MONASH UNIVERSITY

ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN 1991

Introduction

The major issues facing the Library in 1991 were the continuing and unpredictable inflation in serial prices, the strains imposed by a large increase in library use, the complexities of managing a multi-campus operation and the difficulties inherent in integrating what were historically disparate systems.

The year saw many positive developments. These included an allocation by the Vice-Chancellor of $250,000 from Research Infrastructure Funds; improvements in the Library's management of human resources and staff development, and the successful implementation of the SESAME2 integrated library system. Staff morale was improved by building alterations and refurbishment in most of the branch libraries. The Library ended the year with a surplus, most of it from salary savings. From the budget point of view, probably the most gratifying aspect was that the Library was able both to meet most of its operational needs, and to supplement the original allocation for Books and Periodicals by a further $200,000.

Budgetary Issues

The continuing inflation in many serial prices remained a serious concern throughout the year. This forced the Library to cancel many journal subscription and to restrict purchasing severely.

It is becoming increasingly clear that there is no end in sight to serial price inflation and libraries and their users must develop different strategies to gain access to published material. Indeed the present structure of scholarly publishing is coming under increasing scrutiny, as even the world's wealthiest libraries can no longer afford to pay the escalating prices.

In the past decade the Library has gone through three major serial cancellation rounds and it will remain essential to continue to review all subscriptions regularly. To this end great efforts were made to highlight the nature of the problem to the academic community both generally and with respect to specific instances where a review of the subscription was warranted by a major price increase.

The Library tried to persuade the University to index the price of core journals to the real rate of inflation. This involved the difficult task of identifying core journals, which is continuing with the assistance of academic staff. A review of standing orders for monograph series and long outstanding orders, the elimination of unnecessary duplication of serial titles among the branch libraries, and the introduction of new policies and procedures were other efforts designed to make best use of the limited resources.

Some rationalisation of serials holdings occurred between Caulfield and Hargrave and a significant number of duplicate titles were transferred from the Main Library to support

Arts teaching in Caulfield and Frankston. The proposed inter-campus loans and document supply service for staff and postgraduates to be introduced in 1992 will permit further collection rationalisation, although the extent to which this can go will depend on academic developments on the different campuses.

The system of reporting on books and serials expenditure was substantially improved when the Technical Services Librarian was given responsibility for preparing and distributing regular financial reports. In the last fortnight of 1991 the Library was notified of a decision by Finance Branch that it must adopt the accrual accounting system for its annual accounts of book and serials expenditures. Whilst the decision was welcome in principle, in the short term it meant that the 1991 financial reports and 1992 budget estimates had to be revised completely, and that serials commitments had to be incorporated in the financial data on the PALS system.

The Merger Process

The merger posed many new challenges for the University Library which must now cater efficiently and effectively for an even more diverse educational profile. Much effort was devoted throughout the year towards resolving a range of merger-related issues, including the following:

* the complexities of managing a multi-campus library system

* ensuring equity of access and library provision across all the campuses.

* staffing matters.

* the uneven distribution of library resources.

* the stresses and strains on parts of the library system caused by increased demand.

* the need to be flexible and responsive to new teaching and research initiatives and new expectations.

* the need to provide more with less, because resources are generally inadequate.

Library Usage

In recent years library usage has increased dramatically and staff have been stretched to the limit trying to cope with the needs of Monash staff and students as well as the wider community. The statistics collected by the Library reflect this growth. For example, the following circulation statistics provide some indication of library usage in 1991:

Table 1. Loans

BRANCH LIBRARY	NON-RESERVE LOANS	RESERVE LOANS	TOTAL
H.S.S. (MAIN) .	400595	87316	487911
HARGRAVE	137746	31003	168749
BIOMEDICAL (ON CAMPUS)	80957	34873 .	115830
" (ALFRED HOSP.)	17295	2682	19977
LAW	40893	53904	94797
CAUL/FR	286386	80648	367034
MUCG	64387	10650	75037
TOTAL	1028259	301076	1329335

