculty Boards, and the use of email to alert faculty members to relevant information such as database trials and new acquisitions. The teams met on a regular basis throughout the year. The main issues dealt with related to the book and serial budget and the purchase and placement of material. The monitoring of budgets proved quite difficult due to the implementation of Voyager. A further complication was that staff needed to get used to the different budget distribution which was no longer campus-based.

Following the resignation of Nicholas Pengelley on 1 November, Barbara Jacoby assumed responsibility for the Faculty Team of Information Technology.

The Gippsland Curriculum Collection was renewed. Some weeding took place and much new material was purchased. The Peninsula and Gippsland nursing collections were upgraded. The availability of student texts was improved through the purchase of additional multiple copies.

The Arts and Education faculty teams participated in a combined workshop on Collection Development at the end of the year which included staff from the University of Melbourne.

Law Library staff continued their involvement in legal research teaching during 1999, assisting Petal Kinder, the Law Faculty's coordinator of the legal research program, in delivering web-based training to Law students. Nick Pengelley and Lisa Smith attended the Law Faculty's mid-year retreat, and Lisa also attended the Faculty's operational planning day at Berwick in October.

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6 Reference and Information Services

The number of reference and directional inquiries decreased slightly, but with the inclusion of e-Query (email) statistics, was comparable to 1998. MULTELS centralised telephone inquiries service responded to 25,164 calls, compared with the 24,434 calls completed in 1998. Of the 1999 calls, 75% were completed at the time of the call, the other 25% requiring referral to other numbers. The e-Query electronic email enquiry service staffed by Flexible Library Services Unit was successfully trialed. In its first six months of operation responses were made to 1115 enquiries.

Table 5. Statistics of Reference Inquiries 1999

LIBRARY	REFERENCE	DIRECTIONAL	TOTAL
Matheson	76,755	18,284	95,039
Rare Books	1,274	7	1,281
HAL Annexe	8,955	3,965	12,920
Alfred	1,603	4,033	5,636
Hargrave-Andrew	17,594	12,726	30,320
Law	9,753	3,084	12,837
Caulfield	32,596	12,323	44,919
Peninsula	15,113	3,810	18,923
Gippsland	19,628	2,977	22,605
Berwick	2,330	2,260	4,590
TOTAL	185,601	63,469	249,070

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7 Lending and Document Delivery Services

- Table 6. Loans, including Renewals 1999
- 7.1 Pilot Inter-Campus Loans Service

In 1999, loans statistics were counted online through Voyager library system. As Voyager does not include internal loans, eg items sent for binding, repairs and relabelling, these are not included as they were in 1998 when statistics were reported through SESAME2. After factoring in a similar number of internal loans based on 1998 figures, there was a 9.5% drop in loans in 1999. Factors which could have impacted on loans include increased use of electronic resources provided by the Library and available from the Internet, as well as increasing reliance on packages of study materials supplied to students by their teachers.

Table 6. Loans, including Renewals 1999

TYPE OF LOAN	LOANS	RENEWALS	TOTAL
MATHESON	381,177	38,542	419,719
BIOMED	45,783	1,678	47,461
ALFRED	17,696	656	18,352
HARGRAVE ANDREW	159,698	10,184	169,882
LAW	61,487	2,418	63,905
CAULFIELD	273,326	14,720	288,046
PENINSULA	88,471	7,656	96,127
GIPPSLAND	77,867	13,529	91,396
BERWICK	9,368	977	10,345
TOTAL	1,114,873	97,416	1,212,289

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While the number of loans dropped in 1999, the number of requests for documents increased by 10% with the Document Delivery Unit processing 48,778 requests.

7.1 Pilot Inter-Campus Loans Service

In 1999, the Library undertook a pilot project to provide inter-campus loans, principally to undergraduates. The trial was held from 30 August to 29 October. In this trial, Monash staff and students used the Voyager catalogue to request items located on another campus. The trial tried to keep the turnaround time to no more than four days. During the trial, the volume of inter-campus loans, costs and staff resources required was monitored. The trial was extremely successful and General Library Committee agreed that the Library should fund this additional service for undergraduates in 2000.

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8 Collaborative Activities

- 8.1 READS Project
- 8.2 VARLAC Consortium
- 8.3 Melbourne Asian Research Library Consortium (MARLC)
- 8.4 AVEL (Australian Virtual Engineering Library)
- 8.5 CORC (Cooperative Online Resource Cataloguing)

In 1999, the Library undertook a number of collaborative activities of which the following were significant:

8.1 READS Project

The READS (Regional Electronic Access and Delivery of Serials) Project was initiated by Monash Library originally as part of the Melbourne-Monash protocol. However, La Trobe University Library on the basis of the strength of its collections was subsequently invited to take part. READS is a resource sharing project designed to manage access to serials in physics and chemistry, the subscriptions for which had been decimated by cancellations undertaken in 1998 by all three universities. An indication of the nature of the problem can be seen from the following statistic. In 1998, the number of unique journal titles in physics and chemistry subscribed to by at least one of the three universities was 690. By 1999, 312 of these had been cancelled. READS makes use of Web-based and e-commerce technologies to deliver a "virtual" collection of physics and chemistry serials (held by at least one of the three university libraries) to academic staff and researchers who no longer have easy physical access to those serials due to cancellations. The project has been well received by academic staff and postgraduates, and will be evaluated before June 2000. If found to be cost effective and acceptable to academic staff and students as a suitable alternative to the provision of hard copies of journals held by their home library, it will be extended to cover other disciplines in science, technology and medicine.

