

2012: THE YEAR AT A GLANCE

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THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

LIBRARY
Enriching world-class scholarship



from the UNIVERSITY LIBRARIAN

The University of Queensland Library is pleased to provide highlights of the Library's activities during 2012. The Library, the largest academic library in Queensland and one of the largest in the nation, contributes to the UQ Advantage by providing convenient access to rich collections of scholarly resources, vibrant learning spaces, and a suite of services designed to meet the needs of UQ's broad community of students and staff. The Library endeavours to align its activities and resources closely with the University's strategic goals in the areas of Learning, Discovery, and Engagement. In a rapidly changing environment, the Library continues to adapt to new patterns of scholarly publishing and to changing expectations of a diverse student population. Following is a summary of key activities for the Library during 2012.

MISSION

Enriching world-class scholarship.

The Library is integral to achieving world-class scholarship at The University of Queensland. We work in partnership with the academic community to provide access to quality information that supports learning and discovery and to manage and provide access to UQ scholarship. We provide information services that cater for individual needs and that recognise the perspectives and requirements of different disciplines. We engage with the community to foster scholarship. We strengthen the culture of collaboration and partnership within the University.

VALUES

We are innovative, proactive and flexible in a changing environment

We promote and practise open two-way communication for the benefit of all and we respect the opinion of others

We act with integrity and demonstrate fairness and accountability

We are committed to excellence through reliable, quality customer service, recognising diversity and treating all with integrity

We maintain a healthy work/life balance and foster a collaborative working environment

Cover image: Close up of new Jacaranda blooms in the Great Court at the UQ St Lucia Campus.

Design & Layout: Lilly Borchardt

Produced by
Marketing and Community Outreach
The University of Queensland Library

ISSN: 1443-3257

CONTENTS

Placing user needs at the centre	5
Library leadership	5
A Library structure that supports teaching, learning and research	5
Supporting teaching and learning	6
Expanding access for students to the physical learning environment	6
A technology-infused learning environment	9
Expanding access to information through digitisation	9
Recognising excellence in students	10
Supporting research through collections, library specialists and research infrastructure	10
Engaging with the community	14
Engaging with secondary schools	14
Supporters and benefactors	16
Optimising our resources and our reach	16
Investing in our staff	17
Peer Mentoring Program	17
Library Staff Excellence Awards	17
Preserving library materials for the future	18
Greening the office environment	18
Planning for the future	18



SUPPORTING THE UNIVERSITY'S MISSION

The University Library's strategic priorities indicate the important role it plays in supporting and advancing the university's learning, discovery and engagement activities.

In 2012, the Library continued to focus on its strategic priorities to:

- Enhance the student experience
- Build the digital research environment
- Provide convenient and customised access to information
- Maintain and develop community partnerships

Underpinning these is a commitment to practicing ethical and accountable governance, and to supporting and developing library staff.



Above: Students using Library resources in the Great Court outside the Duhig Building

PLACING USER NEEDS AT THE CENTRE

The Library evaluated the degree to which services, collections, and learning spaces met the needs of its users through two client surveys.

Professor Carol Tenopir's (University of Tennessee, Knoxville) Lib-Value project measured the value, outcomes, and return on investment of academic library collections and services. UQ was selected as one of two Australian universities to participate in the study.

The Library conducted its biennial client survey using the Insync survey to allow comparisons with Go8 libraries. More than 5,600 usable responses were returned. The Library's score ranked it in the highest quartile when benchmarked with 38 libraries in Australia and New Zealand, and it had the highest ranking in

every sector when benchmarked against the Go8. Most important to our clients are access to materials to meet their learning and research needs, access to suitable Library spaces, and knowledgeable and helpful Library staff, and staff are consistently ranked highest by clients in terms of performance.

LIBRARY LEADERSHIP

A new University Librarian commenced duties and brought a North American experience to UQ.

