



MONASH University
Library

Annual
Report of the
University
Librarian
2003

Monash University Library 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”.

Special Thanks

Monash University Library wishes to thank all those people who have made gifts to the library. Students at Monash University are indeed fortunate to have the generosity of donors in helping to provide world-class facilities.

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2003 in review



University Librarian,
Cathrine Harboe-Ree

In 2003 the library made substantial progress towards the realisation of a number of key strategies designed to improve support for the university's learning, teaching and research endeavours. The success of these strategies can be seen by a 12.7 per cent increase in library visits (to 3,145,385), a 135 per cent increase in use of the website (to 47 million hits) due to use of the my.monash portal, and a range of other rising indicators, particularly of electronic services.

A 12.4 per cent increase in collection acquisitions funds enabled acquisition of significantly more new titles compared with 2002, as well as a substantial increase in electronic resources owned or leased, including back-sets of key databases. The library was also able to negotiate access to some electronic resources for alumni for the first time.

Access to the library's resources was improved through a complete overhaul of the web site, improved publications and other information about collections and services and increases in hours at several branches of the library. Access was also improved by the creation or refinement of tools to streamline access to databases and new resources.

Several of the libraries were upgraded. The most substantial improvements were to the Caulfield Library, with new furniture and an increase in the number and quality of computers. Planning for the refurbishment of the Hargrave Andrew

Library under the terms of the Facilities Master Plan for all libraries was completed in 2003 in readiness for work to commence in 2004.

The appointment of a senior information literacy coordinator enabled the library to consider the framework within which this important area of activity should proceed. The library has contributed its understanding of information skills development to the university's graduate attribute program development and has advanced its efforts to embed information skills training into coursework.

In the interests of providing better support for the university's research activities the library is providing leadership by establishing an electronic press and devising a project to establish an institutional repository for research publications. The electronic press will be launched in 2004, and the institutional repository initiative has been expanded with funding from the Commonwealth Government into a three year national demonstrator project entitled ARROW (Australian Research Repositories Online to the World).

During the year the library completed a quality review of its services under the framework established by the Centre for Higher Education Quality. This was an extremely useful process that resulted in a number of service improvements and a greater level of awareness of the continuous improvement cycle as an aid to quality.

Some very pleasing progress towards greater collaboration with the Information Technology Services Division was achieved with the transfer of the Clayton help desk into the Sir Louis Matheson Library.

This brief overview of some of the library's key activities in 2003 cannot do justice to the creative, dedicated efforts of the staff, whom I would like to thank publicly for their contribution.

Cathrine Harboe-Ree,
University Librarian

Goal 1: Information Resources: Access and Delivery

In 2003 the library worked to provide prompt, seamless, reliable and user-friendly access to high quality scholarly information, regardless of the location of the information or of the user.

Providing infrastructure to access electronic resources

Improving cross-database searching

In late 2002 Monash University Library agreed to participate in the Australian Academic and Research Library Network (AARLIN) portal consortium. The consortium of 21 university libraries aims to provide a cost-effective solution for member libraries to facilitate cross-database searching by library users. In March - April three library staff were trained in the use of the software and commenced work required to implement the solution. A trial of the cross-database searching software will be undertaken in 2004.

Expanding Monash University Lectures Online

The library upgraded 39 lecture theatres with new equipment and software enhancements and equipped an additional six theatres for recording lectures. This allowed for an increased number of subjects to be recorded and made available online.

	2003	2002
Lecture theatres equipped for recording	39	33
Subjects recorded	312	260
Hours recorded each week	635	266

(See appendix 1b. and 3b. for more statistics relating to lectures online.)

A joint proposal from Information Technology Services Division and the library was successful in receiving

university funding to expand and enhance the Monash University Lectures Online service to all medium and high technology lecture theatres at all Victorian campuses. Implementation of this project will be carried out in 2004.

Monitoring growing use of electronic resources

The use of electronic resources by Monash students and staff continues to grow as more resources become available online in full text and users become more familiar with the range and how to use them.

The top three publisher sites in 2003 were:

Science Direct – Elsevier Science	404,000 articles downloaded
IEEEExplore – The Institute of Electrical and Electronics Engineers	120,000 articles downloaded
Emerald	115,000 articles downloaded

The top two aggregator sites in 2003 were:

Expanded Academic ASAP - Gale Infotrac	107,000 articles downloaded
ProQuest	1.3 million articles downloaded

Providing access to databases for Monash alumni

In the second half of 2003 Monash University Library trialled a new service for alumni, in which alumni members of the library were able to access a selection of the library's databases from off campus. This was introduced in response to requests from alumni and the Monash

Alumni Relations Office. A major database supplier agreed to allow alumni access provided that use was for private educational purposes only and would be password controlled. During 2003 there was a 31 per cent increase in alumni membership of the library from 230 members in 2002 to 301 as at 27 November 2003, largely attributed to alumni access to the databases. The service has been continued by mutual agreement with the supplier for 2004.

Improving the library's web presence

The introduction of a new Monash University brand as well as a content management system (CMS) to administer the Monash University's web site and feedback received from users in the 2003 Library Customer Satisfaction Survey prompted a review of the library's website, library content in the my.monash portal and internal information contained in the library's intranet and shared drives. A redevelopment was initiated to comply with the new brand, utilise the capabilities of the new CMS, and meet the following goals:

- improved access to resources and services;
- improved quality of content (brevity, currency, relevance, clarity);
- facilitation and promotion of information literacy; and
- communication of the library's key messages.



Stephanie Foott, library web manager, moving the library website into the new content management system.

The following initiatives were undertaken in 2003 to meet these goals:

- *Improving library web site content and structure*
As part of the redevelopment process, the library evaluated the web content and produced a set of guidelines to improve access to resources and

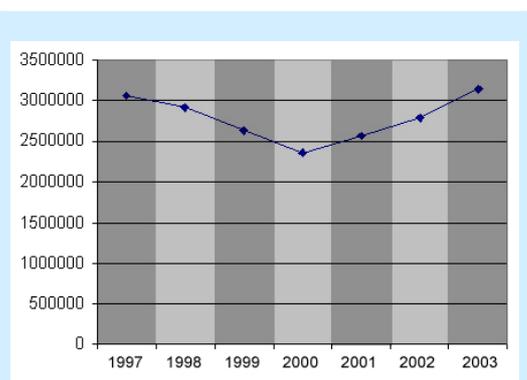
services available through the library website. Among other changes, the site home page was redeveloped to ensure 'upfront' access to library online resources and the databases page was re-structured to provide subject-based access.

- *Moving to the university content management system*
Following the provision of university-wide guidelines in October 2003, the majority of the library site was migrated under the new university brand and into the CMS. As part of the rollout 17 library staff were trained in the use of the CMS. Key pages have been transferred to the new university brand and the CMS and more will be migrated in 2004.
- *Establishing infrastructure for continuous improvement*
The Web Advisory Group was formed to make recommendations to the Web Manager on future directions of the Monash University Library's web presence. The key role of the group is to consider and advise on requests or recommendations for further development of the website; recommend and implement changes to the website in response to the changing teaching, learning and research needs of the university; and review and establish business rules and principles on content on the library's website and the my.monash portal.
- *Improving access to electronic resources for library staff*
As a result of the web review process it became apparent that a strategy was required to manage internal information for library staff. An audit of the library's intranet and shared drives was undertaken and an "Intranet and Shared Drives Working Group" was established. This group is responsible for reviewing the content, structure and management of electronic information resources provided for library staff use and is expected to make recommendations regarding information management issues such as version control, backup procedures, archiving, change control, security and document formats.

Providing access to print collections in branch libraries

Ensuring hours of opening and services meet the needs of students and staff

In 2003 door counts rose for the third consecutive year, indicating a continuing trend towards increasingly busy libraries and a subsequent demand for longer opening hours.



The door count for the last seven years shows the fluctuating numbers of visitors to the library. The last three years have seen a reversal of the downward trend experienced from 1997 – 2000.