Table 2. Interlibrary transactions

BRANCH LIBRARY	LOANS REQUESTED	SATISFIED	BORROWINGS REQUESTED	SATISFIED
H.S.S. (MAIN)	6464	4895	4444	3691
HARGRAVE	3499	2850	1733	1613
BIOMEDICAL (ON CAMPUS)	5593	4406	4107	3345
" (ALFRED HOSP.)	2410	2147	2278	2152
LAW	1071	922	321	329
CAUL/FR	?	988	?	451
MUCG	?	699	?	1893
TOTAL	?	16907	?	13474

This is the first time that detailed Caulfield/Frankston and Gippsland figures are included in this report. Increased use, as reflected in loan statistics, was greatest at the Clayton branch libraries - an increase of 14.3% over 1990. Loans at Caulfield/Frankston and Gippsland increased by about 8%.

Feedback from library staff and statistics of previous years confirmed the pattern of light usage during the mid-year break. Accordingly the Library was able to make some savings by reducing opening hours during this period.

The extensive use of library facilities by VCE students was a major factor in the substantial growth in in-house usage (with its attendant re-shelving load) and was a cause for concern. Not only Monash was affected, but also the State Library, and other tertiary, public, special and school libraries. Representatives of these libraries and library organisations such as ACLIS, CAVAL and ALIA, met with the Ministry of Education and with VCAB. The results have generally been positive. They have made VCAB more aware of the problems faced by libraries and of the need to make appropriate modifications to the philosophical underpinning of the Common Assessment Tasks. Relevant authorities were persuaded to provide more resources to school and other libraries and encouraged to research the impact of the VCE curriculum on libraries.

Monash University Library's own response has been twofold. It has agreed to participate in joint research on the VCE issue, and it has developed a clear policy on its support for the VCE programme. In April the Library sent several hundred letters to secondary school principals seeking their cooperation in disseminating to their students a policy statement on access by non-Monash users to the Monash University Library. Fundamental

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to the policy is the philosophy that the Library's first priority must be to its own staff and students.

Collection

The total Library stock at the end of 1991 was as shown in Tables 3 and 4.

Table 3. Stock

BRANCH LIBRARY	TOTAL VOLUMES				
	MONOGRAPHS	PERIODICALS	MONOGRAPHS+ PERIODICALS	MICROFORMS	TOTAL
H.S.S. (MAIN)	726758	131107	857865	166183	1024048
SPECIAL COLLECTIONS	25973	0	25973	0	25973
HARGRAVE	86496	89644	176140	3272	179412
BIOMEDICAL(ON CAMPUS)	55182	77806	132988	1149	134137
" (ALFRED HOSP.)	8825	11430	20255	1	20256
" (MON.MED.CENTRE)	2603	4315	6918	0	6918
LAW	45374	74971	120345	1869	122214
CAUL/FR	276340	61761	338101	N.A.	338101
MUCG	95726	25382	121108	6597	127705
TOTAL	1323277	476416	1799693	179071	1978764

Table 2. Periodicals (Titles received at 31/12/91)

BRANCH LIBRARY	PURCHASE	DONATION	EXCHANGE	TOTAL
H.S.S.(MAIN)	3816	3707	355	7878
HARGRAVE	1678	431	82	2191
BIOMEDICAL	1008	273	59	1340
" (ALFRED HOSP.)	319	31	0	350
" (MON.MED.CENTRE)	78	29	0	107
LAW	1686	407	23	2116
CAUL/FR	?	?	?	2841 (1990)
MUCG	971	356	?	1327
TOTAL	?	?	?	18150

Because of limited funds, no major purchases were undertaken in 1991. Only one significant item was purchased with the help of the Friends of Monash Library, viz. John Oldmixon's *Reflections on Dr. Swift's Letter to the Earl of Oxford* (1712). However, the Library continued to receive a large number of donations from academic staff and well-wishers. The most significant of these was the *Heemskerck Shoals*, the most famous Australian hand printed book, donated by the printer's widow. Other gifts included the Wolfe Collection of Irish material (290 items), the collection of Professor Emeritus R. Davis (442 items), the Lindsay Shaw Collection (357 additional items) and the collection of Sir Richard Eggleston (171 items plus proceeds from sale of duplicate items).