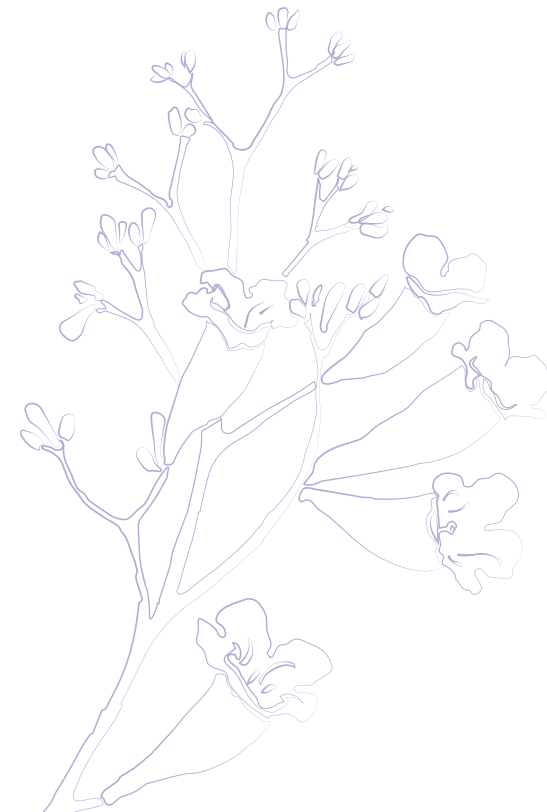
Robert Gerrity commenced his role as new University Librarian in July. Bob was formerly Associate University Librarian for Library Systems and Information Technology at Boston College

Libraries, where he had provided strategic direction and leadership to foster innovative, technology-based library solutions and services for staff and students.

A LIBRARY STRUCTURE THAT SUPPORTS TEACHING, LEARNING AND RESEARCH

The Library is divided into five Services that support the University's strategic priorities:

- [Research Information](#)
- [Scholarly Publishing and Digitisation](#)
- [Library Resources and Technology](#)
- [Teaching and Learning](#)
- [Marketing, Outreach and Corporate Services](#)



SUPPORTING TEACHING AND LEARNING

The Library offers benefits that contribute to the UQ Advantage, including the provision of world-class information resources, high-end access infrastructure, and a high-quality learning environment. This was confirmed by its performance in its 2012 client survey and the 2012 International Student and Student Barometer survey, where “Online Library” services ranked Number 1 in the Learning category.

The Library delivered benefits for teaching academics and students in its provision of library materials to facilitate course work and support research. The introduction of a centralized model for processing course materials on the UQ St Lucia campus realized efficiencies in processing, and almost all materials for more than 1700 courses was available by the third week of each semester. The Library enabled personalized access to course materials via My Library and Blackboard.

Multimedia materials were provided and initiatives like streaming content in real-time to mobile devices catered for an increasingly mobile cohort.

The Library provided training, assistance, and guides to develop research skills and information literacy. It catered for students who sought in person assistance as well as those who consulted the Library online via email, chat, and social media. Interactions on Facebook and Twitter continued to grow.

On campus, students benefited from access to physical learning environments and in-person interactions with peers. Equally important are the needs of students away from campus and their experience. The Library continued to develop its website and mobile sites, interacted with users via social media, created links to resources, developed more online tutorials, provided online research assistance and continued its service for remote students, which facilitated borrowing and the provision of document delivery requests.

EXPANDING ACCESS FOR STUDENTS TO THE PHYSICAL LEARNING ENVIRONMENT

Client surveys show that facilities remain an area where demand exceeds supply: students wanted more library space and access to computers and power. Library 24/7 spaces are well used and there may be opportunities to improve the type and amount of library space available to students as the provision of ‘e’ increases and lesser-used collections are relocated.

Adding to the growing access to Library learning spaces, a 24/7 space in the Walter Harrison Law Library was opened by Professor Debbie Terry in February. The facility has been well used and it complements the teaching and research undertaken within the Faculty of Business, Economics and Law and the TC Beirne School of Law, in particular.



Images: The newly refurbished 24/7 space in the Walter Harrison Law Library.
Middle Left: Professor Debbie Terry opening the 24/7 space.



