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## 1. Introduction

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1995 was the year when the Internet became the "killer" application of computing and communications, and ceased to be the arcane domain of the computer expert. With the wide availability of Web browsers like Netscape and Mosaic, and their user friendly graphical interfaces, the number of users on the Internet increased by leaps and bounds, fuelled by all the hype and excitement generated by the media. For a number of years, the Library, with the support of the Computer Centre, had maintained the University's Campus Wide Information Service (CWIS), based first on Gopher and subsequently on the World Wide Web. The increasing importance of the CWIS as a means of disseminating University wide information and promoting the University's teaching and research activities, as well as its strategic importance for scholarly communication and the provision of a flexible learning environment made the University realise that a more formal mechanism for managing the CWIS was required. As a result it was placed under the responsibility of the newly established Vice-Chancellor's Advisory Board on Communications and Multimedia, chaired by Professor Greg Egan.

A number of developments in 1995 showed that while the Library needed to re-engineer itself to meet the promise of the electronic age (when information, it was believed, would be accessed without the constraints of time and space), it also had to meet the demands generated by the continuing need to provide services focussed on its print-based collections. In fact, despite the possibility of accessing a number

of resources and services remotely, the various branches had more than 3.27 million visits in 1995.

Some key developments included:

- The completion of the Information Services Building.
- The decision by the University to fund new library buildings on the Gippsland and Peninsula campuses.
- The completion of the Library's Strategic and Quality Plans
- Virtual library service developments.
- The restructuring of document delivery services.
- The Berwick campus library development.

### **1.1 Information Service Building**

The move to the newly completed Information Services Building began in early 1995, and had to be undertaken in stages. The additional space allowed the Library to enhance its services to researchers, academic staff, undergraduates and postgraduate students by providing additional facilities, such as the new Postgraduate Room, the Asian Studies Research Library, the Laura and Israel Kipen Judaica collection, and Music and Multimedia services. It also permitted the Technical Services Division, which had been integrated since the merger with the Chisholm Institute of Technology, to finally bring all its staff on to a single location. An expanded Rare Books and Exhibition area gave the Library a useful vehicle to promote its unique collections and also attract donors.

### **1.2 New Library Buildings**

The decision to approve funding for new library buildings at the Gippsland and Peninsula campuses was a recognition of the need of these campuses for additional library space to meet their expanded teaching and research needs. Both the Gippsland Library and the Peninsula Library had been struggling with space constraints for a number of years. Architectural briefs were completed for each of the new buildings in consultation with library staff and users from the respective campuses. These have been submitted to the architects, and preliminary drawings have been prepared. It is expected that the drawings will be finalised in the first half of 1996, and that tenders for the construction of these buildings will be called shortly thereafter.

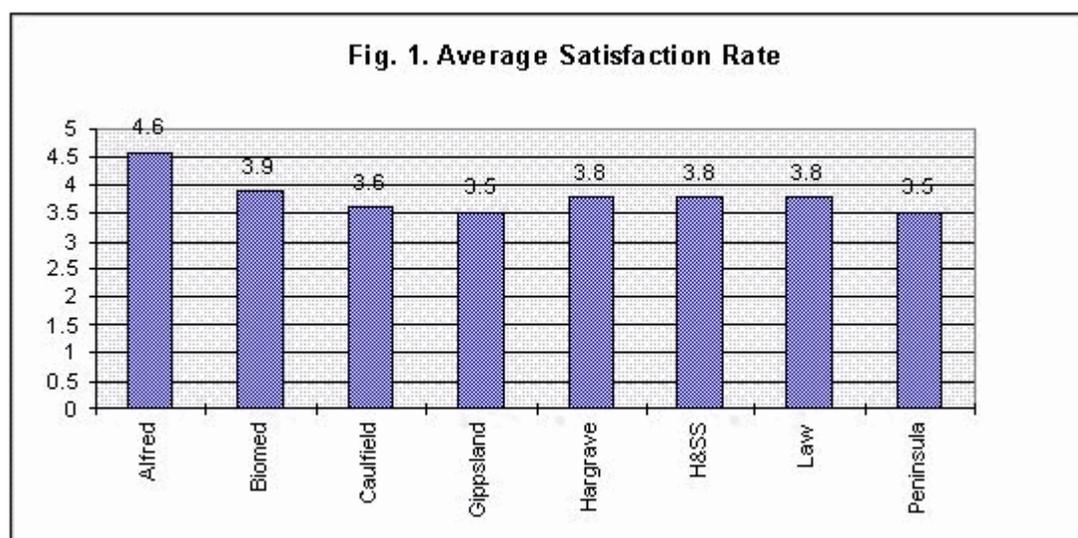
### **1.3 Strategic and Quality Assurance Management Plans**

The Library began the process of developing its strategic plan for the period 1996-2000 by producing a discussion paper. This paper was circulated both to library and academic staff, and discussions with various focus groups comprising various members of the University community were held. The draft Strategic Plan was prepared.

The Quality Assurance Management Plan was developed after extensive consultation with staff. This plan positions the strategic plan and the individual departmental business plans within a quality framework. The Quality Plan endeavours to define a quality library service as one "where the Library succeeds in matching the information needs of its users with the relevant resources, wherever those resources are located, in a timely and efficient way." It lists a number of performance indicators, measurements and benchmarks that will be used to measure the quality of the services provided by the Library.

As part of the quality assurance plan, the Library organised a workshop on costings and one on quality accreditation under ISO 9000, with a view to familiarising senior staff on methodologies, procedures and processes. It also carried out a "General Satisfaction Survey" of its users, using the questionnaire developed by Nancy Van House *et al* (*Measuring Academic Library Performance*. Chicago: American Library Association, 1990). The questionnaire has been trialed extensively among university libraries in the USA, and is one of a series of questionnaires designed to measure various aspects of academic library performance. For example, other measurements include materials availability and use, facilities and library use and the quality of information services.

One major advantage of the Van House methodology is that it is simple and cheap to administer. However, it is important to note that the survey was intended to provide a picture of clients who actually used library services and facilities during the period of the survey. In particular, it sought to find out how successful they were in their use of the library services and facilities, the reasons for their visit and the degree of their satisfaction. The survey was conducted over a one week period in May, when 2200 questionnaires were distributed among all the libraries of the Monash University Library system, in proportion to the number of potential clientele served by each branch library. There was a 94% response rate. Despite the generality of the survey, much useful information was gleaned from it.



A summary of some of the findings is provided below:

- 60% of the users were very satisfied or satisfied with Monash Library as a

- whole, 25% were neither satisfied nor dissatisfied, and 15% were dissatisfied.
- Users were asked to indicate their satisfaction rate on a scale of 1 to 5. The average rate of satisfaction ranged from 3.5 for Gippsland to 4.6 for the Alfred, which is quite a good result. (See Fig. 1)
  - 65% found the Library to be very easy or easy to use, 23% neither easy or difficult, and 12% not easy to use. The average rate for "ease of use" ranged from 3.4 to 4.4.
  - Clients visited a library for a number of purposes. 56% looked for books; 54.2% for studying; 42.1% undertook literature searches, including online searching; 34.4% browsed; 18.3% asked reference enquiries; and 32.5% returned books.
  - Details of individual branch library results are provided in the fuller report.
  - 1158 comments were received, and in the report they have been grouped into the following categories: environmental issues, resources, services, and staffing. In general, there were positive as well as negative comments on these matters. An outline of some the issues commented upon is provided below:
    - Environmental issues mainly related to the air conditioning system and noise levels (2.5% commented that the library was noisy, while 3.2% of the respondents perceived the libraries to be quiet!)
    - Resources. 7.9% of the respondents commented on this. The primary concern related to insufficient number of copies of recommended texts.
    - Services. A large proportion commented favourably on the services of the library and the behaviour of library staff. However, there were comments relating to the difficulty of locating information, and of the need for longer library opening hours. A very small proportion wanted the period of loan and the number of loan entitlements to be increased.
    - Staffing. The majority of the comments were positive, while a small proportion commented on the lack of staff at service points.
    - The survey provided some insights as to how and why people used Monash libraries. It is pleasing that there was general satisfaction with the services provided by the Library. A further survey is planned in 1996 to find out why the rate of dissatisfaction at Gippsland and Peninsula is higher than in the other branch or campus libraries.

