





2011 will be remembered as a year of challenge and change.

The year began with the floods in January. Fortunately none of the 15 branches nor any of the warehouses of the University Library were flooded. However a number of areas became infested with mould as a result of no air-conditioning due to the power outages. The UQ St Lucia Campus was closed for a week. In normal circumstances this would have caused some access difficulties but our Library IT staff worked tirelessly, often around the clock to ensure access was maintained to our electronic information resources.

In amongst all the January challenges came the excellent news that a former UQ Senior Librarian, Dr Spencer Routh OAM was honoured for services to the library and information sciences sector, particularly through the University of Queensland in the 2011 Australia Day Honours list.

January also saw the establishment of the Library's new services, the Research Information Service, the Scholarly Publication and Digitisation Service and the Teaching and Learning Service (St Lucia). The new services were formed in response to the University's strategic priorities which included a change to the current undergraduate/postgraduate ratio from 80:20 to 60:40 by 2020 and increased research focus to enhance UQ's reputation as a global research institution.

Collections from Biological Sciences Library and the Graduate Economics and Business Library were removed and merged into the collections at Dorothy Hill Engineering and Sciences Library and the Social Sciences and Humanities Library respectively. This enabled both of these library spaces to be available 24x7. Student use of the space has been extraordinary – both in quantity and quality. Although there are hundreds of students in attendance, the noise levels are very low.

In February the Library took possession of two new self-serve book dispensing machines and a very large book sorter in the Social Sciences and Humanities Library. None of these installations went smoothly.

In September Keith Webster, our University Librarian and Director of Learning Services resigned to take up a position with Wiley International. The launch of the Library's services to support research doubled as a farewell event for Keith. The University's search for a new University Librarian began in December.

When taking into account the many challenges presented during the year, our Library staff excelled through adversity and continued to provide outstanding service at all times.

Mary Lyons Acting University Librarian

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

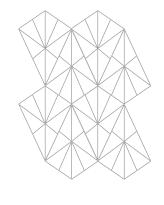
We maintain a healthy work/life balance and foster a collaborative working environment

Cover Image: Wooden sculpture held in the Graduate Economics & Business Library Images p3: *Ask* I.T. desk in Duhig Building; librarian Wai Wai Lui assists a student; a student using the Biological Sciences Library.

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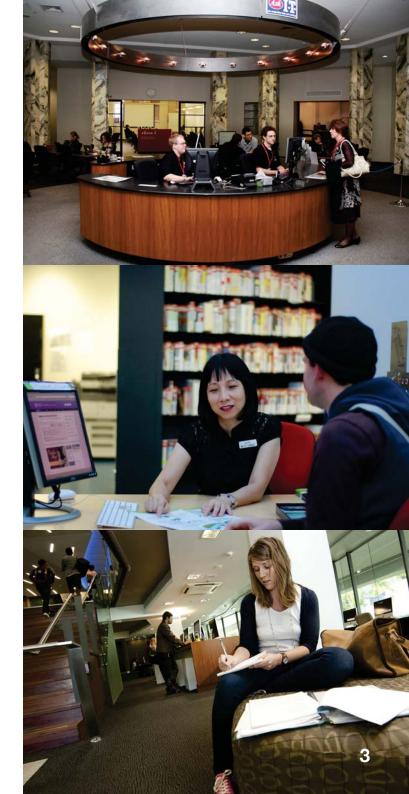
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AN OVERVIEW OF THE LIBRARY

With an annual budget of \$40.6 million The University of Queensland Library offers a high quality information service to its 95,744 registered users representing students, academics, researchers, hospital staff, alumni, and the general community.

Holding one of the largest research collections in Australia, the UQ Library includes books and e-books, journals and e-journals, microform, video/DVDs, manuscripts and pictorial material - is also accessible through reciprocal borrowing schemes, interlibrary loans and other resource-sharing initiatives.

The physical collection is housed in 12 branches, located on four campuses and several health teaching facilities. Most offer a similar range of services: reference; lending; printing, photocopying, and scanning; displays; information literacy programs; computer help and training; research data management advice; metrics advice; personalised updating services; and document delivery. A range of facilities, seating, study spaces and information technology assistance is also available. More than 3,250,000 people visited the Library during 2011.