A TECHNOLOGY-INFUSED LEARNING ENVIRONMENT

Within the Library, students benefit from an IT environment that includes 1300 computers that provide a choice of operating systems and updated software; access to expanding electronic collections; services that cater for mobile devices; wireless printing, scanners and copiers; ID card support; access to the UQ wireless network; and Ask IT, a team of expert support staff and trainers.

The Library offered students the opportunity to work in Windows and MAC environments. Library computers are heavily used, and computer availability screens help to optimize the use of resources. A re-image of all workstations in 2012 provided students with access the latest software.

Through the Ask I.T. service, the Library provided information technology support and training for students. Staff assisted students to become familiar with the UQ IT environment – including important support for configuring devices to use

the Eduroam wireless network – and supported them during their programs as needs and systems changed.

The Library developed more services and providing more content to cater for the increase in mobile devices and the desire for immediate information. 2012 saw a huge growth in multimedia streaming, where video or audio data is communicated across the Internet, for displaying on a viewing device in real time.

The Library continued to build its electronic collections, encompassing commercially available, scanned and streamed items. Students continued to use the Library heavily in person and by accessing electronic content and services. As more information becomes available electronically, there has been a reduction in the borrowing of print items across the Library with some exceptions due to the nature of the materials in certain collections and the student cohorts who use these, e.g. architecture and music.

EXPANDING ACCESS TO INFORMATION THROUGH DIGITISATION

To enhance ‘anywhere, anytime’ access, the Library continued to digitise print course materials that were not already available electronically as part of its commercial subscriptions.

Work processes and quality were monitored to ensure consistency of quality. In the non-print arena, the Library provided enhanced access to existing audiovisual content by converting analogue formats to digital and, where possible, to stream this content.

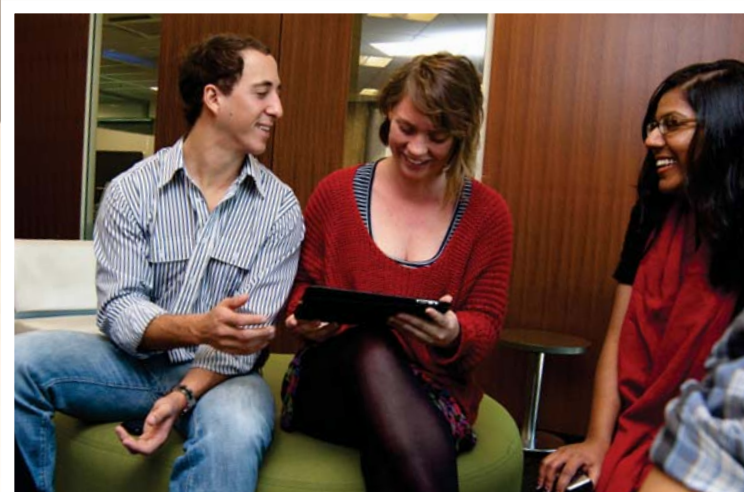
An important and well-received initiative was the introduction of a new service for research students and staff who are blind or have a visual impairment. If there is no electronic copy of a book available to meet their needs, the Library

will scan the item. Screenreader software then enables the book to be ‘read aloud’. In 2012, two research students and one academic staff member registered for this service.



Below: Students Vivienne Ip, Harrison Bolt and Varsha Kumar access electronic content on a laptop in the Social Sciences and Humanities Library Reading Room.

Left (from top): Students Jacqueline Scheiwe and Hoang Nguyen Huynh use the Express Computer terminals in the Duhig Building; Aboriginal and Torres Strait Islander Studies Unit students Emily Montgomery and Hannah Tilling use the computers in the Biological Sciences Library; Students use tablet devices to access content in the Biological Sciences Library.



RECOGNISING EXCELLENCE IN STUDENTS

The importance of the Library to facilitating outstanding undergraduate student work was evident in the strong field of submissions for the annual Excellence Award.

