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Mission

'Enrich the learning, teaching and research programs of the university by providing seamless and timely access to high quality scholarly information and learning materials in a range of formats, in order to meet the needs of staff and students wherever they are located within the global Monash'.

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2002 in review

The Monash University Library Annual Report 2002 is the first such report I have had the pleasure of presenting since taking up my appointment on 4 March 2002. The contents reflect the wide range of innovative activities and accomplishments of Monash University Library staff throughout the year, and demonstrate that the university's commitment to, and support of, the library is well justified.

During the year a number of key initiatives were introduced to underpin the future operations of the library, including major changes to the composition and reporting lines of the senior management team, the appointment of five directors to manage the newly introduced divisional structure, and the consequent simplification of the library's committee structure to align with the new divisions.

Members of the Library Management Committee as at December 2002:

- Cathrine Harboe-Ree, University Librarian
- Janette Burke, Director, Information Systems (appointed July 2002)
- Janice Droogleever, Director, Client Services - Humanities and Social Sciences
- Chooi Hon Ho, Director, Corporate Services and International Development
- Barbara Jacoby, Director, Client Services - Science, Health, Engineering
- Jill Wilson, Director, Information Resources (appointed July 2002).

New managers appointed during the year were:

- Peter Morris, Manager, Human Resources;
- Robet Hornett, Manager, Caulfield Library;



University Librarian, Cathrine Harboe-Ree

- Kerin Bryant, Manager, Marketing and Communications;
- Maxine Cuskelly, Manager, Pharmacy Library.

2002 highlights included:

- Completion of the Library Strategic Plan 2003-2005 that describes the library's mission, values, vision, key strategic issues and initiatives, goals and objectives. All staff were given the opportunity to contribute their input. www.lib.monash.edu.au/plans/2003/StrategicPlan03.html [unlinked 01/04/2008]
- Directors subsequently prepared divisional plans aligned with the initiatives of the overarching plan.
- Completion of the library's Service Statements and Summary of Services documents as part of the university's Strategic Cost Management project. www.lib.monash.edu.au/about/ServiceCatalogue.html [unlinked 01/04/2008]
- The Service Statements provide details of services currently provided to faculties with key performance indicators and measures to track progress and achievement. Services were grouped according to cost drivers identified in a separate activity based costing process.
- Formation of a library Quality Management Group to oversee and coordinate the Quality Review of the library which is part of a university-wide review in preparation for an audit by the Australian Universities Quality Agency. Planning has commenced for the library's self review and external panel review during 2003.
- Completion of a development plan by an external consultant for the creation of an electronic press for Monash University. The report has been accepted by the university and the project will commence in early 2003.
- Finalisation of details for the trial in 2003 of an e-print repository to be managed by the library.
- Provision of direct access to 17,909 electronic journals linked individually in the Voyager catalogue, as well as direct linking to 6062 electronic books. Within databases, there is access to 36,662 journals and 130,000 electronic books. As well, staff and students from eight faculties can now access electronic journals relevant to their faculty using the discipline-specific lists created by library systems staff www.lib.monash.edu.au/ejournals/
- The sharp rise in a number of key indicators of library use over 2001 figures: 8.4 per cent increase in library visits (2,790,780); 22.1 per cent increase in loans and renewals (1,550,140); 64 per cent increase in pages digitised for student readings (9103); 5.6 per cent increase in use of databases (1,870,626).
- The visit by the University Librarian and Director, Corporate Services and Development to Malaysia, which

focused on the planning of new library facilities for Monash University Malaysia.

- The visit to libraries at Clayton campus by the South Africa Campus Librarian for two weeks in November to ensure alignment of policies with Monash Australia and to further progress electronic services provided by the library in Roodepoort and two staff from Malaysia.
- Awarding of a 2002 Vice-Chancellor's Award for Exceptional Performance by General Staff to twelve staff responsible for the development of the new electronic reserve service, which focuses on production of online reading course lists accessible through Voyager catalogue.
- Collection of data for a facilities master plan, involving an examination of facilities at all sites by a group of consultants as well as input from staff focus groups. The consultants' report is expected early in 2003. This document will inform planning to ensure a consistent and integrated approach to new and modernised facilities.
- Completion of the extension to the Hargrave-Andrew Library and the transfer of the collections housed in the former Biomedical Library annex to Hargrave-Andrew Library.
- The progress made in upgrading and refurbishing a section of the Caulfield Library, as well as the Matheson Library Postgraduate Room, for completion in 2003.
- Successful sharing of print resources through the intercampus loans trial for postgraduate students and faculty staff between the University of Melbourne's Parkville campus libraries and the Clayton campus libraries at Monash.
- Installation of wireless network access points in the Matheson and Caulfield libraries as part of a trial strategy to increase options for students to utilise resources within the libraries and to provide flexible delivery options.
- Completion of a trial library portal and subsequent decision to proceed as a participant of Australian Academic and Research Library Network portal project rather than seeking a stand-alone solution.
- Retirement of two senior managers after many years of service and fine contribution to the Monash University Library: Marta Chiba, formerly Hargrave-Andrew Librarian, and Janice Droogleever, Matheson Librarian.

Many outstanding achievements are recorded in the body of this report. I wish to record my thanks to staff for their fine efforts in ensuring so many successful outcomes of work undertaken in 2002. I would also like to record my appreciation of the welcome given to me by university staff, library staff and colleagues from other university libraries. I look forward to a challenging year ahead and hope for a highly

satisfactory response from our key stakeholders in the customer survey to be undertaken in 2003.