Thefts

Several thefts occurred in the Library. In a major one in the Rare Books Collection, the thieves took some old maps, a collection of 54 miniature and small-format books and various other pre-1800 books. An insurance claim has been lodged and the security officers in Antiquarian Book Trade circles in Australia, Britain, USA and Europe have been alerted as have various small local second-hand dealers. Computer and video

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equipment was stolen from the libraries at Frankston and Gippsland. However, in the New Year, the Library received advice that the police had made an arrest and recovered most of this stolen equipment.

Following these thefts, the security of the Rare Books was substantially upgraded by installation of movement sensors and a key-card access system. The security of all the libraries, especially those at Caulfield and Frankston, is also being reviewed.

Human Resources Management

A Human Resources Management Unit was set up experimentally at the start of 1991 under the supervision of the Deputy University Librarian. The Unit is responsible for staff development and induction, recruitment and selection, maintenance of staff records including salary budget records, and occupational health and safety matters. The Unit is the first point of reference for library staff at all levels seeking advice on human resources policies and practices. To that end it maintains close liaison with the University's Human Resources Services and Industrial Relations Branches.

The Library's internal records relating to the commitment and expenditure on casual staff salaries, shift allowances and overtime were greatly improved during the year,

The Unit was heavily involved in the introduction of the new Monash Agreement (PACCT Award) in the Library, in particular with respect to the changes in working hours of Clayton-based staff.

In consultation with the Library's Staff Development Committee, the Unit conducted an extensive staff development programme. Some period of study leave was granted to 34 staff members and 151 attended at least one training course or conference. Many attended several. A large number of in-house courses and workshops were conducted for and by Library staff. A major initiative was a Customer Care course designed specifically for the Library in the Human Resources Management Unit in cooperation with the University's Career Planning and Development.

The unit's first year of operations was considered successful and it has been decided to retain it and to re-appoint both the Human Resources Management Librarian and the Administrative Officer on a continuing basis.

Systems and Automation

The focus with respect to SESAME2, the Library's integrated system, shifted from implementation to on-going operations. The on-line public access catalogue and the circulation, serials processing and student reading (reserve) functions are now well-established. The transition to SESAME2 by the Caulfield/Frankston Branch Library was successfully accomplished in mid-year and work has commenced on systems implementation at MUCG.

Early in the year major difficulties and delays were experienced with the installation of a new release of the PALS software. Ultimately these were resolved by UNISYS providing

a specialist programmer from the PALS Support Centre in Atlanta, Georgia. There are deficiencies in Australian software support arrangements for the PALS software, particularly for sites outside Queensland, where the software support team is located. UNISYS Victoria has compensated to some extent for these deficiencies by providing significant local support and assistance and this is appreciated. Nevertheless, improved PALS support is needed and the Library explored the possibilities of receiving such support direct from Atlanta.

In late 1991, with substantial assistance from the Computer Centre, the SESAME2 system was made available to University staff whose workstations are connected to the Ethernet and to the wider academic community via AARNet (the Australian Academic and Research Network).

The Computer Centre provided valuable assistance in the final performance testing of the system prior to acceptance under the purchase contract. This resulted in an agreement with UNISYS for a major further upgrade of the system hardware at a substantially discounted price.

In other data processing areas, too, the Library benefited from its close partnership with the Computer Centre. A joint CD-ROM networking project was commenced in 1991 with the installation in the Biomedical Library and H&SS Library of local inter-connected sub-networks. These will be accessible through the University's Ethernet L.A.N.

Many more library staff were given access to electronic mail facilities so they could take advantage of the rapid and revolutionary developments in national and international networking. A powerful menu-based approach was installed, simplifying access to a host of network facilities, including catalogues of many Australian and overseas libraries.

VAX-based systems are still an important aid to the library's work, notably in technical services (MIPS); electronic mail and AARNet; PSI data communications for Information Services; weekly file transfers to update the PALS patrons file from the University's student record system; and - until late in the year - Borrower Accounting. Plans to phase out the old Acquisitions system in favour of PALS were deferred until 1992, due to delays in delivery of the new software.

Following the resignation of the Systems Librarian at the end of 1990, the Associate Systems Librarian carried out the duties in an acting capacity, pending a review of the staffing and organisation of the EDP Section and Systems Unit. A new organisation structure was adopted, with a clearer differentiation between PALS Support and other computer-based activities.