In Teaching and Learning Week, a panel comprising the University Librarian, Deputy Vice-Chancellor Academic and President of the Academic Board judged submissions for the Library Excellence Award. Three undergraduate students were awarded the prize:

Ms Cheyenne Langan, Ms Bianca Kabel, and Mr Evyn Arnfield. The students and the academics that supported their submissions were invited to celebrate their success at an event hosted by the University Librarian.

SUPPORTING RESEARCH THROUGH COLLECTIONS, LIBRARY SPECIALISTS AND RESEARCH INFRASTRUCTURE

The Library plays a key role in supporting discovery at UQ through:

- Extensive collections that support research
- Librarians and library staff with a close understanding of the literature and research tools in specific disciplines, as well as expertise in emerging areas of importance to researchers, such as metrics, scholarly publishing and data management
- Research infrastructure.

The Library's extensive research collections – many in electronic format – include: substantial journal subscriptions, back-runs and archival material; electronic books; online exhibitions; rare books, manuscripts, theses, pictorial collections and architectural drawings. The Library magazine Fryer Folios is published to illustrate the range of special collections in the Fryer Library and to showcase scholarly research based on

these sources. The July issue had a focus on Stradbroke Island (pictured right).

Librarians are assigned to each School, Centre and Research Institute, and work with staff and students to deliver information services in support of teaching, learning, research and practice at UQ. Librarians and library staff assist researchers through all stages of their research

Page 11 (clockwise from top): Fryer Folios July 2012 issue; University Librarian Bob Gerity, Excellence Award winner Bianca Kabel, Deputy Vice-Chancellor (Academic) Professor Mick McManus, and President of the Academic Board Professor Kaye Basford; University Librarian Bob Gerity, Excellence Award winner Cheyenne Langan, Deputy Vice-Chancellor (Academic) Professor Mick McManus and President of the Academic Board Professor Kaye Basford.





lifecycle, from discovery to gathering, creating and sharing the output. Information specialists with a close understanding of the literature and research tools in specific disciplines, librarians assist with information research enquiries, individual research consultations, information literacy training, developing collections for research needs, staying up-to-date with the literature of the discipline, advising on citation analysis for grant and promotion applications, bibliographic management tools such as Endnote, and research data management.

The Library partners with the Graduate School and UQ Faculties to support Research Higher Degree (RHD) students and by delivering advanced information literacy training. Librarians have developed knowledge and skills in emerging areas of importance, including metrics. They assisted research academics with Discovery and Future Fellowship grant queries and with developing and managing their publications profile using ResearcherID, Scopus and Google Scholar. They conducted presentations to Faculties and Schools. Data management is vital to researchers and librarians provided advice and training for research academics and RHD students.

The Library is home to UQ eSpace, central to the Higher Education Research Data Collection reporting, Excellence in Research for Australia (ERA) reporting and access, submission and final deposit of UQ Research Higher Degree theses, and the source of publications data that

feeds into UQ researchers and the Q-Index. The Library also helps to improve the visibility of UQ research data, with Research Data Australia now harvesting data collection records from UQ eSpace. UQ eSpace also operates as an institutional repository for open access publications and other digitised materials created by staff of the University. The Library played a significant role in the University's 2012 ERA Program. The Library established a Scopus Custom Data Set Advisory Committee. The UQ Library's Scholarly Publications and Digitisation Services unit has provided metrics based information to support a range of international visits/It provided institutional metrics to the Office of the Deputy Vice-Chancellor Research and UQ International. The Library implemented a service model for data management.

The Library provides advice and support to researchers on areas such as scholarly publishing (see [Interviews with UQ academics sharing their experiences of academic publishing](#)), metrics and citations, and open access, holding talks and events such as a recent 'Great Debate' on open access (view [Going for Gold and Greener Pastures: Open Access Explained](#), on Slideshare), at which the UQ Diamantina Institute's open access green collection was launched.

The UQ Copyright Lawyer is located within the Library and provided advice and training regarding all copyright.

From top: Simon Groth speaks to author and UQ alumnus Nick Earls at the National Year of Reading event; Professor Peter Holbrook and author and UQ alumnus Simon Cleary talk to a Friends of Fryer member; A celebration of the 40th anniversary of Women's and Gender Studies at UQ.

