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Annual report 2000

Mission

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

- Liaising and planning with the scholarly community to develop collections and services
- Organising and maintaining the collections for effective use
- Providing access to scholarly information in all formats to users wherever they are located
- Participating in cooperative and collaborative activities to improve the range of resources available to scholars and students
- Ensuring long term access to scholarly information resources in all formats by preserving and archiving where appropriate these information resources
- Educating the primary clientele through a variety of information literacy programs to search, retrieve, evaluate and use relevant scholarly information
- Guiding, assisting and solving the problems of clients in connection with the use of relevant information resources
- Making available computer workstations and other equipment and facilities that will facilitate access to information resources
- Providing a rich and pleasant learning environment for study and research.

Goals

- Educating Scholars and Professionals
- Applying and Advancing Knowledge
- Excellence in Service
- Optimising Use of All Available Resources
- Encouraging the Development of Innovative, Flexible and Motivated Staff
- Providing a Rich Learning Environment for Users.

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2000 in review

The Year 2000 has been a particularly challenging year for staff who coped with the multitude of changes and balanced ever-increasing work demands. Staff managed to take all the changes in their stride, and continued to focus on the provision of a quality information service to support the University's goals for learning, teaching and research.

In the context of the familiar decline in funding by the Federal Government to universities, and the consequent reduction in funding for library operations, rationalisation of resources continued during the year. The weak Australian dollar compounded the problems associated with an already depleted number of serials titles forced upon us by exorbitant rises in subscriptions and surcharges. The dollar and the impact of GST on the price of local publications were negative factors in expenditure of the library budget which remained at similar level to 1999. For serials, invoices from agents who charge in Australian dollars and supply journals published overseas reflected the greatest price rises.

The Library continued to tailor its information services to match the University's changing student profile and its emphasis on flexible learning programs. Off campus access to library services has been aided by the tremendous advances in technology. Further tutorials were developed for the Virtual Librarian to assist users off campus, the Library's web site was redeveloped with the focus on services provided across the various libraries rather than the previous site specific approach. Additional web subject pages were developed, links were added to Voyager catalogue to enable direct access to full text online journals and more publishers' holdings of serials were acquired, notably Elsevier ScienceDirect. Monash entered into a consortium arrangement with four other Australian university libraries to gain electronic access to journal titles published by Elsevier until 2002. The agreement allows Monash students and staff electronic access to the full text of around 750 journal titles going back to 1995. Of these titles, about 400 were previously unavailable at Monash.

Evidence of the Library's strong commitment to the provision of digital information is revealed in the following statistics as at December 2000:

- 176 online databases
- 121 CD-ROM databases (networked and non-networked)
- 54,379 full text holdings of ejournals and journals within databases.

Usage of electronic resources for the year was 2,832,124, a huge increase of 146.2% on the reported 1,150,568 accesses for 1999. These usage figures are obtained in a variety of ways and are becoming more readily obtainable directly from suppliers. Some figures need to be extracted from information supplied while others are obtained from another site to which directions are provided.

The Library has been developing a channel in the University's my.monash Portal. It is intended that the Portal will be heavily used by undergraduate students in particular as a one-step access point for relevant university and library resources. The Portal will be able to identify the user's needs based on enrolment and subject information able to be accessed from the University's student and staff database. Similarly, Monash University Library is participating in a consortium which was successful in obtaining an ARC Research Infrastructure - Equipment and Facilities (RIEF) Grant to research, design and test a way to implement a national portal access framework to the Australian research library system.

Along with the increased usage and availability of electronic resources, there was a slight decline from 1999 in use of library facilities. Despite the 10.6% decrease in visits to the Library, 2,359,852 patrons took advantage of the physical collections and services available from the various sites. Although circulation figures of items borrowed were marginally reduced - 1,000,462 compared with 1,114,873 in 1999 - this decrease was offset by an increased number of renewals, due mainly to patrons taking advantage of the online renewal facility in Voyager.

Global initiatives of the University ensured that the Library extended its range of services and licenses to overseas campuses in Malaysia and South Africa. Staff visits and exchange of information were made between the Malaysian and Clayton campuses. Planning of the South African campus library was done throughout 2000 and all was in readiness for the opening of the library in January 2001.

The Library is always mindful of its duty to provide quality, relevant services to the Monash community it serves. In September 2000, a highly successful web-based Customer Survey was undertaken to which over 1,700 completed responses were received. Detailed analysis of results for various user groups and sites has been undertaken since the survey in order to further improve services to users.