The Library Executive, comprising the University Librarian and the Directors of the Research Information Service, the Scholarly Publishing and Digitisation Service, the Library Resources and Technology Service and Library Administration (which encompasses both the Teaching and Learning Services St Lucia and the Marketing Outreach and Corporate Services) are responsible for the day-to-day administration of the Library.

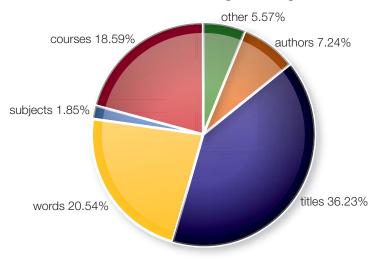
2011 was a year of evolution. The Library developed new services to support changes in scholarly behaviour. It repurposed spaces to meet student demand for access. It utilized technology to deliver personalised services and continued to strengthen its provision of digital content.

"...a high quality information service."



COLLECTIONS: THE MOVE FROM PRINT TO 'E'

Classic Catolgue Usage





The Library's collection remains one of the largest academic collections in Australia and by far the largest in Queensland. It encompasses more than 2.5 million volumes, an online collection of over 85,000 electronic journals, over 500,000 e-books and over 900 databases, as well as microforms, videos and manuscripts.

Both the collection and use reflect the growing importance of electronic over print. In 2011, a total of 15,312 new titles (24,928 volumes) were added to the print collection. This represents a decrease of 16.5% in the number of titles and a decrease of 10.5% in the number of volumes. By the end of the year, the number of print journal subscriptions managed by the Library had fallen to 5,172. Following an established trend, traditional lending activity declined by 19%.

Clients increasingly demand access to electronic content and the Library continued to develop an extensive and relevant collection of electronic resources. Following an e-preferred policy for collection development, the Library invested heavily in electronic content. Additional purchasing power was provided by the favourable US/Australian dollar.

E-books were the focus of purchasing and discussion throughout the year. E-book purchasing jumped 501%, while print acquisition fell by 6%. Emphasis was placed on acquiring backfiles, subject collections and frontfiles of e-books. Patron Driven Acquisitions e-book models were activated with two vendors.

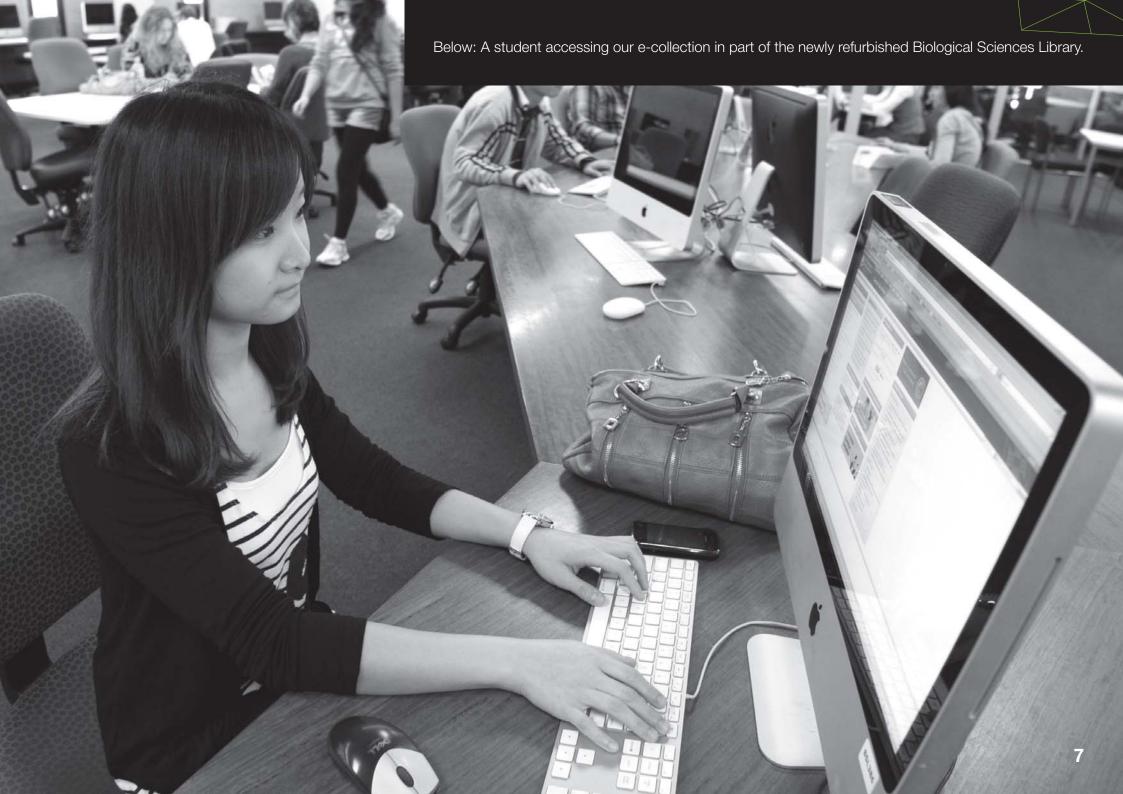
The Library added 109,968 electronic books to the collection in 2011. Platforms of choice for titles purchased individually vary but to date, the majority of e-books used were on Ebrary, EBSCOhost, EBL, StatRef, Safari, Springer, AccessMedicine, OVID, Wiley, and ScienceDirect. New collections and packages of e-books were also purchased in 2011.