#### **1.4 Virtual Library Service Developments**

The long term strategy of Monash University Library is to create a virtual library service which will be a combination of print and electronic resources available for research and teaching. In the coming years, an increasing amount of information resources will be available online, or if they continue to be paper-based, they will be delivered electronically, where possible, through the newly restructured document delivery service.

It is important to note that Monash Library has never equated the virtual library with a purely digital or electronic library, but instead has defined the "virtual library" as a range of services and collections (both analogue and digital) linked together and made accessible to users through electronic networks, and as a parallel library which includes a finely balanced mix of print, multimedia and electronic information resources.

Some of the increasing electronic information resources provided by the Library are:

### 1.4.1 CD-ROM and Diskette Databases

The Library has for a number of years offered a variety of databases on CD-ROM and diskettes, a number of which are networked.

Caulfield Library has a 10 terminal public access network currently holding 13 databases and a further 27 databases can be used on standalone terminals. Additions in 1995 included *The Age*, *AGSM Annual Report File*, *Art Right Now*, *Australian Family Resources on CD-ROM*, *Boston Spa Conferences*, *Cinematica*, *Computer Library*, *DiskROM*, *Australian Electronics Data System*, and *Scientific American Index*.

On the Clayton campus the CD-ROM network is available in all branches of the Library. In 1995, access was extended to student computer laboratories and to staff PCs on the CCS1 and ITS-MENZ servers. Improvements to the network were made with the migration from Optinet to SCSI Express.

Two useful additions to the networked databases were *Sesame2 on CD*, a backup to the Library's online catalogue and *SIAL*, Serials in Australian Libraries. Usage statistics showed that the latter was the fifth most popular database after *Medline*, *ABI/Inform Global*, *PsycLIT* and *Biological Abstracts*.

The Law Library's databases are accessible from the laboratory in the Law Library and all other PCs on the Law server. The number of databases available to Law Library users more than doubled in 1995.

The Peninsula campus has a network with six public access terminals in the Library and standalone workstations. In 1995, additional CD-ROMs were acquired, including *Art Right Now*, *Applied Science and Technology Index*, *Business Australia*, *DiskROM*, *General Sciences Index*, *HealthROM*, *PAIS* and *Social Sciences Index*.

The Gippsland Library was provided with quality funds to replace ROMOTE, its remote access CD-ROM service, with GILBERT (the Gippsland LiBrary Electronic Research Tool) which offers a wide range of databases accessible by both distance and on-campus users. The new system currently provides for 16 simultaneous accesses, as well as multiple simultaneous access to selected databases. There are 8 workstations in the Library from which the network can be accessed. In addition, it can be accessed from outside the Library via modem or the Internet. Unlike ROMOTE, the user does not require special software, but only a communications program which supports VT 100 emulation.

The following databases were made available on Gilbert in 1995: *Applied Science Abstracts*, *ERIC*, *General Science Abstracts*, *CINAHL*, *PsycINFO*, *Wilson Business Abstracts* and *Sesame2 on CD-ROM*. Additional databases,

including *Austrom*, *Art Index* and *Sociofile*, will be added in 1996.

### 1.4.2 General Online Services

During the year under review, the Library subscribed to a number of online services which were accessible from all campuses. These included:

- *ABS Time Series Service*. From May 1995, Monash staff and students were able to access online data from the Australian Bureau of Statistics, including Reserve Bank of Australia data. Use of the Netscape WWW browser linked with the Excel spreadsheet package allowed on screen viewing and saving of tables of data.
- *Current Contents*. Since January 1995 the Current Contents service has been provided by the OVID Australia Service which offers a simple user-friendly interface with flexible search, print and download options. Coverage is from 1993 to present.
- *CoolCat*. The cooperative catalogue of Victorian academic libraries has been available from dedicated terminals in each branch of the Library. In 1995, it was possible to access CoolCat via Sesame2.
- *OCLC FirstSearch*. OCLC's online service has expanded to include 51 databases covering a wide range of disciplines. The addition of FastDoc, a subset of the ArticleFirst database, has enhanced access to document ordering. Most of the articles cited can be ordered for online viewing or one-hour fax delivery. Two other new databases, PapersFirst and ProceedingsFirst, contain citations of papers and publications of worldwide meetings, conferences, expositions, workshops, congresses and symposia.
- *LEXIS/NEXIS*. The NEXIS full-text service has always been very popular at Monash University, offering access to more than 2300 publications. Unfortunately, however, Fairfax titles including *The Age* were dropped at the end of July 1995.

The Law Library made available LEXIS, the full-text legal service, to all staff and students of the Faculty of Law in 1995.

### 1.4.3 Library Home Page

In 1995, there was a great expansion in effort by various departments to develop Home Pages on the University's Web server. Many of the Library's online services were made available through the Library's Home Page, and each branch was encouraged to develop its own Home Page.

### 1.4.4 Sesame2

A number of new features introduced during the year enhanced the ability of the Library's automated system to provide access to other online services through Sesame2. For example, use of the *set host* command allowed telnet connections to a selection of other Victorian university library catalogues, the

ALLI legal database, and CoolCat. Users have also noted increased stability of the system with better processing rates.

#### **1.4.5 CAUL Database Trials**

During 1995, Monash participated in a number of trials coordinated by CAUL (Council of Australian University Librarians) using funding provided by DEET.

The ALDIS SilverPlatter trial started on 24 July and finished on 24 November. 20 databases ranging across all disciplines were accessible for this period and in each month a new set of "rolling" databases was offered, enabling trial of the ERL (Electronic Reference Library) client/server technology. As the server holding the databases is located in St Kilda, Monash University has generally been experiencing excellent response rates via AARNet.

The ABI/Inform trial, on the same system as CAUL *Current Contents*, started on 3 July and ended on 31 October. This business information database provides abstract and index coverage from 1982, and includes full-text to many of the publications from 1991 onwards. As this database is also networked at Clayton and Caulfield branches of the Library, and on standalone at Peninsula, a major advantage of the service being trialed was the ability to access it from off campus and at times when the University was closed.

The LEXIS/NEXIS trial ran from 1 July until 31 October. This included access to LEXIS, a full-text legal, legislative and regulatory information database, previously available only to the Law Faculty as a Law Library subscription, to all Monash University users.

The IAC (Information Access Company) trial offered access to *Expanded Academic Index/ASAP*, from 1 July until 31 September. This covers arts, education, history, literature, geography, popular science, psychology, sociology and economics, and includes full ASCII text for over 300 journals. This database is well suited to undergraduate needs but lack of telnet access for this group has precluded its participation in the trial.

#### **1.4.6 Electronic Reference Service**

After a trial period in 1994, the Library decided to introduce a full fledged electronic reference service in 1995. Each branch of the Library now has an email address for simple reference queries. These are also accessible from the web pages of the Library.

### **1.5 Document Delivery Service**

Another major initiative in 1995 was the restructuring of document delivery services, leading to the establishment of a one stop document delivery service combining the services of interlibrary loan, inter-campus loan and hospital loans. The objective was

to maximise the use of technological innovation to provide Monash primary clientele located across all campuses with an efficient and effective streamlined service. From the second semester, all Monash academic and postgraduate students had the added option of sending their requests for interlibrary loans and inter-campus loans electronically. The document delivery service provided users with a choice of delivery options including fax to personal fax machines, internal mail within the University campuses or Australia Post to home address. The enhanced document delivery service was implemented in phases throughout 1995, and will be fully operational on all campuses in 1996. The new electronic request system was very popular, and within a month of operation, more than 400 patrons had registered to use the electronic request form, and about 539 requests were made electronically.

## 1.6 Berwick Campus Library Developments

From the initial planning stage, Monash decided not to establish a conventional campus with the traditional teaching infrastructure, but instead to establish a campus where a lot of teaching would be delivered from other campuses to students at Berwick, using the latest communication and information technologies. Monash Library's challenge was to develop a model library at Berwick to be called the virtual library service, which would mirror as far as possible the teaching and learning model that was being introduced at Berwick.

