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Annual report 2001

Mission

"The Library's principal mission is to support the teaching, research and community programs of the University."

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2001 in review

Monash University Library successfully implemented a number of significant initiatives during 2001. Key advances in support of the University's research, teaching and learning, collaborative and global activities included:

- Establishment of the Digitisation Centre within the Library at Clayton campus to enable copying and scanning at a centralised location of materials requested by lecturers and others for teaching and learning purposes. To ensure copyright compliance, a database of all items copied is maintained and is accessible through the public access Voyager library catalogue.
- The opening of the Monash South Africa Campus Library, a newly built and fully equipped print and electronic library, in January 2001 at Roodepoort. The resources and facilities were planned and established by staff from the Monash University Library in Clayton, Australia.
- Matheson Annexe - The Library's first flexible learning space, the Matheson Annexe, a refurbished area within the Matheson Library at Clayton campus, opened in April 2001. The Annexe remains open for extended hours during evenings and weekends once the main library building has closed.
- Joint appointment by Monash and Melbourne universities of an Indonesian specialist Senior Asian Studies Librarian under the Melbourne-Monash protocol. The staff member, based in Monash University Library, will work in the relevant libraries at both universities.
- Library Portal - The Library has developed software specifications for a single search interface to enable library users to search and retrieve information within its analogue and digital resources. A contract has been drawn up with a supplier to trial the product in early 2002.
- Subscription to ScienceDirect fulltext collection of electronic journals published by Reed Elsevier, through a consortium of five of the Group of Eight university libraries. The journals, some of which were not held previously by Monash University Library, add significantly to the Library's digital research resources.
- The integration of Monash University Library's Alfred Hospital Sub Branch Library with the libraries of the Baker Medical Research Institute, the Macfarlane Burnet Centre and the Alfred Hospital to form the Ian Potter Library which will provide services to the Alfred Medical Research Precinct including staff and students of the Monash Medical School.
- The integration of the Library of the Faculty of Pharmacy at Parkville campus

into the Monash University Library system from the start of 2001.

- Active participation in the AARLIN (Australian Academic Research Library Network) Portal Project which received further funding in 2001 from the Department of Education, Science and Technology's Systemic Infrastructure Initiative.
- Participation in the national borrowing scheme known as "University Library Australia". Students and staff from AVCC member universities are eligible to borrow from any Australian university library.

Progress was made on a number of projects under the banner of the Monash University Library 2020 Plan. These projects are directly related to the nine core directions/capabilities identified at a library staff retreat in November 2000 and include:

- Development of the library portal
- Development of a plan for a delivery mechanism for analogue materials
- A pilot project for subject librarians to spend time in the faculties
- Identification of courses which include library teaching sessions as background for determining core information literacy modules
- Development of the flexible learning space in the Matheson Library and the planned introduction of similar space usage at Caulfield Library
- Initial planning of a program of customer service training for all library staff, including identification of core services that all users should expect to receive at all sites
- Pilot project of Live Help real time reference assistance using NetMeeting
- Extended hours provision of voice services to library users, including offcampus students
- Implementation of Melbourne-Monash "One Library" projects including planning of a trial of intercampus borrowing between the University of Melbourne libraries at Parkville campus and the Law, Hargrave-Andrew and Matheson Libraries at Monash's Clayton campus.
- A draft marketing framework to enable more effective promotion of library activities by relevant staff.

Library Visitors

Visitors continued to come in large numbers to the six Victorian library sites to borrow print materials and to access electronic information. In 2001, over 2.5 million visits were recorded, an 9.1% increase over 2000. Numbers increased from 2,358,852 in 2000 to 2,574,846 in 2001.

Senior Library Staff Changes

The University Librarian, Professor Edward Lim, retired in December 2001. The Deputy University Librarian, Hans Groenewegen retired on 31 October 2001. At this time also, the Technical Services Librarian, Paul Wilkins, resigned to take up the role of Deputy Librarian at the University of Adelaide Library. Ms Cathrine Harboe-Ree was successful in being appointed as the incoming University Librarian.

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Goal 1: Educating scholars and professionals

Information Literacy

Library Classes and Training Sessions

A well-planned program of information literacy sessions was implemented for undergraduates, postgraduates, faculty staff, international students and potential students. Sessions included orientation tours and classes, workshops on the catalogue, databases, research methodology and particular tools such as EndNote. A number of specialised seminars were given by the Rare Books librarian for researchers and students.

Many classes were taken as part of the academic program, with some sessions counting towards the student's assessment. Other classes were scheduled by the Library in response to a perceived need. In 2001, particular emphasis was on providing for postgraduates and a number of sessions were scheduled in the evenings and at weekends.

Although assistance is provided at the Information Desk at peak periods, most libraries also provided roving reference staff who approached users at workstations. This additional service is of great value since many students are either reluctant to leave their PC to ask at the desk, or are not aware that they need assistance. It is also a more efficient use of staff time than to provide general classes that are not well attended. Some libraries also scheduled "drop-in" sessions. Students were encouraged to use the PCs in the IT training rooms where a librarian would be on hand to provide personalised assistance with research topics.