Staff from different units worked to streamline and improve access to library collections by undertaking three successful pilot projects, and by the end of the year library users were able to take advantage of the following additional service options:

- An intercampus loan service of monographs from any of the Monash libraries for all Monash staff and students
- An intercampus photocopy service for undergraduates with a flat handling fee of $2.50 per article
- An electronic inquiries service, e-Query, for Monash and non-Monash users.

These initiatives have extended the range of library resources and services to

Monash staff and students regardless of their location.

Early in 2000, senior library staff met to plan the directions and strategies for the Library's activities during the year. The objectives and tasks needed to accomplish them were developed and subsequently refined following a series of forums involving most library staff. The resulting document *Leading the Way Monash 2020: Monash University Library Operational Plan, 2000-2004* was linked closely with the key themes of the University's planning documents. University Audit and Risk Management staff conducted a session with senior library staff in which the strategies in the Library Plan were analysed and associated risks identified.

Planning and preparation for the integration of the Pharmacy Library into the Monash University Library system took place throughout the year. Technical services and document delivery functions were centralised at Clayton and arrangements made for the Pharmacy Library to be integrated into the Monash University Library committee structure. The full project will be completed by the start of 2001.

In May, the Working Party on Flexible Library Services undertook a review of lending services with a brief to enhance access to library resources. Positive outcomes of the work of the Working Party included agreement on policy changes to better support the diversity of clientele, specifically liberalisation of loans policies and strategies to improve off campus access to digital resources. In November, the brief was extended to include the new course delivery framework that had been approved by Academic Board.

In November, twenty senior library staff participated in an off campus retreat to set the strategic directions for Monash University Library into the future. The main objectives of the retreat were to

- Re-align the Library's Operational Plan with the University's Support Services Strategic Directions
- Explore the environment that we will be working in for the next five years
- Develop strategies to allow the Library to meet the challenges of the next five years.

The strategies that were developed are designed to transform the Library into a 21st Century organization by

- Establishing the infrastructure that will enable the delivery of integrated print and digital information resources
- Reclaiming the Library's position as the intellectual heart of the University by providing value added services, through active promotion and communication with our users and by delivering a quality customer service
- Creating people-focused learning spaces in all the libraries to support the objectives of Monash 2020 and the Learning and Teaching Plan
- Extending the global service reach of the Library through the provision of 24x7 services across the network
- Creating strong global and national alliances to strengthen the Library as a "virtual learning and knowledge organization"
- Developing self-reliance through an active program of fund raising.

In all of the above, we will rely on our core resource, the staff of the Library, to help us achieve the desired outcome.

With the University set to introduce Activity Based Costing in 2003, the Library must further identify the factors which best convey the true cost of library services. New ways of satisfying the requirements of students who may never come on campus, who demand a more professional and complete library service must be devised. Library staff must be flexible and keen to move in new directions to remain relevant in an environment which will be more fickle and more competitive, both within and outside the University.

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Goal 1: Educating scholars and professionals

The expressed intention of the University is to provide Monash students with a first class education by giving them experience of a learning environment "which is open to the perspectives and experiences of individuals and groups from different backgrounds and which is supportive of all students" *(Leading the Way Monash 2020,* p. 12*).* The Library has adopted a number of strategies to support this goal, the key features of which are to encourage student-centred learning and to increase student choices through the provision of flexible learning programs.

Library Web Site Enhancement

The Library's web site was redeveloped in accordance with the new Monash templates which are standard across the University's web site. To provide a simpler, more user-oriented approach, the individual branch and section sites were redeveloped into a single uniform site. The focus in the new site is on services rather than the organisational unit that provides the service.

The increasing emphasis on remote delivery of online services via the Web continued to gain momentum during 2000 with decreasing reliance on CD-ROMs and on-campus only access to electronic resources. Major new electronic products acquired included Proquest5000, Elsevier ScienceDirect, APAIS Full Text, SciFinder Scholar and AusStats. Further availability of online Law Library databases was implemented, including Butterworths Online, CCH Online and LBC Online, all via the Law databases web page. Another example was LEXIS, with eligible users able to access their individual LEXIS identification and password information from the database web page using Authcate.