During 2003 all library branch managers evaluated hours of opening to ensure they were responsive to patterns of use and user needs and within the library's goals and budget. Door statistics were collected daily, and opening hours publicised via signage and the web. Evaluation of the publicised hours of opening data against the actual hours of opening indicated that the branches were open 100 per cent of the advertised time.

User feedback obtained in the Client Satisfaction Survey indicated dissatisfaction with library opening hours on some campuses. To address user demand for longer opening hours the following changes were made in 2003:

- Caulfield Library permanently extended evening and weekend opening hours by 8.5 hours per week, and trialed even longer hours mid-October to mid-November, with a decision regarding permanent adoption of these hours due in 2004;

- Matheson Library increased hours by 6 hours per weekend for the four weekends during first and second semester exams;
- Funding from the Faculty of Law enabled the Law Library to increase hours by 8 hours per weekend for a total of seven weekends spanning the months of November, January and February, to support summer law programs;
- The Pharmacy Library extended the evening hours of opening to 9pm prior to first semester exams;
- The hours of opening for the Berwick Library and Peninsula Library were reviewed in 2003, and will be extended from 5-6pm on Fridays in 2004 to complete the standardisation of opening hours during the week.

Providing loans services

Monitoring loans

For the third year in succession the total number of items lent by the library increased. The total loans figure of 1,120,564 is the highest recorded. In addition, the number of items supplied to library users as intercampus loan requests increased by 23.8 per cent in 2003 to a record total of 70,633.

Improving reliability of circulation records

In 2003 library systems staff worked closely with university administration to improve the accuracy of the library's student and staff records. The adoption of the university mandated email address for students vastly improved the library's ability to warn users of potential overdue fines and enabled users to respond promptly.



Lending Services Assistant, Samara Allsop, serves a library user at Hargrave-Andrew Library.

Providing access to reserve collections

Building electronic reading lists

During 2003 the Readings and Reserve Working Group established an online procedures manual, enabling all staff to efficiently manage the work associated with the reading list web pages. In addition, the University Copyright Officer worked closely with library staff to ensure that appropriate permissions had been obtained and that library users could access electronic resources without breaching copyright. The uptake for the electronic reading lists has been impressive with reading lists now supporting subjects in most disciplines and at all campuses.

Providing access to other libraries' collections

Participating in reciprocal borrowing schemes and consortia

In 2003 the library participated in the following reciprocal borrowing schemes and consortia, allowing Monash staff and students access to other libraries' collections:

- Co-operative Action by Victorian Academic Libraries (CAVAL)
- University Library Australia (ULA)
- South Eastern Scientific and Technical Information Consortium (SESTICON)
- Melbourne-Monash Intercampus Loans
- Melbourne Asian Research Libraries Consortium

Obtaining materials from other libraries for postgraduate students and staff

Providing an inter-lending and document delivery service

The number of requests received from Monash staff and students for items not held by Monash has remained stable for several years. Of the 24,047 items supplied in 2003 only 3125 (13 per cent) were books with the remainder supplied as photocopies or digitised articles.

Approximately 30 per cent of the articles supplied are delivered as digitised items directly to the desktop of the Monash staff member or student. Individual articles are increasingly sourced off shore rather than from within Australia, as the delivery times are better.

Total items supplied to Monash staff and postgraduates from 2001 – 2003 were:

2003	24 047
2002	23 359
2001	24 037

Improving access to the document delivery service

In late 2003 software for automating inter-library loans was selected and installed as part of the library system upgrade. The functions will be enabled in the library's online catalogue in second semester, 2004. The new inter-library loan module will provide integration with the library's catalogue and patron file, providing an automatic check for the item in the library's catalogue and allowing users to track the status of their requests.

Leading and supporting the university's information management strategies

Collaborating to develop metadata standards

The library's Metadata/eCataloguing Coordinator and the Web Manager were members of the university's Content Management System (CMS) Metadata Working Party and contributed to the drafting of metadata standards for use with the CMS. For more details: <http://lib.monash.edu.au/metadata>

Participation on information management steering committee

The library supports the development of a coordinated approach to management of information resources for the university, by contributing metadata advice, devising and implementing a range of projects and through the University Librarians' participation on the Information Management Steering Committee, which is convened by the Director, Information Technology Services Division.

Establishing the Monash University ePrint Repository

An electronic print repository was trialled in the first half of 2003. The eprint repository or archive was initially developed to provide a means by which researchers could make their work available for comment to other researchers without having to go through the often-lengthy publication process. The repository was also established to address threats to the sustainability of traditional scholarly communication, the increasing prices of journals and the lack of access to the volume of research produced. The trial

was moved into an established service in June 2003 with 27 papers being deposited.

The repository includes pre-prints, peer-reviewed papers, working papers, theses and conference proceedings.

The establishment of the Monash University ePrint Repository has the potential to provide enormous benefits for the University research community by:

- providing a central collection of research
- increasing the visibility, and usage of research
- increasing access to existing research materials not available elsewhere
- providing a search mechanism to locate specific research, by subject, keyword, or Monash faculty

The repository can be found at <http://eprint.monash.edu.au/>. In 2004 the repository will be incorporated into the Australian Research Repositories Online to the World (ARROW) project.

Leading the Australian Research Repositories Online to the World (ARROW) project

Monash University has received funding from the Australian Commonwealth Department of Education, Science and Training, under *Backing Australia's Ability* to identify and test software to support best practice institutional digital repositories comprising e-prints, digital theses and electronic publishing. Monash University is the lead institution in a consortium also including the University of New South Wales, Swinburne University of Technology and the National Library of Australia. Funding is for a three-year project. The ARROW project was conceived in response to a need to integrate management of the university's digital information.

Goal 2: Information Resources: Collection Management

In 2003 the library endeavoured to ensure that the selection, acquisition, cataloguing, storage and preservation of scholarly information was in line with the needs and requirements of the university community.

Selecting new materials (print and electronic)

Ensuring a sound framework for selection of materials

The Monash University Library Collection Development Policy provides the framework for the selection of library materials to support teaching and research at Monash University. During 2003 the general policy statement for each faculty was updated, and policies for several faculties were amended to reflect changes in courses offered.

The policy was also updated in relation to gifts and donations given to the library, to ensure that the library is empowered to dispose of any unwanted material. The new procedure also ensures that proper records of donations are kept.

Find the policy online at <http://www.lib.monash.edu/policies/cdp/>

Liaising with academics to select appropriate materials

In 2003 library staff continued to liaise with academic staff to select new materials in support of teaching and research endeavours of the Monash community.

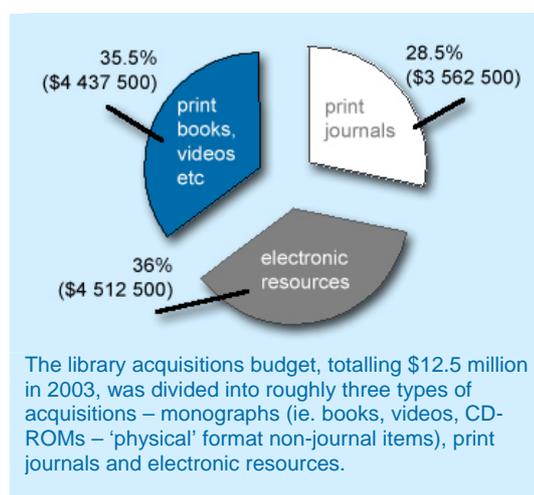
Acquiring, cataloguing and processing materials (print and electronic)

Building the library collection

Library resources were significantly improved in 2003 due to a 12.4 per cent increase in the budget allocation for the acquisition of library materials. Of the available funds of \$12.5 million, 28.5 per

cent was spent on print journals, 36.1 per cent on licensed electronic resources and

35.5 per cent on print monographs. This continues the trend of previous years for an increased proportion of the budget to be spent on electronic resources and a decrease in the number of print journals, 9518 titles at the end of 2003. The strong Australian dollar was of benefit to the library collection budget.



