

MONASH UNIVERSITY LIBRARY

ANNUAL REPORT OF THE UNIVERSITY LIBRARIAN 1992

GENERAL

Introduction

When one contemplates 1992 in retrospect, one cannot but be reminded of the following passage from Dickens' *A Tale of Two Cities*: "It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity..."

It is quite clear that the Library will have to cope with a rapidly changing environment if it does not wish to be left behind, or be dragged screaming into the twenty first century. Generally speaking, I am pleased to say that the staff of the Library not only dealt capably with the pace of change, but also managed to introduce new strategies to enhance many of the functions and activities of the Library during 1992.

In the December 1992 issue of Library News, I wrote a short piece on "The changing library paradigm". In very broad terms, the future shape of academic libraries is being determined by a number of factors including inflation coupled with financial austerity and the devaluation of the dollar; a vast increase in the number of publications especially serials; the increasing availability of scholarly information in a wider range of formats; improved methods of bibliographic control; and different methods of accessing and delivering information caused in large part by improvements and developments in information technology. In other words, it is becoming increasingly important to stress access over collection building.

A number of strategies are being developed to cope with this changing paradigm. One of the strategies pursued by the Library in 1992 was to form an alliance with the Computer Centre to develop the infrastructure that would facilitate access by staff and students to electronic information of all kinds. Thus, in collaboration with the Computer Centre, the Library has been increasing its investment in information technology, and has initiated a number of useful projects including:

- * installation of CD-ROM networks on the Clayton campus
- * planned extension of the CD-ROM network to other campuses
- * pilot project to use imaging technology to store documents

The Library also collaborated with other Australian university libraries to plan the mounting of databases on hosts which can be accessed via AARNet by academic staff and

students. It also participated in the trial of the Ariel document transmission workstation, funded in part by a DEET research infrastructure (Mechanism C) grant obtained by Deakin University.

The development of an adequate information technology infrastructure recognises the growing importance of local and wide area networks in facilitating the distribution of an increasing volume of electronic information. This naturally has budgetary implications for the Library which has had to continue acquiring serials and monographs in print form (at an ever increasing cost), and at the same time fund the infrastructure which will make it possible for the academic community to access electronic information from workstations in their offices or homes.

Other major activities that occupied a lot of attention included the following:

- * Integration with Gippsland.
- * Preparation of the brief of the Information Services Building, and active participation in the design process.
- * Developing new strategies to meet the expansion in and the mainstreaming of the University's Asian studies programmes.
- * Television Open Learning.

Fuller Integration with Gippsland

In keeping with the University's decision to integrate Gippsland more closely with the rest of the University, the University Librarian and the Chief Librarian of Gippsland in consultation with their senior staff prepared a paper that outlined the process for the full integration of the Gippsland Library into the Monash University Library system.

Their proposals covered the new management structure, the distribution of resources, the reader and technical services operations, delivery of services to staff and students, committee structures, library automation, staff development and the establishment of a Gippsland Library User Committee. Most of the recommendations have been accepted by the Vice-Chancellor's Committee on Integration with Gippsland. The process of full integration will commence in 1993 when the structures and procedures that have been developed will be fully tested.

Information Services Building

The process of designing the Information Services building finally began in the middle of 1992, after a delay of about a year pending the outcome of a final decision on the Performing Arts Building, and the Ceremonial courtyard. The decision to integrate the Information Services Building with the Performing Arts Centre has resulted in a number of compromises, which may affect some of the functions of the Library. Nevertheless, it is expected that the increased space will serve the needs of the Library for many years to come.

Asian studies

To ensure that the Library would be able to keep up with the University's increasing emphasis on Asian studies, the Associate Librarian (IRDU) was given the responsibility for coordinating library support for Asian studies. A number of additional positions were created partly from salary savings resulting from a reorganisation of the staffing structure, and partly from external funding. Thus, by the end of 1992, the Southeast Asian Librarian was able to count among her colleagues a Chinese Studies Librarian and a Korean Studies Librarian. The position of Japanese Studies Librarian, however, proved difficult to fill and remained vacant at the end of the year. In 1992, more than \$175,000 were spent on Asian studies materials.