Over 69,063 online journals (note: figures taken from LRATS annual report) are now available through the catalogue. Most of these journals are offered as part of publisher or vendor-based collections such as Sage, Wiley-Blackwell and Elsevier. The Library also maintains a number of individual electronic journal subscriptions. In 2011, nine individual new electronic journal subscriptions were approved to commence that year. The favourable currency exchange rate provided the Library with the opportunity to purchase various historical digital collections that will significantly enhance existing collections. A number of digital journal archive sets were purchased.

Multimedia holdings were enlarged with 4,012 new titles added to the collections. Streaming video was increasingly purchased. Format changing of out-dated video to DVD continued on a smaller scale.

The Library catalogue remained popular with the University community but the use of Summon as the way to search across all UQ Library content continued to grow. Clients conducted 1,124,479 visits and 5,268,811 searches. The Library introduced RSS feeds for the latest journal articles into the catalogue.

Include statistics that indicate use of the Library: turnstile, online web visits, searches, enquiries, training attendance, and events – what is available in LibStats





ENRICHING WORLD-CLASS SCHOLARSHIP

In 2011, a major realignment of library services was implemented to ensure the UQ Library continued to be well placed to support learning and research at the University. The newly established Research Information Service, Scholarly Publishing and Digitisation Service, and Teaching and Learning Service supported changes in scholarly behaviour.

LEARNING

The Library supports teaching and learning at the University by providing access to information to support courses, services to support teaching staff, learning spaces that are open for long hours, librarians who provide information literacy training and support, and the Ask IT service, which provides computer training and support for UQ students. In cooperation with the University's Information Technology Services, Ask IT played an important role in supporting the successful switch from the UQConnect wireless network to Eduroam.

The new Teaching and Learning Service at UQ St Lucia was designed to meet the needs of teaching staff, and to provide undergraduate students with information literacy and IT skills through a suite of offerings that included online tutorials and face-to-face classes and drop-in sessions. The Library continued to utilise technology and social media to interact with users. The opening of the UQ College saw a new cohort of Tertiary Preparation and Associate Degree students seek regular library and computer assistance at UQ lpswich.

The Library established a centralised service for the submission and processing of readings lists and other course material requests to support courses being taught on the St Lucia campus.