The library had sufficient funds to significantly increase the range of books in the collection – 37,305 new titles were received this year, a 16.7 per cent increase on 2002. Across all branches 47,261 print volumes and 7528 non-book items were catalogued, a 15.8 per cent increase over 2002. The total number of bibliographic records in the catalogue as at 30 January 2004 was 1,577,356. A highlight of the year was the updating of a wide range of reference works, such as encyclopaedias, handbooks, and statistical compendia.

The library purchased access to around 1800 new electronic journal titles in 2003, from a number of major publishers including Elsevier, Wiley, Blackwell and Oxford University Press. In addition the library has added around 15,000 electronic

books to the catalogue, including Australian titles. Major subject areas covered include engineering and information technology.

There were some significant additions to the library's database holdings, including *American National Biography Online*, *Transport*, *Clinical Evidence*, and an extension of the backfile of *Web of Science* to 1987.

The library also took the opportunity to acquire some large backsets of electronic journals, and several other major electronic resources requiring one-off payments. A major acquisition was *The Eighteenth Century Collection Online*. This resource consists of digital images, fully text searchable, of 150,000 English language books printed in the 18th century, primarily in Great Britain. It is being purchased over three years.

A number of electronic journal backset packages in various disciplines were ordered from Elsevier. These backfiles (in conjunction with the agreement for access to current volumes) enable access to all volumes of the titles covered. The library plans to continue to extend this access as funds permit. Areas already covered include biological sciences; computer science; organic chemistry; chemical engineering; environmental science; business and economics and psychology. An agreement with the Institute of Physics now provides electronic access to all their journals including a comprehensive backset 1874-1993. This reinstates access to a number of titles cancelled in 2000 by the library.

Monash University Library now provides access to 19,009 electronic journals through the catalogue and the faculty ejournal web pages. The catalogue also includes records with links to 20,698 electronic books, 628 databases and over 7000 other online resources. Additionally the library provides access to *Early English Books Online* and *The Eighteenth Century Collection Online*.

During the year the library refined its programs for loading vendor-supplied records for electronic resources into the library catalogue. Wherever possible the library sources catalogue records from the vendors of electronic resources to speed the loading of information to the catalogue. Regular refresher loads are undertaken for

the major aggregator databases to keep the holdings information in the catalogue up to date. Where no record could be obtained library staff undertook the cataloguing. The catalogue records were used to automatically generate the faculty-based lists of e-journals on the web.

Improving accessibility of databases through the website

After the library catalogue, the databases front page was the most heavily used library web page. 2003 saw a major redesign of the databases pages on the library website. A program was developed by library information systems staff to generate these web pages from catalogue records. The new pages provide access via broad subject headings or through an A-Z list of resources. There is a short description of each resource to guide library users in the selection of appropriate titles for their information needs.

Improving accessibility through the library catalogue

A number of initiatives were undertaken to improve the coverage and quality of the library catalogue:

- Cataloguing of two major donations to the Rare Books Collection - the Dr Richard Travers collection and the Australian Medical Association collection - continued.
- Cataloguing of Australian sheet music and scores backlog was completed.
- Cataloguing of Yiddish and Hebrew works in the Gilgich Yiddish Collection and the Laura and Israel Kipen Judaica Collection was completed.
- Full records, including all records for Australian Bureau of Statistics publications, replaced over 7000 sub-standard catalogue records.
- A program to "harvest" name authority records was implemented and checking of output commenced. A total of 372,892 name authority records were matched.
- A new form was implemented for the addition of records to the catalogue for selected web resources.
- Regular monthly checks of URLs in catalogue records were undertaken and broken links fixed or removed. An accuracy rate for links of 98.1 per cent was achieved.
- There was major effort to reduce the number of items with "Missing" or "In Process" status.

- Location codes and holdings information for serials in the Hargrave-Andrew Library were improved.
- Ongoing quality checks were run and problems addressed.

Preserving the collection through appropriate storage and treatment

Weeding and storing the print collection

All branches were involved in weeding, and, in varying degrees, projects to reorganise the collections. A substantial weeding program was undertaken at Hargrave-Andrew Library in preparation for refurbishment. Considerable weeding was also completed in the stacks and reference collection areas of the Pharmacy Library. Progress was also made towards weeding the compactus of unwanted materials at the Peninsula Library.

Managing the library's microform collections

During 2003 the library continued to expand its microform collection as a storage solution. Where appropriate microform collections were purchased as an alternative or a replacement for print materials that presented storage and preservation issues. For example, print copies of some newspapers were replaced with microforms.

Improving management of binding

A technical specification for the binding of journals was prepared and a request for tender released. The review looked closely at the service and products from the binders used by the library and made recommendations for the future selection of external binding providers to ensure quality of materials, technical specifications and cost are of a suitable standard.

Goal 3: Information Services

In 2003 the library aimed to assist library customers to further their skills for independent and lifelong learning through mediated, timely and flexible information services.

Providing advice about services and collections

Providing help to users in person

The information desks continue to provide a valuable point of contact for students. Strategies to provide a quality service included reviewing the desk hours and the number of staff rostered on the desks, and monitoring the number of queries. Queries were divided into 'reference' questions and 'information' questions; reference questions relating to using the collection, information questions were more general, eg. location of facilities in the library. An analysis of records of queries for all branches reflects an increase in total information queries for five of the eight branches, from 2002 to 2003, but reference queries decreased slightly in most branches for the same period.

Providing telephone and email inquiry services

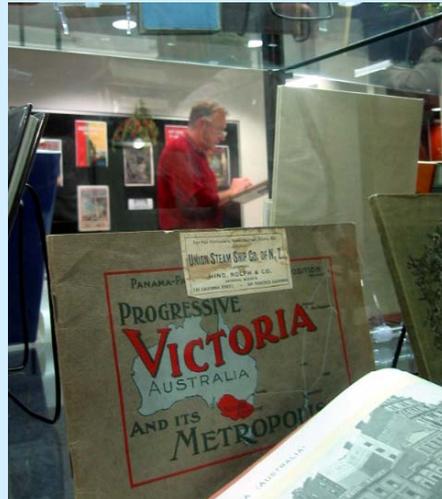
The library telephone inquiry service received 18,099 inquiries in 2003. 12,295 (67.9 per cent) of these inquiries were immediately resolved by the operator, with the bulk of the remaining queries being forwarded to other library staff. The number of enquires for loans renewal decreased, further evidencing the increasing popularity of managing loans via the internet.

Monash University Library telephone inquiries

Year	Queries answered directly	Queries forwarded	Total queries
2003	12295	5804	18099
2002	13087	5593	18680

The library's email inquiry service provided a response within three days to 70 per cent of inquiries. Questions concerning an individual's borrowing arrangements,

access to databases, and more general questions regarding library collections and services, including hours of opening, make up the bulk of queries answered directly. Queries that are forwarded to other library staff include requests for items to be added to the collections, queries about the catalogue, individual queries about an item held in a branch library and advanced reference inquiries. The large number of unsolicited, non-library ("spam") emails received at the email inquiry address in 2003 will hopefully be reduced in 2004 because of the installation of improved filters.



Looking through one of the display cases for the "Tourism in Australia" Rare Books exhibition to Professor Peter Spearritt, Executive Director of the Brisbane Institute, giving the opening address.

Promoting the rare books collection

In 2003 the rare books librarian continued to highlight the collections using the display and exhibition space in the information services building. Popular exhibitions included Australian fiction and Australian tourism.

Liaising with faculty members about services and collections

Providing forums for communication with faculty members

The library's faculty advisory committees continued to act as the major formal forum for exchanging information between faculty members and the library. Meetings are noted in the appendix of this report.

Working in faculty teams

Groups of librarians with subject expertise relevant to particular faculties continued to work in faculty teams under the leadership of a faculty team leader. All team leaders attended faculty board meetings for their faculties. The team leader for Pharmacy reconstituted the Pharmacy Library Users' Group with new terms of reference in 2003.

Developing a co-ordinated approach to induction of new academic staff

In late 2003 library staff developed a co-ordinated approach to introducing new academic staff to library services and facilities. The goal of the coordinated approach is to ensure a basic knowledge of library services and provide an opportunity for the development of one-to-one relationships between library staff and academic staff. The process will be implemented from 2004.