Students, particularly postgraduates undertaking research, were offered appointments with their subject and liaison librarians. Postgraduates in the Faculty of Pharmacy were emailed with an offer of individual assistance with searching databases or with accessing other library resources.

Collaboration and Outside Programs

The Library participated in orientation programs sponsored by faculties, MPA

(Monash Postgraduate Association), MRGS (Monash Research Graduate School), MAPS (Mature Age and Part-time Students Association), Monash International, and in the survival week program and Introducing Monash, the staff induction program. Library staff also delivered a number of sessions for the MRGS exPERT series.

Other outside programs to which library staff contributed included the Host Scheme Information Program, a focus group for the Faculty of Science, a seminar for visiting Indonesian journalists, and the Enhancement program. CeLTS (Centre for Learning and Teaching Support) and library staff collaborated to provide sessions for off campus students.

Projects supporting the Monash-Melbourne protocol included a joint roadshow at the University of Melbourne for MARLC (Monash Asian Research Libraries Consortium) and participation in MARLC meetings.

The new Westlaw Law School partnership program was successfully introduced to faculty staff and students by the Westlaw trainer and Law Library staff, with ten group sessions and a number of one-to-one training sessions.

In June, several staff visited the Tun Hussein Onn Library at the Malaysian campus and presented an Engineering Information Forum promoting digital resources available from Monash University Library.

Library staff attended the meetings of faculty boards, departments and faculty-based library advisory committees. In these forums, they were able to further advance awareness of library resources and services.

Library Roadshows

Marketing the Library's resources to the faculties was one of the primary targets for 2001 for library faculty teams. Faculty based information forums about the "E-Library" were held at campuses and at the Alfred Hospital and Monash Medical Centre. Each session was geared to demonstrating the electronic resources relevant to the faculty. The sessions provided an excellent opportunity to showcase the Library's range of resources and to proactively market significant electronic resources. At the same time, the opportunity was taken to communicate on a personal level with faculty staff about other library initiatives.

Virtual Librarian

The Virtual Librarian (VL) online help system was further developed. It forms a large subsection of the Library's website. The VL site received an average of 15,000 hits per week, peaking at around 44,000 during the orientation period. Fourteen tutorials were extensively revised or updated. Three new subject tutorials and four new "how to . . ." tutorials were added. Tutorials prepared included basic information seeking skills, Voyager and EndNote. Some tutorials were also prepared for global use by students attending the campuses in Malaysia and South Africa. New technologies such as WebCT and Learningfast were explored and evaluated for adaptation or inclusion in the library-based information literacy toolkit. A tutorial on using Adobe Acrobat Reader was created using the Monash Learningfast WebAniThing software. This tutorial runs on the purpose-bought ITS server. An abbreviated

version of the Virtual Librarian was prepared for the Computer Resources CD-ROM. The Virtual Librarian is at www.lib.monash.edu.au/vl/

Subject Librarians in Faculties Pilot Project

Library management approved a detailed proposal for a pilot project to place subject librarians onsite in faculty offices during early 2002. Faculties participating in the trial are Arts, Business and Economics, Education and Medicine. Librarians will typically spend half a day per week in a faculty. The aim of the trial is to develop a proactive liaison role. Librarians will provide a roving information service to faculty staff and research students, demonstrate online services and discuss issues relevant to providing library support to students and staff.

Live Help

A task force was established to develop projects to complement the University's directions in providing global 24x7 services. The group's main focus in 2001 was the pilot project to investigate the feasibility of providing a real-time, interactive digital reference service to remote users. PCs were set up with NetMeeting software. Headphones, microphone and video cameras were used to enable librarian and user to see and speak to each other. The trial was limited to on campus use at Clayton in the Matheson, Law and Hargrave-Andrew Libraries, and users were enthusiastic. Problems identified in the trial will be worked through before it is offered from other campuses and remotely.

Reference and Information Services

278,991 reference and general inquiries were received at library service points. This is an increase of 30.6% on 2000 figures, which had declined from the previous year. The e-Query email service responded to another 4,590 inquiries. During the period May to September, the centralised Monash University Library Telephone Service (MULTELS) operated an additional eight hours per week during evenings and weekends. During 2001, MULTELS staff handled 19,703 incoming calls, with 69.3% completed at the time of the call, the other 30.7% requiring referral to other numbers. The Flexible Library Services Unit (FLISU) provided an inquiries and lending service directed to off campus students residing in Australia and overseas. The service is offered by telephone, fax, mail and email. There were 17,391 requests received in 2001.