ENGAGING WITH THE COMMUNITY

The Library engaged broadly within UQ and externally, and partnered with school groups, hospital staff, alumni, galleries, libraries and museums, and other groups. Selected highlights are included here.

Events promoting research and special collections, or featuring UQ alumni, attracted audiences which included alumni, the Friends of Fryer group, staff and students, and the wider community:

- A celebration of the 40th anniversary of Women's and Gender Studies at UQ
- Professor Peter Holbrook (ARC Centre of Excellence for the History of Emotions) spoke with UQ alumnus Simon Cleary about his most recent novel *Closer to Stone*
- A National Year of Reading event featured Alumnus Nick Earls in conversation with Simon Groth
- An event focusing on Fryer's UQP archive and Fryer Award winner D'Arcy Randall's work for that publisher
- Writers Drusilla Modjeska and Jon Doust discussed their recent novels *The Mountain* and *To the Highlands*, with Professor Joanne Tompkins (Head of the School of English, Media Studies and Art History at UQ), as part of the Brisbane Writers Festival Visiting Writer Program

- Professor Peter Roennfeldt (Queensland Conservatorium) spoke about his new book [Northern Lyrebird: The contribution to Queensland's Music by its Conservatorium 1957-2007](#)

Special collections provide a platform for engagement and attract researchers from within Australia and globally. In April, the Australian Early Medieval Association held its annual conference at UQ, and the Fryer Library mounted a display of its holdings in this area for conference delegates.

Community engagement was evident at the UQ Ipswich campus, where the Library was the venue for a range of events, including the Lions District 201 Q1 Regional Final of the Youth of the Year Quest, the Medical Student Market Day, a range of morning teas for Schools in the Faculty of Health Sciences, and the UQ Ipswich Open Day.



From top: Sue Abbey, Bronwen Levy, Fryer Award winner D'Arcy Randall, Deborah Jordan and Fryer Library Manager Laurie McNeice at the panel event on Fryer's UQP archive; Jon Doust, Professor Joanne Tompkins and Drusilla Modjeska talk as part of the Brisbane Writers Festival Visiting Writer Program; Laurie McNeice with Professor Peter Roennfeldt at the Friends of Fryer Christmas party.

ENGAGING WITH SECONDARY SCHOOLS

Engagement with schools occurred at multiple campuses, in particular UQ St Lucia, UQ Ipswich, and at the Pharmacy Australia Centre of Excellence. Librarians engaged with schools in a number of ways such as providing tours, delivering training for school groups on campus, preparing tailored research materials to assist students, conducting professional development activities for school staff, sharing information with the school community, and facilitating access to e-resources and UQ Library print collections, via the borrowing scheme for senior school students.

The award-winning UQL Cyberschool is a key service for engaging with secondary schools. It aims to enhance student learning and discovery by increasing school access to scholarly information and developing information literacy and lifelong learning skills, ease the transition from school to university by familiarising students with university library services and resources, and to engage with secondary school teachers and library staff to facilitate access for school students to scholarly information and to share information with the UQL Cyberschool Community.

At the UQ Ipswich Library, librarians continued to support Campus outreach activities to schools in the West-Moreton region and collaborated with Professor Fred D'Agostino in an initiative funded by a UQ Strategic Teaching and Learning Grant, to deliver a summer intensive course aimed at enhancing the academic writing and critical thinking skills of students about to commence Year 12; this benefited thirty-seven students from schools in Ipswich and the Lockyer Valley.



Above: Miranda McDonald, Sammy Fowler & Fern Cawthorne, from the Sunshine Coast Grammar School visiting the UQ Library

SUPPORTERS AND BENEFACTORS

Generous support from our alumni, Friends and supporters enables the Library to meet its priorities. It also enables the Library to add to its unique collections that support learning, promote research, and contribute value to the community; indeed the existence of the Fryer Library is testimony to the importance of philanthropy and the foresight of the librarians and donors who have stewarded its eminent research collections.