8.2 VARLAC Consortium

The VARLAC (Victorian Academic and Research Library Acquisitions Consortium),

which includes the State Library of Victoria and six Victorian University Libraries: La Trobe University, Monash, RMIT, Swinburne, Ballarat and Deakin, was formed last year also at the prompting of Monash.

Its principal purpose was to leverage the collective purchasing power of the consortium members by making a joint commitment to spend a percentage of their monograph votes with a preferred supplier for English language materials. Another objective of VARLAC was to improve efficiencies by selecting a supplier capable of advanced EDI business transactions with the VARLAC member Library Systems and also to assess suppliers' capacity to offer a range of ancillary services to provide books at various levels of shelf readiness as required by the VARLAC members.

In the response to the VARLAC RFP the successful tenderer for the initial two-year contract to supply overseas English language books was YBP (YBP later taken over by Baker and Taylor). YBP has significant international experience in research library book supply and has particularly good credentials for consortium services. It is currently in advanced discussions with the vendor of Monash University's Voyager Library system to implement the EDIFACT standard for orders, claims and invoicing transactions in mid 2000.

8.3 Melbourne Asian Research Library Consortium (MARLC)

MARLC, a joint Melbourne-Monash initiative, was launched in April 1999, with the objective of promoting cooperation in the use of Asian studies resources acquired by the two universities. A number of products have emerged as a result of this collaboration including:

- MARLC Research Guide to Asian Language Resources - a web-based guide designed for researchers in Asian studies with the emphasis on material held by consortium members
- Asia-related theses - a web-based listing of Monash SEA theses 1961-1999 and recent Melbourne University theses on Asia
- Asian studies newspapers - a web-based list of Asian studies newspapers held at Monash.

8.4 AVEL ([Australian Virtual Engineering Library](#))

The AVEL gateway is a database of quality Australian sources of engineering and information technology (IT) information on the Web. The creation of the database is a joint project with a number of other Australian universities and Engineering institutions which have jointly funded the project with the help of an Australian Research Council infrastructure grant. At Monash, subject librarians in the Hargrave-Andrew Library are selecting resources for inclusion using the AVEL Resource Selection Criteria and cataloguers in Technical Services are creating the metadata using the AVEL Metadata manual which is based on the Dublin Core metadata set. The metadata editor and search engine is supplied by DSTC (Distributed Systems Technology Centre), a key partner in the project.

8.5 CORC (Cooperative Online Resource Cataloguing)

A decision was made to participate in the OCLC CORC Project and training of a team of cataloguers and subject librarians is scheduled for early 2000. CORC is a cooperative effort to create a high-quality, library-selected database of web-based electronic resource descriptions and develop best practice for managing library access to electronic resources available over the Web. Metadata will be contributed, again using the Dublin Core metadata set, for Monash-related sites with a high Australian content. CORC will be a test bed for the conversion of Dublin Core to/from MARC for the purposes of export/import to/from the Library catalogue. CORC participation also offers the opportunity to experiment with the creation and maintenance of digital pathfinders for web resources, which has significant potential value in the context of Library portal development.

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9 Customer Satisfaction Survey

Of the 3,080 responses received to the survey conducted in April 1999, 396 were submitted on the Web. An average satisfaction rate of 59% was achieved. This varied in the individual libraries with Law, Matheson, Peninsula and Monash Medical School, (Alfred) having significantly higher overall satisfaction. Lower than expected overall satisfaction was seen in Hargrave, Berwick and Caulfield libraries. The low satisfaction rates for Berwick and Caulfield could be explained by the lack of resources and in the case of Caulfield, the poor physical facilities.

Overall there was general satisfaction with both the professional and interpersonal skills of staff. The activities where there was general dissatisfaction were:

- Queried or paid a fine
- Used the Library's special collections
- Used the microform/microfilm reader printers
- Looked at the new exhibition/book/serials display
- Used the Library as a place to relax.

Subsequent to the survey, Divisional Librarians worked with their staff to improve areas of dissatisfaction at site libraries and met to work on strategies to tackle issues which were of general concern across the branches.