Faculty teams focussed on updating and improving web pages as well as adding new subject pages. A web based approach was developed to the Hargrave-Andrew Library video and map collections. At the request of the Faculty of Medicine, a one-step web page of electronic journals in Biomedicine was developed. This page is regularly refreshed with data extracted from Voyager, to ensure that the title listings and the associated uniform resource locators remain current. The planning and production of the prototype involved Library Systems Support, Technical Services, and the Hargrave-Andrew team of subject and reference librarians. As part of the Business and Economics team's ongoing promotion of the team's web page, an

email is sent bi-monthly to the Faculty's postmaster alerting faculty members to new web sites. This information also appears in the What's New part of the team's web page. Subject librarians continued to nominate web sites for inclusion on the faculty teams' homepages and for cataloguing in Voyager.

Information Literacy

A primary target of faculty teams was marketing the library resources to the faculties by presenting formal classes to students and by face-to-face contact with academics. Web based classroom training, individual tuition, drop in sessions and research classes in a range of undergraduate and postgraduate subjects and specialist areas such as EndNote were conducted. In addition to library site tours, classes on using Voyager catalogue and library databases, sessions were presented at Faculty Orientation welcomes and information tables were staffed at Monash Open Day. Specialist information classes were held for Summer Schools as well as after hours and at weekends. Subject librarians continued to produce print and/or electronic format database guides, class session notes and handouts as appropriate. The Rare Books Librarian gave a number of seminars and talks in areas of specialised study based on the Rare Books collections. Library staff also worked in conjunction with academics in faculties on research projects and attended faculty events. In 2000, 937 information literacy sessions were provided to 16,394 participants. Staff contact hours totalled 985. Although there was a 9.7% decrease in the number of sessions provided in 2000 on 1999 figures, participation increased by 2.9%.

Off campus students were provided with an information literacy program by the Flexible Library Services Unit (FLISU) in conjunction with CeLTS (Centre for Learning and Teaching Support) and Information Technology Services. Evening programs were provided at a range of campuses. A number of in-depth programs were offered as part of weekend residential schools.

Library faculty team members participated in the promotion of electronic resources to selected university groups including CeLTS and CHED (Centre for Higher Education Development) and faculty staff. Road shows of subject resources for Arts, Business and Economics, Education and Engineering were made at the various campuses and were well attended.

Reference and Information Services

A total of 213,651 reference and directional inquiries were received at library service points. This is a decrease of 14.2% on 1999 figures. Most of this decrease is directly attributable to changes in work patterns at service desks and streamlined booking practices, particularly the introduction of Monash Lectures Online as a replacement for the staff-intensive taped lecture service. Some inquiries which previously would have been included as reference statistics were responded to by the *e-Query* email inquiries service. *E-Query* was incorporated into the Library's range of services to meet the needs of users who access the Library after hours and who may not come on campus at all. This service is global and inquiries are received from around the world. Of the 3,445 inquiries received, 64% were completed by FLISU, 27% were referred to other library and university staff and 9% were outside the guidelines.

MULTELS centralised library telephone inquiries service responded to 18,666 calls, compared with 25,164 calls in 1999. MULTELS completed 72.4% of the incoming calls at the time of the call, the other 27.6% requiring referral to other numbers. Greater availability of library information on the Web and the opportunity for patrons to use request forms and renewals on Voyager library system are perceived to be the main causes of the decline in telephone calls.

Virtual Librarian

The Virtual Librarian continued to grow and develop, providing a valuable self-paced learning resource for students and enrichment for face-to-face teaching by library staff. The site continued to receive about 10,000 hits per week, peaking at 22,000 during the orientation period. Eighteen tutorials were added during 2000 and eight were rewritten. In addition to the generic tutorials and virtual library tour featured on the Virtual Librarian, subject teams worked with academic staff to integrate the content of the VL tutorials with teaching courses. As a result, a number of programs on the Virtual Librarian relate to specific courses and subjects. In some cases, the tutorials are mandatory and the librarian is involved with marking of responses. The library component of the Engineering Context subject was offered on all Monash campuses teaching Engineering including Malaysia. An increasing number of requests are being received from other organizations for permission to use particular tutorials on their own sites.

Monash Lectures Online

This initiative, which enables students to listen to lectures via the Internet at any time they desire, continued to thrive. Seventy seven subjects were recorded, an increase of 22 over the previous year. During 2000, lectures were activated online 69,619 times. In addition to previously wired up lecture theatres at Clayton for Arts and Law studies, theatres at Gippsland, Berwick and Peninsula and three additional theatres at Clayton were equipped for recording. There was increased on campus availability for Law students within the Law Library via networked Law faculty laboratory PCs as well as that previously available via dedicated PCs outside the first floor library laboratory.