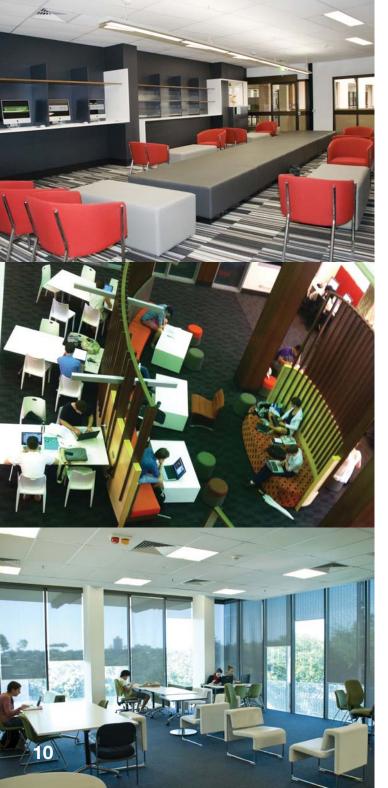
The personalised My Library website was launched in 2011 and underwent usability testing with students. The site aims to enhance access to information related to teaching, learning and research. Portlets include Search, My Activities, Coursework students, Home library, Ask the Library, UQ Library news, Quick links, Help and a Spotlight.

New technology and equipment were installed to enhance access and convenience for users. At the Social Sciences and Humanities Library, an MK automatic sorting system was installed to handle returns of library loan items automatically. MK LibDispenser machines were installed the Social Sciences and Humanities Library and in the Biological Sciences Library, to provide automated loaning of materials in high demand.

As print collections were further consolidated and lesser-used materials relocated to warehouse, the Library could meet more of the student demand for library spaces. The Biological Sciences Library became a 24/7 student learning space and at the end of the year work began on a 24/7 UQ Law School Student Learning Centre. University Librarian and Director of Learning Services, Keith Webster spoke about the changing paradigm for service delivery in academic libraries at the 2nd Annual Learning Commons Development and Design Forum.

The Library Excellence Award was presented to undergraduate students Christopher Brown, Adbul Rustam, and Soo Jeng Tan. The annual Award recognises undergraduate students who have demonstrated excellence in the use of the Library to enhance their studies. The quality of the submissions was outstanding and each reflected the many ways the Library supports learning and discovery at the University.





DISCOVERY

The new Research Information Service and Scholarly Publishing and Digitisation Service were established to support research at the University. The services were launched during Research Week and a research support website was created in conjunction with the launch.

Librarians provided advanced research assistance to academics and assisted them with staying up to date with the literature of their discipline, citation analysis for grant and promotion applications, bibliographic management tools such as Endnote, research data management, and trends in scholarly publishing. Grant writing workshops and winter updates were well attended.

Librarians also supported the teaching of advanced information skills into undergraduate programs and for hospital staff by consulting with academic and clinical staff regarding student needs and conducting appropriate information literacy programs to meet those needs.

An online form was developed for researchers to book a research consultation. This could be directed to the person best placed to assist them with their particular need.

The Library continued to support research higher degree students. Library sessions were embedded in the Graduate Student Week program and librarians provided individual research consultations. Additional spaces for postgraduates and research higher degree students were created. In August, the refurbished Graduate Economics and Business Library was opened. The space incorporates an expanded training room and a PhD Zone for students in Business, Economics and Tourism and Social and Behavioural Sciences programs.

The Library provided data management advice and training to researchers and research higher degree students. It established the UQ Library Data Management Plan, and contributed to the University's research data management policy and checklist. It participated in the UQ ANDS (Australian National Data Service) project.

UQ eSpace achieved a ranking of 10 in the Ranking Web of World Repositories. Advanced ResearcherID and UQ eSpace integration was accomplished. More than 1130 ResearcherID accounts were linked to the repository. The UQ eSpace team worked in partnership with the UQ Research and Innovation Division to ensure a successful 2011 UQ HERDC submission and work on the ERA 2012 submission began mid-year. The Scholarly Publishing and Digitisation Service was involved in publication data collection, verification and processing including non-traditional works, recommendation and establishment of benchmarks for citation analysis, and management of the UQ ERA team. The Library started work on FoR based subject assessments for the Collection Development Policy.