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10 Staff Perception Survey

The Staff Perception Survey held in 1999 showed an increase in satisfaction to 74% compared with 66% for a similar survey held in 1998. The survey covered areas such as communication, career growth and development, benefits and compensation, work conditions, resources, commitment to quality. In order to further improve areas of perceived deficiency, the University Librarian visited library sites to obtain staff feedback and ideas. As well, a Working Party convened by Barbara Jacoby examined the comments of staff and the outcomes of the 1999 survey. As a result, a number of recommendations for action were made to CODIL and were included in the Library Business Plan.

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11 Door Count

A total of 2,640,498 visits were made to Library sites at Clayton, Alfred Hospital, Caulfield, Peninsula, Gippsland and Berwick.

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12 Monash University Malaysia Library

The Associate University Librarian worked closely with the new MUM Chief Librarian, Mrs Khoo Siew Mun on Monash University Malaysia (MUM) Library and Monash University Library (MUL) policy matters. In principle, MUM is responsible for servicing its academic staff and students, and MUL will provide guidance and support for MUM Library staff. MUM Library will follow Monash document delivery practice of faculty quotas and charges. MUL will provide a photocopy service for items owned by MUL and facilitate requests from other Australian and overseas libraries.

In August, the Associate University Librarian and the Information Literacy/Publications Librarian conducted a two-day workshop for MUM Library staff members on MUL information services, databases and electronic resources, the MUL website and the development of a "short-cut" MUM Library web page.

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13 Technical Services

13.1 Voyager

The successful migration of Technical Services operations to Voyager has been the major achievement of Technical Services staff in 1999, following the preparations reported in 1998. With the bibliographic record as the key to other modules it was a matter of urgency that cataloguing data structures and procedures were finalized, potential problems with data identified and addressed, and staff fully trained to create and edit records in the new system so that preparations for the introduction of circulation and OPAC could be made in plenty of time for Semester 1. This often highly complex work was achieved through brilliant teamwork, under considerable pressure, both within the Department and by liaison with staff across the Library.

One of the first cataloguing decisions was to shift all our cataloguing activity to the Voyager cataloguing client after a thorough comparison with the new Kinetica cataloguing client which replaced ABN. The benefit of all cataloguing being done locally is that the record is immediately available to the user with real time indexing. A number of other libraries have since followed us in adopting the policy to catalogue locally. Our plan for future contribution of catalogue records to the National Bibliographic Database is to bulk upload them from Voyager. In this context Monash was able to negotiate a site license for Kinetica use in 1999/2000 which reduced the cataloguing services budget by $100K.

The shift to cataloguing in Voyager now requires the cataloguers to work with three MARC formats for bibliographic records, holdings records and authority records. The introduction of authority records to our catalogue addresses some of the main grounds for complaint from users of the catalogue in the past. Authorities also required a rethink of our cataloguing procedures to maximize the benefit of authorities with the minimum of in house work. Kinetica will remain the principal source for Australian names/titles/series and all subjects.

Voyager also gives the benefit of Z39.50 retrieval of records from target databases

which has replaced our previous practice of batch downloading/uploading for import of bibliographic data. The new approach makes the imported records available immediately at the individual PC. With Z39.50 there is a change of emphasis from reliance on a single central bibliographic utility to the efficient transmission of records from multiple sources as the key to shared cataloguing.

Technical Services staff also made a key contribution to the configuring of OPAC displays and searches. Because Voyager is highly customisable in this respect their detailed knowledge of standards and local data was vital to the optimum design of the Monash Voyager interface. Voyager also permits much fuller use of the data in the bibliographic record, allowing us, for example, to define (and redefine if necessary) keyword indexes on any useful MARC field or subfield. As an example, a separate index was easily defined for our Monash electronic resource descriptors [unlinked 01/04/2008] in the local subject access fields 691 and 692. Finalizing these descriptors, which allow retrieval of electronic resources in a locally tailored manner, was a significant project this year.

Voyager has given us other benefits for managing access to electronic resources. Links to electronic resources are permitted in the holdings records which are well suited to certain local institution specific data, allowing additional links for help files and summary holdings information. The updating of catalogue records for full text journal collections to implement these features was almost complete by year-end.

After Voyager implementation of cataloguing it was the turn of acquisitions and serials. A major preliminary task here was the drawing up of a ledger structure to handle our allocations to faculty funds and departments and also to accommodate the University practice of accrual accounting for serial subscriptions. Considerable ingenuity from the Acquisitions task force was required in this respect. Some necessary fine-tuning of the data transfer utilities, and other causes, somewhat delayed the implementation schedule but acquisitions and serials went live on 17 August 1999.

The process of individually approving transferred monograph orders was completed by end of September, including 4,500 records which had to be manually transferred as a result of bib ID matching problems which could not be avoided. In the case of serials the data transfer utilities provided skeleton records for only gratis serials and subscriptions paid in Australian dollars. It was necessary to create other serial records from scratch and all of our approximately 15,000 serial records had to be individually touched to check they were linked to the correct bibliographic record, to establish check-in patterns and the correct payment ledger. The ability of the teams concerned to handle this complex task was simplified by the creation of a serials data display screen providing all the information required in one view. Serial startup has revealed the extent to which a truly integrated system requires the cataloguing standards governing the bibliographic record to be applied at the serial check-in stage. In the previous system, which employed a separate serials subsystem, such matters had often been overlooked leading to the discovery of many title changes and ISSNs not previously notified to the serial cataloguers. Apart from many ad hoc problems for the serial cataloguers, serials implementation has raised a number of retrospective tasks including the need to transfer our serial holdings information into the preferred Voyager format for OPAC display. A specially funded retrospective project has accomplished this for most of the current subscriptions.