Cathrine Harboe-Ree
University Librarian

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Goal 1: Educating scholars and professionals

Information literacy

The library provides a varied and comprehensive information literacy program catering to the differing needs of faculties and learning preferences of students. Tours, classes, workshops and training sessions are offered face-to-face, while the *Virtual Librarian* and WebCT are used to provide a similar experience online.

In 2002 the emphasis was on embedding information literacy into the curriculum, rather than as an adjunct to the academic program. At a first year level, take-up is now quite high, with many units including information literacy components. The content of these sessions varies, but all are aimed at meeting the information needs of the students at that particular stage of their course. Many of these sessions are backed up with online tutorials via the *Virtual Librarian* and some include online quizzes via WebCT.

Subject librarians have been working with the Faculty of Medicine to introduce the principles of information literacy at key points within the new five-year medical course. 2002 saw those plans come to fruition with all new medical students completing two information literacy components during the year.

For the first time, all new undergraduates at Parkville (Pharmacy) were required to attend an



Students making use of a quiet study area at Gippsland Library

information literacy program within their tutorial times. Sessions introduced students to the principles of good information seeking behaviour and provided hands-on experience with key reference tools. The classes complemented sessions run by the Language and Learning Services Unit that introduced other aspects of information literacy such as intellectual property and citation styles.

'Virtual Librarian'

The period up until Easter continues to be the peak time for information literacy sessions and librarians find it difficult to fulfil all requests because of a shortage of rooms or personnel. The *Virtual Librarian* has been particularly useful in ensuring that all needs can be met. Of particular note is Biology 1011 and Psychology 1011. Instead of face-to-face classes, the new biology tutorial was successfully used to introduce 700 new students to core information in their discipline. A self-assessed quiz was then completed in class time, supervised by the tutors.

In psychology the needs were slightly different, with over 1100 students studying Psychology 1011 throughout the world. Adequately supporting these students, particularly with their first assessment piece, has been problematic. An online tutorial focusing specifically on the skills needed for that assignment task was created, ensuring that all students, irrespective of their location, had access to expert advice.

While the emphasis is to incorporate information literacy into the curriculum, the library continues to initiate additional programs where a particular need is perceived. In 2002 EndNote classes were very popular, and most sites found that classes filled as soon as they were advertised. The *Virtual Librarian* tutorial was upgraded to cover Version 6.

Subject librarians in faculties project

From April to July 2002, subject librarians for the Arts, Business and Economics, Education and Medicine faculties spent time on a regular basis

in their faculties as part of a pilot project which enabled academic staff and postgraduate students to easily access expert advice on library resources and services. The aim of the initiative was to develop a proactive liaison role, including improving communication between the library and a core group of its primary clientele. At the conclusion of the project, academics and subject librarians were surveyed, resulting in positive feedback from both groups of participants. The project will be evaluated in 2003.

Collaborative initiatives

Subject librarians also contributed to the Faculty of Arts 'Tricks of the Trade' series and the Monash Research Graduate School's exPERT sessions. The latter was so popular that in 2003 a separate stream of exPERT will be introduced to focus on information literacy.

Library staff take an active part in various university wide committees, including the Transition Committee, IT Training Forum, campus orientation committees, and various faculty committees. The library also works closely with university wide groups such as Monash Postgraduate Association, Host Scheme, the Centre for Learning and Teaching Support and Monash International to ensure that all students experience information literacy targeted to their particular needs and circumstances.

The focus of the library's information literacy program is towards its primary clientele, that is, the academic staff and students of Monash University. However the library also runs a strong program for outside and affiliated groups. Throughout the year information literacy sessions were provided for Monash College students, Monash English Language students, high school students in enhancement programs and students undertaking short programs, such as Indonesian government officials studying with the Castan Centre for Human Rights.

Library exhibitions and talks

Exhibitions from the Rare Books collection were held throughout the year, including:

- Rare Books recent acquisitions
- Aspects of Korean Music and Culture
- English Literature to 1800
- Magazines

Each exhibition was complemented by an online 'virtual exhibition' and catalogues in hard copy and online at lib.monash.edu.au/exhibitions

A number of talks were presented by guests in conjunction with exhibitions throughout the year, including:

- Giles Mandelbrote, British Library Curator of Early Printed Books
- Mick Stone, of Camberwell Books
- Eve Duncan, a modern Australian composer
- Professor Clive Probyn of the Monash English Department
- Dr. Maryanne Dever, Head of the Centre for Women's Studies

The "Friends of the Monash University Library" continued their ongoing support and assistance in 2002 to the benefit of the library and Monash students and staff.

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Goal 2: Applying and advancing knowledge

Readings and reserve service

The recommendations of the 2001 reserve services review were implemented during 2002. Library staff members now provide a service that transfers an individual course reading list into a web page accessed through the Voyager catalogue, thereby maximising the amount of reading material available to students electronically. The electronic reading lists now link to full text articles sourced from an electronic journal or database, scanned items prepared by the digitisation centre, the library catalogue showing the loan status of a book and web addresses supplied by the course lecturer. Students and academic staff have responded enthusiastically to the concept of electronic reading lists. The library continues to monitor developments and has established a working party to ensure that the library's student reading support meets the needs of staff and students.