Technical Services

To ensure effective communications between the technical services operations at Clayton and Caulfield, the Technical Services Librarian spent half a day a week at Caulfield whenever possible. The transition of the Caulfield/Frankston Branch Library to PALS has made it possible gradually to adopt common cataloguing procedures, commencing with new procedures and progressively moving to a review of existing ones. At the end of the

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year work began on standardising the collection of cataloguing statistics. The involvement of MUCG cataloguers was also invited.

The most important project conducted during the year was the operational testing of the PALS acquisitions module. This resulted in proposals to solve some of the inadequacies of the software, the completion of a procedures manual, and the successful implementation of basic training programmes for staff. Several set-up tasks remain to be completed before the anticipated cut-over at Clayton in February 1992. Caulfield/Frankston is expected to join in after Easter.

The Receiving and Processing Section was formally and successfully created by integrating End Processing and Receiving. No other major organisational changes were completed, but cooperation and rationalisation between the former Cataloguing and Acquisition Departments continued to grow.

Because of the serials situation the Biomedical and Hargrave libraries in particular had little to spend on monographs. By mid-year (and before the new financial reporting could be fully implemented) it became clear that the H&SS monograph ordering rate had been far too high and overnight all but urgent ordering was halted for H&SS. This meant that at Clayton only the Law Library was ordering normally. Staff were initially kept busy making cancellations and corrections to release funds following a review of outstanding commitments by the Collection Management Librarian. Caulfield/Frankston ordering proceeded as usual.

CD-ROM ordering and payment was centralised at Clayton in order to receive discounts for multiple copies.

At Clayton only 16,000 new orders were placed in 1991 compared with almost 24,000 in 1990. It was therefore possible to divert staff to other tasks such as gift processing and various database tasks. More than 6,000 gift items were processed (with around 5,000 retained). The silver lining was that the PALS Acquisitions Implementation Team had more time than they would otherwise have had to develop procedures, undertake testing and assist with training. Caulfield/Frankston statistics are not yet available.

By December more than 6,000 H&SS recommendations were stockpiled in the department. A reassessment of anticipated inflation released funds at the end of the year and there was immediate pressure to process stockpiled requests. The Library greatly appreciated the willingness of several Clayton orders staff to alter their January leave plans to assist with the resulting workload.

At Clayton the combination of fewer staff (vacancies, illness), diversion of copy cataloguers to other tasks and the high proportion of complex cataloguing due to concentration on backlogs meant the total number of monograph titles catalogued was significantly down on the previous year (24,300 cf 27,700). The monograph backlog (excluding Rare Books) has decreased by around 35%. Serials cataloguing is improving with full staffing but the backlog has not changed greatly. Figures are not yet available for Caulfield/Frankston.

MONINFO

Despite the recession, the Library's commercial arm, MONINFO, performed well and netted $52,000. This income enabled Library Administration to upgrade its laser printer, and H&SS to increase its funds for casual staff and to purchase a fax machine.

The first issue of MONINFO Bulletin was published in July. The service was strengthened with the establishment of a working relationship with VTIC (Virginia Technical Information Centre, U.S.) and HERTIS Information Service (Hatfield Polytechnic Library, U.K.)

The MONINFO Advisory Group met regularly and provided valuable advice and support.

Library Publications

In 1991 the Library commenced publication of *Library News*, intended as a channel of communication between the Library and the academic staff across all campuses. The publication has been well received by its target audience.

Pre-printed banners with a common logo and corporate image were made available for use by branch libraries to disseminate information specific to the branches. Much remains to be done in the publications arena, but at least some valuable first steps were made in 1991.