Providing information literacy services

Orientation and information literacy activities

Information literacy sessions, including 261 orientation tours, 357 basic instruction sessions and 637 advanced instruction sessions, were held for 19,425 students in all branches of the library in 2003 – a decrease of 1074 participants compared to the previous year.

Co-ordinating a focus on information literacy

One of the key objectives of the library's 2003 Strategic Plan was to provide a more coordinated focus on information literacy and reference services. To this end an Information Literacy and Reference Librarian was appointed in mid-2003 and undertook the following:

- extensive liaison with university groups, and membership on the University's Graduate Attributes Working Party and the Council of Australian University Librarians Information Literacy Working Group (CAUL ILWG);
- chairing the annual CAVAL Reference Interest Group Information Literacy Seminar;
- proposing the national project to identify the characteristics of information literacy programs that illustrate best practice in Australian tertiary institutions soon to be undertaken by a CAUL ILWG project group;
- participating in another CAUL ILWG project investigating the educative role of librarians;
- investigating tertiary students' understanding of information literacy in a digital age with three staff members of the Monash University School of Information Management and Systems; and
- organising the Information Services Committee, which met for the first time in July. This group is responsible for the coordination of reference and information literacy services across the Monash University Library branches, and recommending reference and information literacy policies and strategies to ensure that consistent quality services are offered on all sites.

Highlights of information literacy activities for the year included:

- All first year Theory of Art & Design students (100 Fine Art students and 180 Design students) received a session on basic library skills in their lecture times.
- A working party of the Education Committee comprising representatives of the faculty, Language and Learning

and the library identified two opportunities for enhancing the information literacy skills of students. The first, a six-hour orientation, has been developed as a pilot for the 2004 orientation period. This will be used to collect data and make further recommendations to the faculty. A second option, a thirty-nine hour elective, is still under development. The outcomes of these developments may be extended to other campuses.

- Law Library and faculty staff developed an online and face-to-face teaching program, *Advanced Legal Research* which is a component of the Law Faculty's *Skills, Ethics and Research Program*. Piloted during the summer semester 2003, the program will be fully implemented in 2004.

Embedding information literacy in the curriculum

A key goal for the university and the library is to embed information literacy activities in the curriculum. An audit of library-led information literacy activities was conducted to determine the current levels of integrated and embedded activities.

Twenty-two of the 68 reported activities were associated with some form of assessment, either as a unit hurdle or attracting credit points. Eight instances were reported for the Faculty of Arts, one for the Faculty of Education, four for Faculty of Engineering, two for Faculty of Information Technology, one for Faculty of Law, five for Faculty of Medicine, Nursing and Health Sciences and one for Faculty of Pharmacy. Eight respondents reported involvement in curriculum planning.

In 2004 details of information literacy activities will be centrally recorded on the library's intranet site to facilitate analysis of progress towards greater alignment of information literacy with the curriculum.

Library representation on the Graduate Attributes Working Group in 2003 has ensured that the significance of information literacy will be recognised across disciplines when the revised Graduate Attributes Policy is released in 2004.

An Information Literacy Planning Day was arranged in 2003 at which faculty teams began work on their information literacy plans. These will also be coordinated via the intranet site in 2004 so that materials can be more easily accessed and shared.

Forty-seven librarians attended workshops on student centred teaching in 2003. Further workshops will be conducted in 2004 to ensure the effectiveness of information literacy classes.

Providing print and electronic guides to services and collections

Audit of printed publications and guides

An audit of publications produced by the library was carried out in May. The purpose of the audit was to take a snapshot of all publications produced by the library for library users, in order to identify common themes of information and investigate possible avenues for communicating information in a clearer and more professional manner. The audit involved library staff completing an online form, developed by Information Systems, for each publication available in the branch library. 847 responses were entered as print publications by library staff. Preliminary analysis of the data revealed approximately 306 unique publications produced by the library in total. Information gathered in the audit will inform further streamlining of printed publications and guides.

Redeveloped print publications

The library's suite of offset-printed publications was redeveloped as a result of findings from the audit. The existing suite was redeveloped into more concise and user-friendly formats. Arrangements were made with Student and Staff Services Division and the university's enrolments unit to distribute the key library publication – the 'Library User's Guide' – with newly issued staff and student identity cards in 2004. The full range of items in the new publication suite will also be made available to library users in 2004.

Goal 4: Physical Environment

In 2003 the library worked to enrich the study experience through provision of innovative and welcoming learning spaces that both stimulate learning and respond to student needs.

Providing physical libraries, technology and workstations

Developing a Facilities Master Plan

In 2003 a consulting organisation was contracted to develop a report on design principles and guidelines for the Monash University Library. An audit of the branches, completed by the consulting organisation with input from all branch managers, was used to develop a Facilities Master Plan. The Facilities Master Plan sets the principles and standards for future works within the libraries and will be used as a reference tool for architects to work from.

A secondary manual was commenced to define furniture, fitments, signage and wayfinding and should be completed early 2004.

Refurbishment of the Hargrave-Andrew Library was selected as the first project. A new entrance to the library will be developed adjacent to the existing café, which has been remodelled to make the precinct more attractive to students. A significant redistribution of the functional areas of the library has been foreshadowed. Work will commence on the library in 2004, and continue into 2005.

The intent is to commission a refurbishment for the Matheson Library in 2004, with work to be undertaken in 2005, and to refurbish other libraries in a rolling program, or as opportunity arises.



Caulfield Library Manager, Robert Hornett and library users enjoy level 3 refurbishments.

Improving equipment for student use

2003 saw major improvements to equipment available in branches for student use:

- Computer workstations**
 The library undertook a computer audit and analysed student computer ratios at all libraries, setting a computer to student ratio of 1:70 as a minimum. It is envisaged that this goal will be achieved by 2005. As at 30 December 2003 the student to computer ratio was 80:1. This is an improvement on the 2002 ratio of 92:1.

	2003	2002
Computer workstations for students in the library	434	370
Computer workstations in training rooms in library	*168	*168

* this number includes 70 computer workstations provided by the law faculty in the computer lab located in the Law Library.

As a result of the audit another 89 computers were installed at the Caulfield Library and computers in the Matheson Postgraduate room were upgraded. A number of other library branches were identified for additional computers - Hargrave-Andrew, Law and Pharmacy branches. Additional

computers were installed at the Pharmacy Library (including new printing facilities). The Hargrave-Andrew Library will have additional computers installed in 2004. Over 280 staff computer leases were renewed, making this the largest roll over of computers seen in the library at any one time. A total of 173 computers were purchased for the student environment. All loans and information desks were provided with flat screens, and over 60 flat screens were purchased for staff use, the start of a major upgrade in the staff environment. In addition, by the end of 2003 all staff and student computers in the library were standardised to include Windows 2000 or XP, including antivirus software.

- *Wireless networks*
Monash Information Technology Services installed wireless network access points in at least one public area on each of the Victorian campuses to enable enhanced levels of mobility and IT security. In 2003 wireless hubs were installed at Caulfield, Pharmacy and the Peninsula branches. Due to the high use of laptops, docking areas were also installed, which included power points, security locks and network points.
- *Photocopiers*
The library underwent contract negotiations for new digital photocopiers and appointed a new supplier of digital photocopiers for the student environment and multifunctional digital photocopier / printers for the staff areas for the period 2004 - 2008. A supplier was also appointed to provide photocopy cards over the next four years. All branches except Gippsland Library (whose copiers are maintained by the Gippsland campus administration) will also have new photocopiers installed before semester one 2004 commences. The new copiers are simple to use and break down less frequently. The Pharmacy Library, which had previously had a coin operated machine and no printing facilities, was upgraded to be on a par with other branches.