Although Monash did not build a conventional library at its Berwick campus, it was clear from the beginning that for some time to come, it would be necessary to provide a range of books to meet the needs of staff and students, partly because most of the major monographs and textbooks still exist only in print form. Negotiations were accordingly conducted with the Casey Institute of TAFE to allow Monash to house the print collection in the Berwick TAFE Library, with Monash providing some funding for staff, the purchase of books and some equipment. On the Berwick campus itself, space has been allocated for the "electronic library", which will be equipped with workstations to provide students with access to a range of online information resources.

One of the major planks of the electronic library at Berwick was the electronic reserve system which would deliver recommended readings electronically.

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## 2 Collection Development and Management

- 2.1 [Exhibitions](#)

This year again witnessed the continued growth of the collection and this growth again comprised largely printed materials, chiefly books and journals. As shown in Table 2.1, the Library's collections grew to 2,319,359, an overall increase of 4.3% over 1994.

**Table 2.1 Library Collections 1995**

Branch Library	Monographs (vols)	Periodicals (vols)	Microforms (vols)	Other (items)	Total
H&SS	830,057	144,389	187,733	3,042	1,165,221
Spec.Collection	25,973	0	0	0	25,973
Biomed	64,460	85,160	1,514	1,338	152,472
- Alfred	9,138	11,172	62	589	20,961
- MMC	4,420	4,286	0	133	8,839
Hargrave	104,167	98,481	4,261	700	207,609
Law	48,724	80,897	2,096	58	131,775
Caul/Penin	327,657	71,536	1,719	20,749	421,661
Gippsland	106,149	28,234	3,879	46,586	184,848
<b>TOTAL</b>	<b>1,520,745</b>	<b>524,155</b>	<b>201,264</b>	<b>73,195</b>	<b>2,319,359</b>

In spite of the growth of electronic publishing there were no indications of any diminution in the output of academic printed titles, and serial prices continued to escalate at rates that were in excess of inflation.

The total number of books and journals which the Library can afford to acquire annually is but a fraction of what would be of potential use to its clients, and it is the

recognition of this that has led to the development of a number of strategies to maximise the value of the funds available in order to best serve the learning and research needs of members of the University. At all metropolitan campuses subject specialist librarians have been assigned to teaching and research departments whose responsibility it is to coordinate and lead collection development in cooperation with academic staff and in line with overall University policy. As part of this the Library is seeking to develop detailed policies which map out what is taught and researched in all Departments and Centres of the University and focus its collection activity accordingly.

Electronic tools are increasingly being used in finding information on new books and journals and this includes data on prices, availability and content as well as other publication details, all of which enhance selection decisions. Electronic data from the Library's automated system is being analysed to provide insight into how the Library is being used and what the pattern of demand is from the different categories of clients. Added to this, more traditional surveys have been carried out which have sought to find the views of staff and students on the Library's collection and discover any shortcomings.

The figures in Table 2.1 do not include electronic media, the acquisition of which accelerated in 1995. While the bulk of this media was accounted for by indexing and abstracting tools on CD- ROMs, an increasing proportion of full-text electronic media was also acquired. As well as subscriptions to some two hundred CD-ROMs and floppy disk databases, the Library also paid for access to a number of very large research databases, to which all Monash users had free access. In addition, the Library acquired a number of full text electronic journals, some of which were only available in that format, while others duplicated printed editions but provided enhanced access.

The number of current serial titles totalled 17,858 in 1995, a reduction of 1.5% over

**Table 2.2 No. of Current Serial Titles 1995**

Branch Library	Purchase	Donation	Exchange	Total
H&SS	3,517	3,607	362	7,486
Biomed	880	279	49	1,208
- Alfred	299	30	0	319
- MMC	78	29	0	107
Hargrave	1,538	358	85	1,981
Law	1,728	420	26	2,174
Caul/Pen	2,051	1,048	0	3,099
Gippsland	1,225	259	0	1,484
<b>TOTAL</b>	<b>11,306</b>	<b>6,030</b>	<b>522</b>	<b>17,858</b>

The Library acquired a number of rare items and collections, including:

- a Swift manuscript, a draft of an unpublished letter written in 1735 to Dr. Thomas Sheridan, in Anglo-Latin.
- a large number of 19th century items from the State Library and the Parliamentary Library (via the State Library). These were duplicates which they wished to dispose of. They included a good proportion of early Australiana.
- some 19th century Australian pamphlets from the Australian Natives Association via the Taxation Incentives Scheme.
- several large collections of early medical books. These included the Rare Book collection of the Australian Medical Association (on permanent loan); Sir Sydney Sunderland's collection (which came to the Library via the Faculty of Medicine), and a forensic medicine collection purchased from Professor Mant of Guys Hospital. At the same time, there was a promise by Dr Richard Travers that he would donate his collection of medical Australiana under the Taxation Incentive Scheme.

## 2.1 Exhibitions

The Library organised a number of book exhibitions, mainly from the rich resources of the Rare Books collection. The first exhibition was "Literary Links". This was held in conjunction with the British Council. They provided the panels, while the Library supplied a selection of material from its Australiana holdings. It ran from 3rd to 28th July.

This was followed by a major exhibition, "Highlights of the Monash University Library Rare Books Collection". This was opened on 1st August by the Deputy Vice-Chancellor, Professor Lauchlan Chipman, and was well-attended by senior Monash University staff and librarians from other institutions, as well as the Friends of the Library. It ran until 27 October.

The current Exhibition, "French Fiction", was opened by Professor Wal Kirsop on 2 November. This coincided with two related conferences held at Monash, by the ALIA Rare Books Special Interest Group, and the Bibliographical Society of Australia and New Zealand. This exhibition will run until 4 March 1996.

All exhibitions were accompanied by catalogues.

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## 3 Technical Services

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In February the previously separated Caulfield and Clayton Technical Services Departments moved together into the Information Services Building (ISB). One main advantage gained has been the re-equipping of most staff with individual PC workstations to University DITS (Desktop Information Technology Strategy) standards. In the previous accommodation it was necessary for some staff to share PCs. This provision has allowed a number of improvements to workflow, including direct online input of cataloguing data to ABN (Australian Bibliographic Network) by cataloguers who previously produced handwritten data input sheets. The information technology upgrade has also facilitated networking to the individual workstation of essential tools such as LCSH (Library of Congress Subject Headings) and GBIP (Global Books In Print). The provision of Netscape for browsing the Internet has also allowed Technical Services to take advantage of Internet resources in an easy manner. Although the move to the new premises resulted in a 31% reduction in productivity for January/February 1995 in comparison with 1994, the tremendous efforts of all staff assisted by the new equipment and new workflows had reduced the disparity to only 9% by November 31.

### 3.1 Staffing

The temporary loss of productivity as a result of the move to new accommodation was compounded by the contribution from Technical Services of \$50,000 to the Library's 1995 salary savings target. A number of vacancies were temporarily frozen with some penalty to services to the branch libraries. Significant attention has been given to gathering data on the unit cost of Technical Services processes and some structural change to the Technical Services staffing profile has reduced ongoing costs.

### 3.2 Library Databases

Work has been carried forward on retrospective conversion of those Library catalogue records which do not meet even minimum cataloguing standards. Research libraries which do not face this need are rare. At Monash priority is being given to those serial records which were originally loaded to PALS from the then only available minimal inventory records carrying abbreviated titles and lacking essential access points. Despite the staffing pressures on the Division outlined above sufficient resources have been redirected to achieve retrospective conversion of approximately another 1150 titles. Continuation of the project was ensured in the latter part of the year by the allocation of \$40,000 from the Library's share of University Quality Funds and matching grants from the Branch Libraries. Attention has also been given to selective retrospective upgrading of substandard monograph records brought to the attention of Technical Services by Circulation and Reserve. An in house project has upgraded 2000 records and provided useful cost data for future planning. The fact that pre 1981 materials have either no record or a sub standard record in the catalogue remains a disadvantage to Monash Library users.

