MONASH UNIVERSITY LIBRARY

ANNUAL REPORT

1993
MONASH UNIVERSITY LIBRARY
MISSION STATEMENT

To provide and enhance access to published information in print and non-print formats which supports the University's overall mission, specifically its research, teaching and education programs and its regional, national and international responsibilities in library matters.
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UNIVERSITY LIBRARIAN'S OVERVIEW

Introduction

Rapid developments in computer and communications technologies, and the increasing accessibility of networks encouraged Monash University Library in 1993 to accelerate its implementation of a number of strategic initiatives which would improve the collection, access and dissemination of scholarly information. These initiatives would also determine how Monash University Library will deliver its information services to its primary clientele in the future.

All of these projects were aimed at helping academic staff and students to gain access to research materials and learning resources wherever located, using workstations from staff offices, from the computer laboratories, from the homes of staff and students, or from the various libraries of the Monash University Library system.

The strategy involved providing a mix of levels of information services – some local, some regional, some national, and some international. Where it was cost-effective to do so, CD-ROM and other local databases were mounted on local servers; where it was not cost-effective to establish local databases, Monash University Library would either subscribe directly to commercial database and document delivery services, or attempt to take advantage of economies of scale to collaborate with other libraries to establish joint facilities which offered access on a regional or national basis.

CD-ROM Network

The CD-ROM Network was funded jointly by the Library and the Computer Centre, its primary objective being to facilitate access to research and other scholarly information required by the staff and students of the Monash University. By the end of 1993, capacity on the Clayton campus network had increased significantly. At the same time, extension of the network to the Caulfield campus library was completed. This brought to 34 the total number of dedicated public, networked microcomputer terminals in the various branches, in addition to all those with access to the network from laboratories in departments and faculties. Access to over two dozen different databases was provided, most of which were heavily used at certain times of the year. The very heavy usage of the network revealed some major weaknesses in the present network configuration, especially at Clayton. Several improvements were attempted, but there are residual problems, which will be addressed in 1994.

COOL-CAT

COOL-CAT, a CAVAL-based union catalogue of Victorian university library holdings was made available to the Monash University community through dedicated terminals located in all the branches. The database currently contains more than 1.5 million catalogue records.
CARL UnCover Service

As part of the strategy to use a mix of collection development and access policies to deliver scholarly information, the University Library decided in 1993 to subscribe to an electronic database and document delivery service called UnCover. This database contains the contents of about 13,000 periodical titles (more than 3,000,000 articles, with about 750,000 articles added annually). Any Monash user may access this database via the Australian Academic and Research Network (AARNet), locate a relevant article, and then order it electronically (by charging the cost to his or her VISA or Master Card). An article ordered directly from UnCover in this way will usually be delivered to a specified fax number within 24 hours. For 1993, the Library provided a subsidy to meet the cost of this service.

CAUL Cooperative Database Project

Monash's participation in the CAUL (Council of Australian University Librarians) Cooperative Database Project was a part of its strategy to provide unlimited access to a range of databases, which it could not mount economically on its own. CAUL with DEET funding made the ISI Current Contents database available to all academic staff and students of Australian universities via AARNet in late August. Despite temporary limitations associated with the search software, the service was generally well received by the academic community. The service was enhanced towards the end of the year through a link with the interlibrary loan module of the Australian Bibliographic Network.

Imaging Project

This joint project with the Computer Centre has, as its main objective, the conversion of print material into electronic images which can be delivered to users via the university's campus network. A pilot database consisting of scanned copies of 1991 and 1992 Monash examination papers was put to the test in the latter part of 1993. Because of limited ethernet connections in the Library, only two workstations were made available for use. Usage of the system was much greater than expected. An average of 120 users per day used the system, and during the trial some 33,500 pages of examination papers were printed on the queued printer. In general, it can be said that the trial was an outstanding success.

During 1994, the University Library will enhance the retrieval system further and, at the same time, negotiate with copyright holders to allow the Library to store scanned images of a selected number of materials currently housed in the Reserve Collection. This may not be easy to achieve as most commercial publishers have yet to develop policies that will permit the electronic storage and access of their published documents.

Campus-Wide Information Server

In late April agreement was reached with several interested parities on the installation of a Monash Campus-Wide Information Server (CWIS) as a joint Computer Centre and Library project. With the aid of a consultant from the
Australian National University, the CWIS was initially set up over a three-day period in May. The Computer Centre provided the hardware and system support, while the Library maintained the menus and oversaw the data loading and maintenance.

The CWIS has been developed around the Gopher software, initially developed at the University of Minnesota. In addition to providing access to a wide variety of useful local information such as Faculty handbooks, Monash staff handbook, the campus telephone directory, the weekly calendar of events, staff vacancies, news, computer centre and library information, and information about short courses, scholarships and grants, etc., the CWIS provides a seamless gateway to the wider world of AARNet and Internet through its menus and links to other gopher servers worldwide.

Following a launch by Professor Chubb in August, Subject Librarians have been publicising the CWIS to their departments, and it has been used in network training courses. Usage has grown slowly but steadily and now averages over 1000 accesses daily, with about 80 per cent from within Monash.

**AARNet Seminars**

In early 1993, Library issued an invitation to academic staff to attend a series of introductory seminars at which access to AARNet and the Internet were explained and the resources that were available on the network demonstrated. These sessions generated a lot of interest and highlighted the need for a Network Librarian, as the demand for hands-on training was very strong. Pending the creation of this position, the Library contracted MONINFO to provide hands-on training for academic staff, and conducted six courses covering Clayton, Caulfield and Frankston campuses. These courses were very popular and there is still a long waiting list.

**PALS**

1993 has been a year of quiet growth and consolidation. Usage increased by 20 per cent overall from 1992. The PALS system has continued to be generally reliable, although some of the system disks are old and their failure rate is increasing. During this period, the Pharmacy College bibliographic data were loaded into the system.

During 1993, almost 300,000 records were added to the various system files, which grew by just over two gigabytes.

**Library Collections**

The collection continued to grow at a steady clip, but not as rapidly as in the past (see Table 1). Bound volumes of monographs and periodicals increased by 2.36 per cent over 1992 to 1,897,756 volumes. For all categories of materials, the increase was 4.96 per cent. Thus at the end of 1993, the collections in the Monash University Library system totalled 2,154,413. During 1993, most of the branch
libraries devoted more resources towards meeting the increasing needs of undergraduates. The total number of serial titles was 17,873, of which 11,318 were paid subscriptions (Table 2).

The Library received $248,850 from Research Infrastructure funds. These were distributed to all the branch libraries according to the formula approved by the General Library Committee. The funds were used for the expansion of the CD-ROM network, and for the purchase additional research materials.

**Table 1 Library collections 1993**

<table>
<thead>
<tr>
<th>Branch Library</th>
<th>Monographs (vols)</th>
<th>Periodicals (vols)</th>
<th>Microforms (vols)</th>
<th>Other (items)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS</td>
<td>749,225</td>
<td>137,035</td>
<td>175,228</td>
<td>2,513</td>
<td>1,064,001</td>
</tr>
<tr>
<td>Spec. Collns.</td>
<td>25,973</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>25,973</td>
</tr>
<tr>
<td>Biomed</td>
<td>59,005</td>
<td>80,922</td>
<td>1,275</td>
<td>1,280</td>
<td>142,482</td>
</tr>
<tr>
<td>- Alfred</td>
<td>8,406</td>
<td>11,934</td>
<td>61</td>
<td>273</td>
<td>20,674</td>
</tr>
<tr>
<td>-MMC</td>
<td>3,022</td>
<td>4,286</td>
<td>0</td>
<td>92</td>
<td>7,400</td>
</tr>
<tr>
<td>Hargrave</td>
<td>94,352</td>
<td>94,211</td>
<td>3,792</td>
<td>481</td>
<td>192,836</td>
</tr>
<tr>
<td>Law</td>
<td>48,311</td>
<td>78,440</td>
<td>2,393</td>
<td>52</td>
<td>129,196</td>
</tr>
<tr>
<td>Caul/Fr</td>
<td>301,758</td>
<td>68,075</td>
<td>na(1)</td>
<td>16,879(2)</td>
<td>386,712</td>
</tr>
<tr>
<td>Gippsland</td>
<td>102,655</td>
<td>30,146</td>
<td>6,604</td>
<td>45,734(3)</td>
<td>185,139</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,392,707</td>
<td>505,049</td>
<td>189,353</td>
<td>67,304</td>
<td>2,154,413</td>
</tr>
</tbody>
</table>

(1) Counted with periodical volumes; (2) Counted as kits, sets, etc.; (3) Counted as physical items

**Table 2 Number of current serial titles 1993 (interim statistics)**

<table>
<thead>
<tr>
<th>Branch Library</th>
<th>Purchase</th>
<th>Donation</th>
<th>Exchange</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS</td>
<td>3,764</td>
<td>3,760</td>
<td>348</td>
<td>7,872</td>
</tr>
<tr>
<td>Biomed</td>
<td>875</td>
<td>275</td>
<td>50</td>
<td>1,200</td>
</tr>
<tr>
<td>- Alfred</td>
<td>285</td>
<td>32</td>
<td>--</td>
<td>317</td>
</tr>
<tr>
<td>-MMC</td>
<td>72</td>
<td>28</td>
<td>--</td>
<td>100</td>
</tr>
<tr>
<td>Hargrave</td>
<td>1,526</td>
<td>352</td>
<td>83</td>
<td>1,961</td>
</tr>
<tr>
<td>Law</td>
<td>1,636</td>
<td>397</td>
<td>22</td>
<td>2,055</td>
</tr>
<tr>
<td>Caul/Fr</td>
<td>2,060</td>
<td>917</td>
<td>--(1)</td>
<td>2,977</td>
</tr>
<tr>
<td>Gippsland(2)</td>
<td>1,100</td>
<td>291</td>
<td>--(1)</td>
<td>1,391</td>
</tr>
<tr>
<td>TOTAL</td>
<td>11,318</td>
<td>6,052</td>
<td>503</td>
<td>17,873</td>
</tr>
</tbody>
</table>

(1) Separate figures for Exchange not available counted – with Donations.
(2) Gippsland – 1992 figures
Information Services

Coordination of information services provided by branches to the Library's clientele was carried out through the Information Resources and Services Committee and its four Subcommittees on Interlibrary Loans, User Education/Reference, Online and Ondisk, and Lending Services.

The Reference Telephone Enquiries Pilot Project, which sought to divert telephone calls away from the Information Desk at the Main Library and the Caulfield Library, proved very successful, as it led to significant improvements in the library service and more effective utilisation of staff on desk rosters. As a result, it was decided that this service would be continued and integrated into existing information services.

Loans increased by 5.89 per cent in 1993 (Table 3). This compares with 4.2 per cent in 1992. However, the rate of increase for some branches, such as the Humanities and Social Sciences Library and the Caulfield/Frankston Branch Library, slowed down in comparison with 1992. In contrast, the smaller branches such as the Biomedical, Hargrave and Gippsland libraries showed a marked increase in their loans – in the case of the Hargrave and Gippsland libraries from negative growth in 1992 to a positive growth in 1993 of 5.74 per cent and 11.05 per cent respectively.

The number of items lent to other libraries and institutions by the Monash libraries under the interlibrary loan program decreased by 9.12 per cent, which could be the result of other institutions making more use of commercial document delivery services, or a reflection of the fact that the Monash collections are no longer as good as they used to be. On the other hand, there was a marked growth in the number of items borrowed from other libraries by all branches with the exception of the Biomedical Library. These statistics are shown in greater detail in Table 4.

In 1993 reference enquiry statistics for the whole year were collected in accordance with the new format. Table 5 shows that the number of reference enquiries (both quick and extended) totalled 142,082.