- *Printers*
New, high volume and additional printers were installed at Matheson, Hargrave-Andrew, Law, Caulfield and Berwick branches, and additional printers have been installed at the Peninsula and Pharmacy branches to cope with increasing demand for printing. Printing has increased by 83 per cent since 2002.
- *Microform equipment*
State-of-the-art equipment for converting microfilm and microfiche into a digital format was purchased in late 2003. With this equipment the library's vast collection of microforms can be viewed, digitised, emailed and printed. The machines, known as Microscanners, have the same functions as old microform readers, with the addition of in-built digital scanners. Eight microscanners will be available to library users - six machines in the Matheson Library and two in the Caulfield Library - in early 2004.

Extending the Peninsula Library training room

A proposal to the Peninsula Facilities and Services Division requesting \$32,000 to extend the existing Peninsula Library training room, including provision for an additional 11 computers, was developed. The proposal was approved and work will commence in 2004.

Upgrading work areas at Pharmacy Library

In 2003, the Pharmacy Library was allocated significant funding for renovating the staff areas and the loans desk. Work commenced in November 2003, and will be ongoing into 2004, with carpeting and new furnishings planned.

Improving facilities to meet demand at the Caulfield Library

The Caulfield Library, as the branch with the largest recent increase in usage, was targeted for improvements to accommodate the increasing demands on its facilities, including:

- refurbishment of the level three flexible learning area provided an improved

environment for group study and group work areas;

- upgrading computer facilities in the 12 postgraduate study rooms; and
- increasing the number of computers in the training room from 18 to 24, allowing hands on training for larger groups.

Providing a secure and safe environment

Ensuring safety procedures are in place

The operational plans for all branches included strategies to review emergency evacuation procedures and ensure that correct procedures were included for incident reports. A system of risk assessment has been introduced across the university to ensure that new or changes to existing work practices are firstly assessed for any potential hazards. Further to this, changes to the physical environment are assessed by Occupational Health, Safety and Environment (OHS&E) Policy Committee and the local OHS&E zone committee to ensure compliance to OHS&E regulations for both staff and student areas in consultation with those affected.

Providing facilities for people with special needs

Provide assistance to students with a disability

A designated library staff member from each branch provided assistance to library users with a disability. Library staff reported large increases in requests by students with special needs for material to be available in alternative formats as well as heavy use of the adaptive technology rooms available in most branches in 2003.

The library has contributed to the drafting of the university's *Inclusive Practices: Disability Plan 2003 –2006*.



Second year Music student, Ross de Vent and his guide dog, Questa, in the Matheson Library Adaptive Technology Room. New PCs were installed in all Adaptive Technology Rooms in 2003.

Providing Adaptive Technology Rooms

All adaptive technology rooms were upgraded with new equipment and software, with a new room opened at Berwick.

The Pharmacy Library, as the only branch not able to provide an Adaptive Technology Room, held negotiations with the Disability Liaison Unit (DLU) regarding services for users that are provided by Adaptive Technology rooms in the larger libraries. To date a satisfactory solution has not been found to provide these facilities at the Parkville campus.

Goal 5: Partnership Services

In 2003 the library worked to align with the university's defining themes of innovation, engagement, internationalisation and global development to support the wider Monash community and improve services through cooperative arrangements.

Supporting Monash health sciences students and staff in hospitals and other teaching locations

Providing resources and expertise

Providing quality library services to the Faculty of Medicine, Nursing and Health Sciences staff and students is one of the more complicated challenges for the library due to the scattered locations and ever increasing number of hospitals involved in the faculty's teaching program. Currently the library supplies funding for resources and/or staffing for library services in all of the faculty's major teaching hospitals, including:

- The Alfred Hospital;
- Monash Medical Centre;
- Box Hill Hospital; and
- Latrobe Regional Hospital.

In 2003 the library provided funding to three more teaching hospitals in Gippsland (Sale, Bairnsdale and Warragul), and has been involved in discussions with the Bendigo Hospital librarian concerning financial support for the faculty's rapidly expanding program in Bendigo.

Monash students and staff in hospitals can also access electronic resources to support their teaching and learning.

To facilitate the coordination of library services provided by the hospital libraries to Monash University staff and students, the Director Client Services-Science, Health, Engineering, convenes the Hospital Librarians Committee, which meets three times a year.

Library staff from the faculty team for Medicine, Nursing and Health Sciences regularly present information literacy tutorials for Monash University staff and students located in the hospitals, and

represent the university on hospital library committees such as the Southern Health Library Network Committee, The Ian Potter Advisory Committee and The Ian Potter Management Committee.

A formal agreement for the provision of library services was finalised in 2003 between The Ian Potter Library and Monash University Library. The amalgamation of the four library services at The Alfred Hospital has resulted in savings for all the institutions, including a saving of approximately 20 per cent for the Monash University Library during 2003. The development of agreements with the other Monash University affiliated teaching hospitals is currently being considered.

Supporting overseas campuses and partnerships

Collaborating with Monash University Malaysia

Since the establishment of the Monash University Malaysia campus, the library has been conducting training programs for Monash University Malaysia librarians. This year, Monash University Malaysia sent four librarians to attend the training program from 9-15 November 2003. The program provided the participants with an understanding of the Monash University Library system and the opportunity to meet with Monash University Library staff and discuss issues from their respective areas of responsibility.

The library has been working with the Chief Librarian, Monash University Malaysia in the development of a library plan for the new Monash University Malaysia campus.

Providing access to online resources for Malaysia and South Africa campuses

Monash campuses in Malaysia and South Africa were included wherever possible in new and renewed licences for access to electronic resources. Programs were written, and database and electronic journal records in the library catalogue were updated with relevant information, to generate electronic journals and databases pages for Monash South Africa. Restrictions on loading these pages to the library server in South Africa are being resolved to enable these new services to be launched in 2004.

Participating in a range of other collaborative endeavours

Collaborating to provide improved assistance with IT issues

The Information Technology Services (ITS) service desk was relocated from the Clayton campus union building to the Matheson Library and opened for business in mid-December 2003. The service desk, located in the Matheson Library Annexe, provides students with assistance for IT issues such as passwords and computer accounts. The ITS service desk provides Clayton students with a 'one-stop-shop' service.



The ITS service desk, in the Matheson Library Annexe, opened for business on 15 December, 2003.

Engaging with the community through Friends of Monash University Library

Friends of the Monash University Library activities for 2003 included the openings of the Magazines, Australian Fiction and Tourism in Australia exhibitions, a panel discussion on "Research on Australian fiction", and on "Cole of the Book Arcade."

The Friends also purchased four rare books for the library.

Developing the Japanese language education collection and service

The Melbourne Centre for Japanese Language Education continues to fund a separate collection of resources for the use of Monash staff and students and teachers of the Japanese language in Melbourne's secondary school systems.

Collaborating with Melbourne-based Asian research libraries

As participants in the Melbourne Asian Research Libraries Consortium (MARLC), Monash University's Asian Studies Research Collection librarians undertook a number of collaborative and resource sharing projects with the University of Melbourne Library. Monash provided extensive support for a University of Melbourne undergraduate subject in Asian architecture through a semester long loan of books and videos from the Monash University Korean collection, the preparation of web pages on Asian architecture resources and an information literacy class conducted at Melbourne by the Monash Korean Studies Librarian. In collaboration with the Working Group on Multicultural Library Services and the University of Melbourne Library a project to expand information available from the MARLC web page was completed. This project is a survey of Asian language resources in Victorian academic and public libraries.

Participating in campus activities

Membership on a range of university committees and participation in consultative activities ensured that the library was engaged in campus development.

Goal 6: Quality Assurance

In 2003 the library was committed to best practice in service provision and resource management while still ensuring financial and administrative accountability.

Providing a planning and improvement framework for activities and services

Participating in a quality review

The library undertook a comprehensive review of the quality of its services during 2003. The approach taken aligned with the quality values and principles determined by the university that defined the basic framework for quality review as 'fitness for purpose'. The library's Quality Management Group consisting of directors and an advisor from the Centre for Higher Education Quality directed the overall process.

In January, all staff were invited to participate in the self review, and staff from each division subsequently provided input to the self review report. The key objectives were to:

- make a genuine attempt to identify strengths and weaknesses and areas for further review;
- focus at a high level – concentration on analysis, not solutions; and
- produce an objective and open report.