At present the Library catalogue is updated by monthly tapes of catalogue records from ABN. Progress has been made with down loading catalogue records at the order stage which means that an indexed catalogue record is available when the ordered books arrive, and the catalogue broadened to include on order materials. Although progress has been made, the PALS procedures for the import of data are not state of the art.

### 3.3 Cataloguing of Virtual Resources

Attention has been concentrated on the role of Technical Services in delivering virtual library resources to users wherever they are. Procedures have been developed not only for acquiring electronic journals, but also for 'bookmarking' Internet resources in the Library catalogue. The Library Home Page can thus function as a virtual shelf for those resources most appropriate to Monash users. Attaching the World Wide Web front end to the online catalogue allows hotlinking from the catalogue record to the electronic resource. This is very efficient for the user and hugely extends the role of the catalogue in accessing material.

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## 4 Systems Developments

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### 4.1 Restructuring of the Systems Support Unit

Following Philip Snoxall's retirement as Manager of the Library's Data Processing Unit, after 29 years service, the EDP Group was combined with the previously separate Systems Group to form a single Library Systems Support Unit. PC support greatly improved, due to the introduction of a Help Desk, new staffing arrangements, establishment of a database for recording problems and faults and improved provision of user feedback.

### 4.2 ISB Installations

In January and February, Library Systems staff installed more than 120 PCs in the Information Services Building, including 70 PCs in the Technical Services Division and the remainder in the Library's Administration, the Rare Books Library, the Music and Multi-Media Library, the Information Technology Training Room and the Asian Studies Research Library. In the latter case this involved installation of special software for the processing of text in Chinese, Japanese and Korean (CJK) scripts.

### 4.3 MONET to Ethernet Migration and Ethernet Growth

Simultaneously with the move to the ISB, the Library and Computer Centre completed the Library's migration from MONET to Ethernet. This required the

solution of several major telecommunications problems due to the incompatibility of the PALS library software with Ethernet. The Library acknowledges with gratitude the enormous assistance it received from the Computer Centre in bringing this project to a successful conclusion. Demand for additional Ethernet connections in the Library continues to grow. During the year additional connections were installed in all Branches, in particular H&SS (Serials and Student reading), Caulfield, Peninsula and Law.

#### **4.4 Electronic Reserve**

Software for the past examination papers imaging project that was developed jointly by the Library and the Computer Centre was extensively rewritten during the first half of the year. The new version of the system was ported to other branch libraries and made available in full production mode from 1 September. Work has commenced on developing the software further for the Library's "Electronic Reserve" system. This work is funded with a special University allocation of \$300,000, particularly because of its relevance to the Berwick campus, where the system will be made available as from Semester 1, 1996. Eventually the system will also be available in the other Monash libraries.

#### **4.5 Electronic Publishing Project**

In February the AVCC made a research grant to Monash University Library to conduct a pilot project in the transfer of an existing conventional journal to electronic media. The project involves the Library, the Unit of Medical Informatics and the Unesco Supported Institute of Engineering Education (USICEE), in the Faculty of Engineering. The journal chosen for the project is the *Australasian Journal of Engineering Education*. During 1995 two electronic issues were published (in September and December) in parallel with the paper version. It is available for viewing on the World Wide Web. A questionnaire was issued to all readers asking for comments on the electronic publication. Most were favourable and it is planned to expand the project in 1996.

#### **4.6 National CJK System**

Monash University Library is one of the eight consortium members of the National CJK (Chinese, Japanese, Korean) System. The CJK system will provide a database of bibliographic records for Chinese, Japanese and Korean material with full support for CJK scripts. It will be the Australian national union catalogue for CJK items.

#### **4.7 DITS**

A further allocation of \$69,000 was made to the Library and this was supplemented with a contribution of \$57,520 to achieve 100% DITS compliance for Library staff PCs. (\$40,500 of the Library's contribution are loan funds which have to be paid back to the University over two years.)

#### **4.8 PALS**

The Computer Centre provided \$20,000 from its equipment allocation for the purchase of additional disk storage for the U2200 mainframe computer that runs the

PALS integrated library system. In the short term there will be a need to further upgrade the hardware configuration to cope with the ever-increasing transaction rate (which at Easter peaked at 26,500 transactions per hour). In the longer term (ie. in the next three to four years) it will be necessary to replace the system entirely, both because of the mounting maintenance costs associated with an ageing mainframe system, and to take advantage of the enormous developments in library software that have occurred since the University purchased the PALS system in 1988.

#### **4.9 Campus-Wide Information System**

The Library's pioneering role and the work of the Systems Librarian, Sue Steele, in these areas was acknowledged when she was invited, together with the University Librarian, to become foundation members of the University's new Communications and Multimedia Advisory Board.

The PC Training and Support Librarian, Deidre Schutz, assisted Branches and Departments of the Library in setting up WWW Home pages. Training of Library staff and academic staff in the use of electronic mail and Internet resources and software continued. 41 demonstration sessions and 65 hands-on training sessions were held.

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## 5 Human Resources Unit

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A series of staff profile meetings has been held with senior library staff to review future staffing needs within each division of the Library. The aim is to develop an "ideal" staffing structure that will best enable the Library to realise its strategic plan objectives, and to consider ways in which this structure can be achieved. Work has also commenced on a global review of Library position descriptions in an effort to make them more consistent with respect to such matters as levels of detail, terminology used, etc. The descriptions of positions in the Technical Services Division were selected as a pilot project.

### 5.1 Staff Exchange/Job Swaps/Secondments

An international exchange of Library staff from Monash and the University of Calgary concluded successfully during the year. A number of staff exchanges and secondments have been organised within the library to deal with a variety of staffing needs, including health problems, organisational restructuring matters and consequent job redesigning, career advancement, staff morale, etc. Two staff member were seconded part-time to the Department of Librarianship Archives and Records.

### 5.2 Staff Development

In 1995 expenditure of 50% of the Library's staff development funds was devolved to Divisional Librarians. This has resulted in a more streamlined process for dealing with staff development applications and has permitted the Staff Development Committee to concentrate on policy issues and the organisation of library-wide staff

development activities. Ten supervisors participated in the supervisors training program held by Professional Development Centre.

### 5.3 Leadership Training

Senior library managers participated in a leadership and management development activity conducted by the University's Professional Development Centre. Five women from the Library staff participated in the Women In Leadership program. One staff member was selected for the prestigious Aurora Leadership Training Institute which was conducted for the first time in Australia. Thirty-two participants only were selected from around Australia to attend the course which is designed to identify and develop potential leaders of the library profession.

### 5.4 Disaster Response

Five Library staff members attended disaster response training organised by CAVAL (Cooperative Action by Victorian Academic Libraries). The Library Administration Officer also attended a Counter-Disaster Conference in Sydney. A recovery plan is being developed for use throughout all libraries, in the event of flooding, fire or other major disaster that may befall the Library.

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## 6 Information Services

- 6.1 [Lending and Reference Services](#)
- 6.2 [MONINFO](#)
- 6.3 [Asian Studies Support](#)

This section highlights some of the developments in the delivery of information services to the Library's clientele. Further details of the activities are documented in the reports of the Branch Librarians and the MONINFO Manager.

### 6.1 Lending and References Services

Loans increased by 4.38%, with the major increases experienced by Caulfield/Peninsula and Gippsland. One reason for the increase in loans has been the decision (eg at Caulfield and Peninsula) to reduce the loan period for high demand books, resulting in a greater turnover of these materials.

**Table 6.1.1 Loans (including Renewals) 1995**

Branch Library	1995	1994	% change
H&SS	524,813	509,520	3.00
Biomed	124,459	129,556	- 3.93
- Alfred	22,179	22,026	0.69
Hargrave	175,595	175,278	0.18
Law	94,112	88,299	6.58
Caul/Penin	526,314	487,334	8.00
Gippsland	122,043	110,672	10.27
TOTAL	1,591,510	1,524,679	4.38

In the interlibrary loan area, Monash continued to be a net lender, lending 18,394 items, and borrowing 17,315. The number of inter-campus and hospital loan

transactions grew by a massive amount rising from 25,057 in 1994 to 48,659 in 1995, an increase of over 80%.