Television Open Learning

The Open Learning initiative posed a new challenge for libraries. Since students would be scattered throughout the country, and would probably enrol in study units with a multiplicity of educational providers, the traditional model of library provision whereby students would rely on a single library or library system was considered inappropriate. It was thought that students would probably choose to use the services of a number of different libraries, or those libraries that were close to their places of residence rather than rely solely on the libraries of the educational providers. The problem was exacerbated by the limited funding available to support library services. Accordingly, Monash University Library put forward to the Open Learning Agency a proposal based on a flexible voucher system, which was designed to (a) provide students with a level of service commensurate with the ability of Open Learning to fund it; (b) allow students to use the vouchers for individual loan transactions or as part or full payment for more comprehensive library services, including postal loans; and (c) compensate those libraries that had expressed a willingness to provide service to Open Learning students. The proposal was accepted by the Open Learning Agency, and it was agreed that Monash University Library should be given a contract to coordinate and manage the provision of library services based on the voucher system.

Library Collections

The Library collection continued to grow, though at a slower rate than in previous years. At the end of the year the total collection of the Library grew by 3.5% to 2,052,521 volumes, of which 1,854,045 represented bound volumes of monographs and serials (Table 1). The total number of serial titles was 17,789, of which 11269 were paid subscriptions, and the rest were received as gifts or through exchange arrangements (Table 2).

The Library was also fortunate in receiving a proportion of the Research infrastructure funds, which allowed it to partially fund various infrastructure projects (e.g. the Biomedical Library CD-ROM network), subscribe to a number of key research journals, and purchase a number of research materials to support specific research projects. The support of Professor Porter, the Deputy Vice-Chancellor (Research), in making this grant available is gratefully acknowledged.

A number of important materials were acquired for the Rare Books Collection. The Friends of the Library purchased a 1744 engraved portrait of Swift. This has been framed and is hanging in the Rare Books Room. Two Swift-related volumes were also purchased using Friends' money, *Count Piper's Packet (1732)* a verse miscellany which includes a poem, "*Collin's Complaint burlesqu'd*" by D-S-, which is possibly by Swift and an 18th century volume of Swift's *Sermons*.

A volume of letters from prominent French writers of the mid-18th century to a noted French book collector was also purchased, partly with Friends' money and partly using money donated by Professor Kirsop.

At the Friends Annual General Meeting, David Woolley presented to the Monash Swift Collection a folio pamphlet, *The Humble Representation of the House of Commons to the Queen (1711)*, a work which, according to research done by Dr. Woolley, was written by Swift.

Table 1. Library Collections

Branch Library	TOTAL VOLUMES				
	Monographs	Periodicals	Monographs + Periodicals	Micro-forms	Sub-total
H&SS	746999	134009	881008	184165	1065173
Special Collections	25973	0	25973	0	25973
Hargrave	88854	91844	180698	3990	184688
Biomed	56122	79381	135503	1464	136967
-Alfred	9009	11785	20794	0	20794
-MMC	2754	4315	7069	0	7069
Law	47093	77269	124362	2238	126600
Caul/Fr	290657	64932	355589	0	355589
Gippsland	97537	25512	123049	6619	129668
TOTAL	1364998	489047	1854045	198476	2052521

Table 2. No. of Current Serial Titles

Branch Library	Purchase	Donation	Exchange	Sub-total
H&SS	3776	3721	350	7847
Hargrave	1575	350	82	2007
Biomed	852	292	54	1198
-Alfred	287	32	0	319
-MMC	78	29	0	107
Law	1687	414	23	2124
Caul/Fr	1908	887	0	2795
Gippsland	1100	292	0	1392
TOTAL	11263	6017	509	17789

Reader Services

Loans increased by 4.2% in 1992 (Table 3). But the growth was uneven, with some branches such as Caulfield/Frankston and the Humanities & Social Sciences showing increases of 13.2% and 5.7% respectively, while other branches such as Law actually had a negative growth (14.4%). These statistics probably reflected the changing academic and student profiles of the University.

There was a marked growth in items borrowed by Monash staff and postgraduates from other libraries using the interlibrary loan scheme. A total of 17,046 items were borrowed from other libraries compared with 13474 in 1991 (a 26% increase). This was due partly to the demand generated by increased usage of CD-ROM databases, partly to an expansion in research activity, and partly to the decline in the quantity and quality of the Monash Library collections resulting from the ravages of inflation. On the other side of the coin, Monash was only able to satisfy 16,955 out of the 21,250 requests received from other libraries, thus becoming for the first time a net borrower.

Branch libraries also reported an increase in the number of reference enquiries. But as there were changes in the method of collection and in the definition of reference enquiries, a meaningful comparison is not possible. The total number of reference enquiries dealt with by all branches was 86,662.