Humanities and Social Sciences Library

The demand for library services in first semester was even greater than in previous years. Contributing factors were the larger numbers of students on campus, demand from VCE students, and the enrolment of CAVAL undergraduates, who were granted borrowing privileges for the first time. This put a great deal of strain on services, facilities, study places. Backlogs in the re-shelving of library material and queues at service points were commonplace. Some statistics of services compared with first semester in 1990 give an indication of the increase in demand:

> Queries at Serials Information Desk up by 9,479 (82%)
> Loans queries up by 4,154 (78%)
> Queries at Main Information Desk up by 9,035 (45%)
> Loans up by 23,914 (16%)
> Number of people visiting the Library up by 34,199 (11%)

Despite the increased workload, H&SS Library staff coped better in 1991 than in 1990. This was due to the more advanced state of implementation of PALS, and the availability of additional equipment, increased training and more casual staffing.

H&SS Library staff continued to make a major contribution in developing and refining procedures for the PALS circulation and serials modules, and in training staff from other branches, in such areas as serials binding records and the barcoding of serials issues. The

introduction of penalty points generated much additional work initially for H&SS Library Loans staff. Student Reading/Reserve staff developed procedures for loading short loan material into the Reserve module. This will give the library improved control of its records and provide statistics not now available.

Several user education projects were successfully carried out, including (a) a basic introductory library user education program to all new students (approximately 3,800); (b) a microcomputer-based reference advisory guide on the use the Library and its facilities (developed with assistance from Caulfield computing students); (c) a library wide video; and (d) the provision of lunch time training sessions on CD-ROM use.

Two projects, a survey of academic staff and students on proposed changes to loans conditions, and the collection of hourly PALS statistics on loans, discharges and catalogue use across the Monash system, were coordinated by H&SS Library staff. The results were valuable in planning services for 1992.

The morale of reference staff was boosted by their move into new offices. Other minor works like the refurbishing of the discharge area are planned for 1992. The University has agreed progressively to replace worn carpeting within the H&SS Library, commencing with the reference and entrance area early in 1992.

Despite extensive weeding of the Undergraduate Collection and the movement of material from the Research and microform collections to compactus, lack of space continued to be a major concern. The Library eagerly awaits the completion of the new Information Services Building in the expectation that this will alleviate the current shortage of study places, pressure on facilities and services, queues and problems with the air-conditioning.

The Library assisted HEARU in its inaugural Professional Development Program for Monash academic staff. In the two days essentially devoted to library research, library staff conducted general and specialised sessions on CD-ROM use.

Demand for CD-ROM services continued to be high and H&SS Library staff were involved in planning for the CD-ROM network to be installed in the H&SS Library. Early in the year it was decided to limit the use of CD-ROM to holders of Monash library cards. Statistics of use are available from July onwards:

Table 5. Stand alone CD-ROM usage by category of user

	July	August	September	October	November
Undergraduate	99	235	220	425	133
Honours	58	59	27	61	27
Postgraduate	191	234	173	195	169
Library staff	112	160	83	113	124
Other staff	39	66	35	57	32
CAVAL	19	41	23	26	20
Other	19	22	18	16	11
TOTAL	537	817	579	893	516

Good progress was made in 1991 towards establishing common inter-library loan procedures, practices, equipment and training across the Monash Library system. A written ILL policy, a standard ILL information sheet for each branch, and standardised request forms were developed. An electronic mail group was formed and staff back-up and support arrangements adopted. Each Branch now has a fax machine and staff have been trained in the collection of common statistics.

During the year the loading of commercial serials subscription data into the PALS system was completed. The transfer of government serials continued slowly, as substantial amendments and corrections must be made to ensure "clean" records are loaded. Bar coding of current serials commenced; this permits OPAC display of the latest issue of a journal received in the library.

A report on the taped lecture service was discussed at Main Library User Committee and General Library Committee and agreement reached that the H&SS Library would handle 45 subject units in the second semester. Funds were provided by the Vice Chancellor to support the service. The reduction in the number of tapes made control of the service considerably easier and student users generally accepted the new situation without complaint.

Through reallocation of duties and reduced duty hours on the Serials Information desk, serials staff were able to improve their work throughput. For example the number of volumes sent to binding in 1991 increased by approximately 40% compared with the previous year.

Biomedical Library

In September, Barbara Jacoby, Acting Biomedical Librarian since the beginning of the year, was appointed to the position.

A regular meeting programme with librarians from the Victorian College of Pharmacy and from the hospitals affiliated with Monash was instituted. Initial steps were taken to examine methods of allocating funds to the libraries in these hospitals.