Table 3 Loans (including renewals) 1993

<table>
<thead>
<tr>
<th>Branch Library</th>
<th>1992</th>
<th>1993</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS</td>
<td>515,570</td>
<td>522,958</td>
<td>1.43</td>
</tr>
<tr>
<td>Biomed &amp; Alfred</td>
<td>138,153</td>
<td>155,508</td>
<td>12.56</td>
</tr>
<tr>
<td>Hargrave</td>
<td>164,975</td>
<td>174,448</td>
<td>5.74</td>
</tr>
<tr>
<td>Law</td>
<td>81,171</td>
<td>81,395</td>
<td>0.28</td>
</tr>
<tr>
<td>Caul/Frankston</td>
<td>415,325</td>
<td>453,143</td>
<td>9.11</td>
</tr>
<tr>
<td>Gippsland</td>
<td>101,247</td>
<td>112,433</td>
<td>11.05</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,416,441</td>
<td>1,499,885</td>
<td>5.89</td>
</tr>
</tbody>
</table>
### Table 4 Interlibrary loans 1993

**I) No. of items lent by Monash Libraries**

<table>
<thead>
<tr>
<th>Branch</th>
<th>1992</th>
<th>1993</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS</td>
<td>5,128</td>
<td>4,957</td>
<td>-3.33</td>
</tr>
<tr>
<td>Biomed &amp; Alfred</td>
<td>7,791</td>
<td>5,674</td>
<td>-27.17</td>
</tr>
<tr>
<td>Hargrave</td>
<td>2,730</td>
<td>2,719</td>
<td>-0.40</td>
</tr>
<tr>
<td>Law</td>
<td>818</td>
<td>813</td>
<td>-0.61</td>
</tr>
<tr>
<td>Caul/Fr</td>
<td>2,502</td>
<td>2,745</td>
<td>9.71</td>
</tr>
<tr>
<td>Gippsland</td>
<td>716</td>
<td>981</td>
<td>37.01</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>19,685</td>
<td>17,889</td>
<td>-9.12</td>
</tr>
</tbody>
</table>

**II) No. of items borrowed by Monash libraries**

<table>
<thead>
<tr>
<th>Branch</th>
<th>1992</th>
<th>1993</th>
<th>% change</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS</td>
<td>4,433</td>
<td>4,701</td>
<td>6.05</td>
</tr>
<tr>
<td>Biomed &amp; Alfred</td>
<td>5,687</td>
<td>4,896</td>
<td>-13.91</td>
</tr>
<tr>
<td>Hargrave</td>
<td>1,479</td>
<td>1,618</td>
<td>9.40</td>
</tr>
<tr>
<td>Law</td>
<td>420</td>
<td>436</td>
<td>3.81</td>
</tr>
<tr>
<td>Caul/Fr</td>
<td>3,524</td>
<td>4,015</td>
<td>13.93</td>
</tr>
<tr>
<td>Gippsland</td>
<td>1,512</td>
<td>1,663</td>
<td>9.99</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>17,055</td>
<td>17,329</td>
<td>1.61</td>
</tr>
</tbody>
</table>
Table 5 Reference enquiries 1993

<table>
<thead>
<tr>
<th>Branch</th>
<th>Reference</th>
<th>Directional</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>H&amp;SS incl Rare Books</td>
<td>40,687</td>
<td>22,568</td>
<td>63,255</td>
</tr>
<tr>
<td>Donald Cochrane</td>
<td>4,429</td>
<td>9,416</td>
<td>13,845</td>
</tr>
<tr>
<td>Music</td>
<td>3,854</td>
<td>2,118</td>
<td>5,972</td>
</tr>
<tr>
<td>Biomed &amp; Alfred</td>
<td>13,623</td>
<td>8,285</td>
<td>21,908</td>
</tr>
<tr>
<td>Hargrave</td>
<td>11,114</td>
<td>9,984</td>
<td>21,098</td>
</tr>
<tr>
<td>Law</td>
<td>11,638</td>
<td>3,299</td>
<td>14,937</td>
</tr>
<tr>
<td>Caul/Fr</td>
<td>42,527</td>
<td>20,841</td>
<td>63,368</td>
</tr>
<tr>
<td>Gippsland</td>
<td>14,210</td>
<td>5,482</td>
<td>19,692</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>142,082</td>
<td>81,993</td>
<td>224,075</td>
</tr>
</tbody>
</table>

Asian Studies

In spite of the increasing emphasis on Asian studies at Monash, the Library itself does not have an 'Asian Studies Librarian'. The task of coordinating the activities of the various Subject Librarians with responsibility for Asian languages has been given to the Associate Librarian (IRDU). Three important developments in 1993 should be mentioned:

1. *The National CJK [Chinese Japanese and Korean] Project*. A consortium of seven university libraries (including Monash) and the National Library of Australia received funding from the Australian Research Council to implement an Australian nationally shared CJK automated library system. The Associate Librarian (IRDU) was appointed as Chairperson of the Technical Committee which had the responsibility for preparing the technical specifications and advising the Steering Committee on the acquisition of a suitable system. It is expected that the national CJK system will become available in 1994.

2. *Building Space for Asian Studies*. Mention is made below of the opportunity to make use of the basement of the new Information Services Building to house the Asian studies research collections. While the Library has borrowed money to fund the construction of this area, it has received assistance from the Office of University Development to develop a strategy to obtain corporate funding in exchange for naming rights to the area.

3. *National Korean Studies Research Library*. This collection continued to grow and by the end of the year most of the $150,000 originally allocated to establish the research library had been expended.
Open Learning

The broad principles relating to Open Learning library support were established in discussions among educational provider libraries in December 1992 and early January 1993. Consequent upon these discussions, the Open Learning Agency provided Monash University Library with a contract to manage the provision of library services to Open Learning students based on the voucher system. Monash University Library established a special administrative unit, called OLLIS (Open Learning Library and Information Services), to coordinate the provision of library services for Open Learning students and to manage to voucher system. The unit was headed temporarily by Mrs M T Van Dyk, the User Services Librarian at Gippsland.

OLLIS has mailed more than 4,000 packages to Open Learning students for three study periods. Each package includes library vouchers and the Open Learning Library Guide. The Guide, of which two editions have been published, contains information on the types of services available to Open Learning students, a comprehensive review of the library voucher scheme, and detailed information about library services provided by educational provider and non-educational provider libraries.

A computerised system to manage the scheme has also been developed. In addition to the services provided by educational provider institutions, some twenty other libraries have agreed to offer library services to Open Learning students.

OLLIS was involved in a great deal of promotional work. The OLLIS manager gave a number of presentations, and also participated in the Open Learning Expo in Sydney. Steps were also taken to investigate the feasibility of preparing a computer aided library instruction package for Open Learning students, and to provide appropriate library input to the proposed OLESA project.

An Open Learning Library Advisory Board has been established. The membership includes library representatives from institutions which are currently represented on the Board of Directors of Open Learning. The Board has met twice, but most of the deliberations and discussions have been carried out by telephone conferencing.

Exhibitions

The following exhibitions were held:

- The History of the Book (Feb.–May)
- Early Java (June–July)
- French Literature (Aug.–Sept.)
- Early Images of the Australian Aborigines (Oct.–Nov.)
- Christmas (Dec.–Jan. 1994)
Major acquisitions

The Library acquired two important Swift manuscripts with the help of the Friends of the Library. One was a lengthy biographical letter dated 8 June 1732, to Rev. Henry Jenney describing the literary scene of the 1730s; and the other a memorandum, dated 21 May 1739, written by Swift in his official capacity as Dean of St. Patrick’s Cathedral, Dublin, calling attention to work needing to be done on one of the monuments in the Cathedral. The memorandum is an important example of Swift working in his professional capacity as Dean of the Cathedral; very few similar examples have survived.

These manuscripts add significantly to the Swift holdings, which represent the core of Monash’s Rare Books Collection.

Quality Assurance Program

The Library established a Task Force on Quality with the University Librarian as convener in 1993. The Task Force met several times and, with the help of HEARU, developed a broad strategy aimed at maintaining and improving the quality of the services offered. Part of this strategy involved asking staff to participate in a review of the operations with which they themselves were most familiar in order to identify the strengths and weaknesses of the operations and to solicit their ideas about how and where improvements could be made. At a later stage, users would be surveyed. The results will serve to develop quality standards and procedures aimed at progressively meeting these standards.

As part of the quality assurance process, a series of four briefing sessions for different groups of staff was held between 19 and 22 October. At each of the sessions, staff were given a briefing on the objectives of the Library’s quality assurance program, the principles of Total Quality Management, the quality processes in the context of the Library’s services and resources, and detailed information on how each of their functional areas should be evaluated. These briefings were provided by the University Librarian, the Deputy University Librarian, and the Associate Librarian (Information Resources). At the end of each briefing session, staff were broken up into smaller groups and were asked to analyse the tasks within their functional groups. Staff were also provided with a form, developed with the assistance of HEARU, to be used as a framework for the small group discussions. These analyses will continue into the new year, and will culminate in a number of recommendations, which will be used by the Quality Task Force to develop a Quality Assurance Program. Next year, the Library will get user feedback on its services through user surveys, and will also consult various user groups and committees on its Quality Assurance Program.

Building Developments

A new floor was opened in the Faculty of Law building in June providing new and much needed space for the Law Library. Since that time much of the collection has been moved and re-arranged. The other branch libraries have also made a bid for additional building space. Approval for an additional 430 sq. metres of space on
Level 2 of the Boykett Building was granted to the Caulfield campus library in 1993, to become available in 1994.

Construction of the Performing Arts Centre and the Information Services Building commenced in 1993 and was expected to be completed by October 1994. In late June, the University agreed to allow the Library to convert a basement area carved out from the side of a slope into useable library space. Since this additional space had not been budgeted for, the Deputy Senior Vice-Chancellor agreed to provide the Library with a loan to pay for the construction. The area to be constructed will house the Asian research collections and provide additional seating for students.

**Human Resources**

*Staff Development.* In 1993, the Staff Development Committee tried to take a more pro-active approach towards staff development, and identified as its major focus for staff development ‘The Electronic Library and the people who will make it work’. Goals were derived from the focus and, by the end of the year some progress had been made towards reaching some of these goals.

The Staff Development Committee met regularly to consider applications for staff development. In November it considered applications for study leave from 43 staff members. The fact that the Secretary of the Committee spent much time organising bookings, and less on planning and promoting the activities of the Committee continued to be a problem in 1993.

About 209 attendances at staff development activities were approved. Study leave of 103.5 hours was also approved to be taken during 1993. This figure represented 1.19 per cent of the total number of hours worked by staff members in ‘established’ positions in the library.

Many informal staff seminars were organised. Distinguished visitors to the Library, Don Lamberton and Bill Linklater addressed members of the staff. There were presentations on the following conferences by staff members who attended: Online-Ondisk, Changes in scholarly communication, CAUSE, Responsible record keeping, ALA, the Library Technicians’ conference and Rethinking reference. The University Librarian gave a demonstration of his use of Windows, the Deputy University Librarian spoke about the Library’s plans for migration from Monet to Ethernet, Helen Goring told about her job swap, and there was a demonstration of software and other products for the vision impaired. The University Solicitor came to the Library to speak about the limits of the attendants’ authority. As a result of this talk changes to the University regulations are planned.

*Award restructuring.* Problems associated with and queries relating to award restructuring occupied the staff in the Human Resources Management Unit for a considerable amount of time during 1993. Approximately 50 library staff members were in disputed classifications. The majority of these were resolved, although some may be subject to appeal. Submissions have also been lodged by 44 staff requesting review of their translation to the HEW levels.
Technical Services

This was a particularly difficult and challenging year in which three developments affected the department in a major way; the commencement – albeit in a modest way – of a quality assurance program; the ongoing integration of technical services operations and procedures between the various campuses (including the implementation of the PALS acquisitions system at Gippsland), and the resignation of the Technical Services Librarian in September at a critical time in the life of the department leading to a long interim administration.

Major Projects. A number of major projects were commenced or implemented. One of these was the retrospective conversion project of the card catalogue involving the upgrading of in excess of 300,000 monograph records. A parallel to the monograph retrospective conversion project was a pilot serials project, to be partly funded by DEET, which will commence early in 1994.

A further project, made possible by extra library funds, was carried out at Caulfield campus. This involved adding serials holdings to Caulfield records on ABN after these had been lost following the merger of the Clayton/ Caulfield/Frankston customer numbers. Two part-time casual staff members amended over 1000 records during this 19-week project.

Using salary savings and allotted casual funds, a project was undertaken to withdraw and dispose of over 24,000 obsolescent student textbooks. This operation was completed, using three casual staff. The withdrawn materials were subsequently offered for sale raising almost $6,000; the balance was transferred to a Monash University support group, the ‘Friends’.

A further project with enormous future potential was tested but not yet implemented: the downloading of records from ABN and subsequent uploading into the OPAC. This successful trial is likely to lead to significant procedural changes and, on a positive note, to a speedier appearance of ABN-derived records in the Library’s online catalogue, SESAME2.