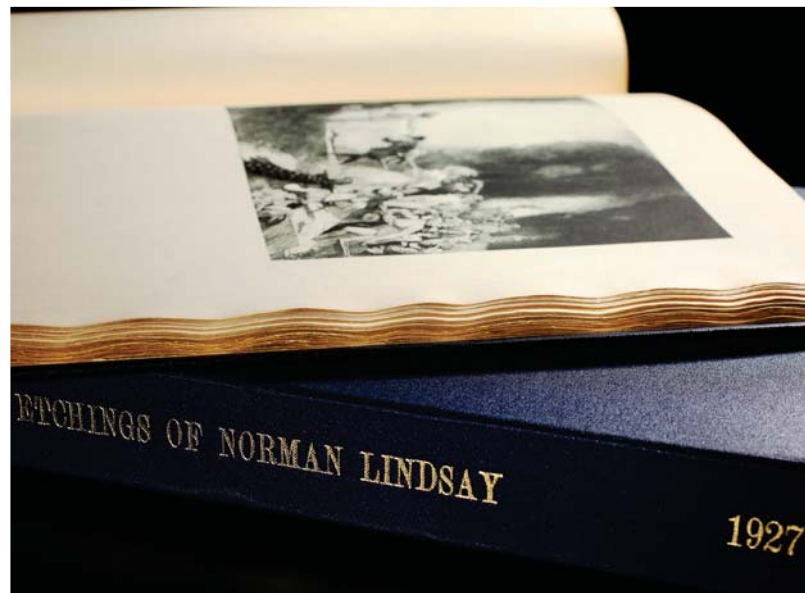
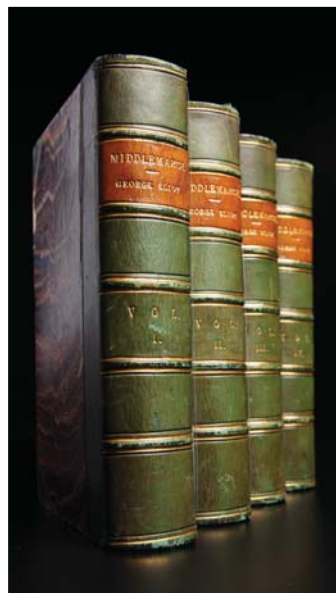
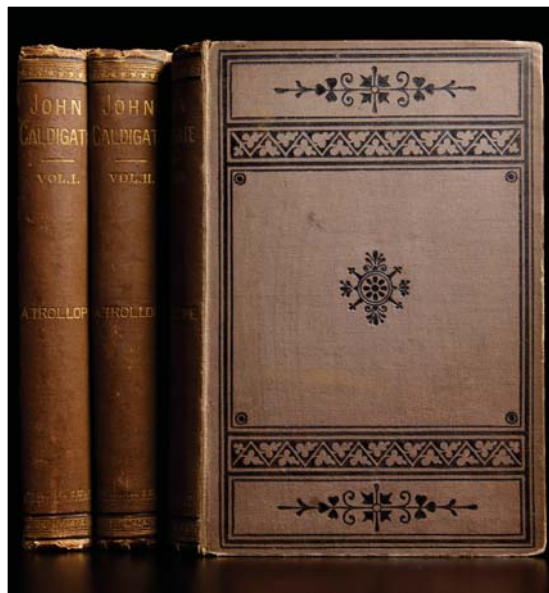
In March, Fryer accepted a large collection of records from the recently disbanded Tuberculosis Sailors, Soldiers and Airmen's Association of Queensland, which had been founded following World War 1. The Association donated its assets to the Centre for Military and Veterans' Health (CMVH), to support ongoing tuberculosis research. The Library partnered with UQ

Advancement and the CMVH to recognize the generous gift of more than \$3 million at a thank-you event in November.