The Biomedical Library began 1991 with a deficit due mostly to unanticipated increases in journal subscription prices. This deficit overshadowed the operations of the Branch for the entire year. A cancellation program aimed at reducing the journals budget by 15% plus cancellations of standing orders and unfulfilled monograph orders dominated the first quarter. These cancellations, although difficult, were undertaken successfully because of the support of the academic staff and the dedication of the library staff despite the normal heavy workload. As a result of the funding situation, fewer than 1500 monograph items were added to the collection - this is quite unsatisfactory for a research library serving a university the size of Monash. The number of recorded users increased from 241,861 in 1990 to 352,031 in 1991. This increase confirmed subjective perceptions of increased in-house use and reshelving of materials.

The user education programme was expanded to include numerous CD-ROM tutorials. Due to the change in the Faculty of Medicine's curriculum, all students in both year one

and year two received tutorials on the organisation of scientific materials and the use of bibliographical tools for information retrieval. Similar tutorials were conducted for third year science students. The programme for postgraduates and honours students was expanded to include segments on CD-ROM searching.

The number of reference queries in the Biomedical Library and the Alfred Subbranch totalled 18,902 in 1991 as compared to 14,883 in 1990.

Online searching continued to decrease, with only 89 formal searches conducted in 1991 as compared to 167 in 1990 and 376 in 1988. The number of monthly updates (SDIs) also dropped slightly throughout the year, but remained at approximately 170. CD-ROMs have replaced online searching as the primary method of retrieving bibliographical data. A third CD-ROM workstation was purchased for the Biomedical Library in 1991. The three machines are constantly heavily booked, highlighting the need for the CD-ROM network that is now being planned.

Hargrave Library

Higher enrolments in Science, Engineering and Computing were reflected in higher loan transactions and greater demand for seating, student reading materials and user services. The April-June peak of demand for services required that top priority be given to lending services and user education, at the expense of other services.

During the year Hargrave was forced by budgetary constraints to reduce the serials expenditure by at least 15%. This reduction was carried out in consultation with the academic staff. After the cancellation of paid subscriptions in May, a serials management information database was created to assist with decision making.

The User Committee supported the Branch Librarian's recommendation for partial indexation of the periodicals budget to cover core, general reference and research specialty journals in areas of priority research. A list of core journals was identified by the Library; academic departments will identify the research specialty journals.

A review of the chemistry serials subscriptions in the Hargrave and the Caulfield/Frankston branches, in the context of academic developments and user needs, resulted in the cancellation of duplicate subscriptions and the transfer of funding of $14,400 from Caulfield/Frankston to the Hargrave Library. Similarly, holdings of physics serials and monographs in the Hargrave and the Caulfield/Frankston branches were reviewed, duplicate subscriptions cancelled and some funds transferred to the Hargrave.

A study of the computer science collections at Hargrave and Caufield/Frankston using the Conspectus methodology revealed that the Hargrave holdings were barely adequate to support research and teaching programmes of the Faculty of Computing and Information Technology.

A Hypertext based CAI program called HARRI: Hargrave Adviser for Reference and Research Information, was produced jointly by Hargrave subject librarians and final year Caulfield campus computing students. Subject librarians also produced several printed

subject guides to information resources. The Library began to announce its new books on Vnews (an Internet BBS running on the Vax cluster). A microcomputer-based catalogue of the collection on pulp and paper of the CSIRO's Ian Wark Library was installed for use by APPI clientele.

CD-ROM databases held by the Hargrave Library were reviewed in terms of current usage and need, leading to cancellation of the subscription to NTIS on CD-ROM. New subscriptions to CD-ROM services included INSPEC - a most valuable resource for the teaching and research programmes in Computing, Business, Electrical and Computer Systems Engineering and Physics.

Law Library

The original budget for books and periodicals was $449,200, which included supplementation of $90,000. This amount was further boosted by a sum of $40,000 from Research Infrastructure funds, and a Victoria Law Foundation grant of $13,485 towards the subscription costs of selected periodicals. With the cancellation of periodical titles to effect a 15% reduction in the periodicals budget, it appears that the Library will finish the financial year close to the budget figure.