The self review report was provided in May to an external review panel. The six panel members included senior Monash University staff and administrators and two Group of Eight University Librarians. The panel visited Clayton campus in July and over the ensuing two days conducted a series of interviews with 23 senior administrators and academic staff, library staff, and undergraduate and postgraduate students. They also briefly visited areas of two Clayton campus libraries.

The external panel report was completed in September. The panel was generally very supportive of the key directions of the library as outlined in the strategic plan, and of the activities currently being undertaken.

The panel commended the library in several areas including

- the robust planning process recently implemented;
- the focus on moving to 'one library' practices;
- marketing and communications initiatives;
- the Facilities Master Plan; and
- the innovative approaches to the delivery of electronic resources and services.

The panel's recommendations for improvement focused on the areas of

- access by the University Librarian to senior university policy-making forums;
- closer involvement with services provided overseas through partnership arrangements;
- the relatively low ranking with the Group of Eight of funding for the library collections;
- the necessity for a changed staffing structure and additional training needed for delivery of electronic resources and services;
- upgrading of physical facilities; and
- further embedding information literacy in courses and units.

Many of the actions recommended to improve library operations had already been identified by library staff in the self review report.

In November, a prioritised action plan to implement the panel's recommendations was presented to the Deputy Vice-Chancellor (Academic). The library has already ensured that information gathered in the review will be retained and updated as necessary. Quality improvement has been included in all divisional plans as part of the process to further embed a quality management system. Further details of the review are available at <http://www.lib.monash.edu.au/quality/>

Authoring and implementing planning frameworks

A number of business plans were written and implemented for the first time in 2003. The business plans were developed in consultation with staff of divisions and branches with the common goal of supporting and further enhancing the library's strategic plan, vision and mission. The plans were guided by the directions set in the university's strategic planning document *Leading the Way – Monash 2020* and other relevant university plans, such as the university's *Learning and Teaching Plan* and the *Information Technology Strategic Plan*.

Ensuring disaster recovery measures are in place

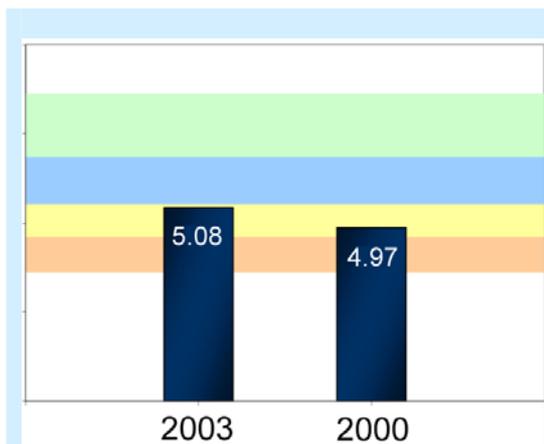
The library continued to implement disaster recovery plans for the library's critical systems. A new server was purchased for disaster recovery purposes, and relocated to an off campus site. The library management system is now updated nightly, reducing downtime. An increase in the number of simultaneous user licences and additional central processing unit to the server showed marked improvement in performance. Additional disaster recovery servers and racks were purchased to upgrade failing and inadequate servers for core library systems. The implementation of the disaster recovery plan was partially funded by the Information Technology Services Division, and a planned migration will continue to occur to production and disaster recovery zones outside of the library precinct.

Conducting a client satisfaction survey

In line with quality principles, a web-based survey designed to gauge library users' views of the Monash University Library service was conducted in May 2003. Responses were used to improve library services and provide guidance for strategic planning.

A core set of questions was used, allowing the library to benchmark and measure performance against other university libraries.

More than 2500 responses were received; almost double the number of responses received to the 2000 survey and the second-highest recorded response rate in the database of 34 academic libraries that also conduct the survey.



Results from the May 2003 survey indicate users are more satisfied with the library compared to 2000 with library users giving an average rating of 5.08 out of a possible 7 in response to the question; 'Overall, how satisfied are you with the library?'. This compares to an average rating of 4.97 out of 7 in 2000.

Service delivery was rated as good and staff were rated as excellent. Areas identified for improvement were library facilities such as computers, printers, copiers and the library buildings. Results indicated the top issue for library users was the number of computer workstations and adequacy of computers and electronic equipment.

A plan to address concerns and communicate results was developed and can be viewed online at <http://www.lib.monash.edu.au/surveys/customer2003/>

Managing resources in a cost-effective manner

Revising the funding formula

For a number of years the library has used a formula to allocate the collection acquisitions budget between the faculties. Increased funding in 2003 provided an opportunity for the library to review the effectiveness of the existing formula, while ensuring that faculties did not receive a cut to their allocations. A revised and simplified formula was devised, and then approved by the General Library Committee at its June 2003 meeting. The new formula takes account of the number of Higher Degree by Research (HDR) students and non-HDR enrolments, together with the relative cost

of journals and books in the disciplines covered by each faculty.

The 2003 budget was distributed to faculty teams based on the new formula, although the additional funds were not distributed until June. The 2003 budget was fully expended or committed by year-end - a major achievement by library staff.

Participating in consortia to improve purchasing power

The library continued to benefit from its participation in consortia deals that delivered substantial savings for the library.

Participation in offers negotiated through the Council of Australian University Librarians (CAUL) enabled the library to expand the range of electronic resources available on favourable terms.

The Group of Eight libraries negotiated access to two major publisher collections resulting in Monash gaining access to all online journal titles from these publishers at nominal cost increases.

The library entered into a three-year contract with a supplier of science journals, obtaining nearly 600 new titles for Monash for no increase in cost in the first year and capped price increases thereafter.

Between 2000 and 2003 Monash University Library was a member of the Victorian Academic and Research Libraries Acquisitions Consortium (VARLAC) and participated in consortium purchasing arrangements for overseas and Australian books.

In 2003 membership expanded to include libraries from other states and was renamed Australian Research Libraries Acquisitions Consortium (ARLAC). ARLAC sought and selected a preferred service provider for overseas English language books for 2004 – 2006. It received very favourable terms and conditions from the selected suppliers, including an increased discount over current terms for both US and UK books.

Developing guidelines for selecting suppliers

Guidelines for selection of new journal vendors were finalised following the

collapse of a major supplier. Subscriptions formerly with the collapsed supplier were transferred to new suppliers.

Draft service level agreements were developed with the library's two major print journal suppliers, to ensure common understandings of terms and conditions.

Using statistics to guide purchasing choices for electronic resources

Considerable work has been done on a new program that will allow the library to understand how electronic resources are being used. The new program will analyse login data by faculty, type of user (staff, undergraduate or postgraduate) and whether the user is in a branch of the Monash University Library, on campus or off campus. Together with usage data provided by the resource providers, this will allow more targeted spending.

Monitoring expenditure of allocated budgets

In 2003 the branch managers and supervisors closely monitored the casual budgets to ensure that the funding was used to provide appropriate levels of staff for peak periods of library use. Careful managing and use of salary savings allowed some branches to finish the year slightly under budget.

Library Services for Off-campus Students (formerly known as the Flexible Library Services Unit), was integrated into the Gippsland Library staffing structure in 2003, providing opportunities for efficiencies in staffing resources and services.

Operating within a marketing and communications framework

Building infrastructure for marketing and communications activities

The library's first *Marketing and Communications Operational Plan* was put in place for 2003 – 2005. In 2003 the following strategies were commenced or completed in an effort to meet the objectives outlined in the plan:

- A naming policy for external communications was developed to ensure consistent and easy to understand names are applied in signage, and in print and web publications. A number of library services were renamed as a consequence.
- A library of images for use on publications, the web and presentations was initiated and will continue to grow.
- A publications and notices audit and review was conducted to inform redevelopment of printed publications, how-to guides and notices.
- A branch communications audit was conducted, involving a questionnaire and interviews with branch managers.
- A customer satisfaction survey was conducted to ascertain user perceptions of the library and to create a benchmark from which to develop improvement strategies.
- The library's suite of printed publications was reviewed and redeveloped into more user-friendly, concise and targeted formats.
- Distribution of publications was streamlined to ensure a consistent process for welcoming new academic staff across all campuses and provision of basic library information was coupled with distribution of staff and student identity cards.
- A consistent approach was adopted across all branches towards involvement in Open Day 2003.
- A 'library news' column was established on the home page of the library website, with items being updated on a monthly basis throughout 2003. Forty-two items were posted on the home page and on the 'library news' section in the my.monash portal.
- Articles and information on the library were provided to university and external publications on a regular basis, resulting in 16 library news items appearing in university publications and seven library items in external publications.
- A kit of information for staff to use to promote the library was established and will continue to grow.
- Presentations to staff were carried out regarding marketing and communications activities. A total of four unique presentations were delivered to approximately 200 library staff throughout 2003.