Rare Books Library

Exhibitions were held regularly throughout the year. These included:

- *Outside the main stream: an exhibition of private press books from the Rare Book collection*
- *TCA: Twentieth Century Australia*
- *Recent Acquisitions.*

Each exhibition was complemented by a Virtual Exhibition and electronic copies of the catalogues were made available on the web at www.lib.monash.edu.au/exhibitions/

A number of talks were given:

- Merete Smith, Rare Books Librarian at the University of Melbourne, on the Golden Cockerel Press
- John Arnold, Deputy Director of the National Centre for Australian Studies, on Fanfrolico and Mountainside Presses
- Professor Stephen Cordner, Director, Victorian Institute of Forensic Medicine, on forensic medicine book holdings in the Rare Book collection
- Brian McMullin on *Songs of the North*, the latest Ancora Press publication
- Lurline Stuart, on *His Natural Life*, an Academy Editions of Australian Literature volume.

Notable acquisitions and donations added to the Rare Book collection included:

- A collection of American underground comics from the 1930s, and a collection of American lesbian fiction from the 1950s and early 1960s
- Books of the artist Aileen Brown
- Donation of a collection of Australian poetry books from Jenny Gribble
- Donation from Dr Richard Travers of the first instalment of his collection of Australian medical material
- Donation of material from collections of Hector Monro and Jean Whyte
- Children's books donated by Lindsay Shaw
- Donation by Sandy Michell of personal items and also funds to purchase rare books.

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Goal 2: Applying and advancing knowledge

Electronic Reserve

A review of reserve operations at all sites was conducted in 2001 to establish the future directions for provision of student required reading materials. A working group was formed to implement recommendations for a consistent approach at all sites. This included the preparation of web pages for each course which would be accessible via subject course code in Voyager library catalogue. It was agreed that, in accordance with copyright legislation and wherever the format was viable, an electronic copy would be made of chapters of reserve books, articles in journals and lecturers' notes. Staff in the Digitisation Centre scan material on behalf of library staff who have received student reading lists from lecturers and also scan items received directly from lecturers. The reserve/loans staff at library sites continued to liaise with lecturers. Library staff also created links to articles upon request from fulltext electronic journals and databases subscribed to by the Library.

Digitisation Centre

During 2001, the Digitisation Centre located in the Library processed 5,953 items and scanned 88,851 pages. These files were accessed 786,554 times. Some service issues were encountered and refinements were made to improve the printing of PDF files, the time required to download lengthy items, and the maintenance of adequate quality control of the bibliographic records. Overall, the Digitisation Centre successfully achieved its objective of supplying licensed digital reproductions to the University.

Electronic Journals Pages

The biomedical electronic journals web page was launched by the Dean of Medicine, Nursing and Health Sciences. The popularity of this style of one-stop approach to electronic journal titles relevant to a particular faculty resulted in the introduction of similar pages for the faculties of Information Technology and Law. Users of these web pages are directed to an alphabetical list of electronic journal titles and holdings. Direct links to fulltext articles selected by the user can be activated. The web pages also prompt the user to search Voyager library catalogue

for other electronic journals which might be of interest. The material is accessible to authorised Monash users off campus using their Authcate password. The electronic journals pages are at www.lib.monash.edu.au/ejournals/

Cataloguing of Individual Electronic Titles

A major accomplishment in 2001 was the provision of access through Voyager library catalogue to full text serial titles in the major aggregate databases through the acquisition of vendor-supplied MARC records. Individual titles from the following databases were machine loaded into Voyager in 2001: ProQuest 5000, Expanded Academic ASAP International, Computer Database, LegalTrac and Lexis. A policy change to allow the creation of multiple records for serial titles received in different formats and from different aggregators was required to allow for machine loading and frequent updating in response to changes in the databases. Links to more than 5,000 full text journals were added, many of which were not previously held. By year-end, it was possible to directly access more than 13,000 electronic journal titles through Voyager library catalogue.

Individual journal titles for the following collections were added manually to Voyager: Informit full text collections (including Australian Public Affairs), Meditext, IEEE/IEE Electronic Library (IEL), Annual Reviews, and Emerald Library.

Records were also added for many individual electronic journals, individual titles of electronic books available in online collections such as NetLibrary, databases, websites, government publications and other free internet resources.

Voyager

Voyager library system was upgraded in November 2000. However, problems with this new version did not surface until February/March 2001. Eventually, a better software installation and the purchase of new hardware fixed the problem. New initiatives with online ordering and the ability to interface with Voyager, Voyager Access reports, new books lists, and revaluation of commitments went ahead in 2001. Records were updated and more informative status messages were implemented in the online public access catalogue. The previous exams database was replaced by a new Voyager exams database. To enable this to occur, about 6,000 records were converted in bulk and imported into Voyager. During 2001, 14,860,864 searches were made on Voyager and there were 352,305 requests for patron information.

Electronic Publishing

For a number of years the Library has been involved on a modest level in electronic publishing by supporting the publication of three scholarly journals. In 2001, the catalyst for more involvement was the Working Party on Electronic Publishing established by the Vice-Chancellor's Group, with senior academics as members and the University Librarian as the chair. The Working Party recommended that the University should seriously consider establishing a Monash University electronic press. In connection with this, the University appointed a consultant to develop a business plan which will be considered in 2002.