Digitisation centre

On 14 December 2001, data had been lost from the image server that delivers Portable Document File (PDF) documents scanned by the library's Digitisation Centre for lecture material delivered via the web. This loss of data occurred during a routine upgrade of the operating system software.

In response to this occurrence, library management immediately established a Digitised Data Recovery Task Force. Library staff urgently undertook the recovery of the lost items before the start of first semester 2002. The library undertook not only to replace items previously scanned, but also to make available additional items requested by lecturers for first semester 2002. By early March, more than 90 per cent of the missing files had been recovered and were again available online. The remaining files were either recovered during 2002 or were not required for teaching again. A review of backup procedures was subsequently undertaken in conjunction with Information Technology Services to ensure that the data for all of the library's digital services is fully backed up and is immediately recoverable in the event of any future incident.

In November the library started using a new Sun Fire 280 server for the web delivery

of the digitised images, replacing the old server, which had been causing problems all year. The new server is a state-of-the-art web server that uses new technology to provide a huge amount of disk space for the PDF images. The disks holding the PDF files are held separately in a Storage Access Network (SAN), which will give flexibility in terms of disk space as the size of the collection grows.

Cataloguing of electronic resources

Access to full text online journals, electronic books and quality websites was significantly improved through cooperative initiatives of cataloguing and information systems staff. The library catalogue now provides direct links to a wide range of full text internet resources, including 17,909 e-journals, 6062 e-books and 3543 other electronic resources. A further 125,000 books are accessible through Early English Books Online, and plans are under development to add catalogue links for these in the future.

New programs were developed for the bulk loading of vendor-supplied records to the library catalogue, enabling the loading of 3500 records for electronic books available through NetLibrary. The same programs are being used to load records for other resources licensed for use by Monash University students and staff. There is now a regular schedule for updating information on the content of aggregated databases and other full text collections, such as Proquest, LexisNexis, Infotrac, Science Direct, Hein Online, and Westlaw. This ensures that information about titles included is current.

New programs have been trialled and implemented for detection of broken internet links in the catalogue and there is now an ongoing program to rectify problems. A new target of 95 per cent accuracy has been set and will be monitored monthly.

Selected free internet sites evaluated as relevant to library users are included in the library catalogue. A new online form has been developed to enable subject librarians to input details which are automatically converted to catalogue records. This should improve the speed with which new websites are added and made accessible.

The library provides access to electronic resources via the Voyager catalogue, the Monash University Library [databases](#) page and the [electronic journals](#) page on the website. Improved integration of these pathways has been achieved by the development of programs which use the Voyager catalogue record to generate the other listings. There is now an electronic journals page for all faculties except Pharmacy and Science. Weekly lists of new resources for all faculties are also generated from the Voyager catalogue.

The first set of electronic journal records was loaded to the South Africa campus catalogue in 2002. During the visit of the South Africa Campus Librarian this year, new strategies were developed for provision of catalogue access to electronic resources for South Africa. It is planned to establish a default Voyager view that allows searching of electronic resources only via the Australian catalogue. It may then not be necessary to load and maintain electronic resource records in the South Africa catalogue.

'Voyager' library catalogue

In order to accommodate the installation and implementation of a major new software release, it was necessary to upgrade and expand the current Voyager hardware platform. A new server was purchased in December with an additional 438 gigabytes of disk space. The purchase of this server enabled the library to move towards the implementation of a disaster recovery plan, which will take place in 2003.

The Voyager software upgrade included new functionality such as the ability to save searches, set up preferences, change download formats and the addition of a "renew loans" button. During 2002, the number of searches made on Voyager increased by 25.7 per cent (to 19,989,730) and there was also an increase of 24.3 per cent in the number of requests for patron information (to 465,590).

Electronic print repository

The library started trialling an electronic print repository in late 2002. The repository is part of a new initiative identified in the library's strategic plan "to improve access to Monash University research publications." Monash University Library is keen to capture the intellectual output of the university community and provide a tool to increase access, dissemination and recognition for this research. The e-print repository will provide an opportunity for the research community to post work for online discussion and information, and to provide recognition of work in the research environment.

The purpose of the trial is to determine the feasibility of, and demand for, an e-print repository. The first phase of the trial has included the implementation and customisation of free e-print software. The working papers of the Faculty of Business and Economics' Department of Management have been identified for deposit in the e-print repository. The depositing of papers started in late 2002 and will continue into 2003. The second phase of the trial will require a complete revision of the submission page and extensive usability testing with academic staff, with the aim of achieving an acceptable self-submission process. The trial will be reviewed in June 2003, to determine the feasibility of committing resources to an e-print repository for use by all academic staff and researchers.

Electronic press

In 2002 a development plan by an external consultant for the creation of an electronic press for Monash University was completed. The university has accepted the report and the project will commence in early 2003.

The press will concentrate in the first instance on electronic journals associated with Monash University, and may be extended to include monographs, conference proceedings and material from other sources. The first two years will be a trial of the project.

Portal project

Monash University Library trialled portal software from March to August 2002. After assessing the software and the results of the trial a decision was made on 30 August 2002 to discontinue the project, essentially because the software was not yet fully functional. The experience gained in the trial is being used to help with Monash University Library's participation in the Australian Academic and Research Library Network (AARLIN) portal project, which will see the library implementing a new multi-database search portal during 2003, with full access to be made available in 2004.