Collection Development and Management

Faculty team members provided input on the format and content of the Library's Collection Development Policy. The document has been completed and will appear on the Web in 2001.

The analogue collections continued to grow with 46,020 monographs added to the collections and 9,747 serial volumes added. Overall, the Library's analogue collections increased by 32,025 volumes during 2000. Current serial titles (non-electronic) totalled 16,372 across all sites, slightly fewer than in 1999 (16,626 titles).

As well, the Library provides access to 176 online databases, 121 CD-ROM databases (networked and non-networked), and has catalogued 3,926 electronic journal titles. In total, 5,301 electronic resources have been catalogued. Expenditure on electronic resources increased from $1,024,383 in 1999 to

$1,133,200 in 2000. The increased availability of full text aggregated electronic serials packages again impacted upon the holdings of print serials subscriptions with a number of cancellations being made.

During second semester an audit was held of all items cited on reading lists to identify the percentage of items held or on order. Most library sites undertook this exercise and at each site over 97% of material was held. The success of the Library's objective of ensuring items cited on course reading lists are available was assisted by the arrangements with the Monash University Bookshop to check the library catalogue on behalf of the Library for University book list titles, and then order copies if required according to a formula. Data was also obtained from Voyager to identify the most used materials for the purpose of ordering additional copies. A new service initiative from Technical Services was a rush cataloguing request option from Voyager OPAC.

Intercampus Loans and Photocopies

A centralised Intercampus Loans service for undergraduates was introduced. Previously the service was available only to postgraduates and staff. A trial of an Intercampus Photocopying Service was successful and has been incorporated into the range of services provided by the Library.

Serials Review

In the Science, Engineering and Medicine disciplines, 507 serial titles were cancelled following a review which took into account faculty operational plans, research priorities, usage, availability and strategic directions. The cancellation of print subscriptions was compensated by the acquisition of full text electronic journals. The Elsevier ScienceDirect Consortium purchase of Elsevier electronic-only journals, doubled the number of electronic journals available to clients at less than the price paid for half the number of print titles.

Collaborative Initiatives

A Collection Development procedures manual was drafted for the Matheson Library Arts and Education teams after meetings with collection management librarians from the University of Melbourne. This manual is now available on the web for team members of all faculties. Meetings between the University of Melbourne and staff of the Asian Studies Research Library have continued in relation to the Melbourne Asian Research Libraries Consortium (MARLC).

Global Expansion

Planning for the new South African campus library commenced in February 2000. A business plan was developed in which staffing, establishment, operational and book budget costs were presented to University Administration. Marie Pernat was seconded as Library project coordinator to develop the library budget, space planning requirements, staffing profile, book selection, policies and services to be offered. A Technical Services staff member, Helen Wolff, was seconded to work on site at a major local library supplier to import records of items ordered and to copy

catalogue the foundation monograph collection. The supplier handled all aspects of acquisition, processing and freight to South Africa. In setting up a separate Voyager database for South Africa, there were numerous decisions required in regard to configuration and size of the database, bandwidth necessary for telecommunication between Continents, quality control, extension of licenses of databases for overseas campuses, authentication and copyright issues. Plans were made for the two Library project staff to train local South African staff in Voyager in early 2001 and to implement proposed library policies and procedures.

Rare Books

Two successful exhibitions were held in conjunction with functions of the Friends of the Library and for which the text of the catalogues along with some colour images have been loaded on the Web. The first, Early Australian History, showcased holdings of pre-1900 Australiana. In conjunction with this exhibition, there were two promotional seminars - one on the History of the Book in Australia Project, the other on Early Australian Images of the Australian Aborigines.

The second exhibition was Outside the Main Stream: an Exhibition of Private Press Books from the Rare Books Collection. The seminar by Monash botanical artist Celia Rosser to promote the publication of the third and final volume of her Banksias led into this exhibition. Also at this exhibition the latest Ancora Press volume The Poems of Callimachus, poetry by Jean Whyte, was launched.

Material was acquired in both popular culture and more traditional scholarly areas. This included significant donations of Left-wing and Right-wing Australian political material, more of Dr Travers' medical collection and more of Lindsay Shaw's children's literature collection.