The old circulation desk was replaced by a new ergonomically designed desk. The shortage of seats was relieved by the Faculty vacating about 125 sq. m. on the top floor of the building, allowing the reinstatement of 60 reading places.

The Law School building is to be expanded in 1992 by the addition of another floor. It has already been decided that Library stacks and seating will occupy a substantial portion of this.

The continued build-up of student numbers put extreme pressure on all staff members, particularly circulation desk staff and the attendants. The appointment of a part-time (0.6) casual Library Assistant eased the situation at the desk.

Loans figures to the end of November showed a 15% increase over the complete 1990 figures, and there was a similar increase in the number of reference queries handled, many of them complex and time-consuming.

Library staff gained valuable experience in the Faculty's networked computer laboratory, located in the Library, presenting hands-on instruction in the use of SESAME2, CD-ROMs and ALLI to a large number of law students. A total of 85 library user education classes was given during the year. One hundred and forty-four online searches were performed.

The ALLI database held 12,465 records at year's end. The decision was made late in the year to offer access to ALLI to Australian university libraries through MONINFO, on the AARNET network.

Caulfield/Frankston Branch Library

No additional space was obtained for either of the campus libraries. The Caulfield campus library is unlikely to obtain space until adjacent departments are relocated in a building planned for 1992. Frankston campus library was assessed for a future development path, and it was decided that a new library building would be necessary. A submission for this building has been made to the relevant University body.

Both campus libraries experienced increased demands for service over previous years.

The Caulfield/Frankston Branch Library received $1,086,200 as its share of the Library's Acquisition Budget, from which $10,000 was set aside for on-line searches. In addition the Branch was allocated $30,000 for Binding and $10,000 for Inter-library loans from Library recurrent funds. Additional funds allocated to the Branch during 1991 were:

* $25,000 from Library Research Infrastructure Funding, allocated towards 1991 subscription costs of Business Periodicals Ondisk.

* $5,000 from the Water Studies Department to support its research projects.

* $10,000 from the Faculty of Arts to purchase material to support the BA course introduced at the Frankston campus library in 1991.

* $75,000 from Gippsland Library for the purchase of materials to assist the Caulfield/Frankston libraries to offer a service to Gippsland students.

Library induction tours were available to all first year students at both campus libraries. In addition, basic library user education classes were run for all new students as part of their normal lecture and tutorial timetables. User education classes in the use of ABI/Inform and Business Periodicals Ondisk CD-ROMS were run for the majority of first year Business students as part of their lecture programme. Programmes were also run for later year and research students.

The Caulfield and Frankston campus libraries moved in 1991 from use of the ALIS library automated system to the PALS system. PALS Reserve was introduced at the start of the year and PALS OPAC and loans at mid-year, when all data was removed from the ALIS system.

Reference was made in section on the Hargrave Library to rationalisation of periodicals following notification that the Bachelor of Applied Science (Multi-disciplinary) course was to be phased out at the Caulfield campus during 1992-93.

In order to ensure that the Library would retain subscriptions for journals considered essential to teaching, all Caulfield/Frankston academic departments were requested to assist in the compilation of lists of core titles in their areas. Academics also nominated for cancellation titles they believed to be of marginal value, and submitted alternative, more relevant titles.

The Language and Learning Self Access Centre, a joint project of the Teaching Services Unit and the Library, commenced operation in 1991. The Centre is the home of the Language and Learning Services' Caulfield operation, and the Caulfield campus library provides a small supporting collection and bases a staff member there during semester to offer a library service.

Monash University College Gippsland Library

Despite increases in student numbers, particularly internal students (including a considerable increase in the number of overseas students), and despite increased usage of the Library, the Library was able to provide faster, more effective and more personalised services. This was due primarily to relevant staff development and training, and clear library policies and procedures, was well as a large amount of reader education.
As a result there appeared to be a high level of user satisfaction.

The Library continued to provide services to distance education students, both in person and by mail. A dial-up CD-ROM service, called RÊMOTE, was established to enable remote students to conduct database searches from their own homes.