Table 3. Loans (Including Renewals)

Branch/Unit	1992	1991	% change
H&SS	515,570	487,911	5.7
Biomed (Clayton)	117,375	115,830	1.3
- Alfred	20,778	19,977	4.01
Hargrave	164,975	168,749	-2.2
Law	81,171	94,797	-14.4
Caul/Fr 415	415,325	367,034	13.2
Gippsland	101,247	104,466	-3.1
Total	1,416,441	1,358,764	4.2

Human Resources Management

The HRM Unit processed 998 applications for 53 advertised vacancies, not including applications for casual and similar positions. The Human Resources Management Librarian attended all selection panels. An arrangement under which senior Library Management meet all new staff was established. One staff induction session was held.

Position Files have been set up. These have assisted in responding quickly to vacancies as well as other staffing issues. Casual and overtime budget expenditure reporting was improved by the inclusion of budget figures, progressive approved salary savings and other allocations.

Guidelines for the use of casual staff and for a staff rotation programme were developed. The Library cooperated with Human Resources Services in testing Computer-Assisted Job Evaluation (CAJE).

122 individual staff members attended one or more external courses, workshops and conferences as part of the Library's staff development programme. In addition, applications for study leave from 33 staff members were approved. In-house courses were organised on Disciplinary procedures and probation; Property security; Safety in the workplace; Library services to users with disabilities; and Information Networks (AARNet and the Internet). An end-of-year seminar was held for all staff. Self-teaching facilities were provided to help staff acquire PC-based word-processing and spreadsheet skills.

The Library hosted 11 work experience students. Four issues of the *Library Staff Bulletin* were produced.

The Zone 20 Occupational Health and Safety Committee met regularly. Several successful

evacuation drills were held to familiarise wardens and staff with new procedures and equipment.

Library Automation

The Australianised version of release 90.1 of the PALS software was installed successfully in January. Following this the PALS Acquisition module was implemented, initially in the Clayton branches and from July at Caulfield and Frankston. After some early slowing down, orders processing proceeded efficiently as staff familiarity with the system increased. The first substantial book fund reports were produced by the system in mid-April.

PALS OPAC and circulation went into operation at Gippsland in mid-July, following the loading of the Library's 68,500 catalogue records into the PALS database. The Pharmacy College is expected to move to PALS before the start of first semester 1993.

At the end of the year release SB4R2 of the Operating System was installed on the U2200 computer that runs the PALS system. It is hoped that now it will be possible to remedy the deterioration in systems performance that was experienced in the last twelve months, i.e. since the installation of release 90.01 of the PALS software.

Office Automation and Networking

Several sections of the Library were equipped with Ethernet cabling, including the Administration area and the offices of subject librarians in the H&SS Library. A number of personal computers were purchased to provide staff with facilities for electronic mail and appropriate software packages to help them increase their productivity. The ALACRITY and LEVITY sub-systems were purchased to replace obsolete equipment in the Main Library and Caulfield Campus Library for use in accessing the Australian Bibliographic Network.

MONET still carries a large amount of traffic and 24 new connections were made in branch libraries. Terminal access was also arranged for each Branch Library to COOL-CAT the regional library catalogue system operated by CAVAL.

CD-ROM Networking

The CD-ROM networks in the Main Library and the Biomedical Library became available for use in May. The network was extended to the Hargrave Library in October. Work on extending the network to Caulfield campus library began later in the year. The network currently provides access to 16 databases in the social sciences, humanities, business, physical sciences and engineering. It is a joint project of the Library and the Computer Centre, which share the costs on an approximately 50/50 basis. All of the work in installing the network was done by University Library staff in partnership with staff from the Computer Centre.

Imaging Systems

A similar cooperative approach was taken with respect to the introduction of imaging technology in the Library. A pilot project for the storage and retrieval of images of past examination papers was agreed upon. This is jointly funded and managed by the Library and the Computer Centre. In September, the Computer Centre recruited a staff member for this project on a six month contract. He has been developing and integrating the software and hardware requirements for the joint pilot project, which it is expected will be operational by March 1993.

ARIEL Workstation

The Library participated in a trial of the Ariel document-transmission workstation which was developed by the Research Libraries Group in the USA as a means of transmitting document facsimiles between remote locations. The trial was coordinated by Deakin University and funded in part by a DEET research infrastructure (Mechanism C) grant. Although some initial problems were encountered, overall the trial was successful and subsequently the Workstation was put into regular use in the Library's Interlibrary loans operation.