'CoolCampus' initiative

The library became a member of the CoolCampus Steering Group, which was set up by the Faculty of Information Technology with the aim of investigating the form, function and role of pervasive computing environments involving advanced technologies (for example, wireless communication, wearable and handheld computers, and 'smart spaces') in empowering university students and staff in their day to day activities.

The library participated in the development of a demonstrator application to locate an item at the Caulfield Library. The application provides real-time directions within the library to find a particular item using a handheld device and the wireless network. The CoolCampus concept and library demonstrator application was launched to a number of senior library and Faculty of Information Technology staff in December.

Online lectures

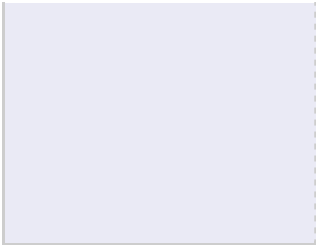
Monash Lectures Online (MLO), continues to record lectures and make the audio recordings available to students via the internet. In 2002 MLO expanded operations to include eight additional lecture theatres; six in the Science precinct of Clayton campus, and two at Caulfield campus. This is in addition to established theatres at Berwick, Gippsland, Peninsula campuses and elsewhere at Clayton. New theatres will be brought into full service in 2003, and will bring the overall number of theatres kept operational and streaming audio to 33.

The number of subjects being handled increased to almost 130 per semester, compared to approximately 100 subjects per semester in 2001. This involved more than 5000 hours of audio recordings. There was also increased student usage of the service. An overall total of 270,556 live audio streams were delivered via the internet for the year 2002, compared with 190,004 in 2001, and 163,746 in 2000.

Supporting overseas campuses

The library's role in support of the overseas campuses is advisory and supportive. In October, two library staff from Monash University Malaysia came to Melbourne for an intensive week-long professional development program. In November, the librarian from Monash South Africa came for a similar staff development program.

The University Librarian and the Director, Corporate Services and International Development made a brief visit to Malaysia and Singapore to meet with staff responsible for providing library services to Monash students.



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Goal 3: Excellence in service

Strategic cost management

As part of the university's strategic cost management project the library has completed seven service statements that describe the range of current services provided to faculties. The seven statements listed below include key performance indicators and measures:

- Information resources: access and delivery
- Information resources: collection management
- Information services
- Physical environment
- Flexible library services
- Document delivery services
- Partnerships

The content of the service statements was agreed upon with representatives of each of the ten faculties. During 2003, the library will monitor and report to the faculties at yet to be determined intervals on each of the statements and measures. The statements are the basis for negotiations of service levels to take place with individual faculties from 2004, when the university's budget will be devolved directly to the faculties for the first time. After this occurs, payment for library services will be decided directly between the faculties and the library. Payment will be based on costs determined from the activity based costing exercise in 2001.

Quality review

The library has set up a Quality Management Group to ensure ongoing monitoring and implementation of quality activities. Members of the group include all directors. The group will oversee the library quality self-review in early 2003 and will prepare a report identifying strengths and opportunities for improvement. The structure and process for the review have been determined. The terms of reference cover:

- Organisational structure, management, quality assurance and improvement
- resources

- Core services: library resources; library services; physical infrastructure
- Professional and community activities

All staff will have the opportunity to provide input to their director. The review will cover the total of library operations and will be done at a high level. A web page provides details of the [review program](#), which will also include a visit by an external panel once the self review is completed.

Lending services

In response to student requests, the library implemented more generous renewal arrangements in 2002. Monash staff and students are now able to renew individual items for periods of up to six months. Not surprisingly, the number of renewals doubled from 239,212 in 2001 to 464,262 in 2002. Students were pleased that they could renew books without penalty and without the need to visit a library in person. Items on loan continue to rise with an increase of five per cent in 2002, despite the loss for statistical purposes of items lent to Monash patrons at the Ian Potter Library at the Alfred Hospital.

As all sites increase the amount of student reading material available electronically, the physical size of reserve book and photocopy collections diminishes. Reserve items borrowed from the collection in 2002 fell by 29.67 per cent, reflecting both the smaller collections and the increasing number of subjects that the library supports electronically.

Document delivery

Monash staff and postgraduate students submitted 44,432 requests in 2002 compared to 43,213 requests in 2001. A total of 37,296 items, or 84 per cent of all requests were successfully supplied.

Commercial document providers increased charges during 2002. The costs of obtaining items not held within Australia has, in some cases, doubled. A decision was taken to reduce the use of certain commercial services whilst the library looks for alternatives.

In 2002, 85 per cent of all requests were made using the web request form, compared to 56 per cent of all requests in 1998. It is anticipated that a similar shift will be seen in document supply. In 2002, 25 per cent of articles were sent electronically to users who had registered for web delivery.

In support of the library's readings and reserve service the Document Delivery Service supplied 915 articles to the Digitisation Centre for scanning as entries in the library's electronic reading lists. This service has been extended to obtain articles to support student reading at Monash Malaysia and Monash South Africa.

'Regional Electronic Access and Delivery of Serials' project (READS)

Monash University Library, La Trobe University Library and the University of Melbourne Library provided the READS service jointly. The service has been

running since October 1999 and has provided valuable information from a number of journals in the areas of chemistry and physics. Despite its success over the years, the system has had very low use this year, and commercial tables of contents and full text journal providers have overtaken most of the functionality of the service. The three universities made a decision jointly in October to discontinue the READS service after 31 December 2002.