Providing an effective environment for staff performance and development

Implementing the Performance Management Scheme

The University introduced a revised performance management scheme in 2002 as part of the Enterprise Agreement (Academic and General Staff) 2000. The revised scheme required faculties and administration areas including the library to prepare new position descriptions for all staff and performance plans for all continuing HEW Level 5 and above staff during 2003.

Senior management, including supervisors, participated in training sessions during 2003 that explained the revised performance management process, and staff were given an opportunity to attend special information sessions about the scheme.

The library reviewed all performance plans at a mid cycle review in June and July with an end of cycle review in January 2004 (for the 2003 year) at which time new plans for 2004 were prepared. The library was part of a compliance audit during 2003 and was congratulated on achieving a 100 per cent return rate.

Improving staff development opportunities

At the same time as introducing performance plans the library appointed a Staff Development Officer to coordinate the various staff development and training activities identified in individual plans. A

detailed staff development plan was recently approved by library management for 2004 and supported by a significant increase in funds. During 2003 a total of 12 staff were granted study leave to undertake various tertiary courses, 6 lunchtime talks were organised involving both internal and external guest speakers. The library was represented at a number of conferences during the year including ALIA Technicians, Information On-line, Educause, OZEWAI, and Etopia.

Reviewing classification levels

Considerable work was undertaken during the year to review a number of classification levels in the library in accordance with the university's classification review processes. In all a total of 21 applications were reviewed. Of these ten were new positions requiring classification. Six positions were reclassified higher, one vacant position was reduced in level and four positions were confirmed at their original level.

Recruiting new staff

A total of 38 recruitment actions were undertaken during 2003 resulting in 12 external appointments and 26 internal promotions, transfers or secondments. The library implemented a standard induction procedure for all new staff during the year, providing a comprehensive on-the-job induction, attendance at a university wide induction session (*Introducing Monash*) and also time with the library's Human Resources Management and Training Unit staff.

Reviewing and improving human resource management policies

A complete rewrite of the library's internal human resource management policies was undertaken during the year, in consultation with staff. Library management approved the new policy manual in August and further minor amendments have occurred since. In addition, a comprehensive authorisation procedure was developed setting out an approval process for the multitude of human resource management functions. Both documents are available to staff on the web for quick access.

Conducting a staff satisfaction survey

As part of the library's commitment to continuous improvement a research group was contracted to undertake an anonymous staff opinion survey during 2003 to ascertain the views of staff about the library's performance.

The online survey provided a 68.9 per cent rating in Best Practice Performance placing the library in the top 25 per cent of the research group's international database. This was an improvement of 2.6 per cent on the previous survey conducted in August 2001, and reflected an overall employee satisfaction rate of 73.4 per cent.

The results of the survey will be subjected to further investigation and follow-up action in 2004.

Keeping staff informed of library initiatives

An Information Day was organized in February 2003 for approximately 70 information services staff from all the branches of the library. The University Librarian, directors and other key library staff provided an update on library initiatives and directions for 2003. Evaluation forms confirmed the value of the this type of update session at the beginning of the year, and the format has been expanded for 2004 to include Information Days on two sites, to which all staff will be invited.

Appendix 1: Statistics

1. Library Collections (Volumes)

1a. Collections

Branch	Monographs eg. books	Serials eg. journals, newspapers	Microforms eg. microfilm, microfiche	Non-book eg. maps, sheet music	2003 total	2002 total	% change
Sir Louis Matheson Library	1 024 391	161 902	310 920	15 704	1 512 917	1 479 005	2.3
Hargrave-Andrew Library	234 349	216 720	12 810	6 176	470 055	459 087	2.4
Law Library	58 970	83 180	8 737	317	151 204	148 758	1.6
Caulfield Library	230 001	61 130	3 059	29 993	324 183	315 605	2.7
Peninsula Library	172 525	27 073	1 548	1 543	202 689	201 534	0.6
Berwick Library	11 376	79	5	951	12 411	10 320	20.3
Gippsland Library	135 048	34 527	5 401	54 517	229 493	223 425	2.7
CL Butchers Pharmacy Library	15 609	10 320	532	74	26 535	26 455	0.3
Total	1 882 269	594 931	343 012	109 275	2 929 487	2 864 189	2.3

1b. Electronic collections

	2003	2002	Change %
Electronic monographs (books)	*20 698	131 062	-84.2
Electronic serials accessible through the catalogue	19 009	17 909	6.1
Electronic serials – as determined using the CAUL deemed list guidelines	48 361	55 325	-12.6
Online databases (excludes websites and CD-ROMs)	594	444	33.8

* The projected load of *Early English Books Online* records was delayed resulting in 2002 figure being overstated.

2. Loans and borrowing activity

2a. Total loans and renewals

	2003	2002	% change
Loans	1 120 564	1 085 878	3.2
Renewals	607 874	464 262	30.9
Total	1 728 438	1 550 140	11.5

2b. Inter-campus loans (loans between branches of the Monash University Library)

Requests received	103 640	84 934	21.9
Requests processed	75 957	61 246	24.0
Items supplied	70 633	57 027	23.9

2c. Inter-library loans (loans between libraries – reciprocal borrowing schemes)

Requests received from Monash staff and students	40 302	44 432	-9.3
Requests processed and items delivered to Monash staff and students	36 135	37 296	-3.1
Items supplied to other libraries	9 958	10 069	-1.1

3. Online services and resources activity

3a. Catalogue usage

	2003	2002	% change
Hits to the online catalogue*	47 540 467	19 989 730	137.8

3b. Online course-related resources

Hits to exams database	1 792 213	1 350 383	32.7
Hits to online reading list items	2 648 240	n/a	n/a
Downloads of lectures online	375 111	270 564	38.6

* includes, for the first time, My.Monash Portal polling the catalogue to retrieve and display patron details

4. Serving library users

4a. Information literacy (training in using library and information resources)

	2003	2002	% change
Sessions	1 255	1 642	-23.6
Participants	19 425	20 261	-4.1
Staff contact hours	1 525	1 587	-3.9

4b. Inquiries

In person	307 013	327 185	-6.2
By telephone	18 099	18 680	-3.1
By email	5 762	*5 916	-2.6
Total	330 874	351 781	-5.9

4c. Door count

	3 145 385	2 790 780	12.7
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* 2002 figure adjusted to exclude unsolicited emails and other emails requiring no action

Appendix 2: Key Performance Indicators

The library provides quarterly reports to faculties on the results of the Key Performance Indicators (KPIs) in the Service Level Agreement (SLA) that has been jointly agreed between the library and the faculties. The following table relates to data provided between April and December 2003. This was the first year that reports have been provided. December figures have been used where an average is unavailable.

Service Level Agreement with Faculties Key Performance Indicators 2003

Service: No. 1 – Information Resources: Access and Delivery

Service description: Access to materials and resources

Key Performance Indicator	Result	Comments
Library open 100% of advertised opening hours	All libraries were open during advertised opening hours.	
90% of items returned from loan reshelfed within 24 hours Monday to Friday	99% of items sampled were reshelfed or reissued on loan within 24 hours.	
70% of students agree that library services are readily accessible	Not available.	To be reported in 2004.
The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	The library catalogue was available 99.8% of library core service hours (based on 50 weeks of the year).	