Staff continued to deal with a large number of reference enquiries, but there was some evidence that the more computer literate users were beginning to rely less on staff to assist them in accessing the various electronic databases provided by the Library. Furthermore, the expansion in user education training, as well as the introduction of touch screen guidance systems and other CAI programs in many of the branches appeared to have led to a reduction in the number of users requiring basic assistance in navigating the Library's services.

The success of the reference telephone enquiries service in the H&SS Library led to the expansion of MULTELS (Monash University Library Telephone Service) to cover all branches on Clayton Campus. During the year more than 20,000 telephone enquiries were dealt with. The Caulfield/Peninsula Branch Library operated a similar service.

**Table 6.1.2 Reference Statistics 1995**

Branch Library	Reference	Directional	Multels	Total
H&SS	37,245	22,924	17,614	77,783
- Rare Books	1,137	238		1,375
- Cochrane	2,126	5,657		7,783
- Music	9,076	2,855		11,931
-ASRL	1,387	580		1,967
Biomed	10,097	5,026	1,272	16,395
- Alfred	2,549	3,817		6,366
Hargrave	17,921	11,102	959	29,982
Law	9,014	4,102	1,440	14,556
Caulfield	29,194	11,571	3,036	43,801
- Peninsula	19,614	8,179	213	28,006
Gippsland	16,246	1,080		17,326
TOTAL	155,606	77,131	24,534	257,271

The various branch libraries ran a number of classes to train users in using the libraries and the various online databases more effectively. The classes ranged from orientation tours to advanced instruction targeted specifically to the users' discipline.

**Table 6.1.3 User Education Statistics**

Branch	Sessions	Participants	Contact Hours
--------	----------	--------------	---------------

H&SS	327	4511	444.00
Biomed	184	2172	308.40
- Alfred	52	294	21.60
Hargrave	241	3519	179.40
Law	281	1320	307.10
Caulfield	149	2598	169.30
- Peninsula	113	2407	92.90
Gippsland	99	2694	68.00
TOTAL	1446	19515	1590.70

## 6.2 MONINFO

MONINFO was established with the major aim of relieving internal staff from the strain of having to provide free services to users who are not the primary clients of Monash University Library. It has generally been successful in doing that on a cost recovery basis.

The activities carried out by MONINFO in 1995 included providing consultancies, undertaking research on behalf of its clients, providing document delivery services, and running Internet training and other courses.

The following promotional activities were undertaken during 1995:

- mail-outs to Internet providers advising of training courses, and to law firms, industrial companies, banks and management consultants introducing the Law Card
- exhibitions, conferences, and industry presentations, including Ausindustry's Business Network Program, Eastnet (Eastern Region Business Network) and businesses planning export programs
- publications, including four issues of the MONINFO Bulletin, advertising of products and services, and placement of information in other publications such as *Business Victoria*
- visits to potential clients

During 1995 MONINFO prepared proposals for the establishment of library and information services at the Australian Wheat Board and Rehab Tech. In the case of Rehab Tech the proposal was accepted and MONINFO is currently setting up their library. MONINFO also has an ongoing agreement with Water EcoScience to provide them with a library and information service.

MONINFO assisted in the marketing of ALLI (Australian Legal Literature Index) produced by the Law Library. Contracts were signed with Kiwinet, the online information service of the National Library of New Zealand, and Lexis, the international online legal information service. Recently ALLI has also become available on CDROM through Computer Law Services. In 1996 MONINFO will be

pursuing the development of a full text version of ALLI.

### 6.3 Asian Studies Support

The establishment of the ASRL (Asian Studies Research Library ) in early 1995 is a particularly significant achievement. For the first time the Library was able to support the University with a facility commensurate with its reputation of excellence in Asian Studies teaching and research. The ASRL information service point is staffed by a team of Asian specialist librarians working in close proximity to the collections and the users. The ASRL is an example of the Library's commitment to a client focussed service.

The Associate University Librarian (Information Services) continued to play a leading role in Asian studies initiatives at a state and national level - as Chairperson of the National CJK Technical Committee, and Chairperson of the Staff and Training Group of the 3rd National Round Table on Asian Studies. She is also co-chair of the joint Monash-Melbourne Asian language group, and a member of the National Korean Studies Library Advisory Committee.

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## 7 Branch Library Reports

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## **7.1 HUMANITIES & SOCIAL SCIENCES BRANCH LIBRARY**

There were many significant developments in 1995, the most momentous being the opening of the Information Services Building and its new service areas, the Asian Studies Research Library, the Music and Multimedia Section and the postgraduate room. Other significant developments were the restructuring of Document Delivery Services, the expansion of MULTELS to cover other branch libraries, the setting up of the Electronic Information Service Desk, integration of Internet training into the user education programmes, and the provision for academics to submit reserve reading lists electronically.

### **7.1.1 Music & Multimedia and Asian Studies**

The new service areas of Music and Multimedia and the Asian Studies Research Library proved extremely popular with clients and enabled the library to provide more focussed services to these areas. Both serve major areas of research that are given a high priority at Monash. To support multimedia developments, the branch committed its 1995 Research Infrastructure Funds to the purchase of a range of equipment and facilities to enable clients to utilise multimedia materials purchased to support courses and initiatives offered by the faculties.

A multimedia working party was set up and did excellent work in dealing with issues such as loans policy and procedures. It also undertook the processing and upgrading of the collections through a weeding programme. New equipment, ranging from Hifi equipment and headphones and microfilm reader printers to televideos and multimedia PCs was purchased.

### **7.1.2 Accommodation**

With the occupancy of the Information Services Building, vacated space was created in the old building, enabling refurbishment of a postgraduate room, four additional discussion rooms, the addition of the Kipen Judaica Collection, better and more accessible facilities for users with disabilities, more spacious and pleasant areas for newspapers and government publications and an increase in the number of seating places from 1408 in 1994 to 1590 in 1995. It is anticipated that this figure will go over 1600 in the new year when the shelving re-arrangements are completed on the third, fourth and fifth floors.

Major re-arrangements of the Australian Bureau of Statistics publications, the current newspapers and serials section, and government publications, as well as the move of photocopiers to current serials, the re-spacing of the Main Collection and the integration of the Burchill Collection were undertaken by the attendants in a professional manner that minimised disruption to services. Compliments by the library's clients indicated that these moves were well received.

### **7.1.3 Staffing**

A particular concern was the number of attendants who had to take leave because

of workplace injury. The volume of portage associated with the move to the ISB, the amount of dust in the building and the difficulties with the air conditioning have all contributed. Late in the year, Library Management funded a major dust cleaning exercise, including steam cleaning of the carpeting in the shelving areas. This proved to be an excellent investment as it noticeably improved working conditions for staff and provided a much healthier and pleasant environment for clients. It is obvious that regular cleaning must form a part of future plans of the library.

Staff development and training continued to receive strong support within the Branch. There were notable developments. The Caroline Chisholm Award went to Glenn Martin, the Head Attendant and two staff participated in the Women in Leadership programme. The Music Librarian, Georgina Binns, was awarded the Walter Gerboth Research Award by the Music Library Association (USA).

#### **7.1.4 Level of Services**

Demand for services remained high and increased substantially in some areas. The introduction of patron self renewal, the installation of the cashless register and the barcoding of keys to lockers and group study rooms, so that they could be issued through PALS, enabled the loans section to offer improved service to clients. The branch recorded more than 10% increase in loans and more than 3% in overall loan related statistics over the 1994 figures. A new door counter provided more accurate statistics than before, and these indicated that at least 230,000 more people visited the Library in 1995 than in 1994.

Another startling growth area was in photocopy demand which was up some 250,000 over 1994. This figure would have been much greater if there had not been problems with the maintenance service.

#### **7.1.5 Business Plan**

H&SS developed a strong business plan for 1995 and worked very hard to achieve all the objectives set. A special achievement was the way staff held together and remained focussed on service delivery amidst all the noise, dust and discomfort resulting from the building construction. Branch staff took part in a number of surveys during the year relating to user satisfaction/success, inhouse usage, re-shelving material and serials check-in. It was particularly pleasing to note the Branch's positive results in the user satisfaction/success survey despite its size and the disruptions mentioned above.