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Goal 2: Applying and advancing knowledge

Monash University Library is committed to support a major goal of the University to increase the quantity and quality of its research output, strengthen its research training program and the links with other organizations both national and international.

Organising and Publicising Electronic Resources

As the Library continues to acquire expensive electronic databases and resource collections, it is vital that users are aware of their availability, understand their scope and content and know how to access and use them effectively.

Work continued on development of a library channel of the my.monash Portal, which will provide easy to use, standardised access to information content across a range of databases. The EZproxy software installed in August simplified database access in particular for off campus users.

Access to Electronic Resources

A major document The Print and Electronic Serials Working Party Report [unlinked 01/04/2008] was produced. The recommendations, concerning the extent to which parallel print and electronic subscriptions should be maintained, were endorsed, with some modification, by the General Library Committee.

Further development of the library catalogue for access to electronic full text resources relevant to University teaching, learning and research continued in close cooperation with the Library's System Support Unit and with user services staff. Sets of links added to the catalogue included: major journal suites ECO (OCLC FirstSearch Electronic Collections Online), Blackwell Science, Cambridge University Press, IEEE/IEE Electronic Library, and the Elsevier ScienceDirect titles. Other significant additions were the ACM Digital Library titles, selected National Academy Press titles, records for a number of databases like Informit, FirstSearch, certain Law databases, plus web sites, government publications and major online reference works.

A number of policies and procedures in the cataloguing of electronic resources were reviewed. The use of PURLs on the National Library's PURL server will continue for maintenance of links to resources identified by generic Purls. Procedures in Voyager were developed with Library Systems Support staff which will allow automated maintenance of unique URLs for journal titles when these are available. Such single click URLs, linking directly to the resources, are preferred particularly for the faculty and discipline based electronic journal lists which can be generated, with minimal manual intervention, on the basis of local descriptors added to the catalogue records http://www.lib.monash.edu.au/thesaurus/edesc.html [unlinked 01/04/2008].

The cataloguing process for electronic resources was improved by the implementation of the Electronic Resource Cataloguing Request form [unlinked 01/04/2008] on the web which also handles requests for metadata on Library web pages.

A final report was produced on participation in the OCLC CORC [unlinked 01/04/2008] (Cooperative Online Resource Catalogue) Project mentioned in the 1999 Annual Report. Since having been trained in the creation of records and pathfinders staff have created a number of pathfinders in the CORC database.

Library Digitisation Centre

In March, a new Remuneration Agreement for educational copying was negotiated between the AVCC (Australian Vice Chancellors Committee) and CAL (Copyright Agency Limited). This Agreement included digital copying for the first time. University administration accepted a recommendation by the Library that Monash should adopt a centralised digitisation policy and that the Library and CeLTS should be given joint responsibility for its implementation. The central scanning centre commenced operations in the Matheson Library in early October. By the end of the year almost 900 items had been scanned and digitised, mostly from the Reserve collections in the Matheson, Hargrave-Andrew and Berwick Libraries. Requests from academic staff were also processed.

As an extension of adding records for digitised reserve items in Voyager catalogue, Student Reading staff in the Matheson Library took on the task of adding links in Voyager for required reading articles already held as part of full text databases or as electronic full text serials.

Postgraduate Support

For the first time the University ran an orientation day specifically for postgraduate students and the Library was a major contributor to this session. Efforts were made to target information literacy in support of research, in particular the needs of postgraduates. The Reference and Information Literacy Subcommittee conducted a full audit of the current postgraduate information literacy programs. A specific website for postgraduates was set up. A meeting of all faculty team members was held with Professor Max King, Director of the Monash Research Graduate School, to discuss targeted training and support in information literacy for postgraduate students. Library staff have since contributed to several of the School's exPERT seminars.

Matheson Library staff, in conjunction with Monash Postgraduate Association members, developed 16 targeted training sessions for postgraduates. These consisted of introductory sessions, Virtual Research, Keeping Up-to-Date, Introduction to EndNote, and Exploring the World of Library Catalogues. In addition, two joint sessions involving other faculty team members were offered. Business and Economics subject librarians liaised with the new MBA Manager to ensure access to appropriate information sources. All commencing postgraduate Pharmacy students were introduced by the Pharmacy College Librarian to the facilities and resources available in their area of speciality.