Access to Networked Information: AARNET and the Internet

During 1992, staff became increasingly aware of the enormous quantity of information in electronic form that is stored on host computers around the world and accessible via the Australian Academic and Research Network (AARNet) and the Internet. As the Library believes it has a role and responsibility to facilitate access by users to information in all forms, plans were formulated during the second half of the year for the provision of education and reference services for potential and actual users of networked information.

Technical Services

About 95% of the allocations to branches from recurrent funds was committed by the end of the year. Uncommitted funds remained for Hargrave and Biomedical Libraries only, and Technical Services had no recommendations from these libraries awaiting processing at the end of the year.

More than 67,000 acquisitions records were created; these include items received on standing orders, and gifts accepted for inclusion in the collection, as well as purchases. At Clayton this is more than double (118%) the number for 1991 (a low year) and 75% more than in 1990. For Caulfield differences between the manual system and PALS make meaningful comparisons difficult.

Clayton monograph cataloguing output was down on the previous year by 8%, while that of Caulfield was down by 11%. The major reasons for this appeared to have been staff illness and delays in replacing staff who had retired or resigned. However, the good news was that serials cataloguing output at Clayton increased by 40%, with the backlog reduced sharply from 500 to 100.

MONINFO

In 1992 the revenue generated by MONINFO increased by 58% over 1991. After deducting all costs, the net increase was about 40%. However, as this increase came from a low base, MONINFO will only begin to show a profit in 1993. The main sources of income were:

- * information searches and consultancy 40%
- * external borrowers 25%
- * ALLI on LINK and AARNet 9%
- * document delivery 7%
- * corporate membership 7%
- * publications 6%
- * seminars 6%

Activities for 1992 apart from the regular information searches and document delivery included the organising of two seminars:

- * Networking in the information age: vision of the future
- * Internet and CWIS : adding value to electronic networks

Some of the larger projects carried out during the year were:

- * overview of the market in Australia and New Zealand for high pressure vacuum coaters
- * through AUSTRADE providing information for their clients on the potential overseas markets for a number of Australian products

MONINFO continued to sell copies of *The Australian Telecommunications Industry Source Book* and has sold 208 copies of the ACLIS publication *Senior secondary students and library usage: a review of research on the impact of VCE*. MONINFO also undertook responsibility for selling a joint publication of the Mathematics Department and the Library entitled *History of Mathematics and Related Sciences: An Annotated Bibliography*.

MONINFO produced alerting services for a number of clients in the medical, patent and management areas, including a major project monitoring the print media, providing the client with statistics, using Quattro Pro, on the effectiveness of the promotion and sponsorship campaigns. A major review of MONINFO from July 1990 to June 1992 was carried out during the year.

BRANCH/CAMPUS LIBRARY REPORTS

Humanities and Social Sciences Library

The past year has been both a challenging and rewarding one for the Main Library. Demand for services continued to grow with some areas under particular pressure, these being the Main Information Desk, requests for interlibrary loans and the expanding number of CAVAL users. Staff have been striving to keep up with new technological developments, reassessing and refining existing automated services, integrating all of these into existing procedures, introducing new services and taking steps to ensure that users are informed and adequately prepared to take advantage of these new developments and services.

The introduction of the CD-ROM Network is a case in point. This service proved extremely popular with users and had a wide impact on services at the Main Information Desk, interlibrary loan requests and on the user education program. In-house training, the production of an excellent set of documentation for users, that was copied by other branches and requested by other tertiary institutions as well, and an improved user education program were notable achievements.

The Australian Japan Research Centre at the Australian National University invited the H&SS Library to be the recipient of a two year subscription to the large Japanese Nikkei database. This is the premier current Japanese news database and concentrates on business, economic and social matters. It is possible to use the service to retrieve online news articles the day before they are printed in the newspapers.

The popularity of the CD-ROM network was one of the factors that caused a startling rise in the number of interlibrary loan requests. Other factors included greater postgraduate numbers, the changing research profile of the University, greater emphasis on research and the increase in research grants. It is to the credit of the staff of the Interlibrary Loans section that they were able to cope with this increase with only minimal additional staffing. Projects undertaken by the section included the successful trial and ongoing use of the ARIEL workstation in conjunction with a number of other tertiary institutions, planning for the introduction of centralised receiving of all Monash interlibrary loan requests via the Australian Bibliographic Network Interlibrary Loans sub-system, and the drafting of specifications for an interlibrary loans management system.