Service: No. 2 – Information Resources: Collection Management

Service description: Development, selection, acquisition, cataloguing, maintenance and overall management of library resources

Key Performance Indicator	Result	Comments
95% of items requested within budget are ordered by year end	95.3% of items requested within budget were ordered by year end	
95% of web links in the library catalogue are accurate	99.3% of web links in the library catalogue were accurate.	All inaccurate links identified in 2003 were corrected within 1 month.
60% of students agree that library resources are appropriate for their needs	Not available.	To be reported in 2004.

Service: No. 3 – Information Services

Service description: Information services to enable library customers to identify, locate and effectively use appropriate materials and services

Key Performance Indicator	Result	Comments
75% of library users satisfied with the quality of library service	74% of users were satisfied with the quality of library service.	This result is from the Customer Survey May 2003.

Service: No. 4 – Physical Environment

Service description: Study and work environment

Key Performance Indicator	Result	Comments
75% of library users satisfied with library facilities and equipment	63% of users were satisfied with library facilities and equipment.	This result was is from the Customer Survey March 2003. Median score of Australian uni. libraries = 66%
70 students (EFTSU) per networked library computer workstation.	80 students (EFTSU) per networked library computer workstation. (65 students (EFTSU) per PC including training rooms.)	70 students (EFTSU) per networked library computer workstation is goal for end of 2005.

Service: No. 5 – Flexible Library Services

Service description: Delivery of library resources to off campus students (a) students enrolled in an off campus learning course; (b) students enrolled in a course that does not require on campus attendance; (c) students undertaking a combination of on campus and off campus courses

Key Performance Indicator	Result	Comments
90% of requests resolved or forwarded for action within 48 hours of receipt Mon to Fri.	100% of requests sampled were resolved within 48 hours.	

Service: No. 6 – Document Delivery Services

Service description: Delivery of requested items not available in home campus Monash Library

Key Performance Indicator	Result	Comments
95% of requests dispatched to first potential supplier within one working day of receipt	98.3% of all requests accepted were dispatched within one working day.	
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	100% of articles received and notices of availability were forwarded within one working day.	

Service: No. 7 – Partnerships

Service description: Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships

Key Performance Indicator	Result	Comments
Service level agreements/contracts in place	Work on preparation of agreements with hospital libraries is continuing. Work commenced on drafting SLAs with Monash South Africa and Monash University Malaysia libraries.	Development of service agreements continued throughout 2003.

Appendix 3: Publications, Presentations and Awards

Publications

Allsop, S. L. 'Battle royale – challenging the global stereotypes within the constructs of a contemporary Japanese slasher film'. *The Film Journal*, 2003, no.7.

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Groenwegen, D. and Huggard, S. 'The answer to our problems? Trialling a library portal'. *Library Review*, 2003, 52 (9): pp 452–9.

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Presentations

Burke, J. 'The library as digitorium: new modes of information creation, distribution and access'. Paper presented at *Exploring Educational Technologies: from Strategy to Implementation*, Melbourne, April 2003.

Burke, J. 'Library location aware book finder demonstrator'. Paper presented at *Monash University CoolCampus Forum*, Melbourne, October 2003.

Groenwegen, D. 'What we want next: improving electronic subscriptions'. Paper presented at *Elsevier Asia Pacific Library Connect Seminar*, Melbourne, July 2003.

Groenwegen, D. 'Managing the acquisition of internet resources'. Paper presented at *Australian Library and Information Association National Acquisitions Group Seminar: Collaboration in Acquisitions – Changes in the Way We Work*, Melbourne, September 2003.

Groenwegen, D. and Huggard, S. 'The answer to our problems?'. Paper presented at *The Information Online Conference*, Sydney, January 2003.

Harboe-Ree, C. 'Digital library developments down under: a case study of innovative university library practice.' Seminar presentation at the Monash University London Centre (Menzies Centre for Australian Studies), London, October 2003.

Harboe-Ree, C. 'Digital daring: the transformational potential of the digital era on libraries and scholarly communication'. Presentation to *School of Information Management Systems Forum*, Melbourne, October 2003.

Huggard, S. 'Bulk importing of records in Voyager to manage e-resources'. Paper presented at *Australian Voyager Users' Group: meeting*, Sydney, January 2003.

Huggard, S. 'Wireless access networks - Monash University Library experience'. Paper presented at *Victorian Association of Library Automation: general meeting*, Melbourne, August 2003.

Huggard, S. 'Exploiting the use of metadata for better information retrieval'. Paper presented at *The Information Architectures and Taxonomies Conference*, Sydney, November 2003.

Pernat, M. 'Monash University Library quality self-review: involving all staff'. Poster presentation at *The Australian Universities Quality Forum*, Melbourne, June 2003.

Wilson, J. 'Developing hybrid collections: new ways of working for acquisitions staff'. *Australian Library and Information Association National Acquisitions Group Seminar: Collaboration in Acquisitions – Changes in the Way We Work*, Melbourne, September 2003.

Awards

Kay Steel was awarded the Australian Library and Information Association (ALIA) Silver Pin in recognition of her voluntary contribution to the Association as an office bearer.

Kay has served as Treasurer and Secretary to the Gippsland Regional Group, and as Treasurer to the (National) Distance Education Special Interest Group and the (National) Off Campus Library Services Group.

Appendix 4: Library committees

General Library Committee

The General Library Committee (GLC) met four times in 2003. 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 considered by GLC included:

- The impact of the high use of electronic resources, including freely available web products, on teaching and student learning and essay writing. The library has been tracking research in this area and a university-wide forum organised by the library and emanating from GLC has been proposed for 2004.
- The various methods by which the library plans to capture the research output of the university initially and more widely in future. Initiatives introduced were the Australian Research Repositories Online to the World (ARROW) DEST funded joint project; Monash University ePress and the ePrint repository.
- The revision of the acquisitions budget funding formula.
- Facilities and campus planning including the Facilities Master Plan for coordinated design and facilities planning across the libraries.
- Quality review and subsequent external panel report.
- Library hours of opening.
- Information literacy program and framework.
- Key new resources.

General Library Committee membership 2003

Professor Graeme Davison (Chair) Academic Board	Associate Professor Marilyn Baird Academic Board	Mr Christopher Hurley Monash Student Association
Professor Alan Lindsay Nominee of Vice-Chancellor	Associate Professor Mark Thompson Faculty of Engineering	Ms Cathrine Harboe-Ree (ex officio) University Librarian
Professor Andrew Markus (Chair, LACHUMASS) Faculty of Arts	Professor Homer Le Grand Committee of Deans	Ms Barbara Jacoby (ex officio) Director, Client Services, Science, Health, Engineering
Professor Bevy Jarrott (Chair, LACSTEMP) Faculty of Medicine, Nursing and Health Sciences	Dr Nicholas Beaumont (until March)/Assoc Prof. Alan Farley Faculty of Business and Economics	Mrs Chooi Hon Ho (ex officio) Director, Corporate Services and International Development
Professor David Smyth Academic Board	Ms Pam O'Connor (Chair, LLAC) Faculty of Law	Ms Janette Burke (ex officio) Director, Information Systems
Dr Graeme Johanson Faculty of Information Technology	Dr Paul White Faculty of Pharmacy	Ms Christine Cooze (ex officio) Director, Client Services, Humanities and Social Sciences
Mr Ian Ashman (until June)/Ms Robyn Robertson Monash Postgraduate Association	Dr Peter Maddock Faculty of Art and Design	Ms Jill Wilson (ex officio) Director, Information Resources
Mr John Matthews Nominee of DVC (Resources)	Dr Richard Morrison Faculty of Science	Mrs Marie Pernat Library, Committee Secretary
	Ms Ros Winter Faculty of Education	

Faculty-based library advisory committees

The three faculty-based library advisory committees each met throughout 2003 and provided reports of their meetings to the General Library Committee.

Representatives from each faculty attended General Library Committee meetings.

Advisory committees are as follows:

- Law Library Advisory Committee;
- Library Advisory Committee for Humanities and Social Sciences; and
- Library Advisory Committee for Science, Technology, Engineering, Medicine and Pharmacy.