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Goal 3: Excellence in service

Monash University Library is committed to the concept of the highest quality in the provision of service to its users - the staff and students. Quality library service is defined as one where the library succeeds in matching the information needs of its users with the relevant resources, wherever those resources are located, in a timely and efficient way - a concept that can be described as "conformance to customer requirements".

Voyager Library System

The 1999 release of Voyager was installed in January 2000. The 2000.1.1 major new release of the Voyager library system was installed in November 2000.   Much effort was made to customise the new look OPAC for library users. This work involved renaming and reorganising data on screen to accommodate new search types and combinations implemented by Endeavor for the WebVoyage online catalogue. Monash was one of the first Voyager sites to receive the new release after beta testing had been completed. Perhaps because of this some major problems were experienced particularly with the web OPAC and some bugs were detected in the new acquisitions module. None of these problems had been resolved by the end of 2000.

Quality Catalogue Access

Access to Voyager catalogue was enhanced by a number of projects. A significant achievement was the completion of the conversion of current serials holdings to the USMARC holdings format for Voyager OPAC. 200 duplicate serial records were manually removed during the year and a successful initiative was taken to improve the helpfulness of the brief OPAC display for serials records by providing double dates, thus allowing upfront identification of the date span of related records. Another enhancement to catalogue access was the ability to search on individual past exam papers, with links from exams which have had name changes.

A line was drawn in applying the new call numbering system, introduced across all sites in 1999, to new editions of previously held works. Consistent call numbering

was retrospectively implemented across Library sites for Australian literature and some video collections, and offered for past editions if requested.

Document Delivery

In 2000, the Document Delivery Unit processed 44,841 requests from university staff and postgraduates for books and articles not available in their local campus library. Over 1,600 libraries and other suppliers were used to obtain the items requested. Eighty percent of these requests were received via the web request form. Electronic requests are imported into the working database which saves re-keying.

Technology Support

To accommodate the growth of existing applications and to support new ones, the Library acquired an IBM Netfinity server which hosts Lectures on Line, electronic reserve and SilverPlatter ERL applications. The DEC Alpha platform (Gilbert) which previously hosted the OVID databases was freed up by the Library's migration to the Journals@OVID service. This platform is now used to store the PDF document images produced by the Digitisation Centre. A purpose-built server room was created in the Systems Support area with separate climate control.

Eighty eight new computers and 42 printers, as well as specialised hardware such as scanners and barcode readers, were rolled out to library staff. Many existing computers were upgraded by the installation of additional random access memory. After hours support for library systems continued to be provided.

A cashless register was implemented in the Law Library with the facility to debit users' photocopying cards for payments of fines, intercampus photocopying, special borrower payments etc.

In response to expressed need for telephone renewals of items on loan, an interactive voice response system was developed jointly between the Library's Systems Support Unit and Visible Voice Pty Ltd. The system, to go into operation early in 2001, will benefit, in particular, library borrowers without Internet access.

Customer Needs and Service

During September 2000, a largely web based library customer survey was conducted. An excellent response was received from Monash staff and students. Of 1,723 replies to the web-based survey and an additional 119 print responses, the majority of customers reported high satisfaction with the Library. 38% of respondents identified their level of satisfaction as extremely high, with only 6% having extremely low satisfaction. Issues of most concern related to library opening hours and collections, including follow up of missing items. The quality of service provided by library staff was very highly regarded. Library managers have since analysed user responses and comments relating to each site/division to identify areas for improvement. The full report and results of the survey can be seen _online_

Improvement of customer service was focussed upon at staff meetings at the various site libraries during the year. As part of continuous monitoring of the quality

of customer service, feedback forms were placed at all library sites inviting comments on customer satisfaction with the level of staff service and library operations.

Library User Meetings

The General Library Committee met throughout the year to provide advice and guidance to the University Librarian mainly on proposed changes to library policies and on the distribution of the budget. GLC was chaired by Professor Graeme Davison, School of Historical Studies, Faculty of Arts.

Three faculty-based library advisory committees each met 3-4 times during 2000.

Several informal meetings between senior library staff and representatives of student associations were held in which the student leaders raised those library issues which had been brought to their attention by other students.

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Goal 4: Optimising use of all available resources

The Library's capacity for generating its own income is limited and because it obtains the bulk of its income from the University, it must be prepared to demonstrate that the allocation it receives is effectively and optimally used. Consequently, one of the Library's goals is to optimise the use of all available resources.

Several senior library staff met with the Manager and staff of the University's Public Affairs Division to discuss strategies and possible projects for raising money for the Library.