Significant additions to the Fryer Library rare book collection included: first editions of George Eliot's *Middlemarch* (1872) and Anthony Trollope's *John Caldigate* (1879), purchased with

funds donated by the Victorian Fiction Research Group; *The etchings of Norman Lindsay* (1927) and an artist's book by Peter Lyssiotis *Men of Flowers* (2010), purchased with funds donated by Drs Cathryn and Margaret Mittelheuser.

We are grateful to each of our donors and Friends for their continued support for the Library.



Above (l-r): Anthony Trollope's *John Caldigate* (1879), George Eliot's *Middlemarch* (1872), *The etchings of Norman Lindsay* (1927), and Peter Lyssiotis's *Men of Flowers* (2010).



OPTIMISING OUR RESOURCES AND OUR REACH

Integrated marketing enabled efficient use of resources for communications, events and engagement.

Library staff liaised with UQ units including the Office of Marketing and Communications and UQ Advancement staff to understand corporate guidelines and practice relating to marketing and engagement.

A coordinated approach was taken to participation in UQ activities for staff and students, including Orientation, Market Day, Research Week and Open Day. Plans were made to migrate some publications from print to an

electronic platform. The Library continued to use social media to interact with its users and a social media team was established to ensure an appropriate level of activity and Library-wide involvement. Events were enhanced through the application of social media – e.g. Facebook events attracted attendance at author events and a Twitter feed was used to elicit audience interaction in the Great Open Access Debate.

INVESTING IN OUR STAFF

The Library provided staff development and training to empower them for the future.

Staff development activity grew, with a major focus on consolidating the skills development of staff in new and changed roles after the Library service model realignment. Library staff had the opportunity to extend or refresh their skills by attending classes and workshops, within the Library and outside, through the University Staff Development Program and activities offered through external providers.

Continued emphasis was placed on research support, research data management, bibliometrics training and the enhancement of skills in the teaching and learning area.

Library support staff had access to information sessions on eBooks, technologies and practical workshops on searching with Summon and information resource finding.

To encourage discussion of topics relevant to the industry, a monthly Journal Club was established and open to all Library staff. The range of topics covered included document delivery, the changing role of library staff, mobile technologies, social media and critical appraisal. There is scope to utilize technology to expand the opportunity to participate to staff located away from UQ St Lucia.

PEER MENTORING PROGRAM

A Peer Mentoring Program for new Librarians was developed, with the aim of assisting new staff to develop in their new roles as quickly and as effectively as possible by linking them with an experienced staff member.

Librarians new to UQ or to the professional role were given an opportunity to participate in a pilot peer mentoring program. Four mentor/mentee pairs were established. The peer mentor acted as a resource for the new Librarian and was able to assist them by passing on the tacit organizational knowledge that staff gain

through experience in the workplace. The Staff Development Consultant initiated the mentoring relationships and was available as a resource during the activity. A pool of volunteer mentors has been established and trained. The Program is currently in a pilot stage and may be extended out to other groups of staff over time.



LIBRARY STAFF EXCELLENCE AWARDS

Staff were recognized for their excellence and commitment.

The issue of staff recognition had been identified as an area for improvement in the Library's biennial staff perception survey. One of the actions taken to address this was the revitalisation of the Library Staff Excellence Awards program.

Adding to the pre-existing individual and team excellence awards, a new category was included to recognize long service to the Library. The University Librarian presented awards to staff at an end of year celebration.

Page 14 from top: The Great Open Access Debate with Twitter feed in the background; Staff members Martin Cvelbar, Kelly Dann and Taha Siddiqui at the semester 2, 2012 Library Market Day stall; UQ Library's facebook page.

Page 15 clockwise from top: University Librarian Bob Gerrity presenting staff long service awards to staff who were able to make it on the day. 10 years - Kevin McNeill, Ryan Weymouth, Heather Taimani, Daniel Callan, Thomas Joyce, Ann Gray; 20 years - Kerrie-Ann Fitch, Karen Desfontaines, Noela Yates; 30 years - Rebecca Carter, Mary Kenyon; 40 years - Amanda Fisher.

PRESERVING LIBRARY MATERIALS FOR THE FUTURE

In addition to preserving materials through digitization, the Library identified materials suitable for preservation in controlled environments.