Improved security was one of the objectives of the Business Plan. A new security system was installed during the year at the main exit door and another one in the Reserve area. With both operational it is expected that there will be a significant drop in the number of students trying to remove "undischarged" materials from the library.

Serials staff and staff from the Technical Services serials operation commenced

work on a Serials Cycle Time Reduction Project that will finish in 1996. Branch staff participated in the Library wide strategic planning exercise. One outcome was agreement to integrate the H&SS serials operation with the Technical Services serials operation in 1996.

### 7.1.6 Electronic Services

H&SS took responsibility for developing, training, rostering and overseeing the new MUTELS service. In 1996 it is likely that a voice mail service may be incorporated into MULTELS.

The availability of the CD ROM Network, Sesame2 and Internet resources from the offices of academics staff and postgraduate laboratories, together with the opening of the new Information Technology Training Room in the ISB has meant a widening of scope of the user education programme. The lack of available teaching rooms in first semester meant that a number of requests for classes could not be accommodated. This situation should improve substantially in 1996 with the opening of a new User Education Room.

Subject Librarians created a Home Page for the H&SS Library, developing the Electronic Information Desk, assisting in creating the Virtual Library tour of the ISB, expanding the user education programme to cover *Nexis* and other new developments, attending departmental meetings to plan the implementation of new services such as the CAUL trials, and preparing instruction about Internet resources in specific subject areas. Despite staff shortages they also managed to keep up their other responsibilities and met objectives in collection development, monitoring, preparation of library impact statements (45 in total), running user education classes, and producing guides (19 in total) and information sheets (10 in total). A number of these guides are currently being mounted on WWW.

### 7.1.7 Acquisitions

Some important additions to the collection included:

- CD-ROMs : *ABC Pol Sci, Child Abuse and Neglect, International ERIC, Women's Studies Index, Palmers Index to The Times, Index to UN Publications, US Congressional Record.*
- Electronic Databases : *Expanded Academic Index (trial), ABS Australian Statistics Online, IDRC Databases.*
- Printed materials : *Encyclopedia of Psychology (four vols), Grand Larousse Universal (17 vols), International Encyclopedia of Education, second ed (12 vols), Pipers Enzyklopadie des Music Theaters (five vols), Encyclopedia of Social Work, Dictionary of Art, Encyclopedia Italiana (five vols), Encyclopadia of the Musical Theatre (two vols).*

## 7.2 BIOMEDICAL LIBRARY

The pervasive effects of rapidly changing telecommunication and computing technologies continued to have a major influence on decisions made in the Biomedical Library in 1995. The Library was continuously assessing the current trends and developments in electronic information and making appropriate adjustments in the allocation of resources and provision of services to clients.

### 7.2.1 Virtual Library Services

The Biomedical Library initiated several developments in 1995 to progress toward the services users expect of a virtual library. In July the Biomedical Library developed a home page to ensure easy access for users to relevant sources on the Internet, including electronic journals, library guides and home pages of Monash departments and teaching hospitals. The Biomedical Library's Electronic Reference Service and New Materials List are also available from the home page. A colour printer has been purchased in anticipation of the need for printing colour photographs and illustrations from the Internet.

In 1995 the print journal collection of the Biomedical Library was evaluated by the departments and subject librarians to ensure relevancy of subject and format, and work was started to target those journals which might provide better access and enhanced features in electronic form.

Numerous print and CD-ROM combinations have been purchased by the Biomedical Library recently, including such titles as *GLIM for Ecologists, Physicians' Guide to the Internet*, and *Audiology, The Fundamentals*. The Biomedical Library purchased two multimedia PCs in 1995 to help provide access to these additional resources.

In 1995 the Biomedical Library began to investigate services of commercial firms that could supply not only easy remote access to bibliographic databases such as *Medline*, but also access to full-text journals from *Medline* citation links. In the meantime, the licensed number of simultaneous users for the CD-Network *Medline* has been increased from 11 to 18 to help meet current demand.

CAUL has been particularly valuable to clients of the Biomedical Library, who are the heaviest users of this database at Monash. The trials in 1995 included ALDIS SilverPlatter ERL which offered many databases of interest to Biomedical Library clients, such as *Agricola, CABCD, EMBASE, Medline, PsycLIT*, and *Sport Discus*.

The Biomedical Library allocated Research Infrastructure Funds (RIF) to purchase equipment and connections for a training room, which became operational in the first half of 1995. Space restrictions continue to be a major problem in the Biomedical Library, and as a result the room is far from adequate, but a vast improvement on the classes that were previously held in the foyer on public machines.

The Biomedical Library, in conjunction with the Network Librarian, conducted nine 'Introduction to the Internet' courses for 89 academics and departmental staff during 1995. Response to these sessions was very positive and more sessions are being planned for 1996.

## 7.2.2 Level of Services

In 1995, the Biomedical Library staff answered 13,311 queries at services points and 1,812 outside the rostered desks, not including the numerous questions that the attendants in the Biomedical Library answered concerning the location of materials. The Alfred Sub-branch staff answered 4,872 queries at service points and 1,494 from other locations, including telephone queries. These figures represent a slight decrease on the 1994 figures, probably reflecting the general increase in computer literacy in students using the CD-ROMs, the increased reliability of the CD-ROM network, better signposting and more advanced instruction very early in most courses. Not included in the service point figures are collection of theses from the Thesis Room, the issuing of hospital loans to undergraduates students and the distribution of document delivery information to requestors. Also, MULTELS referred 428 queries to the Biomedical Library.

The number of loans for the Biomedical Library totalled 124,459 comprising 118,443 charges and 6,016 renewals. The Alfred Sub-branch loaned 22,179 items, including 477 renewals. Although these figures do not represent an increase in loans, there is a general perception that undergraduates, who are not allowed to borrow journals, have increased their in-house use of the journal collection to complete their assignments.

297,076 patrons were counted as they left the library this year compared to 306,968 in 1994. Greater use of remote computers to access to CD-ROM databases may have had an impact on the total in 1995. Although a security system to count patrons is not currently available at the Alfred Sub-branch, it was obvious to Library staff that Postgraduate student attendance at the Alfred Sub-branch was less this year, probably because a Master of Public Health is now offered across three universities.

Photocopying increased from 1,630,972 copies in 1994 to 1,804,692 in 1995 although there was a reverse trend in banking, \$114,565 in 1994 to \$111,739 in 1995, due to the drop from 10c to 7c per page in photocopying charges.

In 1995 Biomedical staff were involved in 184 user education sessions to 2,172 participants, using 308.4 hours of staff time. The Alfred Sub-branch conducted 53 sessions for 295 participants in 21.8 hours. The decision was taken at the beginning of the year to concentrate staff effort on advanced skills, rather than the orientation tours. The classes in 1995 were directly linked to the teaching curriculum, with students receiving hands-on instruction in SESAME2 and relevant CD-ROM databases to locate material on a specific topic. The perception of the Subject Librarians is that the students are using the library more efficiently as a result.

## 7.2.3 Collection Management

In 1995 the Rare Books Librarian, Richard Overall, was successful in acquiring various medical materials of historical importance, including those from the

## Australian Medical Association .

By the end of October 1995, the monograph budget had been fully expended. The addition of 2,695 monograph volumes in 1995 brings the total to 64,460 monographs in the Biomedical Library, and the addition of 336 monographs at Alfred Sub-branch increased the monograph total to 9,138. The collection grew overall by 4,929 volumes at the Biomedical Library and 745 at the Alfred Sub-branch, bringing the total number of volumes to 151,134 and 20,672 at the Alfred Sub-branch.

The number of current serial subscriptions is 1,208 held in the Biomedical Library, 319 at the Alfred Sub-branch, and 107 at the Monash Medical Centre (MMC). The few remaining subscriptions duplicated in print and on CD-ROM are being closely scrutinised with a view to cancelling the print, as soon as possible.