As the first full-scale implementation of Voyager in Australia, the Monash experience has generated considerable professional interest Australia-wide. A well-received paper was given at the October National Cataloguing Conference on aspects of our implementation by Chew Chiat Naun of Technical Services. It was published as "Voyager at Monash" in Cataloguing Australia v.25 no. 1-4, March-December 1999, p 208-214.

13.2 Metadata

Technical Services staff have long been creating metadata in MARC format. Our metadata skills are now being extended in projects involving new metadata standards.

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14 Systems Support Unit

During January and February, as part of the Voyager implementation, staff of the Unit were involved in rolling out some 150 new PC's, 40 new barcode readers, 18 new receipt printers and upgrading of 110 existing PC's with additional RAM. A further 33 leased PC's were rolled out in May. The Unit also spent time exploring various options for creating a suitable Windows software environment for library users.

Substantial work was done on creating a professional setting for the operation of the Library's growing server farm, including installation of uninterruptible power supply units, equipment racks and database back-up facilities.

User access to bibliographic and full text electronic databases in the Library's collections was much improved by the development of a new web-based menu page.

The past examination papers database and the electronic reserve database were both converted from TIFF format to PDF format. This has improved accessibility and reduced the amount of storage space required. A part-time project officer commenced work during the second half of the year on scaling-up the electronic reserve system.

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15 Human Resources Management Unit

- 15.1 General
- 15.2 Staff Development and Recognition

15.1 General

On 31 March the Human Resources Management Librarian returned from the University's Personnel Division after a secondment of 12 months. The Library Administrative Officer moved into the position of Purchasing and Services Officer and the position of Clerical Assistant was confirmed as continuing. The implementation of SAP required changes to procedures. Library staff worked with Employee Relations staff to find an acceptable means by which the fluctuating need for branch staff throughout the year can be met.

Forty-two vacancies were advertised during 1999 to which 27 (including six casuals) internal candidates and 12 external candidates were appointed. Seventeen of these vacancies were the result of the expiry of contracts. The Library hosted nine training placements.

15.2 Staff Development and Recognition

Grace Giannini completed a two-month job exchange with Martin Scarrott from University of London. The Staff Development Committee's budget for 1999 was $42,500, most of which was devolved to the Divisions. Team building and supplementation of conference attendance were major areas of expenditure of central funds. Six staff were granted study leave for 2000. The programme of lunchtime talks continued with presentations from both Library staff members and outside visitors, including the Director General of the National Library and the State Librarian. Five members of staff were on LWOP or secondments during part or all of the year, allowing them to gain developmental opportunities through temporary appointments outside the Library.

In 1999, four double increment, eight personal development and three team awards were made under the Library's reward scheme. Sue Steele won a "Vice-Chancellor's Award for Exceptional Performance by General Staff." Andrew Harrison, Georgina Binns and Nick Pengelley won ALIA Awards for Innovation in Victoria.

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16 Purchasing and Services Unit

Most of the Unit's procedures and workflows were revised with the introduction of SAP R/3 Integrated Administrative System to the University. This has streamlined activities and provides extensive reporting and management options.

The Hargrave-Andrew Library was the focus of building works throughout 1999, with a multi-storey extension and the refurbishment of many areas of the original building. The building upgrade has allowed the merging of the staff and collections of the original Hargrave and Biomedical Libraries. It has created a modern atmosphere for staff and students and has improved access to service and collections through the efficient use of space.

OH&S activities included the investigation of Reference and Loans desk designs and training in PC ergonomics following the introduction of Voyager, which is a "mouse" driven system.

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17 Rare Books

Three exhibitions were held in 1999 – Modern Australian Poetry; Travellers in the East; Science Fiction. Each was accompanied by a detailed catalogue and web versions were loaded onto Monash Library home page. A poetry reading was held while the Poetry exhibition was running and featured Kevin Hart, Jenny Strauss, Gig Ryan and Kris Hemensley.

Dr Richard Travers continued to donate parts of his medical collection under the Taxation Invcentives Scheme. Also under the Scheme, a large collection of 19th century plays and pantomime was received from Dr Harold Love of the English Department.

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18 Berwick/Caulfield/Gippsland/Peninsula Libraries

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18.1 Implementation of Voyager

The highlights of the year included the implementation of Voyager and Monash Messaging Service, the incorporation of the Berwick, Caulfield, Gippsland and Peninsula Libraries into one Division, building projects, the increased use of web-based learning resources by the staff and students of Monash University and a demonstration of the e-book, the "monograph of the future".