Cataloguing. After planning for over a year the organisational structure was finally settled and implemented. This involved setting up a number of teams headed in each case by a senior cataloguer. The cataloguing statistics for the Clayton, Caulfield and Frankston campuses were as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monographs (Clayton)</td>
<td>31,317</td>
</tr>
<tr>
<td>Monographs &amp; media (Caulfield)</td>
<td>7,428</td>
</tr>
<tr>
<td>Serials (Clayton)</td>
<td>4,002</td>
</tr>
<tr>
<td>Serials (Caulfield)</td>
<td>776</td>
</tr>
</tbody>
</table>

Orders. Especially in the case of Clayton, the pressure for new recommendations to be ordered remained constant throughout the year in spite of some support by extra/temporary and casual staff. The ordering statistics for both campuses showed a significant increase over 1992:
Monograph orders (Clayton) 35,695  
Monograph orders (Caulfield) 11,115  
Serial orders (Clayton) 303  
Serial orders (Caulfield) n.a.

Special orders (Clayton). There was an increase in most areas, notably antiquarian orders, as indicated in the statistics.

New serials orders 303  
Gifts 9,953  
Antiquarian orders 2,953  
Standing orders 46

Gifts. Significant gift collections received included 240 items donated by Mr. L. Shaw to be added to the Australian children’s book collections. Mr Shaw also presented 32 rare novels for incorporation into the Rare Books collection. Professor Neustupny (Dept. of Japanese, Monash) donated approximately 900 Japanese books. The Asian collections were further enhanced by significant Korean language donations from the National Library of Australia, Australian National University, Korean Development Institute, Australian Centre for Contemporary Art, Korea Institute for International Economic Policy, and by over 600 Thai monograph duplicates also from the National Library of Australia. Dr. J. Green (Director of Monash Health Centre, retired), Ms. J. Strauss (Dept. of English, Monash, Clayton), the Pro Helvetia Foundation and the Rev. R. Croxford all made substantial donations. Dr. H. Love (Dept. of English, Clayton) presented a collection of Monash student ephemera relating to the 1960’s and 1970’s. Professor J. Waller presented a 14 volume edition of the works of Israel Zangwill.

Concluding Remarks

In many respects, 1993 represented a watershed in Monash University Library’s history. Developments in computer and communications technologies have removed the traditional limitations of geography to information access. Networks, originally created to provide access to supercomputers, have developed into an important medium for scholarly communication. E-mail is increasingly used for ongoing discussions of research issues, the exchange of technical information (preprints, data, submission of proposals, discovery announcements) and international collaboration. In some specialised fields, for example physics, e-mail has become the preferred mode of scholarly exchange simply because print publications are too slow to convey information that is time sensitive.

Developments in computers and networks have also made possible changes to publishing, which will become increasingly evident in the next decade. Thus, an increasing number of publishers have begun to convert print material into CD-ROM products, and have begun to publish electronically refereed journals, using the networks to distribute these publications. Some possible new forms of publishing have also been trialled, including Print on demand publishing and Customised publishing. An example of the first relates to Elsevier’s experimental
TULIP Project, which is based on networked access of page images of journals in materials science. An example of the latter is McGraw-Hill’s Primus project, which is an electronic database containing some 70,000 pages of textbooks in seventeen disciplines. The system will allow a customised book to be produced from various chapters of the textbooks in the database. It will recreate the contents page, repaginate the various chapters taken from different textbooks, print the book, and arrange for the book to be bound and forwarded to the user in the required number of copies. If required, the system will also allow the customised book to be delivered electronically to a licensed client for subsequent printing and binding.

There is no doubt that the nature of academic libraries will change with these developments. However, it is difficult to predict the future shape of academic libraries. The more euphoric view is that academic libraries will be transformed or ‘reinvented in the electronic environment’. A more realistic view sees the future of the academic library not merely as an electronic conduit, but also continuing as a traditional print-based collection. In short, the future is one where librarians have to grapple with the paradigm of the parallel library, i.e. libraries based on both electronic and print media. It can be said that in 1993 Monash University Library took significant steps towards achieving a new academic library paradigm that will be relevant even in the next century.

E Lim
University Librarian
HUMAN RESOURCES

Staff Development

In 1993, the Staff Development Committee (SDC) took a more pro-active approach to staff development, and identified as its major focus for staff development ‘The Electronic Library and the people who will make it work’. Goals were derived from the focus and, by the end of the year, some progress had been made towards reaching some of these goals. However, any attempt to take a more focused approach towards staff development does meet with some staff resistance if it means that less money is available to support attendances by staff at general conferences.

The decision made by the University Administration in the context of the Desktop Information Technology Strategy (DITS) to adopt Microsoft WORD and EXCEL as the new University standards for word-processing and spreadsheet packages confused those staff members about to embark on WordPerfect and Quattro-Pro training. Due to delays in the appointment of the Network Librarian, few ‘consciousness raising’ and training sessions for Library staff in the use of Internet and AARNet were held.

The idea of setting aside some portion of the Staff Development allocation for replacement funding for library staff to permit them to conduct and/or attend classes was raised again in the guise of a ‘workplace tutor scheme’. This is based on SDC’s recognition that many staff members have skills in a range of areas which they could pass on to others. Under the scheme, full-time staff members may be released from their ‘normal’ duties and part-time staff work extra hours to tutor other staff members on a one-to-one basis. The topics initially selected for tutoring are PC applications, electronic mail and WINDOWS.

The Training Room initiative sponsored by SDC was of only limited success. While some staff made use of the facility, many seemed to prefer training with a tutor present rather than ‘self-training’.

The SDC met regularly to consider applications for staff development. In November, SDC considered applications for study leave from 43 staff members. The fact that the Secretary of the Committee spends much time organising bookings and less on planning and promoting the activities of the SDC continued to be a problem in 1993.

As at 6 December 1993, 193 attendances at staff development activities had been approved. These attendances were at a cost of $35,245. The staff time involved was 290 days at an approximate cost of $35,857. For the Gippsland campus, 16 attendances costing $5531 and 23 days of staff time were approved.

Study leave of 103.5 hours was approved to be taken during 1993. This figure is 1.19 per cent of the total number of hours worked by staff members in ‘established’ positions in the Library.

The Human Resources Management Librarian (HRML) was involved in the planning and organising of many informal staff seminars. Distinguished visitors to the Library, Don Lamberton and Bill Linklater, addressed members of the staff. There were
presentations on the following conferences by staff members who attended: Online-Ondisk, Changes in scholarly communication, CAUSE, Responsible record keeping, ALIA, the Library Technicians’ conference and Rethinking reference. The University Librarian gave a demonstration of his use of WINDOWS, the Deputy University Librarian spoke about the Library’s plans for migration from Monet to Ethernet, the Music Librarian told of her job swap in the USA, and there was a demonstration of software and other products for the vision impaired. The University Solicitor came to the Library to speak about the limits to the attendants’ authority; as a result of this talk, changes to the University regulations are planned.

The HRML and the Library Administrative Officer (LAO) spent time arranging job-swaps between Monash University and the University of Calgary. It is likely that Elizabeth Angus, Technical Services department, will spend 12 months at Calgary beginning in the middle of 1994. MUL will host Tammy Flanders from Calgary for a similar time. There is also a chance that a visiting scholar from China will spend time at the Library during 1994.

The HRML continued her membership of the Cross-sectorial Staff Development Committee.

Award restructuring

Problems associated with and queries relating to award restructuring occupied the staff in the Unit for a considerable amount of time during 1993. The HRML was a member of one of the committees convened to review some of the positions in disputed classifications. This process involved two days training, one meeting to discuss the positions and two review meetings when the library positions were discussed in relation to other positions in the University.

Approximately 50 library staff members were in disputed classifications. The majority of these were resolved, although some may be subject to appeal. Submissions have also been lodged by 44 staff requesting review of their translation to the Higher Education Worker (HEW) levels.

Recruitment

The Unit processed more than 60 vacancies during 1993 and the HRML sat on 57 interview panels. The Library instituted procedures to ensure that both genders were represented on interview panels.

The Library hosted three people for work training through the Commonwealth Rehabilitation Service, one person from the Department of Social Security on a work experience scheme and two people from Skillshare. Generally this was a success, with two of the participants being offered work subsequent to their placement. At least two others will be offered casual work if it becomes available.
Other

The HRML was requested to be part of the Personnel User Group and attended two meetings during 1993. This is a group which is comprised of staff from different faculties and its brief is to give the Personnel Department feedback about its performance.

MUL hosted 14 fieldwork students and four work experience students during 1993.

All members of the Library staff were involved in the Library Quality Assurance Program. The HRMU held two meetings, at which some useful suggestions were raised.

The LAO continued in the position of Secretary to the OHS Zone 20 Committee and took up the position of Safety Officer in July 1993 and attended the AITEA Conference for three days in September.

The HRML became the Professional Advisory Committee (PAC) representative on the Publications Committee and attended two meetings during 1993.

The HRML was involved in organising bookings and facilities for training for AARNet (library and academic staff), Email, Current Contents, PALS and lunchtime talks on, for example, TQM. She assisted in upgrading of the Library’s Conference Room by arranging for the installation of new blinds and a projection screen, etc.

All members of the Unit spent time listening to and/or counselling staff members wishing to talk about problems. The issues discussed included dealing with the disappointment associated with unsuccessful job applications, illness, death, difficulties with other members of staff, difficulties settling into new jobs or settling back into old jobs and family problems. The HRML compiled three issues of the Library Staff Bulletin during 1993.

Anne Reilly
Human Resources Management Librarian
INFORMATION SERVICES

This brief report highlights selected activities in the information services area. A comprehensive overview of the delivery of information services across the MUL is provided in the reports of the Branch Librarians. 1993 has been a very busy year and staff at all levels have demonstrated their ability to work together in a most professional manner, towards the common goal of providing a quality service.

Information Resources & Services Committee (IRSC)

Eleven meetings were scheduled during the year to deliberate on issues relating to the delivery of services to our clientele. The following deserve special mention:

Policy documents. During the year, IRSC was instrumental in formulating many information services policy papers including documents on Emergency Procedures, Staff Development & Training for 1994, Role and Duties of Subject Librarians, and Lost Property.

New services. The Library took advantage of the availability of new electronic resources and document delivery services. In addition to having access to a greater variety of CD-ROM reference tools, our primary clientele benefited from the launch of two new services – CARL UnCover and Current Contents.

Gippsland Library. During the year, there was constant liaison with Gippsland library staff in order to rationalise the distance education and Open Learning policies within the framework of current Monash University Library policies.

The Committee was very well served by its four subcommittees on ILL, User Education/Reference, Online/Ondisk, and Lending Services.

Reference Telephone Enquiries Pilot Project

A comprehensive report on the pilot project to divert telephone calls away from the Information Desk at the Main Library Clayton and the Caulfield campus library confirmed that the initiative led to significant improvements in library service and the more effective utilisation of staff on desk rosters. The report has been endorsed by Management Committee and the procedure integrated into the existing information service.

ABN & CAVAL

The Associate Librarian (IRDU) represented the University Librarian at the ABN Annual Users’ Meetings with specific responsibility for information services issues. During the year, centralised receipt of ABN interlibrary loan requests was successfully trialled at the Main Library.

The Associate Librarian (IRDU) has responsibility for liaising with CAVAL on information services issues such as DIALOG online account, reference, interlibrary loans, etc.
Publications & Publicity

The Publications and Research Unit (PARU) operates on a shoe-string budget and is staffed by the equivalent of 0.5 fractional casual appointment. Much time and effort went into the production of Library News, the Library’s official channel of communication to academic staff, and the preparation and updating of the Library’s entries in numerous Monash University publications including the University calendar, Compass, Student Diary, etc. as well as reference books such as Commonwealth Universities Yearbook and World of Learning. After several updates, a comprehensive Staff Information Manual was finally produced for Library staff use.

Several publicity brochures were produced during the year – CARL UnCover, Current Contents and The Korean Studies Research Library.

Public relations activities undertaken by the Unit include articles for Ectetera and Incite, concept design for the new rechargeable card, fax cover sheet, business cards, etc.

The Library Publications Committee met twice in 1993 under the chairmanship of the Associate Librarian (IRDU).

Centralised Storage Working Party

The Associate Librarian (IRDU) completed her duty as convener of the Centralised Storage Working Party when the final report was presented to Management Committee. The H&SS Branch Librarian has been charged with implementing the recommendations.