Electronically-supported Teaching and Learning

The University Librarian is a member of the Electronically-supported Teaching and Learning (EsTL) Steering Committee. This committee was established in 2001 primarily to identify appropriate strategies for electronically-supported teaching and learning, both on and off campus. Another of its terms of reference is to determine an integrated and prioritised set of strategies, projects, systems and standards for IT infrastructure supporting teaching and learning. The Library actively supports the University's initiatives by: working with lecturers to develop WebCT tutorials; scanning full text articles in the Digitisation Centre and making them available in Voyager library catalogue; the acquisition, and linking in Voyager library catalogue, of full text journals and electronic monographs; extensive online help and tutorials; the e-Query email inquiries service; and the provision of services to off campus students by the Flexible Library Services Unit.

Monash Lectures Online (MLO)

The Monash Lectures Online service provided by the Library enables students to listen to digitised audio recordings of lectures via the Internet. Further growth of the service occurred in 2001 with a total of 25 lecture theatres now being equipped across Clayton, Gippsland, Berwick and Peninsula campuses. During each semester, audio recordings for 100 units were made available to students. This was an increase of 23 units per semester over the previous year. The number of extended live audio streams delivered to students was 102,528. This was an increase of 32,909 (47.2%) streams over 2000.

Also during 2001, the Monash Lectures Online operation was relocated. Previously in the Music and Multimedia section of the Matheson Library, it now operates from within the Library Systems Support Unit.

Network Printing

A new server was purchased in May to facilitate faster network printing at metropolitan library sites. Software was re-imaged to enable it to be automatically updated on more than 200 PCs in libraries on five campuses. There were lengthy negotiations to ensure software and the Unicard charging mechanism attached to the printers were compatible in order to avoid problems when students were charged for printing files. Some problems which were initially encountered during the first few months of service were resolved by the purchasing and upgrading of hardware and software. By the end of 2001, there were print stations installed at: Hargrave-Andrew Library, Hargrave-Andrew Annexe, Berwick, Caulfield (2), Law, Matheson (5), and Peninsula Libraries.

Overall it has been an enormously successful service, with more than 10,000 pages being printed at some print stations per month. There are issues remaining regarding slowness of printing and quirky instructions that need to be activated occasionally when Unicard readers lock up. However, these only occasionally cause problems for users and library staff.

South Africa Campus Library

The Library at the South Africa campus opened in January 2001. The project to establish, stock, furnish and equip the Library was coordinated from Monash University Library, Clayton campus. The collections in Monash South Africa Library support courses taught in the Faculties of Arts, Business and Economics, and Information Technology at the campus. The Campus Librarian, Ms Sarah Kibirige, was previously Acting Deputy University Librarian at University of the North West. There are two other fulltime staff and they are supported by student assistants. The Library has a full range of services including Voyager library catalogue (South Africa database), access to most full text journals and databases available to Monash students and staff in Australia, information literacy classes, interlibrary loans, and reserve services including electronic reserve. The South Africa Campus Library website is at www.lib.monash.ac.za/

Monash Centre in Prato

The Library established an electronic information kiosk at the University's centre in Prato. The kiosk provides a resource for Monash students at Prato and can be used to promote Monash University Library's resources and services to visitors. A small reference collection was also developed in conjunction with library staff at Clayton campus.

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Goal 3: Excellence in service

Customer Opinion Survey

In September, the Library conducted a Customer Opinion Survey on the university website and using the University's email service. There was an excellent response from Monash staff and students - 1,723 online replies and 119 print replies. The majority of respondents showed high levels of satisfaction with the Library. 38% reported their level of satisfaction as extremely high (6 or 7 on a scale of 7) with only 6% (1 or 2 on a scale of 7) being extremely dissatisfied. The quality of service provided by library staff was very highly regarded. Monash University Library was perceived to be performing on or above average in all of the survey variables when compared with other Australian university libraries on the database of the Rodski Behavioural Research Group who managed the survey. Based on the responses received, library managers used a variety of strategies to implement improvements. Full survey results are available [online](#).

Lending Services

The Library reversed the steady decline in loans to all categories of patrons, with an increase of 3.0% in items borrowed over 2000 figures. Renewals increased by 22.8%. In 2001, 92.3% of renewals were via the web, initiated by patrons using Voyager library catalogue. Improved building access, extended opening hours and a more attractive study environment all contributed to increased use of traditional print resources alongside the increasing use of electronic materials.

After some initial problems with software, the patron self charge machine at Caulfield Library routinely issued 30% of that site's loans. This is of great assistance in preventing queues at the service counter.

Monash University Library has participated in the National Borrowing Scheme for Australian university libraries since its launch in August 2001. This scheme allows staff and students from Australian Vice-Chancellors Committee (AVCC) member universities to obtain borrowing privileges from any university library in Australia.