The Library participated in the Thomson Reuters/UQ/University of Western Australia conference on "Perspectives on Metrics-Based Research Evaluation – Two Years On." The conference focused on the evaluation of research impact and the policy and strategic implications of adapting evaluation frameworks in research institutions. Amberyn Thomas was invited to present at the Thomson Reuters Symposium "The Knowledge Effect" in Tokyo, Japan, on the topic "University Research Management Systems: a perspective from an academic library within an Australian University."



Below: Kate Durham speaking at the Living Archives Symposium



SPECIAL COLLECTIONS

The Fryer Library houses the Library's special collections and is a trove for researchers. The University community, graduates and the greater community helped the Library expand and enrich its collections through generous donations of money and resources.

Significant donations in 2011 included: 88 architectural books donated by the estate of Max Horner, 42 Pulitzer Prize winning novels donated by the estate of Rodney Mervyn Warmington, 41 books donated by Dr Marion Diamond to Fryer Library, two very valuable rare books donated by the Alumni Friends of the University of Queensland to Fryer, and funds donated by Drs. Carolyn and Margaret Mittelhauser to Fryer to enable it to purchase an artist's book by Peter Lyssiotis (Men of Flowers) and the extremely rare 1927 London edition of Norman Lindsay's etchings.

Fryer Library also received many generous donations of manuscript material: two Thea Astley manuscripts, a large collection of 950 architectural plans and accompanying research material donated by Emeritus Professor Brit Andresen of the School of Architecture, 22 boxes of television scripts from scriptwriter Paul Davies, the archives of Crimewriters Queensland, 10 boxes of records from the Royal Queensland Art Society, the papers of Brian Doyle (long-time editor of the Catholic Leader in Brisbane), the papers of Prof. Gordon Greenwood, and a small but significant collection of letters from detainees on Nauru written in 2003. Additions were also received

for the manuscript collections of Venero Armanno, Susan Cochrane, Bruce Dawe, Laurie Duggan, Janette Turner Hospital, Alan Wearne, and Kim Wilkins. Fryer staff were particularly touched by a donation of 66 letters, postcards and photographs sent home from the front in WWI by three brothers.

The annual Fryer Library Award promotes research in Australian literature, history or culture. It was presented to Mr James Halford, a Masters in Creative Writing graduate of The University of Queensland. 2010 Fryer Library Award winner Dr Cheryl Taylor of James Cook University discussed her work on the Thea Astley collection at a well-attended Friends of Fryer event.

Every month, Fryer Library profiles an item from its collections on its website, accompanying it with a small physical display in its Reading Room. In 2011, items profiled in this way included: Owen Jones's The Grammar of Ornament (1865), a triumph of Victorian chromolithographic printing still in print today; rare science fiction journals from the Donald Tuck collection with their strikingly illustrated covers; a letter from Private Austin Pratt to his sister describing his experiences at the Gallipoli landing in 1915; a rare album of 1893 flood views from the Philp family collection; costume designs by Thelma Afford; an album from the Hayes collection with late nineteenth-century South Pacific images; the famous Romantic artist John Martin's mezzotints for a rare edition of Milton's Paradise Lost; and Fryer's material on the first Australasian Antarctic Expedition of 1911 led by Douglas Mawson. The Australian published two articles in its Review section in the course of 2011 looking at treasures held by the Fryer Library. Fryer staff were particularly pleased that their profiling of the rare edition of Paradise Lost led to its being used in the classroom as part of the teaching of that classic work.

Fryer Folios, the newsletter of the Friends of Fryer, was published in June 2011. Articles focused on poems written about the Brisbane River, on Antigone Kefala's first book of poetry The Alien, on the papers of poet John Blight in Fryer Library, on the University of Queensland Press archive, and on Fryer's bookplate collections.



ENGAGEMENT

The Library continued to participate in annual UQ events including Orientation, the New Staff Expo, Graduate Student Week, Research Week, Diversity Week, Open Day, Teaching and Learning Week. It also collaborated with other areas of the University on successful events and activities.

Fryer Library, the UQ Art Museum and the Faculty of Arts Cultural History Project joined together to host the Living Archives Symposium, an afternoon of presentations related to Fryer Library's asylum seeker archives.