Asian Studies

Since 1992, the Associate Librarian (IRDU) has worked steadily towards ensuring that the Library is keeping up with the University’s increasing emphasis on Asian studies.

The Associate Librarian (IRDU) liaised frequently with the Director of Monash Asia Institute during the year. As the Library’s representative on the Monash Asia Institute Working Group on Library Development, she attended a series of meetings.

In order to facilitate communication and to keep abreast of Asian studies developments, regular meetings were scheduled with our Asian Studies Resource Librarians within the Library.

Asian Studies Budget

The Associate Librarian (IRDU) held discussions with the H&SS Branch Librarian, the Collection Management Librarian and the Asian Studies Resource Librarians to plan for the systematic development of the Asian collections and to establish a mechanism to monitor and better control Asian studies collection development. It is crucial that our Chinese, Japanese and Korean (CJK) collection development does not lag behind
that of the major tertiary libraries, particularly in the light of the National CJK Project coming on stream in late 1994.

**Asian Studies Research Library (ASRL)**

Towards the latter part of the year, the opportunity arose to utilise the basement area of the new Information Services Building as part of the Library extension, provided funding could be obtained for the additional costs involved in furnishing the floor. The University Librarian was able to obtain the necessary funding from the Vice-Chancellor to establish the floor for an Asian Studies Research Library (ASRL). A strategy to obtain corporate funding in exchange for naming rights of the ASRL was developed and this initiative is now in the hands of the University Administration.

The Associate Librarian (IRDU) held preliminary discussions with the Asian Studies Resource Librarians on developing a strategic plan for the new ASRL.

**National CJK Project**

A consortium comprising seven university libraries and the National Library of Australia has received funding from the Australian Research Council (Mechanism C grant) to implement an Australia-wide and nationally shared Chinese, Japanese and Korean (CJK) languages automated library system in 1994. The Associate Librarian (IRDU) assumed responsibility as Chairperson of the National CJK Project Technical Committee. The preparation of specifications for the proposed system was extremely time-consuming, and special mention should be made of the Chinese Studies Librarian’s dedication in coping with the voluminous work within a very short time frame.

**National Korean Studies Research Library (KSRL)**

The National Korean Studies Centre (NKSC) Korean Studies Research Library (KSRL) was established in 1992 with a grant of $150,000 from the Australian Research Council. The KSRL is housed at the Monash University Library. The Associate Librarian (IRDU) has played an active role in the establishment of the Korean Studies Centre Library Advisory Subcommittee and undertook the role of foundation secretary. This role was passed over to the Assistant NKSC Director in the second half of the year. A KSRL publicity brochure was produced and distributed nationally and internationally.

En route to deliver a paper at the International Congress on North African and Asian Studies at the University of Hong Kong, the Associate Librarian (IRDU) made a brief detour to South Korea. She accompanied the Korean Studies Librarian on library visits to establish a gifts and exchange program and to publicise the KSRL. Financial assistance by the NKSC for the Korean visit is gratefully acknowledged.

**Chooi Hon Ho**
Associate Librarian
(Information Resources Development & Utilisation)
MONINFO

MONINFO has done well in a recession year. It was able to achieve its objective of meeting all operating costs and in fact increased its revenue by 17 per cent from 1992 to 1993.

The main sources of income were:

- information searches and consultancy – 33 per cent
- external library cards – 29 per cent
- AILI on LINK and AARNet – 5 per cent
- document delivery – 9.5 per cent
- corporate membership – 9.5 per cent
- seminars – 14 per cent

Activities for 1993, apart from the regular information searches and document delivery, included the organising of a series of training courses on AARNet/Internet for both non-Monash participants and, on a contract basis, Monash academic staff. MONINFO organised six AARNet/Internet training courses for academics – one each at Caulfield and Frankston and four at the Clayton campus. MONINFO also provided three sets of training sessions for outsiders (six sessions and about 120 people). These training courses were very well attended and will continue on a bi-monthly basis during 1994.

The growth areas for 1993 were:

- document delivery – doubling in income
- seminars/courses – tripling in income

Corporate and school membership also grew significantly.

The income from Australian Legal Literature Index (ALLI) in 1993 was less than in 1992, due in main to the Law Institute of Victoria’s decision to change to a new service, CITEC. Initially this service was not well received by users, which resulted in a significant decrease in ALLI usage. By the end of 1993, CITEC was planning a concentrated marketing effort in Victoria to boost usage.

MONINFO was involved in a number of other projects during 1993 including:

- the publication of Mabo: A Source Book late in 1993, compiled by the Monash Law Librarian
- the delivery of an industry overview of the heat treatment of steel
- the production of the MONINFO Media Monitor, developed for Mobil. This type of product was also produced for BP.
- the creation of an alerting service on the Japanese dairy industry for the Australian Dairy Corporation
MONINFO welcomed Dr Peter Rogers and Mr Greg Robertson from Pacific Personnel to the Advisory Group in October 1993. They have already provided a great deal of assistance in the form of advice and introductions to key business people.

Marketing activities included compiling an extensive mailing list of potential clients, recording statistics of all enquiries and promoting the service through attending business meetings, for example, Australia Business in Europe (ABIE) and MOSEDG (Moorabbin, Oakleigh, Springvale Employment Development Group). The MONINFO Bulletin has again been an essential vehicle for promoting MONINFO.

The position of MONINFO assistant became vacant in June 1993 and was replaced by two fractional positions, Information Consultant and Office Assistant.

Leigh Oldmeadow
MONINFO Manager
RARE BOOKS COLLECTION

The Rare Books Librarian has had a busy year organising exhibitions and delivering talks to students. Considerable time and effort was also spent in planning for the Rare Books area in the new building.

The Rare Books Collection acquired two important Swift manuscripts with the help of the Friends of the Library. One was a letter from Swift to the Rev. Henry Jenney, dated 8 June 1732, the other a memorandum concerning St. Patrick’s Cathedral, Dublin, dated 21 May 1739. The letter is a single-leaf document, closely written on both sides. It concerns the authorship of verse attacks on Swift, and includes much biographical information from this period of his life. It is an important letter which, although published in 1808, has not been used in the major biographies of Swift. Professor Probyn has already begun research on this letter with the intention of publishing a small monograph consisting of the text of the letter and the text of two of Swift’s poems which are mentioned, as well as the text of the verse satire on Swift which was the immediate occasion of the letter.

The memorandum is an important example of Swift working in his professional capacity as Dean of the Cathedral; very few similar examples have survived. These manuscripts add significantly to the Swift holdings, which represent the core of our Rare Books Collection.

Exhibitions held:

1 October 1992 – 19 February 1993 The popish plot
9 June – 1 August 1993 Early Java
14 October – 29 November 1993 Early images of the Australian Aborigines
8 December – 31 January 1994 Christmas

Richard Overell
Rare Books Librarian
Biomedical Library and Alfred Hospital Subbranch

The ‘Library of the Future’ envisaged for most tertiary institutions is both a ‘virtual library’, providing access to electronically based information and knowledge, and a physical collection of books and journals. In 1993 the Biomedical Library made notable progress towards the concepts of the ‘Library of the Future’ by providing students and staff with increased access to both remote information and on-site resources, and with instruction on how to take advantage of exciting new resources as well as make efficient use of traditional sources. Adequate funding was available to allow strong collection development in most subject areas.

1993 statistics reflect an increased demand for most services offered by the Biomedical Library. This increase was evident in the total number of loans, the extended wait to use the CD-ROM Network, the struggle to find a seat in the Reading Areas, and the long photocopy queues, which contributed to the general congestion problems on the first floor of the Library. In this environment of ever-increasing usage, Quality Management (QM) of human resources and financial resources is essential. Staff in the Biomedical Library were involved in two formal QM programs during the year, as well as contributing to the Faculty of Medicine Accreditation Review by the Australian Medical Council.

1993 marked the 30th anniversary of the Biomedical Library (Advisory) Committee and 1993 was also the 30th anniversary of the establishment of the Alfred Hospital Subbranch, currently under consideration for amalgamation with the Alfred Hospital Health Sciences Library.

Access to Electronic Information

A highlight of the year in relation to electronic information access included the installation on the second floor of a bank of eight computers purchased with Research Infrastructure Funds. These multifunctional computers will provide access to local and worldwide information available through SESAME2, the Monash CD-ROM Network, the Monash CWIS, AARNet and the Internet, including access to the Committee of Australian University Librarians (CAUL) Current Contents Database and CARL UnCover2. This group of computers will be used to instruct users, including teaching and research staff and postgraduates, in the skills needed to successfully tap into information resources around the world, and will provide the much-needed additional access points for the OPAC and the CD-ROM Network. Use of these facilities is dependent on the installation of Ethernet connections.

The computer-assisted instruction program, Biomedical Library Information System (BLIS) was completed in early 1993. This program provides easy access, via a touch screen, to information such as the location of journals, hours of opening and use of the PALS computerised library catalogue. BLIS was developed by six final-year Monash computing students using Toolbook, with content input from the Subject Librarians.
The program incorporates photographs and maps as well as text, and the access via a touch screen ensures security and ease of use.

Other highlights included subscribing to the electronic journal Online Journal of Current Clinical Trials, access to the (CAUL) Current Contents database, which is a pilot program for an Australia-wide bibliographic database program, and the successful grant application to the National Health and Medical Research Council (NH&MRC) to cover costs associated with access to Medline in the United States, following the closure of the Australian database.

Further evidence of the acceptance of accessing remote collections, and the existence of the technology to provide quick access, is the Distributed National Collection currently being proposed by the National Library and supported by CAUL. One of the first subject areas to be considered is medicine, and in August the Biomedical Librarian met with other medical librarians in Brisbane to discuss the Biomedical Library's possible involvement.

Quality Management

As the 21st century approaches, libraries, like all areas of tertiary education, are becoming increasingly accountable for providing quality management operations. In 1993, staff of the Biomedical Library and the Alfred Hospital Subbranch were involved in quality management training and exercises, including a session presented by the John Monash Centre. Several Biomedical Library staff were involved in examining the process of ordering materials, with a view to initiating orders online on the PALS library computer system. Although technological limitations prevented the implementation of online order creation from the Biomedical Library, the exercise was valuable for examining and improving the ordering process. As well as making changes in the process, this quality management exercise also strengthened working relationships between the Biomedical Library and the Technical Services Division of the Library. In October, all staff of the Library were involved in Quality Management programs in which staff from the various libraries worked together to improve operations.

Staff at the Biomedical Library and the Alfred Hospital Subbranch were also involved in the Faculty of Medicine accreditation review by the Australian Medical Council (AMC). Members of the AMC Review Team visited the Biomedical Library, the Alfred Hospital Subbranch and the Monash Medical Centre Library. The final report of the AMC Review Committee stated that all students and recent graduates, when asked, expressed satisfaction with the library services and the support provided by library staff.

Lending Services

Loans statistics continue to reflect the increased use of the Biomedical Library. Total loans for the Biomedical Library increased from 117,375 in 1992 to 133,123 in 1993, and from 20,778 to 22,385 at the Alfred Hospital Subbranch. This represents a 13.4 per cent and 7.7 per cent increase respectively. The number of people leaving the Library increased from 262,000 in 1992 to 280,500 in 1993, a 7 per cent increase, and
the number of photocopies made on public-access machines increased from 1,134,000 to 1,195,000, a 5 per cent increase. The increase in usage was also evident in the additional congestion on the CD-ROM Network.

Intercampus loans in the Biomedical Library increased from 500 in 1992 to 674 in 1993.

Requests for interlibrary loans from the Biomedical Library and the Alfred Subbranch collections did not keep pace with the increases evident from other demands on the collection. Interlibrary loan requests fell from 6275 to 4898 in the Biomedical Library, and from 2624 to 2135 at the Alfred Subbranch. These decreases are attributable in large part to the increased use of the Australian Bibliographic Network (ABN) by Australian libraries, and the fact that the majority of the journal collections of the Biomedical Library and the Alfred Subbranch have not yet been entered on this database.

**User Education and Reference Queries**

The number of user education sessions increased in 1993 to meet the need to inform users about coverage and access to databases such as CARL UnCover2 and the CAUL database. The Biomedical Library conducted 185 sessions in 1993 compared to 135 in 1992 (37 per cent increase), and the number of Alfred Subbranch tutorials increased from 12 to 20 (67 per cent increase). The average class size dropped from 11.5 to 8 as more ‘hands-on’ sessions were conducted for students and staff.