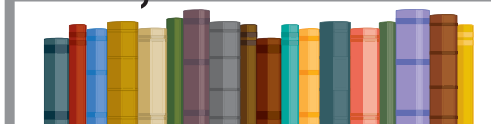
Material preserved in the Library's existing warehouses was consolidated in a new Library storage facility at the UQ Gatton Campus. This state of the art facility was completed in November and is capable of storing 33,000 linear metres.



total floor area
2696m²

usable floor area
2002m²

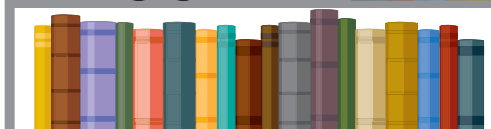
total length of bookshelves
33,177.6m



total bookshelf height
3145mm

shelf height
375mm

shelf length
1200mm



8 shelves
per bookshelf

aisle width
1240mm

Left: Bookshelves at the new Library Warehouse at UQ Gatton Campus; Library staff on tour of the new facility.

GREENING THE OFFICE ENVIRONMENT

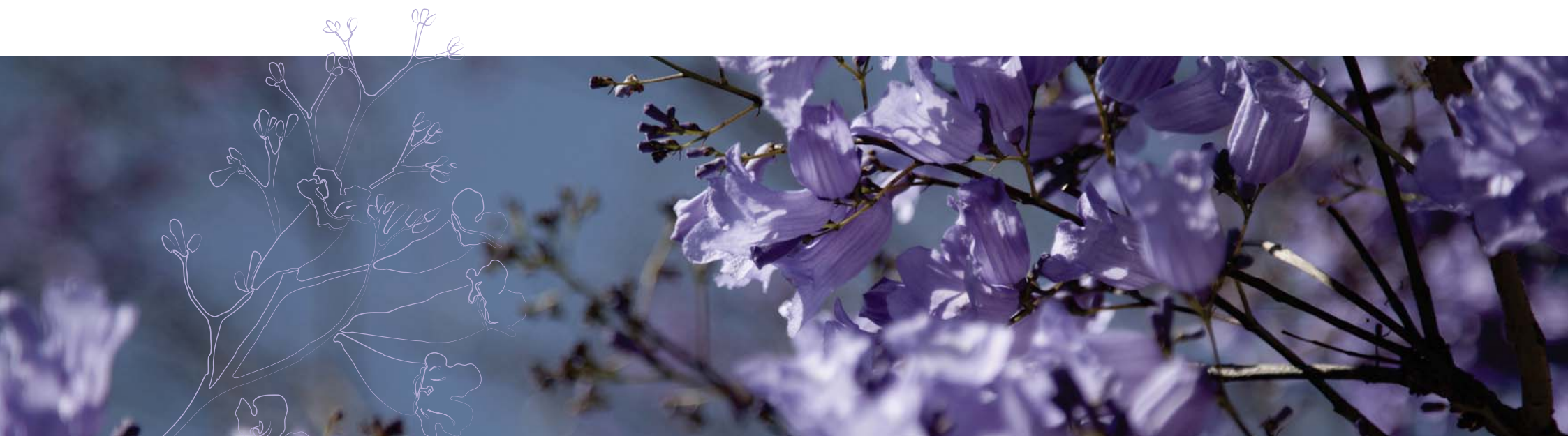
The Library participated in UQ's Green Office Program, where staff promoted good environmental practices in their work areas.

The Dentistry Library won the university wide Green Office, Best Initiative 2012 for increasing recycling awareness amongst our staff and students by the development of posters with a variety of recycling educational themes.

PLANNING FOR THE FUTURE

All staff were invited to contribute to the Library's operational plan.

The Library's Operational Planning sessions were held later than usual, to allow the 'new' University Librarian time to learn more about the Library. Facilitator Brett Mayze provided an excellent framework for the sessions and for the first time in many years an invitation was extended to all staff to attend. This was well received by those who attended.





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Enriching world-class scholarship