The PALS system continued to be developed and procedures reviewed to gain advantage from automation. Taped lecture loans and interlibrary loans were both recorded on PALS during the year, and it was possible to allow more flexibility on loan conditions for different collections such as short loan material. New services that proved popular were the introduction of a loans reservation system and an Intercampus Loans service for postgraduates and academic staff.

Another new service that was immensely successful was the pilot project for a Telephone Inquiries service. The service was able to take some pressure off the beleaguered Main Information Desk during busy times and make better use of the skills of trained paraprofessional staff. The service was so well received by users and staff that late in the

year it extended its coverage to handle telephone inquiries to the Law Library Information desk.

In 1992 the Arts Faculty, in recognition of the pressure of new courses placed upon the Library, agreed to introduce a full library impact statement for every new subject proposal. This required a lot of additional work for library staff as invariably they were given very short notice to complete the impact statement forms. However, the benefits outweighed the disadvantages as academics became aware of library holdings and the need to secure additional funds for new initiatives. They were also more cooperative in participating in the rationalisation of serial subscriptions, and spent time identifying titles that could be cancelled before a new title could be purchased.

The Book and Serials Budget received some very welcome additional funding during the year. The University Librarian offered to match funds provided by Departments or Centres for new initiatives and four applications resulted in additional funds being provided. Other sources of additional funds were Research Infrastructure Funds, a grant from the Contingency funds of the University Librarian and the closure of the old MIPS acquisition system which resulted in the cancellation of some old unfulfilled orders. Despite these additions the H&SS Library still struggled to purchase all category one material that was requested.

In other funding areas such as equipment, furniture, carpeting, taped lecture funds and casual funds the H&SS Library was well served and the bulk of requests were met. This was a real morale booster for staff and a benefit to users.

A proposal to reduce weekend opening hours to save on costs led to the running of a survey to measure weekend library usage between the hours of 10 am and 1 pm. The survey was drafted and competently organised by Karen Tang. The results were particularly interesting in that it revealed the large numbers of users across all disciplines that used the H&SS Library.

In general 1992 was a good year for consolidation and forward planning, with many very real achievements to provide an excellent platform for further developments in 1993. The issues that will continue to be of concern in the H&SS Library are growth in demand and the changing nature of services, space problems, technological developments and the best utilisation of its most valuable asset - the staff.

Biomedical Library

Several major issues dominated activities in the Biomedical Library and the Alfred Hospital Sub-branch in 1992. These issues included the implementation of the CD-ROM network, initial exploration and training in AARNet and the Internet, the return to an adequate book budget following a year of extensive journals cancellations and limited monograph purchases in 1991, the increased use of most Biomedical Library services, including Lending, Interlibrary Loans and Reference services, and the continuing problem of inadequate space.

The introduction of online searching was a major change factor for the Biomedical

Library in the late 1970s, and the rapid integration of CD-ROMs in the late 1980s and early 1990s has had a similar impact. In 1992, the CD-ROM network became operational in the Biomedical Library, and the six terminals were used continuously as students and staff found this method of citation retrieval more appealing than print, and in most cases easier to use and more efficient. The network also extended the range of databases available from the Biomedical Library, and had a major impact on the professional work of the librarians. User education tutorials were changed; the number of CD-ROM tutorials offered increased; and the undergraduate tutorials were changed to include a larger component of information on the use of CD-ROMs. In addition, the heavy use of the network required an extensive commitment of time from the librarians rostered on the Information Desk.

Possibly the most exciting and potentially rewarding activity in 1992 was the initial investigation into the countless sources of information available through the Internet, accessed in Australia via the Australian Academic and Research Network (AARNet). Through this network, users are able to access catalogues of institutions throughout the world, exchange information with colleagues via electronic mail, order documents, and access electronic journals and bibliographic databases. Biomedical Library staff attended the AARNet sessions organised in 1992 by the University Library. These were a first step in planning the direction that the Monash University Library will take in relation to training Library staff and implementing systems to help users access the vast amount of information that is available via AARNet.

In 1992 access to the CD-ROM network became available from the Biomedical Library. The network initially included 13 disks of databases purchased by the Biomedical Library, including *PsycLIT*, *Medline*, *Biological Abstracts*, and *Life Sciences*. Six terminals were installed, and these, as well as the three stand-alone computers, were used almost continuously during 1992.

Negotiations with the Faculty of Medicine resulted in the Alfred Hospital Sub-branch Library having Ethernet connections installed which would allow access to the CD-ROM network.