Reference queries decreased slightly in the Biomedical Library from 16,991 in 1992 to 15,565 in 1993, but increased in the Alfred Subbranch from 5461 to 6343. Collection methods may account for part of this drop in Biomedical Library queries.

The trend continued toward a sharp decrease in the number of online searches conducted. Only 15 online searches were conducted in 1993. The Australian Medline system ceased to be updated after January 1993, and online searches and SDIs (updates) were then organised through DIALOG in the USA for NH&MRC grantees. This necessitated the translation of 49 Medline search strategies from the Elhill to the Dialog format, involving extensive work by the Subject Librarians. Many former requestors of Medline SDIs have opted to use the CD-ROMs to perform their own update searches, and others are relying on sources such as the CAUL Current Contents database.

In consultation with Liaison Representatives from the various departments, work was begun on constructing a detailed subject profile for each academic department, with the aim of easing the flow of publishers’ blurbs, and organising a more even commitment of the monograph budget.

**Building and Maintenance**

Numerous building changes were implemented or approved for the Biomedical Library in 1993. Automatic doors were installed in the outside foyer, alleviating the problem of opening the large, heavy doors that had been installed when the building was
constructed. Plans have also been approved for the removal of a wall into the Rare Books room to allow the extension and refurbishment of one of the two office areas.

The lack of adequate space continues to be a major problem in the public and office areas. An extension proposal was submitted to the University in 1991, and the AMC Report recommended the support of this proposal.

**Alfred Hospital Libraries Amalgamation**

Discussions between the Alfred Hospital and the Monash University Library were held in 1993 concerning the possible amalgamation of the Alfred Hospital Health Sciences Library and the Monash Alfred Hospital Subbranch. The two hospital libraries have operated independently, but cooperatively, since the Monash Subbranch was established thirty years ago in 1963, and amalgamation has been investigated several times in the past. Although cost saving is a major consideration, it is generally accepted that an amalgamated library could provide users of both libraries with a higher quality service, including better access to resources and better facilities. Talks are scheduled to continue in 1994.

**Conclusion**

Approximately 30 years have passed since the establishment of the collections of the Biomedical Library and Alfred Hospital Subbranch. During this time, the major changes in control and access of information have occurred in the last five years, and expectations are that the next five years will result in even greater changes in the way the staff and students of the Faculties of Medicine and Science use the resources of the Biomedical Library and the Alfred Subbranch to retrieve information and knowledge.

**Barbara Jacoby**

Biomedical Librarian
Hargrave Library

In 1993, the primary clientele served by the Hargrave Library continued to grow, and now includes the School of Applied Science and the Department of Robotics and Digital Technology transferred from Caulfield to the Clayton campus. On the Clayton campus the Faculty of Engineering undergraduate enrolment has increased by 38 per cent over the past four years.

In order to provide effective library support to a growing user population without an increase in staff, a combination of strategies was required. This involved the increased application of information technology for services (especially user education and computer-assisted instruction) and heavy reliance on printed guides to the collection, and to information resources and services. The multiskilling of regular staff to permit flexible staff deployment in order to cope with seasonal demands for services and also the engagement of casual staff for the academic year were essential.

The shortage of space in the Hargrave Library is in excess of 25 per cent calculated on the standard formulae used by Monash and other libraries. The Institution of Engineers, Australia, Courses Accreditation Committee complimented the Hargrave Library on the quality of library support to engineering, but was critical of the shortage of space. ‘The Hargrave Library, which is generally agreed to provide excellent service, is clearly short of foyer and other general space’ (IEA. Accreditation of Monash University, Clayton School of Engineering. Overall Report 1993).

In 1993, 18 bays of shelves were installed by Hargrave attendants, which involved the moving of materials from 70 bays. This resulted in further reduction of seating in the library.

Objectives for 1993

All objectives set for 1993 were achieved with the exception of two (6.3 & 6.5), which had to be revised in the light of lack of resources and change in overall library priorities.

Collection

By November 1993 the Hargrave Library held 93,995 volumes of bound periodicals, 93,816 monographs, 14 CD-ROMs and 3783 microforms, bringing the total to 191,594 volumes.

Collection Development

After careful monitoring of the use of student reading materials, the Hargrave Library increased expenditure by 50 per cent on student reading over the previous year. This resulted in improved access to titles required for course work.

Hargrave subject librarians concentrated their efforts on collection development in the second half of the year, as in the first half they were heavily involved in User Education. A special arrangement with Technical Services allowed the processing of
some 2,000 Hargrave orders over a period of two and a half months to the end of October 1993, when the Library closed its financial year.

Hargrave Subject Librarians concentrated their efforts on collection development in the second half of the year, as in the first half they were heavily involved in user education. A special arrangement with Technical Services allowed the processing of some 2000 Hargrave orders over a period of two and a half months to the end of October 1993, when the Library closed its financial year.

**Serials**
The continued phased implementation of the Hargrave Library’s strategy to control expenditure on subscriptions to serials was essential to preserve balanced expenditure between books and periodicals.

Twenty-three new titles have been catalogued for Hargrave. The majority were the result of the transfer of library support to Hargrave for Applied Sciences and Robotics. Hargrave accepted financial responsibility for seven serials in Robotics and twelve new titles for Business Systems. The remaining titles were expansions of current group subscriptions. Four new CD-ROM subscriptions were also added.

In 1993, 111 paid titles were closed, many dating back to the 1991 round of cancellation of serials subscriptions.

**The Impact of CRCs and Other Centres on the Library**
Over recent years 40 research centres were established at Monash University in engineering, sciences and computing. Twelve of these are Cooperative Research Centres, Key Centres or Centres of National Importance.

In 1993, Research Infrastructure Funding and savings from the 1991 periodicals cancellations were used to strengthen library support in areas of research priority including research carried out at those Centres.

**User Services**

March was the busiest month of the year for user services. For statistics by type of service see Appendix 1. Statistics for the period 2 January to 30 November 1993 and for the same period in 1992 are given unless stated otherwise.

**Lending Services**
A 5 per cent increase was registered (161,245 loans for 1993 compared to 154,181 for the same period in 1992). Circulation staff processed a total of 7,145 lending services enquiries.

**Intercampus Loans**
A total of 1521 intercampus requests were processed requiring 260 hours of staff time. The average staff time per intercampus transaction takes six minutes.
Interlibrary Loans
Interlibrary borrowing increased by 39 per cent and lending decreased by 2 per cent over the same period in 1992. Casual assistance was essential to cope with the growth in demand for services.

Reference/Information Services
Between 2 January and 30 November the Hargrave Library dealt with 20,535 enquiries, 8 per cent less than in the previous year. One of the objectives for 1993 was to reduce staff time spent on enquiries by the production of printed guides to the collection and services, by user education classes and by promoting client use of the Hargrave CAI, HARRI. Staffing the Information Desk remained a major challenge throughout the year due to staffing levels.

A total of 124 online searches were carried out for clients. Client use of CD-ROM information services is gradually replacing the demand for online services.

User Education
Major growth in user education was registered in 1993.

For user education the Computer Centre and the Engineering Computing laboratories were also used. CD-ROM tutorials were given in the Hargrave Library at the networked terminals, which resulted in competition between client and instructional use of these facilities. In the electronic age, the Hargrave Library needs a computer-equipped teaching facility. Electronic screen shows on diskettes were produced for user education. This method of presenting instructional material improved the quality of presentation and saved staff time on preparation.

Staffing Matters
In 1993, two staff were on long service leave and two on secondment. Frances Morrissey was on a 12-month secondment to the Library’s EDP Section and Marta Chiba, Hargrave librarian, was Acting Law Librarian between January and April 1993. During that time, Nhan Le was an effective Acting Hargrave Librarian. A number of short-term and casual staff were employed to ensure that there was no disruption to the delivery of services.

Marta Chiba
Hargrave Librarian
Humanities and Social Sciences Library

The past year has been both challenging and demanding. Highlights in the Humanities and Social Sciences Branch Library (H&SS) were the increased number of PCs available for staff; the training programs and increase of availability of electronic resources such as CARL UnCover, Blackwells Connect and others through AARNet; the wider range of CD-ROM packages available for patron use; completion of successful trials of the Telephone Inquiries Service and the ABN Centralised Receiving Service; the Music Retrospective Conversion and Exam Imaging projects; planning for the new Information Services Building and other space planning projects.

There were a number of concerns over the performance of the CD-ROM Network, which froze at many an inopportune time. This created a great deal of pressure for staff who frequently had to placate distraught patrons. It does appear, however, that the problem has been solved by the library traffic no longer having to share the line. Other concerns were the continuing space problem, security issues and the pressing need for retrospective conversion and a stocktake.

As usual there have been quite a few staff losses and gains, with the Main Library continuing to fall victim to the Domino principle, whereby vacancies result in a round of sequential interviews and short-term contracts. The Branch carried a higher than normal amount of vacancies in 1993 for a variety of reasons. One contributing factor was the long and involved procedures required to fill vacancies. In the last couple of years more of this work has devolved to the Branch level. This has placed extra pressure on the Main Library, as we filled some 20 vacancies of permanent or contract positions, as well as numerous casual positions, and the time involved in preparing appropriate paper work, organising and following up procedures was enormous. These delays did, however, result in additional salary savings, and the funds were used to support two projects. The first was the processing, barcoding and linking of music scores, in preparation for the integration of the music collection into the Main Library and fitting in with the DEET/Monash University Library funded Music Retrospective Conversion project. The second was a serials barcoding project which was aimed at barcoding and entering the holdings of older serial titles. This project was strongly supported by staff, as it will correct serial records on OPAC and reduce the number of patron queries and frustrations. Unfortunately, neither project was completed by the end of the year and both are in jeopardy, as the salary savings might not be available in 1994.

Management Committee established a committee to look at the issue of centralised storage, with a view to utilising the vacated basement area in the Main Library building when Technical Services move to the new Information Services Building. The Committee made its final report late in the year and the Branch Librarian, H&SS was asked to establish a working party to carry out the recommendations of the Committee. This task will commence in 1994.
Staff were closely involved in providing suggestions for the new Information Services Building. Interesting new developments were plans for a tunnel under the Library and the welcome addition of a basement area to be used for an Asian studies area in the new building. Work on the new building is progressing well and it is anticipated that it will be linked to the Main Library building by mid-1994. A Branch Space Planning Committee was set up and submitted a number of proposals to Library Management Committee. These covered overall space plans for the next three years and included plans as to how we would reorganise the space vacated once the new Information Services Building (ISB) was completed and interim plans that could be carried out in 1993-94. The interim proposals were to rearrange the Reserve area, reclaim storage space on the fifth floor, move Interlibrary and Intercampus Loans to Meeting Room 1, reorganise the Loans area and remodel the front entrance and foyer area of the Library. Most of the recommendations were accepted and three projects (Reserve, fifth floor and ILL move) will be completed before semester 1 1994. The branch will be able to use the Library Conference Room for user education sessions in March 1994 and we anticipate the multi-purpose room in the new building will be available in 1995.

Plans for the proposed remodelling of the front entrance of the Main Library building were discussed with a representative of 3M and staff from the University’s Building and Planning Section. The plans incorporated improved security arrangements, better traffic flow, rearranged service points and automated doors for disabled users. The next step is discussion with the Campus planning manager and the University Architect, so that the remodelling fits in with the overall plans for the area, including the tunnel.

Demand for Library services continued to grow in 1993, with loan inquiries showing an unprecedented increase of 151 per cent in March over the same period in the previous year – an increase from 3115 to 7819 for that one month. To some extent this reflects the introduction of Open Learning, the growth of the HOLDS service and intercampus loans and the increase in the number of CAVAL users. However, this particular increase is also symptomatic of a larger and more insidious problem. This is the problem of locating items within the Main Library building. Loans staff are handling up to 25 reports of missing books each week. Part of the problem is the perennial space one, which makes it very difficult to reshelving in correct sequence, especially as overall reshelving has increased. This year we were forced to shelf-read sections of the collection mid-year, despite having done a large shelf-read in December and January. By July, the combined effects of crowded shelves and the need for accurate catalogue records of holdings and a stocktake were seriously affecting our service delivery. Management Committee had already set aside funds for a retrospective conversion project to upgrade old catalogue records, and the monograph part of the project finally commenced late in the year. The original plans incorporated a stocktake, but when the project started it was found that it was not necessary to check the books on the shelves so the stocktake part was dropped. A trial stocktake to test how the PALS system operates was started in the Biomedical Library towards the end of the year. The H&SS Library will need to develop stocktake plans with the Systems Librarian and the new Technical Services Librarian, as such a large undertaking will affect the work of all three areas.
Lack of space continued to be our most persistent problem and it took up a great deal of the time and effort of many people. Solutions to short-term problems are constantly being sought. Some positive developments were the identification and purchase of polypropylene storage boxes for fragile loose-leaf material, and the identification and transfer of little-used Slavic and Russian language journals to closed storage.