Services for people with disabilities

The adaptive technology room in the Law Library, jointly funded by the library, Faculty of Law and Student and Staff Services' Disability Liaison Unit was launched in May. Hardware and software changes including an upgrade to 'Jaws' and 'Dragon Naturally Speaking', improved the level of technology available to students and staff. Planning has started for the construction of an adaptive technology room at the Berwick campus, following advice from student administration of student need. Approximately 100 students are registered across the library system for access to disability services.

Special collections

Rare Books

2002 saw the highest ever number of loans from the rare books collection with a total of 5413 loaned items, compared to 5056 in 2001.

The library made significant inroads into cataloguing items purchased for the rare books collection.

The section continues to add to its significant collections of travel books, early Australian comics and nineteenth century children's literature. Donations permitted the purchase of four seventeenth and eighteenth century books for the Swift collection.

Amongst scholars to visit the rare books collection in 2002, Claude Rowson from the USA visited to consult the Swift collection. Other visitors included Professor Moreau, the Vice Chancellor of the Sorbonne, librarians from Vietnam and Norway, and a number of Australian authors, including Peter Lyssiotis, Michael Jorgenson, Mary Newsome, Vane Lindesay, John Loder and Mimi Colligan.

Asian Studies Research Library

In 2002 Dr Aline Scott-Maxwell was appointed as Senior Asian Studies Librarian. Dr Scott-Maxwell works one day per week as Indonesian Studies Library Consultant for the Melbourne University Library. This joint appointment furthers the successful collaboration between the two university libraries under the Melbourne-Monash Protocol.

Government officials from three Chinese provinces, Tianjin, Mian Zhu City and Sichuan visited during 2002. In addition, senior academic administrators from Pusan National University, the University Teknologi Malaysia and the Hochiminh City Teacher Training University were shown collections and services provided by the specialist librarians in the Asian Studies Research Library.

Subject specialists continued to improve access to collections with either the full or partial cataloguing of a rare collection of Malaysian monographs in Jawi script and a large collection of Indonesian government publications. Postgraduate students from a number of interstate and overseas universities visited throughout the year.

Music and Multimedia

2002 saw continuing growth of all non-book collections including video, CDs, computer games, kits and accompanying materials. An expanding DVD collection prompted the acquisition of new multimedia PCs with DVD drives for individual viewing. Music and multimedia facilities at the Matheson Library were upgraded to include a fourth group study room providing access for audio, video and DVD equipment. A new staff area was also created.

Significant donations to the section include a collection of Thai popular music sound recordings from the ABC and the Esther Rofe music manuscript collection. Special visitors included the campus librarian for Monash South Africa Library.

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Goal 4: Optimising use of available resources

Library budget 2002

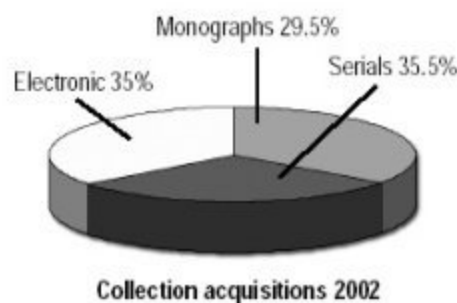
The library was provided by the university with funds totalling \$27,683,678 for recurrent expenditure for staff, collection acquisitions and operating costs. Of this, \$14,077,873 was for staffing (both ongoing and casual employees), \$11,080,396 was for collection acquisitions and other materials in print, online and document delivery, and \$2,525,409 was for operating costs.

A four per cent Enterprise Bargaining increase was included in the staffing component. Casual staffing remained at 2001 levels. An increase of seven per cent was budgeted for books and materials. Operating costs were pegged at 2001 levels wherever possible.

In 2002, the collections acquisition budget was comprised of a \$9,644,424 general allocation and \$1,154,200 Research Infrastructure Block Grant. Of this, 29.5 per cent was spent on monographs, 35.5 per cent on serials and 35 per cent on electronic resources (serials, databases, monographs).

Collection management

The Library added 41,548 new books and other physical resources, representing 29,098 titles, to the eight libraries of Monash University Library in Australia. These acquisitions support student



learning and teaching and add depth to the research collection. There was a particular emphasis on updating standard reference resources, adding collected editions of standard authors, and scholarly collections of retrospective writings in newer areas of research such as women's studies.

Major acquisitions for the year include backsets of newspapers on microfilm:

- *Il Globo* 1959- 1994;
- *London Review of Books* 1995-1997;
- *Guardian Weekly* 1970-1980, 1995-1997;
- *Quinzaine Litteraire* 1966-1984, 1995-1997;
- *Chronicle of Higher Education* 1977-1979, 1984-1985, 1990-1991, 1993-2001;
- *New Straits Times* 1997-2001;
- *Die Zeit* 1970-1985, 1991-1997;
- *Sunday Times* 1926-1958;
- *The Bulletin* 1962-1969

Major microform collections acquired:

- *Australia : colonial life and settlement : the Colonial Secretary's papers from the State Records Authority of New South Wales . Parts 1-3;*
- *China and the United States : from hostility to engagement 1960-1998 / ed. J.T. Richelson. Chadwyck-Healey, 1999;*
- *Records of Iraq, 1914-1966 / ed. Alan Rush. Archive Editions, 2001; and*
- *Colonial discourses. Series 1 : women, travel and empire, 1660-1914 / Adam Mathew Publications, 1999.*

Significant newly available electronic resources include:

- *Web of Knowledge* - Multidisciplinary indexes to cited references in scholarly publications (Science Citation Index Expanded, Social Sciences Citation Index, Arts & Humanities Citation Index);
- *Wiley Interscience* - includes the full text of over 300 scientific, technical, medical, and professional journals, plus selected



David Groenewegen, Digital Resources Librarian and Jill Wilson, Director Information Resources both take in Lewis Carroll's "Through the looking glass" - Ms Wilson online through the library's recently acquired *NetLibrary* e-books.

reference works and Wiley print books online;

- *Annual Reviews* - 29 full text titles in the biological, physical and social sciences;
- *Hein Online* - Over 300 full text law journals including back sets;
- *Meditext* and *AGIS* - provide indexing and full text articles for Australian medical and legal journals; and
- *Emerald Library* - marketing, management, human resources journals.

MONINFO (Corporate Services)

MONINFO, the commercial arm of the library, engaged with the broader community and delivered a range of services to alumni, corporate clients, business, government, schools, and individuals. The suite of services included: information research; document delivery; library membership; tours of the library; web maintenance; and, consultancy to a professional association on the creation of a virtual information centre. Promotional activities continued to attract new clients. MONINFO liaised closely with Monash International and the Alumni Office to facilitate the delivery of a quality service.

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Goal 5: Encouraging staff development resources

Through the efforts of an active Staff Development Committee a number of initiatives were undertaken that provided staff with training and personal development opportunities in 2002. A newsletter, *Staff Development News*, was regularly circulated to staff, advising of training opportunities. In addition, the library's staff development website kept staff informed of various activities including minutes of the six Staff Development Committee meetings held during the course of the year.

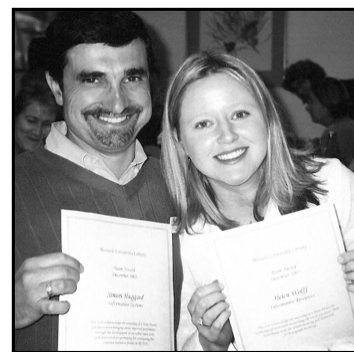
Staff training

Library staff were given the opportunity to attend nine lunchtime talks during 2002 organised by the Staff Development Committee. Most sessions were conducted by current library staff to inform other staff of projects being undertaken and conferences attended. University personnel from Monash International, Student and Staff Services and Monash South Africa Library also presented sessions. A staff development day was held by Matheson library in December 2002 and focused on team building exercises under the guidance of Jill Wilson, Director Information Resources, and other support staff.

Seven staff were granted study leave for 2002.

Conferences and meetings attended included:

ALIA Conference
ALIA Information Literacy Forum
Australian Map Circle Conference
Community Networking Conference
CRIG Seminar



Staff members, Simon Huggard and Helen Wolff, display their library team award certificates, presented at the annual staff lunch in December 2002.

DIG Seminar
IAML Conference
IFLA Conference
International Lifelong Learning Conference
Kinetica Annual Users Meeting
Leadership in Action
National Resource Sharing Forum
The Inside Story, Library Interiors Forum
VALA Conference
Voyager User Group Meeting

Staff awards

Under the library's performance recognition scheme, awards were made to the following staff:

- **Denise Balint**, Information Resources
- **Georgina Binns**, Music and Multi Media
- **Kristine Bromfield**, Facilities and Purchasing
- **Andrew Dixon**, Caulfield Library
- **Andrew Harrison**, Digitisation Centre
- **Netta Hinde**, Information Resources
- **Joyce Jenkin**, Peninsula Library
- **Susan Little**, Sir Louis Matheson Library

Team awards

- Joan Gray and Simon Huggard
- Xandria Hughes & Helen Wolff
- Digitisation centre staff
- Information resources - ELISTEM team
- Flexible library service team
- Law Library staff
- Matheson Library loans staff

Manual handling project

The Facilities and Purchasing Unit continued the Manual Handling Project, which was started in 2001. Focus groups assessed the design of book trolleys, layout of the discharge areas at Matheson and Caulfield libraries, and the Information Resources Division deliveries area including intercampus loan handling. Based on the feedback improvements were made in the work areas and arrangements made with the manufacturer to produce a new trolley that met the requirements of the attendants.

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Goal 6: Providing a rich learning environment for users

'Facilities Master Plan'

In partnership with the university's Facilities Services Division, the library commissioned a facilities master plan to improve the overall planning framework for development of the university's library facilities in order to improve their functionality, environment and overall consistency.

It was agreed that the facilities master planning process would include four stages: a statement of design and functionality principles; an audit of existing facilities against these principles; refurbishment plans for each library; and, refurbishment works themselves.

The report on stages one and two of the process is expected in early 2003.

Caulfield Library expansion

In response to a marked increase in demand on the Caulfield Library improvements were undertaken or commenced in 2002. The staffing component was increased, and staff are now dedicated to the library (instead of being shared with Peninsula, Berwick and Gippsland libraries). The number of student access computers was increased from 48 to 60. A wireless LAN was installed to provide better services to students with laptop computers. The middle level of the library is being upgraded to provide better quality, more flexible seating and work areas, and expanded computer facilities. Opening hours will be increased in 2003.