MONINFO - the Library's Commercial Operation

Research consultancies were provided to a growing number of Monash academic and administrative staff. There was an increase in requests for fast-track document delivery, with a fill rate of 98%.MONINFO staff continued to host customised training sessions for various companies.

Support for Monash Authors

The Collection Management Librarian established a web site in association with Amazon.com to publicise and generate sales of recently published books by Monash Authors.

This has been very well received by the academic community. A percentage of all Amazon sales through this site is returned to the Library to buy more books for the collections.

GST Impact

The GST impacted on the cost of books and serials, photocopying paper, stationery and other consumables, insurance and electricity. However, the University is able to claim input tax credits for most of these. The Library had to add GST to interlibrary loans, photocopying services, external borrowers' fees and fines. The Library Budgets Officer prepared detailed information and documentation for library staff

thus ensuring a smooth transition. The introduction of the GST resulted in further changes to SAP and purchasing and payment procedures, including petty cash. Reports obtainable from SAP were expanded to allow greater flexibility in extracting information. Relevant staff attended a number of training sessions in both GST and SAP.

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

The Library is intent on maintaining a proactive human resources management policy, clear communication channels, a good working environment and staff development goals to improve skills through a program of continual retraining and education. Such goals are critical in a working environment with pressures from very rapid changes, growing numbers of library users, increased numbers of fee-paying students and the expansion of the range of library services and resources.

Staff Awards

Under the Library's staff recognition scheme, double increments were awarded to Fiona Lowe, Shannon Sargent, Carmen Szilagyi and Wan-Har Toh. Personal development awards were made to Lavena Bligh, Russell Hoffman and Judy Nolan. Team awards were made to the Serials Team (Caulfield) and the Serials Processing Team (Technical Services).

The Associate University Librarian and specialist Asian Studies Research Library team were awarded one of the prestigious Vice-Chancellor's Awards for Exceptional Performance by General Staff for 2000.This award recognised their outstanding contributions in support of the University's Asian Studies programs, their leadership role at the national level, and the current national standing of the Asian Studies Research Library as one of the finest in Australia.

Staff Recruitment and Placements

Fifty seven vacancies were advertised during 2000, for which eight external and 48 internal candidates were appointed. Twenty one of these vacancies were the result of expiration of contracts. Further work with the University's Employee Relations resulted in a framework for ongoing seasonal appointments to cater for fluctuating staffing needs. The Library hosted nine training placements.

Staff Development

Most staff participated in Performance Enhancement sessions to review their work over the last 12 months and their position descriptions, to provide feedback to supervisors and to plan personalised staff development opportunities.

Twenty senior staff attended a retreat on 19-21 November to realign the strategies of the Library's Operational Plan 2000-2004 with the new support services structure of the University. The resulting document will be refined at forums to be held for all staff during early 2001.

Matheson Library staff met together for a Staff Development Day in December.>Each section gave a brief presentation of their work or of the particular projects in which they were involved.

Staff Perception Survey

Subsequent to the Staff Perception Survey held in 1999, a series of staff forums addressed by the University Librarian were held in early 2000.Overall staff satisfaction had increased from 66% in 1998 to 74% in 1999.The Staff Perception Working Group finalised its report of the 1999 survey. The 24 Recommendations, which were developed to "raise the satisfaction level and performance" of staff on all sites, were endorsed by CODIL (Committee of Divisional Librarians). Staff in the various divisions also worked to improve areas of low satisfaction.

Staff Visits Overseas

In October, the Associate University Librarian led a team of library managers on a visit to Monash University Malaysia to run a library workshop for MUM librarians and to conduct two seminars to promote Monash University Library expertise to a wider audience. The Seminar on Innovative Information Delivery for the Malaysian Economic Association (115 participants) and the Seminar on Information Delivery to Academic and Research Libraries (156 participants) were very well received. The Seminars made a great impact on the participants and raised the profile of Monash University as a leading university of international standing

Attendance at Conferences and Training

Most staff development funds were devolved to the Divisions. A number of staff were provided with the opportunity to attend a range of conferences and training sessions including:

CONFERENCES AND MEETINGS:

ALLG Law Librarians' Symposium
American Library Association Conference
Coalition for Innovation in Scholarly Communication, Australian Research Council, National Academies Forum Seminar
IALL Conference
South Pacific User Services Conference
2000 Voyager User Group Meeting
VALA