Staff have worked hard as a team to maintain a high standard of service to all library patrons. The challenge of the rapid expansion of accessible computerised systems and the increase in the number of staff workstations meant a steep learning curve for reference staff in particular. The report of the Subject Librarians' Task Force recommended more paraprofessional support for Subject Librarians. This will become imperative in 1994, as Subject Librarians take on additional responsibilities for monitoring acquisitions budgets. We will be looking at ways to provide assistance in 1994.

The new HOLDS service expanded from 25,924 in 1992 to 38,738 in 1993, and other PALS notice production increased from 89,918 in 1992 to 114,776 in 1993. All PALS notices are processed by H&SS Library staff. Of these, some 56,465 notices and an unknown number of HOLDS were for the other branches. In recognition of this transfer of workload, Caulfield and Gippsland moved casual funds in 1993 to the H&SS Library, to assist with notice processing.

The intercampus loans service flourished. It did, however, show up areas that required attention. It became obvious from the items requested from other campuses that we needed to look at our multiple-copy purchases, as they appeared to be inadequate to satisfy demand on the Clayton campus. Consequently the formula for multiple-copy purchase was reassessed and revised upwards.

The Telephone Inquiries Service continued to provide an excellent service much appreciated by patrons, and staff rostered on the Information Desk were spared the additional pressure of constantly ringing telephones. Another new service that was planned and efficiently executed by H&SS interlibrary loans staff was the centralised receiving of ABN interlibrary loan requests. The successful trial of the Exam Imaging Project in November was greeted with enthusiasm by students.

Other service areas all showed an increase on 1992 statistics. Browse statistics for Reserve revealed that we reshelved 88,460 browsed items in the Reserve area as opposed to 58,869 in 1992. The total number of reshelved items in the Reserve area in 1993 was 176,838.

Additional funds were provided to support improved collection of Asian studies material, especially Chinese and Korean. This development was extremely welcome and greatly appreciated by our clientele. One unanticipated problem that arose was the pressure created on the serials section, as their daily processing of items increased by some 20 hours each week with the purchase of additional Asian newspapers and serials. This was at the expense of their normal routine and backlogs developed. The rapid growth also created space problems in the current serials area, an area that has had to be reorganised almost every year. The Serials Librarian is drafting a report on the matter.
Other welcome additional funds for acquisitions came with a number of new initiatives such as the Centre for Jewish Studies. Significant reference purchases included Colliers Encyclopaedia, Encyclopaedia of the Early Church, Encyclopedia of Ukraine, New Grove Dictionary of Opera, Concise History of National Biography, Historical Atlas of South Asia, Kompass, Times Atlas of the World and Worldwide Bibliography of Art Exhibition Catalogues. Ten new CD-ROM titles were added early in 1993 and another 11 were ordered during the year. A number of them supplemented or replaced existing printed or microform resources, e.g. Historical Abstracts, NUCOS, LISA, COOL-CAT and CDATA, as well as new ones like Echo (index to Age, Australian, Herald-Sun, Bulletin and Independent Monthly), AVAD (Australian Art Library) and the Independent (newspaper). Research Infrastructure Funds were used to purchase many of the titles.

H&SS Library staff have been fully involved in all library-wide user services issues. During 1993, branch staff took coordinating roles for IRSC subcommittees for Lending Services, ILL and Online/Ondisk, as well as the PAC Serials subcommittee. A library-wide reference desk manual was drafted for staff use at the Information Desk and a guide on how to complete Library Impact Statements was completed and passed to other branch libraries. H&SS staff were also involved in Monash-wide training for AARNET and CARL UnCover. The Interlibrary Loans Librarian was asked by MONINFO to run external training sessions of AARNET. The Branch Librarian chaired a Task Force looking at Subject Librarians’ roles, and was involved in the Centralised Storage working party and Quality Task Force. Branch staff were also involved in two Total Quality Management studies.

Janice Droogleever
Branch Librarian, Humanities and Social Sciences Library
Law Library

1993 has been an active year for the Law Library and one of considerable change. The foundation Law Librarian, Mr E Glasson, retired at the beginning of the year and Mr N Pengelley was appointed at the end of April. Mrs M Chiba, Hargrave Librarian, acted as Law Librarian for much of the intervening period.

Three other staff members have retired or transferred to new positions – Mrs M Humm, Mrs D Adams and Ms P Jam. Mr W Bass, Senior Attendant for many years, died tragically in November.

A new floor was opened in the Law School Building in June providing new and much-needed space for the Library. Since that time much of the collection has been moved and rearranged. A holdings list/location guide has been published with the aim of providing greater access to the holdings of the law collection. It is being advertised and sold to other libraries through MONINFO. A monthly list of new acquisitions was also inaugurated in May and is widely circulated.

A Pacific Law Research Unit has been established in conjunction with the Law Faculty on the new Library floor, with the aim of making maximum use of our unique Pacific Islands materials.

A pamphlet promoting the collection has been widely circulated.

The Law Library lobby area and the staff workrooms have been recarpeted and plans have been drafted by a design consultant for the refurbishment of the workroom, amenities area and the reference/information area of the Law Library. It is hoped that work will commence during 1994.

The Law Library acquired its first networked CD-ROM technology, with three major products being networked, giving wide coverage of the reported and unreported decisions of major Australian courts and tribunals. Faculty and staff have commenced training in the new technology.

Monash Law Library’s Australasian Legal Literature Index (ALLI) has expanded its coverage from around 70 journal titles to over 120 – most notably in the Asia-Pacific region. Moves are afoot, in cooperation with MONINFO, to mount the database on other commercial hosts – both Australian and overseas.

The Law Library, like all law libraries, continues to be confronted with the difficult problem of serials. Publishers are continually ‘converting’ monographs into loose-leaf services which then join the ranks of serials. Currently our serials expenditure consumes over 90 per cent of the acquisitions budget. The Law Library aims to reduce this to around 80 per cent in 1994 so that more funds may be allocated to monograph purchases.

In order to manage our acquisitions budget more effectively, the Law Library Senior Staff divided subjects between them, each person assuming responsibility for particular areas of the collection and for liaising with relevant Faculty members. And in
recognition of the reality that the Law Library purchases nearly all Australian legal
texts, 'purchase plans' were, with the help of Library Technical Services Staff, set up
with all Australian law publishers. All items published are now automatically sent to
the Law Library (any unwanted material is returned for credit).

In order to coordinate purchasing and rationalisations of collections on a local level,
Law Library staff from Melbourne, Monash, Deakin and LaTrobe Universities have
begun meeting on a regular basis. A joint submission from the four institutions to the
Victoria Law Foundation is planned for 1994. The group also invited Mr Warren
Horton, Director of the National Library of Australia, to talk to them in February 1994
on the National Library's strategic plan and its plans for collection development in law.

On the publishing front, the Law Librarian has compiled Mabo: A Source Book, which
provides details of all publications relating to the High Court decision and guides the
user in how to research issues relating to the case. Sold through MONINFO, the
publication will be updated quarterly. Plans are in hand for a similar publication to
assist researchers pursuing the republic issue.

The standard of legal research education received by Law students continues to be a
matter of some concern. The Law Library will be working with Law Faculty members
during 1994 in order to develop a new course proposal for a comprehensive legal
research program, commencing in 1995.

During 1994, in order to develop further a clear management strategy for the Law
Library and in order to involve staff more fully in the decision-making process, a
regime of meetings was instituted, involving weekly meetings of senior staff and
monthly meetings of all staff. A regular weekly staff bulletin summarising events, etc.
was also inaugurated. All staff cooperated in developing a comprehensive Business

Seminars and Workshops Presented by Law Library Staff

'Computer Assisted Legal Research' – Saturday morning workshop presented as part
of the Monash University Law Faculty 'Legal Research Series' to Graduate Studies
students in April 1993. (Lee, P Y and P Kinder)

'The Australian Legal Literature Index Through Link'. Law Institute, 28 September
1993. (R Bunnage)


'Researching Legislation & Government Publications' – Saturday morning workshop
presented as part of the Monash University Law Faculty 'Legal Research Series' to
Graduate Studies student in April 1993. (P Kinder)

'Finding the Law Workshop' – Half-day workshop presented to members of the
Australian Law Librarians' Group in August 1993 at the Law Institute of Victoria.
(P Kinder)
‘Legislation – Archives’ – 2-hour workshop presented to students enrolled in the Graduate Diploma in Archives and Records Management – 19th August 1993.
(P Kinder)

Nick Pengelley
Law Librarian
Caulfield/Frankston Branch Library

Accommodation

Approval for an additional 430 metres of space on Level 2 of the Boykett Building was granted to the Caulfield campus library in 1993, to become available in 1994. The space will permit relocation of the Serials Office to Level 2, and it is hoped that part of the serials collection as well as a significant number of additional reader spaces can also be located in the new area.

Acquisitions Budget

The Caulfield/Frankston Branch Library received $1,214,600 as its share of the Library’s Acquisition Budget. In addition the Branch was allocated $39,800 for binding from Library recurrent funds. Additional funds allocated to the Branch during 1993 were:

- $11,000 from Library Research Infrastructure Funds
- $1,900 from the Caroline Chisholm School of Nursing
- $7,882 from the Syme Faculty of Business.

Recurrent budget funds were allocated to the departments at Caulfield/Frankston by means of the usual formula, while Research Infrastructure funds were allocated to the Departments whose staff received ARC grants.

New Database Access

Several new CD-ROM titles were purchased to assist library users at Caulfield and Frankston during 1993. Additionally, access for academics was provided to overseas databases such as Current Contents and CARL via AARNet.

Hours of Opening

It was decided to offer additional hours of opening at the Caulfield campus library, namely Saturday afternoon 1 pm – 4 pm, during the summer semester for benefit of students doing units during this time. This added service was funded by the Syme School of Business.

CD-ROM Network

The CD-ROM Network went into operation at Caulfield library and was an immediate success with library users. Eight workstations are located in the laboratory while one workstation is available for staff use/demonstration, and one for user education. There is capacity for adding a further two workstations for library users, and the Library hopes this can be done in 1994.
Peninsula Campus Library

During 1993, Monash Council approved the establishment of the Peninsula Campus, Frankston, and the library at Frankston became the Peninsula campus library, though at present the Branch name remains unchanged as Caulfield/Frankston. A review of the Peninsula campus library will occur in 1994.

Course Changes

During 1993 a number of the departments at the two campuses planned course restructuring to come into effect in 1994. This involved changes to existing subject offerings and the introduction of a large number of new subjects. The Branch was involved in preparation of impact statements for the new courses/subjects, and in subsequent building up of collections that would be required to support the new academic areas from 1994.

Standardisation of Procedures

Further changes to photocopying charges and serial loan regulations were decided during 1993 for implementation in 1994, to bring the two branch libraries in line with those on Clayton campus.
Gippsland Library

On 1 January 1993, Monash University College Gippsland became Monash University Gippsland Campus, and the College Library was integrated into the University Library, in accordance with arrangements outlined in the document 'Integration of Monash University College Library with the Monash University Library: Proposed Arrangements'. Under these arrangements, the College Library became the Gippsland Library, and the Chief Librarian became Associate Librarian (Gippsland), with Monash-wide responsibility for library services for distance education and Open Learning students. However, by the end of the year, the Gippsland Library’s budget was still separate from the University Library budget, responsibility for staffing remained with the Gippsland campus, and control of the funds for library acquisitions for the Schools had not yet been transferred to the Library.

1993 was the first full year of the operation of the PALS automated system at Gippsland. Unfortunately, Gippsland experienced more downtime than the other Monash libraries, due mainly to the problems related to the MONET link between Clayton and Churchill. However, these problems were solved when the Gippsland Library successfully migrated from MONET to an Annex box.