Matheson Library postgraduate room

Work commenced on an upgrade of the Postgraduate Room of the Matheson Library to make it more functional and pleasant to work in. The furniture will be upgraded, a new layout has been designed and the walls will be repainted before commencement of first semester in 2003.

'Wireless-Net'

The library supported the university's strategy to install wireless local area networks

across all sites. The wireless-net was installed in the Matheson Library basement, ground floor and west reading room, and at the Caulfield Library, level 3. The wireless-net enables students with laptops to access the Monash network. The use of the wireless-net will be monitored and reviewed in 2003 before further installations take place.

Hargrave-Andrew Library extension

An extension to the Hargrave-Andrew Library was completed in July 2003 in time for the start of second semester. The completion of the extension allowed for the older volumes of journals housed in the Biomedical Annexe and those journals that had previously been transferred to the Matheson Store to be returned to Hargrave-Andrew and incorporated into a single serial sequence. The Biomedical Annexe was cleared and the space returned to the faculty. A new entry and foyer was created and the library conference room extended and refurbished.

More than forty new study places were also created. Plans for 2003 include a lift for the new entrance area to join the ground and first floor and facilitate disabled access to the library.

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Appendix 1 - Statistics

1: Library Collections (Volumes)

Table 1a. Physical Collections:

| Library | Monographs (eg. Books, Videos) | Serials (eg. Journals, Newspapers) | Microforms (eg. Microfilm, Microfiche) | Non book (eg. CD- ROMs, Maps, Sheet Music, etc.) | 2002 total | 2001 total | % change |
|-----------------------------|--------------------------------------|---|---|---|------------------|------------------|-------------|
| Matheson (incl. Rare Books) | 1,000,052 | 160,615 | 305,415 | 12,923 | 1,479,005 | 1,445,707 | 2.3% |
| Hargrave-Andrew | 228,014 | 213,817 | 11,536 | 5,720 | 459,087 | 461,754 | -0.6% |
| Law | 57,830 | 81,964 | 8,717 | 247 | 148,758 | 146,984 | 1.2% |
| Caulfield | 222,841 | 60,640 | 2,745 | 29,379 | 315,605 | - | * |
| Peninsula | 172,129 | 26,682 | 1,423 | 1,300 | 201,534 | - | - |
| Berwick | 9,571 | 79 | - | 670 | 10,320 | 8,347 | 23.6% |
| Gippsland | 130,638 | 33,776 | 5,142 | 53,869 | 223,425 | 218,808 | 2.1% |
| Pharmacy | 15,263 | 10,652 | 495 | 45 | 26,455 | 25,874 | 2.2% |
| TOTAL | 1,836,338 | 588,225 | 335,473 | 104,153 | 2,864,189 | 2,813,238 | 1.8% |

* Until the end 2001 Caulfield and Peninsula Libraries were counted together

Table 1b - Electronic Collections:

| | 2002 total | 2001 total | % change |
|--|------------|------------|-----------|
| Electronic monographs | 131,062 | 1,129 | 11,508.7% |
| Electronic serials accessible through the catalogue | 17,909 | N/A | |
| Electronic serials - as determined using CAUL deemed list guidelines | 55,325 | 36,662 | 50.9% |
| Internet Databases | 444 | N/A | |

2: Loans and Borrowing Activity

Table 2a. Total Loans and Renewals

| | 2002 total | 2001 total | % Change |
|--------------|------------------|------------------|--------------|
| Loans | 1,085,878 | 1,030,819 | 5.3% |
| Renewals | 464,262 | 239,212 | *94.1% |
| Total | 1,550,140 | 1,270,031 | 22.1% |

* increases reflect change to renewals entitlements policy

Table 2b. Inter-Campus Loans (Loans between Monash University Campus Libraries)

| | 2002 total | 2001 total | % Change |
|--------------------|------------|------------|----------|
| Requests Received | 84,993 | 60,681 | 40.0% |
| Requests Processed | 61,246 | 48,950 | 25.1% |
| Items Supplied | 57,027 | 45,401 | 25.6% |

Table 2c. Inter-Library Loans (Loans between Libraries - Reciprocal Borrowing Scheme)

| | 2002 total | 2001 total | % Change |
|--------------------|------------|------------|----------|
| Requests Received | 44,432 | 43,212 | 2.8% |
| Requests Processed | 37,296 | 39,073 | -4.5% |
| Items Supplied | 10,187 | 11,480 | -11.3% |

3: Serving Library Users

Table 3a. Information Literacy (Training in using library and information resources)

| | 2002 total | 2001 total | % Change |
|---------------------|------------|------------|----------|
| Sessions | 1,658 | 1,040 | 59.4% |
| Participants | 20,499 | 17,545 | 16.8% |
| Staff Contact Hours | 1,604 | 1,177 | 36.3% |

Table 3b. Inquiries

| | 2002 total | 2001 total | % Change |
|--------------|----------------|----------------|--------------|
| In Person | 327,185 | 278,991 | 17.3% |
| By Telephone | 18,680 | 19,703 | -5.2% |
| By Email | 8,013 | 4,590 | 74.6% |
| Total | 353,878 | 303,284 | 16.7% |