18.1 Implementation of Voyager

In late 1998 and early 1999 one of the major challenges for staff in Serials, Lending Services and Information Services was the implementation of the Voyager library computer system. Workloads for the staff increased substantially in most areas during this time. The majority of the serials records had to be individually loaded by site staff and many bibliographic discrepancies were exposed. However, a very successful cooperative effort by all Serials staff across the MUL system helped ensure that almost all the records for the Division's sites were loaded by early December, with a minimal disruption to Library services.

The introduction of Voyager also had a major impact on the Lending Services and Information Services areas. In addition to attending training sessions and implementing new procedures and practices, staff in these two areas were at the same time leading Library patrons through the routines of the new system. Some of the sites rostered "roving" staff to provide on-the-spot help, as well as running Voyager training sessions for students and university staff. Orientation sessions were organised on all campuses to demystify Voyager and offer new students assistance with accessing print and electronic information.

18.2 Collection Management

The Divisional staff were involved in several major collection transfers, including Librarianship serials and monographs from Clayton to Caulfield, Art & Design materials to Caulfield from Peninsula, and materials from the Ambulance Officers' Training Centre Library to the Peninsula Library to support the new Monash University Centre for Ambulance and Paramedic Studies (MUCAPS). The Berwick Library substantially increased its print collection with the return of 13,000 books from the Chisholm Institute of TAFE.

18.3 Southdoc Heritage Index

The *Southdoc Heritage Index*, a local history database of the people of the Mornington Peninsula, including their activities and organizations, was launched on 15 April. The Index is a joint project between the Monash University Peninsula Library and the Frankston Library Service, and currently contains over 27,000 records, including cemetery records, state school records, newspapers and donated items of local history. The database can be accessed on a computer at the Peninsula Library or the Frankston City Library.

18.4 Building Projects: Berwick, Caulfield, Gippsland, and Peninsula

Berwick

Work which began in 1998 to extend the Berwick Library was completed in first semester, 1999. The project, which doubled the size of the library, allowed additional print copies and study spaces to be added to the library.

Caulfield

In 1999, the University allocated funding to renovate the Caulfield Library and move the entrance from level three to level two. Nigel Jenkins was commissioned to plan the renovations, as well as recommend improvements for use of the current library space. All Caulfield Library staff had an opportunity to meet with the architect and the Working Party to exchange information on needs, and give feedback on proposals.

Gippsland

The official opening of the new Gippsland Library took place on 19 July 1999. The Hon Phil Honeywood, the then Minister for Tertiary Education and Training, opened the building, which had won the Master Builders Association of Victoria South Eastern Region Building Award for projects over $2,000,000.

Peninsula

The Peninsula Library was officially opened on 30 April by the Deputy Vice Chancellor, Professor Alan Lindsay. Professor Edward Lim congratulated the staff of the Peninsula Library, especially Judy Hopley and Michael Barry, and the award-winning architectural firm of Williams and Borg on the success of the project.

18.5 Surveys: Customer Satisfaction and Staff Perception Survey

Customer Satisfaction Survey

During the week of 26 April, Monash Library conducted a Customer Satisfaction Survey based on the CAUL Clientele Congruence Survey. The Survey highlighted concerns about the age and lack of breadth in the Gippsland collection, the need for more print materials at Berwick and the need to expand and modernise the facilities at Caulfield, as well as identifying areas of quality services on the various sites. As a follow-up to the Survey, the major issues raised were addressed in open letters to the patrons, displayed in the libraries.

Staff Perception Survey

In September 1998 the Staff Perception Survey was distributed to Monash University Library staff. The results of this Survey were distributed in late 1998, and throughout 1999 the staff on the four sites met to discuss the issues raised and to implement plans of action. A Monash University Library Working Group, convened by Barbara Jacoby, was organised in June, 1999 to revise the 1998 questionnaire and administration procedures and address library-wide issues raised by the Survey. Three other Divisional staff were members of the Working Group: Andrew Dixon, Cheryl Kilgour and Janet McGarry.

18.6 Staff Awards and Staff Development

The commitment of the Divisional staff to the Library was evident in the quality service that was offered on all sites. Three Divisional staff, Bronwyn Dethick Caulfield Library, Joyce Jenkin, Peninsula Library and Myles Strous, Gippsland Library, were recognised for their excellent contributions by being awarded Personal Development Awards. Heather Marshall was selected to attend the joint Monash University/University of Melbourne residential program, "Learning about Managing". In the Gippsland Library the secondment of one of the Reference Librarians to Language and Learning Services for 12 months provided an excellent career development opportunity for five other Gippsland staff to work in another area of the Library.

Divisional staff participated in numerous other local and national staff development activities, including Online & OnDisc 99 Conference, the ALIA Victoria Branch Committee, ALIA Technicians Conference, the RAISS Conference, CRIG Information Literacy seminar and various Voyager and SAP training sessions. Also, staff participated in team building sessions at three sites.