While the implementation of the Acquisitions module of PALS at Gippsland was hampered by PALS downtime, the Gippsland Library transferred, in 1993, from the previous manual acquisitions system to the automated system, resulting in speedier ordering and better control of funds for library materials.

The Library has 20 CD-ROM databases and two more on order. These databases are heavily used, but a consistent problem is that many of the journals and monographs cited are not held by the Library. The dial-in remote access service (ROMOTE) offered by the Library has continued to be popular, with over 250 users. Currently, the service is available at night and at weekends. Beginning in January 1994, there will be one workstation with 24-hour access, offering the most requested databases. In addition, the current workstation will provide access at night and at weekends to other databases, in accordance with a fixed schedule.

The Library was successful in its bid for funds from Campus Equipment Funds (in the category for items over $20,000) to establish a CD-ROM Network at Gippsland. However, installation of the network has been delayed pending resolution of some problems with the Clayton network.

Following a submission for an allocation from Teaching Infrastructure Funds, the Library was granted a total of $90,000 for collection development, for purchase of multiple copies of recommended readings and for materials for advanced study/research. Submissions for the use of these funds were invited from the Heads of Schools, and funds were allocated on the basis of these bids. All the materials requested against these funds have now been ordered.

Lack of accommodation for users, for collections and for library staff continued to be a major problem. However, in the latter half of the year, it was announced that Library
extensions, estimated to cost $5 million, would be included in Monash University's Capital Works Program in 1995.

During the year, a unit was established within the Gippsland Library to coordinate the provision of library services to Open Learning students. The unit, known as the Open Learning Library and Information Service (OLLIS) managed the voucher system on behalf of the Monash University Library, in accordance with a contract with the Open Learning Agency of Australia.
Technical Services Department

1993 was a particularly difficult and challenging year in which three developments affected the department in a major way; the commencement – albeit modest – of a quality assurance program; the ongoing integration of Technical Services operations and procedures between the various campuses (including the implementation of the PALS acquisitions system at Gippsland Library) and the resignation of the Technical Services Librarian in September at a critical time in the life of the Department, leading to a long-term interim administration.

Major Projects
A number of major projects were commenced or implemented. One of these was the retrospective conversion project of the card catalogue, involving the upgrading of in excess of 300,000 monograph records. A contract was drawn up, and this was followed by a job specification and microfilming of shelf-list records. Processing of records commenced before Christmas. The first segment of the upgraded records is likely to be delivered in the first two months of 1994. The by-product of this project has been the decision to discontinue maintenance of a separate shelf-list for most categories of records, resulting in significant labour savings (filing of cards, etc.).

A parallel to the monograph retrospective conversion project is a pilot serials project, to be partly funded by DEET, which will come early in 1994.

A further project, made possible by extra library funds, was carried out at Caulfield campus. This involved adding serials holdings to Caulfield records on ABN after these had been lost following the merger of the Clayton/Caulfield/Frankston customer numbers. Two part-time casual staff members amended over 1000 records during this 19-week project.

Using salary savings and allotted casual friends, a project was undertaken to withdraw and dispose of over 24,000 obsolescent student textbooks. This operation was completed using three casual staff. The withdrawn materials were subsequently offered for sale, raising almost $6000; the balance was transferred to a Monash University support group, the ‘friends’.

A further project with enormous future potential was tested but not yet implemented; the downloading of records from ABN and subsequent uploading into the OPAC. This successful trial is likely to lead to significant procedural changes and, on a positive note, to a speedier appearance of ABN-derived records in the OPAC.

Cataloguing
After planning for over a year, the organisational structure was finally settled and implemented. This involved setting up the following teams, headed in each case by a senior cataloguer:

Caulfield/Frankston cataloguing team
Serials cataloguing (Clayton)
The cataloguing support team (Clayton) was already in existence, and the Database Maintenance team was formed in June.

While most of the teams were de-facto in existence, the formalisation was hoped to achieve a more efficient 'flat' organisation structure. All cataloguing teams increased output over the previous year. Only one team ended the year with an increased backlog (serials).

**Statistics**

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<table>
<thead>
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<tbody>
<tr>
<td>Monographs (Clayton)</td>
<td>31,317</td>
</tr>
<tr>
<td>Monographs &amp; media (Caulfield)</td>
<td>7,428</td>
</tr>
<tr>
<td>Serials (Clayton)</td>
<td>3,002</td>
</tr>
<tr>
<td>Serials (Caulfield)</td>
<td>776</td>
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</tbody>
</table>

**Orders**

Especially in the case of Clayton, the pressure for new recommendations to be ordered remained constant throughout the year, in spite of some support by extra/temporary and casual staff. Heavy backlogs remained even at the end of the year (over 4000). These can be attributed to three basic factors:

- the uneven (seasonal) pattern of recommendations
- the more complex system requirements
- insufficient staffing

Nonetheless, while backlogs remained, in most cases the branch allocations were substantially encumbered and, in the case of H&SS and Law, heavily over-encumbered. Some of the problems leading to backlogs – especially the uneven pattern of requirements and lack of prioritisation – have been taken on board by the recently formed Collection Management Advisory Committee. At Caulfield, virtually no backlogs occurred but the budget was somewhat underspent.

The ordering statistics for both campuses show a significant increase over 1992:

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<tbody>
<tr>
<td>Monograph orders (Clayton)</td>
<td>35,695</td>
</tr>
<tr>
<td>Monograph orders (Caulfield)</td>
<td>11,115</td>
</tr>
<tr>
<td>Serial orders (Clayton)</td>
<td>303</td>
</tr>
<tr>
<td>Serial orders (Caulfield)</td>
<td>n.a.</td>
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</table>

**Special orders (Clayton)**

There was an increase in most areas, notably antiquarian orders, as indicated in the statistics:

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<tbody>
<tr>
<td>New serials orders</td>
<td>303</td>
</tr>
<tr>
<td>Gifts</td>
<td>9,953</td>
</tr>
<tr>
<td>Antiquarian orders</td>
<td>2,953</td>
</tr>
<tr>
<td>Standing orders</td>
<td>46</td>
</tr>
</tbody>
</table>
The Special Orders Librarian continued to be heavily involved in correcting serials records where many records – especially those for titles attributed to several departments and/or separate fiscal years – require amendments.

Gifts

Significant gift collections received included 240 items donated by Mr L. Shaw to be added to the Australian children’s book collections. The same donor also presented 32 rare novels for incorporation into the Rare Books collection. Professor Neustupny (Dept. of Japanese, Monash) donated approximately 900 Japanese books. The Asian collections were further enhanced by significant Korean language donations from the National Library of Australia, ANU, Korean Development Institute, Australian Centre for Contemporary Art, Korea Institute for International Economic Policy, and by over 600 Thai monograph duplicates, also from the National Library of Australia. Dr J Green (Director of Monash Health Centre, retired), Ms J Strauss (Dept. of English, Monash, Clayton), the Pro Helvetia Foundation and the Rev. R Croxford all made substantial donations. Dr H Love (Dept. of English, Clayton) presented a collection of Monash student ephemera relating to the 1960s and 1970s. Professor J Waller presented a 14-volume edition of the works of Israel Zangwill.
The cataloguing support staff (Clayton) was already at capacity, and the December
materialisation was beyond capacity. The Special Orders Team continued to work
intensively to ensure that all the orders were completed in a timely manner.

In the meantime, the backlog continued to increase. The problem was
achieved with a modified backlog control system which was introduced to the
abatement. The modifications were designed to speed up the processing of
orders. The new system allowed for a more efficient allocation of
resources and reduced the time taken to complete orders.

Nonetheless, while backlogs remained, in most cases the branch allocations
were substantially increased, and, in the case of Juran and Land, notably
increased. Some of the problems leading to backlogs—especially the
intermediate period of implementation and lack of prioritisation—have been
addressed to improve the accuracy of Classification Management Activity
Committees. At Cambridges, virtually no backlogs occurred, but the
budget was somewhat underestimated.

The ordering statistics for each campus show a significant increase over 1992:

<table>
<thead>
<tr>
<th>Campus</th>
<th>Orders (Clayton)</th>
<th>Orders (Cambridges)</th>
<th>Serials (Cambridges)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Library</td>
<td>35,000</td>
<td>11,142</td>
<td>500</td>
</tr>
<tr>
<td>Special Orders (Clayton)</td>
<td>1,620</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There was an increase in several, primarily antiquarian orders, as indicated in the
statistics:

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APPENDICES
### MUL Reference statistics. Monthly and year to date totals 1993

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M = MAIN LIBRARY          G = GIPPSLAND  MU = MUSIC
RB = RARE BOOKS           DC = DONALD COCHRANE  H = HARGRAVE
B = BIOMEDICAL LIBRARY    A = ALFRED        FR = FRANKSTON
L = LAW                    CA = CAULFIELD
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LEGEND:
- M = MAIN
- B = BIOMEDICAL
- A = ALFRED
- H = HARGRAVE
- L = LAW
- CA = CAUFIELD
- FR = FRANKSTON
- G = GIPPSLAND

50
### MUL Loan Statistics

#### Monthly and Year to Date Totals

**December 1993**

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**NOTES**

- This includes loans for internal usage such as reports, cataloguing etc.

**HOLDS**

- 0

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**NOTICES**

- 1,067

**HOLDS**

- 346

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51
### MUL Loan statistics

**Monthly and year to date totals.**

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*Note: All figures represent loans and renewals by patron.*

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52
## MUL Intercampus loan statistics. December 1993

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- 38
- 18
- 126
- 649
- 360
- 108
- 108
- 37
- 335
- 137
- 0
- 1911

**as Photocopies from M/F**
- 0
- 93
- 0
- 0
- 18
- 0
- 15
- 197
- 0
- 323

**as Photocopies from full text**
- 3
- 5
- 8
- 35
- 0
- 0
- 0
- 71
- 0
- 106

**as Books**
- 42
- 6
- 29
- 69
- 32
- 177
- 1108
- 65
- 283
- 52
- 2141
- 1283
- 0
- 4960

**as Other**
- 1
- 0
- 0
- 0
- 1
- 21
- 0
- 0
- 0
- 0
- 194
- 19
- 0
- 230

**TOTAL**
- 93
- 30
- 0
- 66
- 0
- 93
- 32
- 0
- 314
- 1906
- 425
- 136
- 591
- 89
- 2756
- 1636
- 0
- 7539

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- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- N/A
- 65
- 28
- 93
- N/A
- N/A
- 35
- N/A
- N/A
- N/A
- 1906
- 1338
- 0
- 3279

**to Biomedical Library**
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- N/A
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- 6
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- N/A
- N/A
- N/A
- N/A
- 1
- 110
- 122
- 0
- 232

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- N/A
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- N/A
- N/A
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- N/A
- N/A
- N/A
- N/A
- 51
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- 0
- 70

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- N/A
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- N/A
- N/A
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- 2
- N/A
- N/A
- N/A
- 24
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- N/A
- 5
- N/A
- N/A
- 675
- 108
- 0
- 786

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- 2
- 2
- 148
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- N/A
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- 14
- 51
- 0
- 226

**to Caulfield Library**
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- N/A
- 171
- 1284
- 330
- 58
- 523
- 71
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- N/A
- 0
- 2266

**to Frankston Library**
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- 2
- 2
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- N/A
- 18
- 474
- 95
- 38
- 55
- 18
- N/A
- N/A
- 0
- 680

**to Gipsland Library**
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- 0
- 0
- 0
- 0
- 0
- 0
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- 0
- 0
- 0
- 0
- 0
- 0
- 0

**TOTAL**
- 93
- 30
- 0
- 66
- 0
- 93
- 32
- 0
- 314
- 1906
- 425
- 136
- 591
- 89
- 2756
- 1636
- 0
- 7539

### AS A BORROWER

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# Reasons unfilled include on loan, missing, at binding/mending, on restricted loan, incorrect citation.