The Library assisted the Division of Occupational Therapy in the School of Health and Rehabilitation Sciences by allowing a number of Occupational Therapy Fieldwork Students to observe the a variety of manual handling tasks undertaken by the Library.

UQ Library participated in the Text Queensland Working Party and was involved in the successful delivery and launch of the website. Text Queensland is a free website that presents a unique and dynamic collection of full-text, searchable, digitised sources on Queensland's colonial and state history. Text Queensland is the result of a collaboration between the UQ Library and the Centre for the Government of Queensland at The University of Queensland and adds to the Centre's suite of websites which includes the Queensland Historical Atlas, Queensland Places and Queensland Speaks. Text Queensland is published by The University of Queensland, with support from the Queensland Government, in collaboration with a wide range of partners, and it provides an invaluable resource for anyone interested in the history of Queensland.

Library activities throughout the year attracted diverse audiences.

UQ Library participated in the annual Brisbane Writers Festival by sponsoring a session with the former Director of the National Gallery, Betty Churcher, who spoke about her new book, Notebooks, which was the bestselling book at the 2011 Festival. Betty Churcher also came to the UQ St Lucia campus to speak to UQ students, staff, Friends of Fryer and the wider community.

Fryer Library held a number of successful events for its Friends of Fryer group throughout 2011. These included Dr Cheryl Taylor speaking about her research on Fryer's Thea Astley collection, Susanne de Vries AM discussing her book Trailblazers: Caroline Chisholm to Quentin Bryce, the Living Archives Symposium focusing on Fryer's asylum seeker collections, Betty Churcher AO discussing her book Notebooks and her career as Director of the National Gallery of Australia, Kay Saunders presenting her book Notorious Australian Women, and sculptor Rhyl Hinwood providing the Friends of Fryer with a Christmas tour of her sculptures and grotesques in the Great Court.

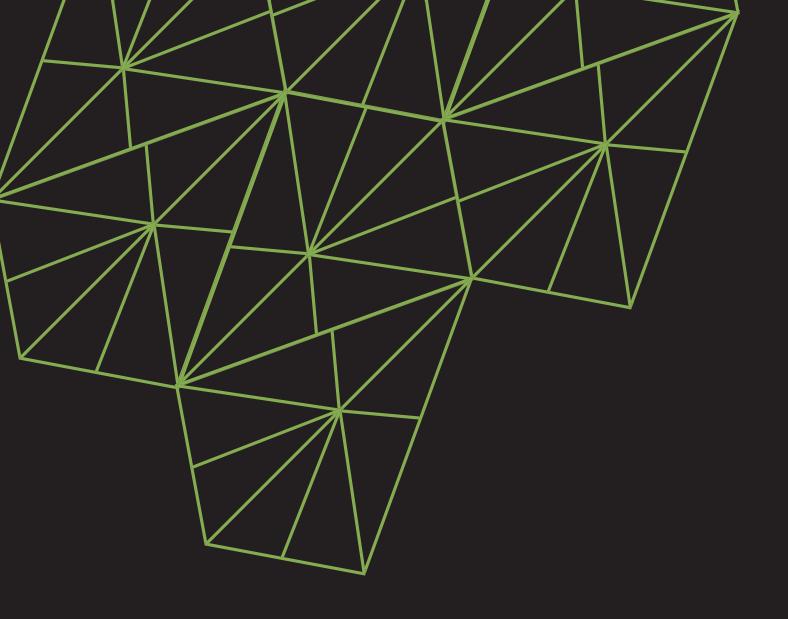
The inaugural Australian Evidence Based Practice (EBP) Librarians' Institute was held at The University of Queensland.

Planning began for the new Telehealth Centre at the Princess Alexandra Hospital.

Outreach to secondary schools continued, with many successful activities being held particularly at UQ St Lucia and UQ Ipswich. Demand from secondary schools for tours, training and visits to the Library remained strong. The number of students who took up borrowing membership of the Library grew. More than 120 school staff from across the State attended the UQL Cyberschool seminar on e-books. In March, AustLit: the Australian Literature Resource became available free of charge to staff and students of Australian schools.







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