18.7 Services to Patrons

Despite the increased use of the Web for information, large numbers of users continued to come to the Library for print materials and access to electronic information. In 1999, the Caulfield Library recorded 494,301 people entering the Library, with 143,682 at Gippsland, 123,072 at Peninsula and over 78,000 at Berwick. Gippsland and Berwick libraries recorded an increase in loans, and Caulfield, Gippsland and Berwick answered more reference queries in 1999 than in

1998.

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19.1 Challenges and Achievements

The two major achievements of the year were the merger of the Biomedical and Hargrave library collections and services, and the implementation of the Voyager automated library system. Both tasks required careful planning, project management, temporary redeployment of staff and many additional staff hours. The merger was preceded by consultation with clientele on needs and expectations.

The collections were merged during the mid-year break. The Biomedical Collection was weeded of superseded titles which were subsequently offered for sale to staff and students. The sale generated considerable interest, small income and goodwill towards the Library.

The merger of staff and services was accomplished without disruption to client services. Branch services were merged by the end of September.

The production of the Hargrave-Andrew Library homepage required the revision of some two hundred files. The basic homepage was ready for Open Day.

Refurbishment of the Hargrave building continued throughout 1999. Most of the refurbishment requested was carried out. An additional discussion room will be built in 2000. The refurbishment of the entrance will be done at a later date, when funding is available for the project.

I am grateful to our clients for accepting the sometimes noisy and dusty environment, to our staff for their commitment to a successful timely merger and to Library Management for their funding and moral support. Mr. Hans Groenewegen, Deputy University Librarian and George Leighfield, Customer Services Librarian are

especially thanked for facilitating the building extension and refurbishment.

All Hargrave-Andrew Library Business Plan objectives were achieved except for the subscriptions review which required access to the Voyager Serials module which was delayed.

The highlight of the year was the Team award given to Hargrave-Andrew staff for co-operation and achieving merger deadlines. Krystyna Thomas received an award for her contribution to the "Engineering Context" information literacy component and Helen Stanton for improving work practices and for exceptional co-operation.

19.2 Reference and Information Services

The merger of the Biomedical and Hargrave library services required extensive training of Library staff across a wide range of disciplines, including specialised information resources. The combined reference enquiry statistics for Hargrave-Andrew Library, the Annexe and the Alfred Sub-branch showed an overall increase of 2% compared to the previous year.

The number of electronic services including electronic access to fulltext journals continued to grow in the STEM disciplines. Significant acquisitions in 1999 included:

- Blackwell Science Journals Online providing access to 123 journals
- IDEAL providing electronic access to 175 Academic Press Journals
- ACM Digital Library Association for Computing Machinery journals
- Harrison Principles of Internal Medicine Online.
- DSM-IV Online
- Mental Measurements Yearbook on local area network

Subject librarians trialled new electronic resources including Journals@Ovid; IDEAL, Grolier; PubSCIENCE; CABHealth; SciFinder; NetLibrary; ACM Digital Library; Therapeutic Guidelines of Australia and MIMS online. The pilot of the electronic service READS (Regional Electronic Access and Delivery of Serials) was launched by the Vice Chancellor. The Hargrave-Andrew Library continued to participate in the development of the Australian Virtual Engineering Library, a national project, and in the National Electronic Library for Chemistry.

19.3 Information Literacy

Voyager tutorials were conducted for academic staff, postgraduates and undergraduate students of all levels. HAL subject librarians trained tutors for the new core science subjects: SCI 1011 and SCI 1022 including assistance with student exercises and formal lectures. K. Thomas coordinated the information literacy components of "Engineering Context" a very successful program which involved tele and team teaching with Gippsland and Caulfield Library staff, hands-on tutorials, setting and correction of student exercises and the development of a supporting website.

Internet/databases/CD-Rom tutorials rated excellent evaluation responses, however attendances were lower than expected. Specialist tutorials were conducted for 4th year honours students and many other presentations for postgraduates and

departmental groups focusing on new electronic resources and services.

The Hargrave-Andrew library information program covered 4,691 participants, 318 sessions and 299.5 student contact hours.

19.4 Lending Services

Following the implementation of the Voyager lending services module two weeks prior to the first semester there were a number of problems requiring urgent attention. The training of lending services staff in Voyager so close to the academic year was a major challenge.

The Hargrave-Andrew Library merger involved a restructuring of staff duties, the operation of a temporary circulation desk, a move to the refurbished lending services area and integration of reserve collections.

19.5 Staffing

Vivienne Bernath took up a twelve months secondment to the Monash Medical Centre, Evidence Based Medicine Service. We welcomed Lucy Cartmel also on a secondment from the University of Tasmania, and Vicki McKay, Officer in Charge of the Monash Alfred Sub-branch of the Hargrave-Andrew Library. Casual staff also made an essential contribution to client services.