* Reasons for rejection include available at home branch, inappropriate requests, incorrect citation.
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**LEGEND:**

- **M** = MAIN
- **A** = ALFRED
- **B** = BIOMEDICAL
- **H** = HABGRAVE
- **L** = LAW
- **CA** = CAULFIELD
- **FR** = FRANKSTON
- **G** = GIPPSLAND
MUL Interlibrary loan statistics. Monthly and year to date totals.  
(Combined totals for all branch/campus libraries)

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|                  |       |       |       |       |       |        |            |         |           |          |        |
| **REQUESTS SENT TO:** |       |       |       |       |       |        |            |         |           |          |        |
| **PHOTOCOPIES –** |       |       |       |       |       |        |            |         |           |          |        |
| Main             | 69    | 75    | 59    | 93    | 91    | 105    | 84         | 86      | 57        |          | 719    |
| Biomed           | 48    | 43    | 65    | 66    | 81    | 76     | 60         | 67      | 83        |          | 591    |
| Caulfield        | 9     | 16    | 22    | 38    | 23    | 26     | 81         | 16      | 40        |          | 271    |
| Hargrove         | 52    | 37    | 38    | 39    | 67    | 43     | 46         | 37      | 40        |          | 399    |
| Law              | 0     | 6     | 18    | 11    | 13    | 11     | 6          | 14      | 11        |          | 90     |
| Gippsland        | 9     | 5     | 3     | 9     | 4     | 9      | 0          | 6       | 6         |          | 53     |
| Frankston        | 0     | 6     | 5     | 5     | 4     | 6      | 3          | 8       | 8         |          | 42     |
| Alfred           | 16    | 14    | 10    | 13    | 22    | 9      | 13         | 26      | 15        |          | 138    |
| **TOTAL PH REQUESTS** | 0     | 203   | 202   | 220   | 274   | 306    | 285        | 296     | 257       | 260      | 2303   |

|                  |       |       |       |       |       |        |            |         |           |          |        |
| **LOANS –**      |       |       |       |       |       |        |            |         |           |          |        |
| Main             | 107   | 132   | 132   | 116   | 119   | 128    | 118        | 105     | 94        |          | 1052   |
| Biomed           | 4     | 13    | 14    | 11    | 17    | 9      | 16         | 18      | 6         |          | 108    |
| Caulfield        | 25    | 41    | 37    | 26    | 33    | 37     | 32         | 28      | 31        |          | 290    |
| Hargrove         | 25    | 18    | 17    | 18    | 20    | 24     | 21         | 21      | 16        |          | 181    |
| Law              | 4     | 2     | 8     | 4     | 2     | 9      | 3          | 8       | 3         |          | 43     |
| Gippsland        | 16    | 16    | 13    | 15    | 15    | 12     | 13         | 7       | 9         |          | 116    |
| Frankston        | 9     | 7     | 6     | 7     | 5     | 10     | 3          | 4       | 1         |          | 52     |
| Alfred           | 2     | 1     | 0     | 2     | 3     | 4      | 3          | 3       | 1         |          | 19     |
| **TOTAL LOAN REQUESTS** | 0     | 193   | 230   | 227   | 199   | 214    | 233        | 209     | 195       | 161      | 1861   |

|                  |       |       |       |       |       |        |            |         |           |          |        |
| **UNABLE TO SUPPLY:** | 58    | 85    | 115   | 61    | 62    | 86     | 89         | 64      | 56        | 23       | 699    |

*N.B.: March statistics only appear as totals, therefore some "Y.T.O.TALS" may appear inaccurate.*
Appendix 2

Staff publications

Published conference papers

C H HO 'Mainstreaming Asian Studies: managing Library Resources for an effective information service in Australian tertiary institutions' International Association of Orientalist Librarians. Ninth General meeting at the 34th ICANAS, 24-25 August 1993, Hong Kong, 121-33, 1993


Commercial books and monographs


Journal contributions

N Pengelley 'High Court upholds training legislation', Australian Law Librarian 1:2, p81-2, 1993

N Pengelley 'An Australian code?', Australian Law Librarian 1:3, p138, 1993

N Pengelley 'Pacific islands legislation', Australian Law Librarian, 1:6, p289-90, 1993

N Pengelley 'What's happening with copyright?', Australian Law Librarian 1:2, p34, 1999

N Pengelley 'Is research boring?', Australian Law Librarian, 1:2, p 59-62, 1993

N Pengelley 'Smith v Jones or Jones v Smith? A problem of citation', Australian Law Librarian, 1:1, p33, 1993
G Weston 'Diamond in the sky', *Online Currents* 8:5.p18,1993

**Computer software**


**Chapters in non-commercial books and monographs**

MT Van Dyk 'Open Learning Library and Information Service'. in A Ellis and B Hansen (eds) *Occasional papers in Open Learning*, University of New England-Northern Rivers, Lismore, 138-42, 1993
Appendix 3

Staff development undertaken in 1993

External courses-General:

- Writing library guides
- Working with overseas students
- Working more effectively
- Understanding financial data
- Time for a change
- Team building
- Supervision
- Stress management
- Staging an exhibition
- Staff selection
- Self-directed work teams
- RIG seminar
- Rethinking reference
- Responsible record keeping
- Reader education; back to basics
- Professional secretary
- Occupational health and safety
- Evacuation/fire training
- Lifting and trolley loading
- OCLC seminar
- Networking skills workshop
- Music training
- Meeting participation
- Managing people
- Making committees work
- Lifelong education and training
- Leadership effectiveness
- Introduction to book indexing
- Introduction to bridging cultural gap
- Introduction to MARS
- Intensive English language course
- Info-one seminar
- Indonesian update
- Identifying and improving the value of information services
- IAC/Predicasts
- How to look after a book collection
- GSLA Alumni
- Customer focus
- Conflict management
- Building management teams
- Basic counselling skills
- Basic care and repair of books
- Assertiveness skills
- Asian business information
- AITEA management courses
- First aid training
- ABN Users meeting
- 3M effective presentations
PC & Database training

Word perfect
Harvard graphics
BRS Online
Ausinet introductory
AldisUMI roadshow
AARNet hands on
ABN training

Conferences

Women in Asia
VALA
Special, health and law libraries conference
Rare books conference
Library technicians conference
Cataloguers conference
APSA Conference
AITEA Conference

Internal sessions

Windows demonstration
PALS update
Email
AARNet training
Don Lamerton talk
Bill Linklater talk
DWM descriptor training
Current contents
Quality sessions
Limits of the attendants authority

Plus briefings given by library staff who attended other external training, events and conferences
Appendix 4

Library Staff

University Librarian
Edward Huck Tee Lim BA Sing DipLib N.S.W. GradDipInfSys Canberra FLA AALIA

Deputy University Librarian
Hans Walter Groenewegen BA Syd. DipLib N.S.W. GradDipAppSci RMIT AALIA

Associate Librarians
Ho Chooi-Hon BA Malaya MAdmin ALA AALIA
Peter James Mitchell BA Melb ALA

Biomedical Librarian
Barbara Wagner Jacoby ML Emporia BS(Ed) Nebraska AALIA

Deputy Branch Librarian
Wendy Kay Baldwin BSc MA(Lib.)

Branch Librarian Caulfield/Frankston Branch Library
Olive Irene Cousins BA BEd Melb. TTLC AALIA

Deputy Branch Librarian
Jean Gourlay GradDipC&IS CIT GradDipDP CIT MACS AALIA

Hargrave Librarian
Marta Violetta Chiba BA MLib AALIA
A/g Deputy Branch Librarian
Nhan Thi Le MEngSc PhD ARMIT

Branch Librarian Humanities and Social Sciences Library
Janice Eve Fortuyn Droogleever BA UNISA DipEd Natal
GradDipLib R.M.I.T. AALIA

Deputy Branch Librarian
Karen Lee Tang BA W.Aust. MA AALIA

Law Librarian
Nicholas Pengelley BA SA DipL BAB

Deputy Branch Librarian
Rosemary Bunnage BSocSc RMIT

Technical Services Librarian
Janet Rose Maslen BSc MBA ARMIT AALIA

Deputy Technical Services Librarian
Volkhard Wehner BA Melb. DipLib N.S.W.
**Systems Librarian**  
Susan Mavis Steele B.Sc *Melb* Grad.DipInfoServ RMIT GradDipComputing AALIA

**Manager - Data Processing Services**  
Philip Ronald Snoxall BA *Oxon*. MACS

**Programmers**  
Lynette Hinton BSc *Qld* GradDipComp CIT  
Iris Radulescu BA GradDipArabic Damascus GradDipCompSci *La T*. MACS

**Rare Books Librarian**  
Richard Francis Overell BA *Qld* GradDipLib RMIT AALIA

**Collection Management Librarian**  
Robert Stafford BA *LaT*. ALA

**Commercial and Technical Information Services Librarian**  
Leigh Thomas Oldmeadow BSc DipEDP CIT ARMIT MLib AALIA

**Serials Librarian**  
James Henry Thorburn BA *Qld* MLib AALIA

**Human Resources Management Librarian**  
Anne Reilly BA GradDipLib RMIT

**Administrative Officer**  
Ross Harrison

**Librarians**  
Vivienne Bernath BSc *Melb* GradDipLIS *Melb* AALIA  
Jennifer Susan Carpinelli BA *Melb*. GradDipInfo&LibStuds MCAE AALIA  
Irene Choo BA *Malaya* ALA AALIA  
Sonia Carol Clements BA BCAE GradDipLib BCAE  
Eve Cupper BA GradDipLib UNSW AALIA  
Anna Davis DipLegStuds *LaT* BA DipLib ARMIT  
Joan Lawrence Davis BA ARMIT  
Averil Dent BA *Melb* GradDipLib N.S.W. GradDipComputing AALIA  
Kamaludin Diradji Drs *I.K.I.P.*, *Malang* DipLib CCAE  
Andrew Robert Dixon BSocSciLib RMIT GradDipComm RMIT AALIA  
Ruth Dixon BA *Melb* GradDipLib RMIT DipBookProd *Lond* Gradcert AALIA  
Marjorie Ann Eadie BA(LibInfoSci) *Charles Sturt* AALIA  
David Kenneth Farrer BA AALIA  
Stephanie Margaret Foot BA *QldU* GradDipLib RMIT  
Grace Giannini BA DipEd *Melb* GradDipInfoServ RMIT  
Fausto Philomeno Gomes BA BLS Bombay  
Helen Goring BMus *Melb*. GradDipLib MCAE AALIA
<table>
<thead>
<tr>
<th>Name</th>
<th>Institution/Qualification</th>
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<tr>
<td>Joan Yolande Marie Gray</td>
<td>BA ARMIT</td>
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<tr>
<td>Madelon Harland</td>
<td>BA AALIA</td>
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<td>Janette Elizabeth Hinde</td>
<td>BA MA(Lib)</td>
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<td>Judith Anne Hopley</td>
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<td>David Matthew Horne</td>
<td>BA Massey UNZ, GradDipInfoServ RMIT</td>
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<td>Simon Huggard</td>
<td>BA Melb GradDipLibInfoStud MCAE</td>
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<td>Joyce Jenkin BA(SocSci)</td>
<td>Deakin TSTC Monash Teachers Coll AALIA</td>
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<td>Jung Sim Kim BA(LibSci)</td>
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<td>Petal Kinder BA</td>
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<td>Leigh Kingshott BSc</td>
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<td>Dennis Kishere MA</td>
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<td>Lee Poh York BPharm</td>
<td>Sing ALA</td>
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**Library Assistants (Graduate)**

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Library Officers
Kim Steven Arndell BA
Rosina Fay Bower AssocDipSocSci(Lib & Inf) Prahran Coll.
Kim Bowker ARMIT
Kathleen Patricia Anne Boyle
Lencie Ruth Harding AALIA
Norma Leura Herman
Michael Anthony Johnson ARMIT
Laraine Proctor BA SIT AALIA
Judith Anne Sheehan AssocDipSocSc(Lib&Inf) Prahran Coll.
Yasmin Wimasalena LibTechCert Box Hill Coll.

Gippsland Library

Associate Librarian (Gippsland)
John Yocklunn KCVO BA WAnst & ANU MA Sheff ALA AALIA

Deputy Librarian
Janet Martin BA Syd MLib AALIA

User Services Librarian
Marie-Therese Bernadette Van Dyk BA Ncle (NSW) MBA AALIA

Cataloguing Librarian
Kathryn May Steel BA Vic MLib AALIA

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Justin Donald Edwards BA GradDipLib Tas
Malcolm McEwen Home DipArts Bendigo GradDipLib Ballarat BA GIAE
Myles David Strous BSc Qld GradDipLibSc QIT
Gary James Weston DipT Deakin BEd WIAE GradDipLib&InfSc Charles Sturt

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Lesley Joan McConville TPTC