Document Delivery

Monash staff and postgraduate students submitted 43,213 requests to the Document Delivery Unit for items in 2001 compared to 44,841 in 2000. Desktop delivery of electronic articles was introduced in April using Prospero software to enable digital images of supplied articles. This popular new service reduced delivery time and increased significantly the convenience for users. The DocDel service benefited from the installation of Zetafax software, which improves the performance of the fax server which transmits requests to suppliers from the Filemaker ILL management system.

Australian and overseas libraries were provided with a reciprocal service to support their own research staff and students. In 2001, these libraries were supplied with 11,561 items from 15,412 requests. Main reasons for non-supply included items in high demand, out on loan, missing from shelves, part not held and incorrect citation.

A national Document Delivery benchmarking study was carried out at the end of 2000 and the results analysed and reported in 2001. Monash's Document Delivery Unit performs well in processing requests for Monash staff and postgraduate students when compared to similar units in other Australian university libraries.

On the supply side of DocDel operations, that is supplying other libraries with a reciprocal service, performance on fill rate compared less favourably. At the time of the survey Monash University Library's serial holdings information was not up to date. From the time Voyager and Kinetica were installed, adding Monash information to Kinetica (whether new titles or changes to holdings), was not possible. This was rectified by May 2001, with programming commissioned by Monash to make our data compatible with Kinetica requirements.

Regional Electronic Access and Delivery of Serials (READS) Project

The READS resource sharing project jointly funded by the libraries of the University of Melbourne, La Trobe and Monash universities to deliver an online collection of selected physics and chemistry journals (held by at least one of the three libraries) continued to supply requested material to academic staff and researchers who do not have access to a print copy of the journals at their own libraries.

During 2001, much effort was put into restructuring the READS database so that it would be more easily managed on an ongoing basis. From the user's perspective, search screens were improved and speed of data retrieval was improved. From the systems end, improvements were made to tracking of requests, ease of data inputting and detection of duplicate records. The number of journals available to users was 316. There were 384 user logins to the system, with 180 requests made for retrieval of full text articles. 114 of these requests were supplied by Monash University Library.

Library User Committees

The General Library Committee (GLC) met four times in 2001 to provide advice and guidance to the University Librarian principally on proposed library policy changes and to discuss matters relating to the book and materials budget. Major agenda items included the report of the first year of operation of the Digitisation Centre; the

revised lending services practices; the Staff Opinion Survey; and amendments to the Library Regulations. The three faculty subcommittees of GLC each met 3-4 times and minutes of their meetings were included as GLC agenda items.

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Goal 4: Optimising use of all available resources

Collection Management

The electronic ordering system EDIFACT (Electronic Data Interchange for Administration, Commerce and Transport) was used to transmit orders directly from Voyager to YBP book suppliers and other major suppliers. This increased the efficiency of the orders process and has reduced delivery times. The contract between VARLAC (Victorian Academic and Research Libraries Acquisitions Consortium) and YBP Library Services and James Bennett suppliers was extended for two more years.

Early English Books Online, which includes all books published in English before 1700, was a major acquisition. The Library is now spending more than 30% of its acquisitions budget on electronic resources. Increasingly electronic books as well as journals are being acquired and are enjoying considerable levels of use.

Collection development policies for all faculties, departments and schools were added to the Library's website at www.lib.monash.edu.au/collections/cdp/

The move from print to electronic journals is reflected in the reduced expenditure on print serials and the increased expenditure on electronic resources. In 1999, 43.69% of the acquisitions budget was spent on print serials. In 2001, this figure was 34.64%. In the same period expenditure on electronic resources increased from 9.75% to 33.22%.

Cataloguing Initiatives

A retrospective project to remove references in Voyager and Kinetica to holdings of more than 1,200 serial titles previously transferred to the CAVAL Archival and Research Materials (CARM) Centre from the Hargrave-Andrew and Matheson libraries was completed. Records were also updated for monographs which had been transferred to CARM. Records for closed Pharmacy serials were upgraded and the Pharmacy annual report collection was catalogued. The important Rare Book Travers collection was catalogued and the Yiddish backlog substantially reduced. Approximately 36,000 records were loaded for the Eighteenth Century

microfilm titles. Cataloguing backlogs in French, German and Italian were practically eliminated and the large music score backlog was substantially reduced. Numerous corrections were made to the catalogue through the OPAC error detection methodology in place. Technical Services ordered 29,114 monographs and received and processed more than 41,000 physical items in 2001.

Programming for all types of transactions required by the Kinetica batch link service was completed. Holdings and bibliographic records processed in Voyager since January 1999 were added to the national database. This amounted to 23,854 new bibliographic records and approximately 110,000 new holdings. Bibliographic and holdings data are now being updated regularly.

MONINFO (Corporate Services)

MONINFO achieved a reasonable profit in 2001 and survived the year relatively unscathed despite the general slowing of the economy, the pervading talk of an international recession following the disaster of 11 September, and the pre federal election business jitters. During the year, MONINFO was contracted by a major client to undertake the largest project in its history.