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20 Law Library

1999 was a busy and challenging year for the Law Library, with major technical and personnel changes being the hallmark. Foremost amongst these events was the replacement of the Library's PALS computer system with Endeavor's Voyager system, with Law Library staff being involved in both the selection and implementation of the system during both 1998 and 1999. On the personnel front, most notable was the resignation of Nick Pengelley, Law Librarian for the past six years, as well as the retirement, after some 19 years of service, of the Law Library's government publications officer Brenda Stampe. A highlight of the year was the excellent performance of the Law Library in the Library-wide client survey undertaken in April and, on the electronic front, the expansion of the Library's remotely available online services, in particular the Lectures Online service, which was enthusiastically embraced by Law students during 1999.

20.1 Voyager Library System

Voyager Library System Following the launch of the OPAC, cataloguing and circulation modules early in the year, many staff hours were spent in both ongoing fine-tuning of these modules in response to user and Library staff feedback, and the complex implementation of the acquisitions and serials modules.

20.2 Staff Changes

Nick Pengelley, Law Librarian, left the University at the end of October to take up the position of specialist librarian in a new Centre for Innovation at the University of Toronto Faculty of Law's Bora Laskin Law Library. With the departure of Nick, Lisa Smith was appointed to the position of Customer Services Librarian, with responsibility for the day to day management of the Law Library.

Other staff to depart the Law Library were Brenda Stampe, who retired in May, and Dario Etienette, who was appointed Law Faculty building manager at the end of October.

Joey Law joined the Library briefly early in the year, replacing Sandra Tyers, before returning to Hong Kong in June. Her position was filled by Gabrielle McLeod, who joined Michelle McConachie (in Brenda's position) as new Law Library staff members.

20.3 Staff Development and Professional Activities

Nick Pengelley and Lisa Smith attended the 2nd AustLII "Law of the Internet" Conference in Sydney in July, with Nick, together with Lee Poh York, also attending the Asian-Pacific, Specials, Health and Law Librarians Conference in Hobart in August. A number of Law Library staff attended Voyager and MMS training during 1999, as well as SAP training sessions during the latter part of the year.

Nick Pengelley and Lisa Smith were the local coordinators of the 18th IALL Course of International Law Librarianship Conference, held in Melbourne in September. A number of Law Faculty staff also gave papers at the Conference.

20.4 Client Survey

Library responded to the final report of the library-wide client survey conducted in April, in which the Law Library performed extremely well. Whilst minor issues arising from the survey were addressed, larger issues of extended library opening hours and increased photocopiers were addressed at the macro Library level.

20.5 Library Refurbishment

The Pacific Law collection was relocated to the current closed stacks area during December. The new joint Pacific Law and closed stacks facility provides a much larger area for the Pacific Law collection than was previously available, and may also be used for Library staff meetings once some refurbishment, including repainting, has been completed. The old Pacific Law room became an additional discussion room for use by students.

20.6 Budget

During 1999 the Law Library was in a relatively stable financial position, maintaining 1998 subscription levels and purchasing high quality resources for its collection during the year. The implementation of the Voyager acquisitions module during the latter part of 1999 made accurate estimation of budgetary figures difficult to determine, although any remaining monies (particularly for serials commitments not spent in the current year) have been carried over to the year 2000 budget.

20.7 Major Electronic Initiatives

The trend towards increasing emphasis on remote delivery of online services, primarily via the Web, continued during 1999, with decreasing reliance on CD-
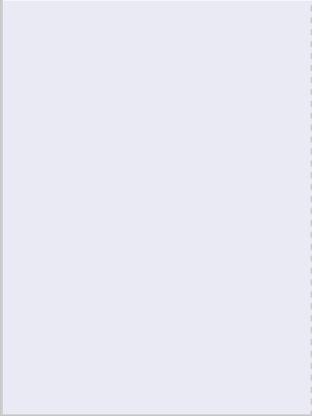
ROMs and on-campus only access to electronic resources. The award-winning lectures online service, which enables students to listen to lectures from home or on-campus via the Web, proved extremely popular with Law students throughout 1999.

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21.1 Summary of Significant Events

The most significant event was the introduction of Voyager. This development affected almost all aspects of service, work routines, publications and operations in the Matheson Library (and across the faculty teams). Lending services were the first area to be fully operational. Christine Cooze as Lending Services Librarian worked with staff in designing the overall set up for Monash Loans and was ably assisted by Yasmin Moore who wrote operating and procedures manuals. Other Matheson staff also were involved in Voyager implementation and training and all staff attended training sessions.

A trial Inter Campus Loan service was run late in the year largely coordinated by Matheson Loans staff. The trial proved popular and also bumped up the loans statistics for Gippsland as many books sitting there had previously been inaccessible to undergraduate students.