During the year the Library received a grant of $225,000 from Teaching and Infrastructure Funds to strengthen its collections. The bulk of this was allocated to Schools and over $30,000 was spent by the Library on the purchase of recommended texts not held and multiple copies of prescribed reading. $75,000 was allocated for acquisitions for the Caulfield and Frankston campuses, to help them provide services to distance education students.

Preliminary work on the replacement of the current library automation system at the College with the University's PALS system has taken place, including the linking of the two libraries via MONET and some initial staff training.

Later on in the year, the Deputy Vice-Chancellor (Academic) and the Chief Executive, Monash University College Gippsland, proposed the establishment of principles for the further integration of the College Library into the University-wide library network. They specifically proposed that "the University College Librarian, whilst retaining the present day-to-day reporting lines within the College, should be part of the University-wide Library Executive Group". As a result of this recommendation, the University Librarian and the College Chief Librarian proposed to the Vice-Chancellor a number of arrangements which would integrate the College Library with the rest of the University Library system. Pending approval of these arrangements, a considerable amount of consultation between the two libraries at various levels will continue to occur, and senior college library staff are now represented on the major committees of the University Library.

Exhibitions

Exhibitions held during the year included:

    April-June: Children's Literature

July: Travel: Real and Imaginary

August-September: The Making of Monash University

October: History of Mathematics

November-February: Exhibition of Yellowbacks

Staff publications

Chapters in commercial books and monographs

M V Chiba 'An introduction to the literature of paleontology with reference to the fossil vertebrates of Australia' in P Vicker-Rich, J M Monoghan, R F Baird, and T H Rich (eds) Vertebrate paleontology of Australasia Pioneer Design Studio in cooperation with Monash University, Melbourne, 147-172, 1991

E J Glasson 'Australia' in W Breem and S Phillips (eds) Bibliography of Commonwealth Law Reports Mansell, London, 4-19, 1991

Non-commercial books, monographs and reports

K M Thomas and C Herman (eds) Guide to the map collection in the Hargrave Library 4th rev ed, Monash University Library, Melbourne, 1991

Refereed journal articles

K P Dabke, K M Thomas and V Shams 'EELIAS - a prototype library expert system' AARL 22,2,88-95,1991

G Mackenzie 'Document imaging and electronic document interchange - an overview' Informaa Quarterly 7,3,22-29,1991

Published conference papers

E H T Lim 'Information entrepots: the role of Asia Pacific libraries in information transfer and exchange.' Proc Pan Pacific Conf on Information Transfer and Networks Honolulu, 1-20, 1991

E H T Lim 'Tracking costs: the Monash index.' Managing Money, National Seminar on Acquisitions Canberra, 9pp, 1991

F Morrissey and K Tang 'Planning and implementing computer assisted instruction using hypertext programs' OPAC and beyond: proc 6th VALA Biennial Conf and Exhib Melbourne, 265-272, 1991

HUMAN RESOURCES MANAGEMENT LIBRARIAN
1991 ANNUAL REPORT

1991 marked the inception of the Human Resources Management Unit with the Deputy University Librarian at its head and the Administrative Officer and Human Resources Management Librarian the other team members.

STAFF DEVELOPMENT

The Staff Development Committee had a budget of $41,200.
During August, the S.D.C. began work on a revised, post-merger Staff Development Policy.
A good working relationship has continued with the Career Planning and Development Branch.
151 staff members received assistance for attendance at formal courses and conferences.

Assistance for courses and conferences:

NO. APPROVED	TIME (DAYS)	COST ($)	ASS. COST ($)	STAFF COST ($)*	TOTAL
342	416	33,436	6,780	52,288	92,504

*The calculation of the cost of staff time does not include on-costs.

In-house courses/workshops/talks
> In the largest Staff Development initiative for the year and in consultation with Career Planning and Development a "Customer care" course was designed especially for library staff. As many staff as possible have attended or will attend these sessions at an approximate cost in staff hours of $5,500.
> No Library induction courses took place in 1991. This will be remedied early in 1992.

Other in-house initiatives
> A number of these were held by members of library staff who shared their expertise and/or experience and provided interesting and relevant sessions.
> The internal courses, including Customer Care, involved approximately 1,435 staff hours at an approximate cost of $21,729.