TRAINING:

Advanced Ovid Databases
CHED Introduction to University Teaching course
Computer skills training
Copyright
Counselling Skills
EndNote
Enhancing Equity
Evaluation of Electronic Resources
FrontPage
Introduction to Teaching
Kinetica
Managing Upwards
Occupational Health and Safety
PERL training
Presenting for Impact (Advanced)
ProQuest and SiteBuilder training
SAP training
Voyager Access reports training

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Goal 6: Providing a rich learning environment for users

While a number of services will be delivered "virtually" to users, the University is committed to offering high quality education at the various campuses which is appropriate to the students and communities they serve (*Leading the Way Monash 2020*, p.9).With the increasing emphasis on self-directed and flexible learning, it will be necessary for libraries to redesign sites and transform them into rich learning environments for staff and students through the provision of flexible learning spaces. The environment must also be inviting, pleasant and safe, with modern equipment and facilities.

PC Software and Hardware

Labexpert software was adopted to store and update the PC images for public access computers.117 new computers were installed in study spaces and training areas of the Library to replace obsolete machines. Printing facilities with payment by debit card were also introduced in several public areas of the Library.

Services for People with Disabilities

Adaptive technology workrooms for people with disabilities were extremely well used at all sites. Funding was received for such a facility for the Law Library. Funding was also received for improvements at the Hargrave-Andrew Library for a new lift, ground floor access, disabled toilet, adaptive technology room and equipment. Other services for people with disabilities can be seen at http://www.lib.monash.edu.au/disabilities/index.html [unlinked 01/04/2008]

Physical Environment

The extension and associated works in the Hargrave-Andrew Library and an extension to Berwick campus library were completed early in the year. In the Hargrave-Andrew Library two discussion rooms were completed to provide more informal learning space for students. The former thesis room was converted to a tutorial room. The ground floor entrance was refurbished. Detailed planning for the Caulfield campus library extension commenced. Work began on the conversion and

refurbishment of the area formerly occupied by the Centre for Australian Studies near the entrance to the Matheson Library into an after hours facility (the Matheson Annexe). The Law Library entrance was refurbished with new floor coverings and a new loans counter. Additional casual seating/reading areas were created on the first and second floors of the Law Library. In the Matheson Library, the Bound Serials Collection was weeded, with pre-1960 serials being relocated to the Matheson Store.9,500 volumes of older journals in the Biomedical area were deselected and sent to the CARM (CAVAL Archival and Research Materials) store.

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Appendix 1 - Statistics

Table A Library Collections (volumes) 2000*

Library	Monographs	Serials	M'forms	Non-book	2000 Total stock at library site	1999 Total stock at library sites
Matheson	954,145	158,493>	295,288	8,412	1,416,338	1,384,313
Hargrave-Andrew	217,163	218,607	9,799	4,682	450,251	436,712
Law	55,718	55,718	8,706	165	144,980	141,989
Caulfield/Peninsula	375,965	81,167	3,464	28,585	490,825	482,450
Berwick	5,936	53	0	279	6,268	2,863
Gippsland	121,875	32,776	5,133	51,946	211,730	204,082
TOTAL	**1,730,802**	**573,131**	**322,390**	**94,069**	**2,720,392**	**2,652,409**

*Excludes electronic resources

Table B Current Serial Titles*

2000	1999

16,372	16,626

*Excludes electronic resources

Table C Electronic Resources

	2000	1999
Online databases	176	N/a
CD-ROM databases	121	N/a
Total full text titles held in databases and ejournals (refer CAUL Deemed List of Serials)	54,379	N/a

Table D Loans and Renewals

	2000	1999
Loans		1,114,873
Renewals	194,847	97,416
TOTAL	1,195,309	1,212,289

Table E Inquiries

	2000	1999
Reference	213,651	249,070
Telephone (MULTELS)	18,666	25,164
Email (e-Query)	3,445	N/a

Distance students (FLISU)	20,793	20,095

Table G Door Count

2000	1999
2,359,852	2,640,498

Table H Inter Library Loans

	2000	1999
Requests by Monash clients	44,841	48,778
Items received	40,124	43,906
Items supplied to other libraries	12,045	17,877

Table I Inter Campus Loans

	2000 (Apr-Dec)	1999
Requests received by ICL service	38,451	N/a
Requests processed by ICL service	27,939	N/a

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Appendix 2: Staff publications

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