Other significant achievements included:

- Compilation of the Australian Business Source Book for publication, and contribution of a chapter on MONINFO to the ASLIB publication "Making a charge for library and information services" to be published in 2002
- Provision of tours and education literacy programs for Monash International short courses
- Consultancy to the Monash International Language Centre on its new facility
- A promotional drive to local high tech industries, resulting in an increase in corporate membership.

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Goal 5: Encouraging the development of innovative, flexible and motivated staff

In addition to the opportunities provided to staff for development and training through funding provided directly to divisions, the Staff Development Committee continued to allocate centralised funding to support library-wide initiatives such as: engaging external consultants to provide training; assisting job exchange arrangements; and sending staff to specific courses and conferences. Staff are advised regularly of opportunities for personal and professional development in the Staff Development News and on the Library's staff development website.

Staff Training

Library staff were given the opportunity to attend 22 talks on campus during 2001 organised by the Staff Development Committee. Most sessions were conducted by current library staff to inform other staff of projects being undertaken and conferences attended. University personnel from Information Technology Services, Student and Staff Services, University Research, and the Transition program also presented sessions.

A staff development day held by Matheson Library was devoted to sharing information and demonstrating new technologies used in the workplace. Following these sessions, an outside facilitator focused on cross-cultural issues in service provision.

Law Library staff attended numerous faculty events including lectures and seminars run by the Law School Foundation, the Castan Centre for Human Rights Law, and the Centre for Law in the Digital Economy; the Law faculty retreat; and Law faculty committee meetings.

During February and March, Lisa Smith, Law Librarian, completed a consultancy at the new Victorian Law Reform Commission, advising the Commission on its electronic and print library.

Judy Hopley and Lisa Smith were seconded during the first half of 2001 to work on

the Olympic Games Knowledge Services project for the University, a joint venture with the International Olympic Committee.

Five staff were granted study leave for 2001.

Conferences and meetings attended included:

Australian Map Circle Conference
Bibliographical Society of Australia and New Zealand Conference
CRIG seminars
Information Online 2001
Kinetica Annual Users Meeting
National Cataloguers Conference
National Library Technicians Conference
RAISS Conference
Rare Books and Special Collections Conference
Special, Health and Law Libraries Conference
Winning Government Business Seminar

Training opportunities included:

Career planning
CCH training
Databases and Dialog training
FrontPage and SILAS FTP training
IT training including Microsoft 2000 and Novell
Learning and Managing Program (residential AVCC program)
Leadership and Management
Managing Upwards
Manual Handling
OHS courses
SAP
TSISL (Teaching Skills for Information Skills Librarians) program at the University of NSW
WebCT

Staff Awards

Under the Library's Performance Recognition Scheme, awards were made to the following staff.

Individual Awards

Leayne Alden - for technological initiative in the introduction of web delivery of requested documents to the patron's electronic desktop.

Peter Alexiou - for innovation and exceptional performance in the improved installation of Ghost Images for student PCs and installation and maintenance of Debian and other library servers.

Claudia DeSalvo - for initiative and excellence in communication in changing work practices to allow for the implementation of GST requirements, Kinetica and Voyager

into Document Delivery.

Grace Giannini - for initiative and excellence in communication in expanding the information literacy program for postgraduate students.

Lynette Hinton - for innovation, training of others, implementation of workflow improvements and excellence in communication in relation to Voyager and SAP systems.

Xandria Hughes - for technological innovation and improved work practices resulting from the development and production of complex and varied reports including missing item reports with scannable barcodes, etc.

Nik Hock - for innovation in improving access for students to the electronic reserve subject pages and excellence in communication in promoting this service with students and academics.

Peter Lausch - for exceptional cooperation in achieving business plan outcomes during the renovation and relocation of much of the Caulfield Library collection and service points.

Glenn Martin - for exceptional cooperation in achieving business plan outcomes by assisting in the completion of the Matheson Annexe.

Wayne Myors - for exceptional cooperation in achieving business plan outcomes during the renovation and relocation of much of the Caulfield Library collection and service points.

Kay Tucker - for innovation, excellence in communication and exceptional cooperation including creation of "Hot Topics" and other new areas of the high profile Law Library website and negotiations with database vendors.

Bob Walshe-Howling - for excellence in communication and exceptional cooperation with library staff, academic staff and students.

Tracey Whyte - for innovation and implementation of improved workflows including introduction of a new invoicing system and introduction of a system for processing Alumni library membership applications.

Team Awards

Document Delivery Unit - for exceptional cooperation by a team in achieving business plan outcomes by improvements to turnaround times and services to clients.

MONINFO - for exceptional cooperation by a team in achieving business plan outcomes by gaining new contracts resulting in improving revenue and establishing expert research capabilities.