The Branch Librarian continued to be involved in the Distributed National Collection (DNC) project for medical materials, which is still in the initial stages of development. A pilot project on oncology materials was conducted by six medical libraries in late 1995 and the results of this pilot will be used to further the development of the national project.

### 7.2.4 Staffing

Barbara Jacoby returned to the Biomedical Library in January from a secondment as Associate Librarian at LaTrobe University, Bendigo Campus in 1994. It was announced in August that Vivienne Bernath was one of 32 library staff from Australian university libraries invited to attend the Aurora Leadership Institute at Thredbo in November.

An opportunity to strengthen international links became available when the Monash University International Programs & Developments Office organised a staff exchange program for the Health Sciences Librarian of Naresuan University in Phitsanuloke, Thailand. During May the Health Sciences Librarian was a visitor to the Monash Library, and a reciprocal exchange was organised for Barbara Jacoby in November.

The major factor influencing staffing in the Biomedical Library in 1995 was the decision to develop a centralised document delivery unit for the Monash University Library system. In anticipation of this change, the Hospital Loans position was not filled when it became vacant in late 1994, and one attendant's position was abolished in 1995.

### 7.2.5 Quality Management

A major initiative in 1995 was revising position descriptions and developing the Performance Enhancement program for Biomedical Library staff.

In preparation for the development of the 1996 Biomedical Library Business Plan,

letters were sent to the Heads of Departments requesting an opportunity for the Branch Librarian and relevant Subject Librarians to discuss service needs with them and their staff. As a result, visits were made to numerous departments in late 1995.

In October a morning tea was held for patrons of the Biomedical Library to provide a forum for feedback on library services and collections. The feedback to Library staff was generally positive, and patrons were able to offer many good suggestions ranging from the need for additional copies of specific texts to requests for notices to silence mobile phones in quiet areas. The initiative was definitely a success and will be repeated in 1996.

### **7.2.6 Buildings and Maintenance**

In July renovations to the outer staff area were mostly completed, resulting in ergonomically designed workstations more conducive to improved work practices.

Attempts to alleviate the severe space shortage in the Biomedical Library continued in 1995. A plan for an extension was costed by the Facilities Services Division, but no funding is available in 1996 for the project.

## **7.3 HARGRAVE LIBRARY**

The year was challenging with a relatively high staff turnover. The position of Deputy Hargrave Librarian was filled in December. The Acting Deputy Hargrave Librarian, Sara Miranda was outstanding in coping with more than the normal share of subject duties in addition to being the acting deputy.

Objectives identified in the 1995 Business Plan were achieved with a few exceptions where a lack of staff resources did not permit the fulfilment of some specific objectives.

Throughout the year all activities of the library were driven by the Quality Assurance Program which in turn formed the basis for the 1995 Hargrave Library Business Plan. The emphasis in the Hargrave Library is on how to maintain an effective process of continuous improvement in the delivery of resources and services.

The General Satisfaction survey showed that 62% of Hargrave's clients were very satisfied or satisfied, 27.7% were neither satisfied nor dissatisfied, while 10.9% were dissatisfied. Many complained about the fact that bags were not allowed into the library, and 9.6% reported "difficulty using the Hargrave Library". Hargrave Library Quality Circles met to address problems raised which led to the following action plan:

- Stocktake of monographs to identify missing books (stocktake commenced December 1995).
- Revise floor plan and in particular, the positioning of stacks to eliminate broken shelf sequences which are hard to follow. (Draft plan ready)
- Ongoing program of shelf reading.

- Establish a regular weeding program.
- With the help of the Chairman of the User Committee, resubmit Hargrave's request for an extension to the building to relieve the very serious space shortage that results in the double-shelving of books in fast growing areas as there is no room for more shelves, shortage of seating for students, general overcrowding, noise and dissatisfaction when students cannot find a study desk at certain times of the academic year. Students also complained that there was not adequate study room facilities for group study, which is a preferred mode of learning, particularly in the engineering courses.

It was nice to receive positive qualitative comments such as "staff couldn't do enough to help."

### 7.3.1 Services

Demand for information services remained constantly high. The number of user education classes and the number of participants increased, whilst the contact hours decreased. Improved cost-effectiveness was made possible by the use of IT, CAI and improved handouts and worksheets.

Selected highlights in the user education area included:

- Research skills sessions were given for postgraduate engineers as part of an external Uni-Link course.
- Tutorials were offered to academic staff on the Internet and the use of CD-ROMs.
- Induction tours were provided for library staff from other branch libraries.
- Open Day - 300 hundred visitors attended a number of hands-on classes on CD-ROMs and Internet-based information.
- Hargrave Home Page was created for the Internet.
- The electronic guidance system, "Navigating the Hargrave Library" was revised, extended and updated.
- New electronic screenshows were produced using Harvard Graphics and PowerPoint and the existing screenshows revised and updated.
- The IT training room was ready by the beginning of the academic year. The Hargrave IT room proved to be of considerable interest to other libraries and institutions.
- Evaluation forms were revised and distributed in most tutorials. Responses indicated participants found the sessions "geared at the right level", "the right amount of material covered," and "the sessions were interesting and they would recommend it to others."

### 7.3.2 Collection Development

The tailoring of current subscriptions to the academic and research profiles continued. The annual review of Hargrave subscriptions by academic departments and subject librarians resulted in the following developments:

- 40 Hargrave subscriptions were cancelled in 1995
- A document delivery budget was established in late 1995 to fund free and timely delivery of journal articles to primary clientele from journals cancelled during 1994 and 1995. The process will be improved in 1996 in the light of experience.
- Quality of financial information. The capacity to keep track of financial records for subscriptions improved with the acquisition module in Technical Services coming on line last September and the serials download that took place in May 1995. Identification of "phantom commitments" to serials released unspent funds for the acquisition of monographs.
- Binding. The trial of a new binder in 1995 proved that the quality of the binding was satisfactory and the cost lower. Hargrave will commence to transfer serials for binding purposes to achieve savings.

## **7.4 LAW LIBRARY**

### **7.4.1 Electronic Library Developments**

The Law Library is proceeding rapidly to provide electronic access to primary legal resources as well as secondary materials. The number of CD-ROMs and online databases subscribed to more than doubled in 1995 and this transition will continue in 1996. A major sell-off of the American print collection and replacement by electronic access will be much cheaper and less staff resource intensive. These services are now available from two computer laboratories in the Law Library and it is likely that 1996 will see home electronic access.

Also launched in late 1995 was a project to develop the "Electronic Law Library". A task force was established by Library Management Committee to investigate possibilities for the conversion of large parts of the print collection to electronic format by scanning. It is intended that the resultant database will be available from University and home computers and to remote, paying subscribers anywhere in the world via dial-up connection or the Internet.

### **7.4.2. New Training Program**

After several 'pilots' and with feedback from students, the Law Library launched a comprehensive program of training to support the introduction of new electronic research resources. Under the program 'small group' informal sessions are run up to four times daily in the use of legal CD-ROMs, LEXIS and other online databases, Sesame 2 and the Internet.

### **7.4.3 Refurbishment**

A major objective of the Library's Strategic Plan is the improved appearance of Library premises. In 1995 Law Library staff work areas were refurbished with the provision of new workstations. A new reference desk was installed and all

workstations were cabled with Ethernet. All staff now have DITS compatible PCs.

#### **7.4.4 Publications**

Publications for 1995 included two new editions of the *Mabo Source Book* and a new *Guide to Legal Research*. Law Library staff were regular contributors to the professional literature. A Law Library Internet 'Home-Page' was also established in 1995. Prepared with help from the University's Graphic Design department and with major enhancements by Law Library staff, it has won praise from around the world and is the Library's most heavily visited site.

The ALLI database (Australian Legal Literature Index, produced by the Law Library) was released commercially on LEXIS, the world's largest supplier of legal information, KIWINET (New Zealand's national database) and on CD-ROM through Computer Law Services (Diskrom).

#### **7.4.5 Professional Development and Staff Training**

Law Library staff attended the Indexers Conference, Online/Ondisk Conference and the Asian Pacific, Specials, Health and Law Librarians Conference. The Law Librarian presented a paper - "Researching Mabo" - at this last conference.