The change in Matheson Library opening hours caused much angst amongst students. The additional opening hours during January and February were appreciated, especially the midweek extension of hours when the Library was strongly patronised, but the reduction of weekend opening hours during semester was considered by many to be a problem. A review was undertaken for General Library Committee and various options considered for 2000. The Matheson Annex proposal was accepted as a solution for 2001.

The Monash Lectures On Line service was in full operation this year and entered a strong growth phase. Additional theatres were fitted out for Law, and Strategic Innovation Funds were used to fit out theatres at Berwick and Gippsland. The service proved popular with students and also won an ALIA (Australian Library and Information Association) Innovation award. There was continued growth of electronic library resources and services to serve remote clients with virtual services.

The year also saw further development, expansion and greater use of the Virtual Librarian.

The results of the Customer Satisfaction Survey proved that Matheson staff is committed to quality service. 71% of the 900 forms distributed from Matheson were completed and returned and users were prepared to recognise the competence and dedication of Matheson staff. The highest number of comments received in these returned forms praised the Matheson Library and its staff. Matheson did better in this survey than it did in the 1995 survey despite staffing being reduced from a high of 59.12 EFT (66 bodies) in 1995 to 44.0102 EFT (50 bodies) in 1999. An analysis of concerned comments revealed users wanted more computers, photocopiers, books and library staff; they had problems with the implementation of Voyager; wanted hours of opening reviewed; and some were unhappy with first impressions gained when they approached staff at service points.

21.2 Matheson Projects

The Business Plan was successfully achieved for 1999. The weeding of material to the Matheson Store and pre 1960 serials to the Serials Store will greatly assist with reshelving and management of the collection in 2000. The serials relocation was long overdue but finding funds and staff time had proved extremely difficult. The project to review the feasibility of introducing self-charging produced a report with recommendations for Management Committee, and the Working Group looking at Learning Spaces developed a concept that was presented to the University Librarian. Marie Pernat was responsible for developing a model for an electronic reference service, e-Query, and then overseeing its implementation.

The Matheson Annexe proposal developed out of the problem of the cost to extend opening hours. This was a proposal to integrate the area presently occupied by the National Centre of Australian Studies into Matheson and so create an area that would be part of Matheson when it was open, but which could also be opened independently for extended hours once Matheson was closed. A business plan was developed and support sought from Library Management Committee, the Dean of Arts (the staff from the Centre need to be relocated) and student bodies. At the last 1999 meeting of General Library Committee it was agreed to proceed with the proposal.

21.3 Collection Development

The ARC funded consortium purchase of catalogue records for the microform collection has been extremely advantageous to Monash in that over 82% of the 300,000 records acquired are for titles held at Monash. The bulk of these are for the Eighteenth Century collection, which is still being published. Other collections we hold that records were bought for are - Goldsmiths' Kress Library of Economic Literature; Nineteenth Century: Publishing, Book Trade, Knowledge; and Spanish Drama of the Golden Age.

Funds were again received from Tokyo Marine and Fire Insurance and the Nippon Foundation to assist in building up our Asian material.

Some new print reference titles purchased were: Encyclopaedia of Aesthetics (4

vols); Encyclopedia of Applied Ethics (4 vols); Encyclopaedia of Environmental Science; Encyclopaedia of Popular Music (8 vols); Encyclopaedia of World Biography 2nd ed (4 vols); Modern Germany (2 vols). Some electronic reference sources purchased were - Database of Classical Bibliography; Dow Jones Interactive; Eighteenth Century Short Title Catalogue; Encyclopedia Britannica 1999; Index to United Nations Documents and Publications; and JSTOR.

21.4 Staff Development

All Lending Services and Music and Multimedia staff attended a workshop on customer relations. This was very successful and a number of tasks for 2000 were identified and agreed priorities for service delivery established.

Many staff attended internal workshops and staff development sessions and also took the opportunity to attend external conferences. Yasmin Moore and Tracey Jenkins attended the Library Technicians Conference in Perth; Janice Droogleever attended the IFLA Conference in Bangkok; Georgina Binns attended the International Association of Music Libraries Conference in Wellington, New Zealand; Andrew Harrison attended the Aurora Leadership Institute at Thredbo; Eiko Sakaguchi attended the Japanese Studies Association of Australia Conference in Rockhampton, Queensland, and Jung Sim Kim attended the Korean Studies Association of Australia Conference in Sydney.

Grace Giannini participated in a successful two-month exchange with Martin Scarrott of the University of North London. Pam Blaikie received a Personal Development Award for her excellent work on MULTELS and the Music and Multimedia team were awarded a Library Team Excellence Award for their involvement in the Monash Lectures Online Service.

Grace Giannini published "Drop-In sessions: Information Literacy responding to Student Needs". Marie Pernat published "Widening the Net: Monash University Library's Flexible Student-centred Information Services". Marie was also seconded for part of her time each week to assist in Library Administration and provide secretarial services for General Library Committee and CODIL (Committee of Divisional Librarians). Glenn Martin was seconded for part of his time each week to assist the University Librarian with coordinating the Library wide photocopy service and its supply.

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