Peninsula Information Services - for exceptional cooperation in achieving business plan outcomes during staff changes requiring the team to assume new responsibilities.

Account Section, Technical Services - for exceptional cooperation in achieving business plan outcomes during the transition to Voyager, SAP, GST and the increased usage of credit card accounts.

Staff Opinion Survey

An online staff opinion survey administered by Rodski Behavioural Research Group was held in August 2001. Of the 300 eligible staff, 198 (66%) completed the survey statements and provided additional comments. The survey results were compared with those of up to 200 Australasian organisations including about 25 educational institutions in the Rodski database. Overall the Library performed in the first quartile

based on the best practice framework of the Australian Quality Council. It performed most strongly in variables relating to "Customer and Market Focus" and "Business Results".

Following the survey, feedback sessions were held at three sites. These sessions gave all staff an opportunity to comment on survey results and for Management Committee to receive informal input on issues of concern. Some site-specific problems were addressed immediately and follow up on other library-wide concerns will occur in 2002. Issues perceived by staff to be of most concern related to "Retaining valued employees" and "Valuing staff in Monash University Library".

Work Practices

After much planning by the Technical Services Reorganisation Group, an extensive reorganisation of the division consolidated some teams which had previously been divided on a functional basis, making Technical Services more reflective of the Faculty and Discipline Based (FADIB) structure. The flow of materials was streamlined with more processing done at the receipt stage resulting in shorter processing times. Technical Services staff benefited from participation in information services duties at Matheson, Law and Peninsula Libraries and in the Systems Support Unit.

Manual Handling Project

A major Manual Handling project was undertaken across all Victorian site libraries to address an increase in manual handling incidents and to assess our compliance with the Manual Handling Regulation (1999). The project was conducted jointly by OHSE, David Caple and Associates, and the Library in three phases:

- Identification of manual handling risks/hazards: a review of incident data; a staff survey; group discussions
- Assessment of the risks: conducting risk assessments as identified; loading risk assessments on to the OHSE database
- Control measures: conducting manual handling training; providing recommendations for physical changes in priority order allowing future budget planning.

A number of high risk activities were identified. Focus groups were established to work towards strategies to reduce or remove the risk, and training was conducted for the majority of staff (216).

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Goal 6: Providing a rich learning environment for users

Matheson Annexe

The refurbished area near the entrance of the Matheson Library, known as the Matheson Annexe, opened on 3 April and was officially opened by the Vice-Chancellor on 3 August. The extended hours of the Annexe meant that the Matheson Library was able to increase opening hours by 14 hours per week for that area, including reserve services. Support for the concept within the University was demonstrated by the extension of the after-hours campus security bus service until midnight. Facilities in the Annexe include networked computers, printers, photocopiers, the reserve books collection, and innovative study areas with flexible furniture arrangements to facilitate a range of learning and study activities.

Two customer surveys were subsequently run on the Matheson Annexe. In the first survey students rated the Annexe very highly as an area conducive to collaborative learning. The second survey sought student reaction to the range of Annexe facilities and services. The results again gave the Annexe the very high approval rating of 87% with a further 10% giving it an above average rating.

Caulfield Library Renovations

A major project to relocate the Library's entrance and exit to Level 2 (previously Level 3) was completed. All lending services were moved including the closed access reserve collections and the loans check out areas. Public access PCs, reference and inquiries desks and the reference collection were all relocated to Level 2. A new IT training room was included on the same level.

Other Library Building Projects

Other building projects included:

- Upgrading of the IT Training Room in the Hargrave-Andrew Library with an increase in PCs to make 20 workstations; upgrading of the adjoining discussion room to a multipurpose demonstration/discussion room
- Upgrading of equipment and furniture in the IT Training Room at Gippsland

Library and expansion to accommodate 18 persons

- Creation of a quiet study area in Peninsula Library
- Refurbishment of the second and fourth floors of the Law Library including the casual seating and reading areas, and renovation of student carrels.

Services for People with Disabilities

Library staff continued to be involved in the Monash University Advisory Committee for People with Disabilities (MUACPD) and its campus subcommittee. Construction of an adaptive technology room in the Law Library was begun. The project, funded by MUACPD with contributory funding from the Library, will be completed in 2002. Specialised library services available for people with disabilities can be viewed [online](#)

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APPENDIX 1 - STATISTICS

TABLE 1a - LIBRARY COLLECTIONS (VOLUMES) (excluding electronic)

Library	Monographs	Serials (including newspapers)	Microforms	Non book	2001 total stock at library sites	2000 total stock at library sites	% change
Matheson (incl Rare Books)	976,854	158,641	299,615	10,597	1,445,707	1,416,338	2.0
Hargrave-Andrew	224,627	221,039	10,813	5,275	461,754	450,251	2.5
Law	56,671	81,412	8,711	190	146,984	144,190	1.9
Caulfield/Peninsula	386,756	85,142	3,717	30,149	505,764	490,825	3.0
Berwick	7,810	79	0	458	8,347	6,268	33.1
Gippsland	126,969	33,234	5,243	53,362	218,808	211,730	3.3
Pharmacy	14,927	10,470	456	21	25,874	n.a.	n.a.
TOTAL	1,794,614	590,017	328,555	100,052	2,813,238	2,720,392	3.4

TABLE 1b - LIBRARY COLLECTIONS (VOLUMES) (electronic)

	2001	2000
Electronic monographs	1,129	n.a.