Table 3c. Door Count

| | 2002 total | 2001 total | % Change |
|------------|------------|------------|----------|
| Door Count | 2,790,780 | 2,574,846 | 8.4% |

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Appendix 2 - Staff publications, presentations and awards

Publications

Binns, G. (2002) 'Music and gardens' in: *Oxford Companion to Australian Gardens*, Oxford University Press, Melbourne, pp. 427-428

Binns, G. (2001) 'Music Publishing and Selling in Australia' in: *Bibliographic Society of Australia and New Zealand Bulletin*, Vol. 25, no. 3 & 4, pp. 1 - 5

Binns, G. (2001) 'Music printing and publishing in Australia: Catalogue of an exhibition in the Sir Louis Matheson Library, Monash University 6 November - 4 December 2002' in: *Bibliographic Society of Australia and New Zealand Bulletin*, Vol. 25 no. 3 & 4, pp. 101-109

Binns, G. (2001) (guest editor) Special Issue: Music Printing and Publishing in Australia of *Bibliographic Society of Australia and New Zealand Bulletin*, Vol. 25 no 3 & 4

Harrison, A. (2002) "The Digitisation Centre: Monash Library's digitisation service, integration of e-reserve and access to digitised images", *Proc. 11th Biennial Conference & Exhibition of the Victorian Association for Library Automation Inc*, Melbourne, pp. 405-422

Ho, C-H., Kee, P., MacGregor, P. and Presland, G. (eds) (2002) *Chinese in Oceania*, Association for the Study of the Chinese and their Descendants in Australasia and the Pacific Islands, Chinese Museum, Centre for Asia-Pacific Studies, Victoria University of Technology, Melbourne

Huggard, S., et. al. (2002) 'Monash University Library database usage survey 2002', *Proc. VALA 2002 conference*, Melbourne

Jacoby, B. and Rooke, A. (2002) 'Information apartheid in Australian teaching hospitals libraries', in: *Health Inform*, Melbourne, Vol. 11, no. 1, pp. 1-2

Jenkin, J., and Horne, D. (2002) "Taking Library Services to the Faculties", *Proc.*

August 2002 Faculty Liaison Models Forum of the Cooperative Action by Victorian Academic Libraries (CAVAL) Reference Interest Group, Melbourne

Tucker, K., (2002) 'Strategic Searching for Information' in: Berglund, C. and Saltman, D. (eds) *Communication for Health Care*, Oxford University Press, South Melbourne, pp. 54 - 67

Awards

Vice-Chancellors Award for Excellence for General Staff awarded to the Monash University Library Electronic Reserve design team.

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Appendix 3: Library committees

General Library Committee

The General Library Committee (GLC) met four times in 2002. The committee provides a forum for advice and guidance to the University Librarian on the strategic operation and direction of the library, and acts as an advisory committee to the Academic Board. Major issues discussed and endorsed by GLC included:

- the Library Strategic Plan 2003-2005;
- documentation prepared for the university's Strategic Cost Management project including descriptions of current services to faculties with key performance indicators and measures;
- the revised lending policy;
- the intercampus loans trial between Monash and Melbourne universities;
- the disposal of the card catalogue;
- the proposal for an electronic press at Monash University;
- the e-print repository trial; and
- increased photocopying and printing charges; and the library acquisitions budget and its distribution to faculties.

Faculty-based advisory committees

Faculty-based library advisory committees met throughout 2002 and provided reports of their meetings to the General Library Committee. Representatives from each faculty were in attendance at GLC meetings.

- *Advisory committees are as follows:*
- *Law Library Advisory Committee (LLAC);*
- *Library Advisory Committee Humanities and Social Sciences (LACHUMASS); and*
- *Library Advisory Committee Science, Technology, Engineering, Medicine and Pharmacy (LACSTEMP)*

General Library Committee membership 2002

Professor Graeme Davison (**Chair**)
Academic Board

Professor Alan Lindsay
Nominee of Vice-Chancellor

Professor Andrew Markus
Faculty of Arts

Professor Bevyn Jarrott
Fac. of Medicine, Nursing & Health Sciences

Professor David Smyth
Academic Board

Dr Graeme Johanson
Faculty of Information Technology

Mr Ian Ashman
Monash Postgraduate Association

Mr John Matthews
Nominee of DVC (Resources)

Dr Kathy Blashki
Academic Board

Associate Professor Mark Thompson
Faculty of Engineering

Professor Mike Brisk
Committee of Deans

Dr Nicholas Beaumont
Faculty of Business and Economics

Ms Pam O'Connor
Faculty of Law

Dr Paul White
Faculty of Pharmacy

Dr Peter Maddock
Faculty of Art and Design

Dr Richard Morrison
Faculty of Science

Ms Ros Winter
Faculty of Education

Ms Shen Narayanasamy
Monash Student Association

Ms Cathrine Harboe-Ree
(ex officio) University Librarian

Ms Barbara Jacoby **(ex officio)**
Director, Client Services, Sc, Health, Engineering

Mrs Chooi Hon Ho **(ex officio)**
Director, Corporate Services and Development

Ms Janette Burke **(ex officio)**
Director, Information Systems

Mrs Janice Droogleever
(ex officio) Director, Client Services Humanities and Social Sciences

Ms Jill Wilson **(ex officio)**
Director, Information Resources

Mrs Marie Pernat
Committee Secretary

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