The Law Library introduced a new program of in-house training in 1995. Weekly sessions are now held to introduce staff to new technology and to cover a variety of areas including first aid, the use of mobile phones and fire extinguishers, use of library tools and to brief staff on policies relevant to personnel, such as industrial relations. Visits to other libraries and institutions also form part of the program, which is suggested and arranged by Law Library staff.

#### **7.4.6 Visit to Kiribati**

Nick Pengelley and Lisa Smith spent three weeks in the Republic of Kiribati establishing a law library for the Island's Attorney-General. The visit was funded by AESOP (Australian Executive Service Overseas Program) under the auspices of the Australian Law Librarians' Group and donations of books and equipment were provided from many sources. During the visit the Library was completely re-arranged, catalogued and classified. Local staff were trained in library maintenance and legal officers were instructed in the use of law CD-ROMs. The visit was a highly successful one and will be the subject of lectures, professional articles and conference papers.

#### **7.4.7 The Law Card**

The concept of the Law Card was developed in conjunction with MONINFO. Through the Card the Law Library will promote and sell its services to law and other business firms as well as interested others. A range of services including access to CD-ROMs, training, post-graduate borrowing rights, publications and express

document delivery will be available to subscribers for \$300 per annum (individuals) and \$1000 per annum (corporate). Monies earned will be used to extend ALLI indexing resources and extend reference services. The service was promoted to groups of Melbourne law and business firm lawyers and librarians at the city offices of Minter Ellison and Arthur Robison and Hedderwicks in December with the support of the Law Faculty.

## **7.5 CAULFIELD/PENINSULA BRANCH LIBRARY**

### **7.5.1 Accommodation**

Caulfield campus library staff and users appreciated the space gains made by the library in early 1995. Thirty additional reader places were made available.

The existing collections were able to be better accommodated, but further expansion space is required to accommodate the collections, which are now growing by about eleven thousand volumes a year. This annual volume is expected to decrease gradually as the library moves away from print to electronic services, but in the interim it is increasingly difficult to house the print collections.

In early 1995, the Peninsula Campus Director's Advisory Committee recommended to the Vice-Chancellor's Campus Planning Committee that the library be moved out of A Block and located in a new dedicated building. The recommendation was approved and subsequently a Preliminary Brief on the new Peninsula Library Building was prepared and provided to the architects, Williams & Boag. Three thousand square metres of net useable space are planned. The building could be ready for occupation in mid- 1997.

In the interim, the Peninsula campus library has had to displace a number of seats to provide additional book stacks for the growing collections. The seats have been relocated wherever possible.

A new IT Training Room was created at Caulfield with the potential to house twenty personal computers for hands-on training. Initially, 10 PCs have been installed, and increasing use is being made of the room for the training of staff and students. At Peninsula a similar facility will be provided in the new building. In the interim, personal computers will be purchased for training purposes whenever funds permit. An initial number of five PCs were purchased in 1995.

### **7.5.2 Library Resources and Services**

There was a general increase in all the service statistics as shown in the above tables. The Caulfield/Peninsula Branch Library received \$1,458,700 as its share of Monash Library's Book Budget. In addition the Branch received \$57,779 from various sources, including Research Infrastructure funds and Open Learning.

The Branch's collection grew by 16,437 representing 14,154 monograph volumes, and 2,283 bound volumes of serials. Some CD-ROMs added during 1995 included

*The Age on CD-ROM, Diskrom, AGSM Annual Report File and Film Index International.*

### **7.5.3 Staff**

A new Deputy Branch Librarian, Mrs. Judy Hopley, was appointed early in 1995. The Branch's Administrative Officer Mrs. Heather Stonehewer, a member of Caulfield library staff for twenty-three years, retired at the end of the year and will be sadly missed.

A major part of the staff undertook training on one or, in many cases, several occasions during the year to enable them to educate students and academics in how to access the growing number of electronic services offered by the library and/or to enable staff to offer better service to clients. In addition, staff members attended the Online/Ondisc, RAIS and Library Technicians' Conferences.

### **7.5.4 Surveys**

The Branch participated in two Monash Library surveys during 1995 : the General User Satisfaction Survey, and the In-house Usage Survey. Comments forthcoming from the former have shown Branch administration directions for improvement in 1996.

The Branch also undertook two benchmark exercises connected with accessioning serial issues into the PALS library system's Serials Module, and reshelving of monographs and serials.

## **7.6 GIPPSLAND CAMPUS LIBRARY**

### **7.6.1 Off-campus Library Services**

A distance education library services fee of \$40 per annum, introduced in 1994, was again charged. As a result, demand for Off-Campus services increased considerably. For example, 12,811 books and 11,646 photocopies were sent to remote students (compared with 9,971 and 8,997 in 1994; and 4,488 and 3,358 in 1993). The staff involved in Off- Campus services were extremely busy, but their custom-designed accommodation (formerly a class room adjacent to the Library) enabled them to work more effectively.

Following a legal opinion that the compulsory fee could be an illegal fee under the Higher Education Funding Act, it has been decided to discontinue this fee, and to replace it with an optional levy, beginning in 1996. In return for payment of this fee, students will receive a specified package of services additional to the basic services.

This year, off-campus students have been able to make requests for books, copying and literature searches through Netface, the network for Monash distance education students.

### **7.6.2 GILBERT (formerly ROMOTE-PLUS)**

The Gippsland CD-ROM network Gilbert (formerly ROMOTE-Plus) became operational in the middle of the year, providing on-campus and remote access. Some initial teething problems were encountered but these have now been resolved. A number of stand-alone workstations also provide access to other CD-ROM databases. During the year the Library acquired the ACEL Australian standards (in microfiche, with CD-ROM index), replacing loose copies of patents held in filing cabinets.

### **7.6.3 New Library Building**

Agreement was reached on the layout of the building, and detailed plans are now being developed. A central feature will be a reader education/network training room between the two wings. The new building will probably be ready for use in 1998.

### **7.6.4 Library Accommodation**

There is already insufficient space on the shelves for all the collection. As a result, some books are stored on the floor and in a reader education room. The problem will be exacerbated by the removal of the Library Portable next year to make way for the new building. Discussions were begun with the Deputy Campus Director to address these problems.

### **7.6.5 Business Plan**

All members of the Gippsland Library staff (except two members on staff development) attended a residential "retreat" at Monash Mt. Eliza Business School on 11 and 12 July to discuss the Business Plan for the Gippsland Library. A committee was formed to prepare a preliminary plan and, following discussions by staff in the second half of the year, a draft Business Plan for 1996 was completed.

### **7.6.6 Management Restructure**

During the year, the senior management of the Gippsland Library was restructured, and a new position of Customer Services Librarian was created. In addition, action is being taken to integrate off-campus library services with the remaining document delivery functions, to streamline the telephone enquiry service, and to improve liaison between the Library and academic staff by designating some librarians as liaison librarians. As a result, some positions have been redesigned, and a number of new positions (formerly long-term casual appointments) will be advertised.

### **7.6.7 Open Learning Library and Information Service (OLLIS)**

Following the acceptance by the Open Learning Australia (OLA) of the major recommendations of the Open Learning Library Review, the voucher system was

discontinued and a new funding model for participating libraries was introduced.

Responsibility for coordinating library services passed from the Monash Library to an OLLIS executive officer, located at the OLA office in Melbourne. The OLLIS office within the Gippsland Library was closed at the end of June.

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## 8 Concluding Remarks

1995 has been a very eventful year and the Library can be justifiably proud of its achievements. The Library's success is due to the hard work of the many staff members who have met the challenges of the year with a positive and determined outlook. Their professionalism and dedication in carrying out their duties should be given due acknowledgment.

There is no doubt that the environment in which university libraries in Australia operate is changing radically. As the external and internal environments continue to change at a rapid pace, university libraries will have to create, by a process of continual reform, an organisation that is adaptive, innovative and responsive to these changes and, in particular, to the new initiatives of their parent institution. Their future survival depends on their success in implementing a mix of strategies that use electronic technologies to improve their services, while at the same time, not denying the importance of print in their daily operations.

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