TABLE 2 - CURRENT SERIAL TITLES

	2001	2000	% change
Print titles	15,721	16,580	(5.2)
Electronic serial titles	Not available - pending CAUL deemed list guidelines for 2001 totals	51,260	n.a.

TABLE 3 - LOANS AND RENEWALS

	2001	2000	% change
Loans	1,030,819	1,000,462	3.0
Renewals	239,212	194,847	22.8
TOTAL	1,270,031	1,195,309	6.2

TABLE 4 - INQUIRIES

	2001	2000	% change
Reference and general	278,991	213,651	30.6
Telephone (MULTELS)	19,703	18,666	5.6
Email (e-Query)	4,590	3,445	33.2

TOTAL	303,284	258,555	17.2
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TABLE 5 - INFORMATION LITERACY

	2001	2000	% change
Sessions	1,040	937	11.0
Participants	17,545	16,394	7.0
Staff contact hours	1,177	985	19.5

TABLE 6 - INTER LIBRARY LOANS

	2001	2000	% change
Requests by Monash clients	43,213	44,841	(3.6)
Items received	39,073	40,124	(2.6)
Items supplied to other libraries	11,480	12,045	(4.7)

TABLE 7 - INTER CAMPUS LOANS

	2001	2000 (Apr-Dec)
Requests received	48,950	38,451
Requests processed	45,401	27,939

TABLE 8 - DOOR COUNT

2001	2000	% change

2,574,846	2,359,852	9.1
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TABLE 9 - VISITS TO (HITS)* LIBRARY WEBSITE

2001	2000	% change
12,589,110	9,514,344	32.3

* Excludes gifs, jpgs and pngs. Excludes Gippsland.

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Appendix 2 - Staff publications

Binns, Georgina. *Bibliographic Society of Australia and New Zealand Bulletin*, v. 25 no. 3&4, 2001. Special issue - "Music printing and publishing in Australia". Guest editor.

Binns, Georgina and Hill, Jennifer. "Federation! Concert and analytical program notes", 21 April 2001, Melba Hall, Faculty of Music, University of Melbourne in conjunction with the Centre for Studies in Australian Music, University of Melbourne and the Musicology Society of Australia National Conference.
www.music.unimelb.edu.au/about/CSAM/events.html [unlinked 01/04/2008]

Binns, Georgina. "Music publishing and selling in Australia". *Bibliographic Society of Australia and New Zealand Bulletin*, v.25 no. 3&4, 2001, pp. 1-5.

Binns, Georgina. "Music publishing and book selling in Australia: Catalogue of an exhibition in the Sir Louis Matheson Library, Monash University". *Bibliographic Society of Australia and New Zealand Bulletin*, v.25 no. 3&4, 2001, pp. 101-109.

Hopley, Judy and Jenkin, Joyce. "Taking reference services to the patron: the in-library experience". *In Revelling in Reference*, 2001 RAISS (Reference and Information Services Section) Symposium Proceedings, 12-14 October 2001. Kingston, ACT, Australian Library and Information Association, 2001, pp. 77-80.

Huggard, Simon and Groenewegen, David. "E-data management: data access and cataloguing strategies to support the Monash University virtual library". *LASIE*, v. 32 no. 1, April 2001, pp. 25-42.

Kim, Jung-Sim. "Korean library resources in Australian academic libraries: Monash University Library case in particular". *In Korean studies at the dawn of the millennium: Proceedings of the Second Biennial Conference of the Korean Studies Association of Australasia*, Monash University, Melbourne, 24-25 September 2001, pp. 256-261.

Lim, Edward. "The last book: the delivery of future content". *LASIE*, v.32 no. 1, April

2001, pp. 43-53.

Lim, Edward. "From bricks and mortar to clicks and mortar". *In* Information Online 2001: Digital dancing: new steps, new partners. Proceedings of the 10th Australasian Information Online Conference and Exhibition. Sydney, ALIA, 2001, pp. 4-18. Also at www.csu.edu.au/special/online2001/papers/digital_issues_la.htm [unlinked 01/04/2008]

Mocnay, Eugenia. Czech phrasebook. Hawthorn, Vic, Lonely Planet, 2001.

Pernat, Marie and Groenewegen, Hans. "Planning across continents: Monash South Africa Library". Paper presented at EDUCAUSE in Australasia Conference, Surfers Paradise, 20-23 May, 2001. www.gu.edu.au/ins/its/educause2001/contents2a.html [unlinked 01/04/2008]; Also available as a CD-ROM publication.

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