An Intercampus Loans service for staff, postgraduates, and honours students was successfully implemented during 1992. Over 500 items were exchanged through this service.

Interlibrary Loans (Document Delivery) also increased this year, a direct result of the cancellations in 1991, the restrictions placed on the purchase of new journals, and better access to references via the CD-ROM network. Requests for materials were 22.8% higher in 1992 than in 1991 and the number of items borrowed increased by 14.4%.

Like many libraries around the world, the Monash Library is exploring the numerous options for Document Delivery now available. It is now possible via the Internet to interrogate current journal-holdings databases, such as *CARL UNCOVER*, and immediately upon identification of a reference place a request for the article to be delivered within 48 hours via fax.

The shortage of adequate space for the Biomedical Library and Alfred Hospital Sub-branch Library staff and materials is critical. Work areas have become even more cramped with the introduction of computers into the workplace. Each long vacation the attendants are involved in major shifting activities in order to accommodate new materials received. Each year books and journals are returned from the hospital collections to the Biomedical Library, placing even greater strain on the Biomedical Library's already limited facilities. A building proposal was submitted to the University early in 1992, and the Biomedical Library (Advisory) Committee minuted support for this proposal. The Library is waiting to obtain information on the progress of this proposal.

In 1992 the Biomedical librarians presented tutorials for approximately 1900 staff and students. Reference queries on the Information Desk increased by 19.6% in 1992; many of these were related to queries concerning the use of the databases on CD-ROMs.

Online searches numbered only 48 as opposed to 91 in 1991 and 376 in 1988. The future use of the Internet and the demise of *Medline* in Australia in 1993 will further reduce the importance of online searching in the Biomedical Library.

During 1992, 226 SDIs (monthly updates) were processed for Biomedical Library clientele. Starting in 1993, most of these SDIs will be run on the Biomedical Library CD-ROM network. The transfer of these SDIs to the network is a tremendous job, involving reworking of strategies, entering searches, and tutoring users in the more complicated features of the databases.

As the demand for library services and new materials increases each year, one of the most urgent needs of the Biomedical Library is for more space for staff and materials. Although methods of information storage and retrieval are rapidly changing, technology has not yet advanced to the point that substantial gains in space are being made.

Hargrave Library

The usual busy start to the academic year peaked in May for all services. Work effort was concentrated on achieving departmental objectives for 1992, which were agreed on by Hargrave staff and approved by the Associate Librarian IRDU. All objectives except one (continued *Conspectus* application) were achieved.

Inter-campus loans were introduced during the year. By the end of the year, the average time spent on processing inter-campus loans was reduced from 10.3 to 9 minutes per transaction. Reliable cost estimates for the service is necessary as it has the potential to place heavy demands on library resources. A small decline was reported in the number of items lent in 1992 compared with the previous year.

Interlibrary borrowing increased by 15%, whilst lending decreased by 4% in 1992. There was a 9% decrease in the success rate of provision of items on inter-loan which implied that the collection has declined in quality. Under the CAVAL reciprocal borrowing program, there was an 80% increase in the number of Monash patrons enrolled with CAVAL institutions and a 124% increase in CAVAL patrons registered at the Hargrave Library.

Demand for traditional reference services grew by 10% over the previous year. Requests for online searches did not appear to decline significantly from 1991 levels despite the introduction of client access to CD-ROM information services. Network access to CD-ROM services was introduced in 1992, and was in heavy demand. Printed guides prepared by Hargrave subject librarians to CD-ROM services helped to reduce requests for personal assistance.

Orientation class size was increased to 60 students per class to save staff time. SESAME2 classes were given by Hargrave staff in the Computer Centre laboratory. The classes were offered to undergraduates, postgraduates and academic staff. Hargrave staff were also involved in teaching SESAME2 in the Computer Centre's course on Introduction to Personal Computers.

HEARU assisted with the design of a user education evaluation form which was applied in 1992. Student response indicated a high level of satisfaction with the program. User Education classes including advanced level classes numbered 93 formal classes and 55 library tours, taking up 107 contact hours.

HARRI (Hargrave Advisor on Reference and Research Information) a CAI program, was expanded to cover two additional subjects. The feasibility and implications of network access to the HARRI subject modules was investigated by Caulfield campus students. The CAI taskforce was convened by Frances Morrissey. Input was prepared by Hargrave subject librarians.

A concentrated effort was made to improve holdings of student reading materials and to upgrade the Hargrave collection in Computing. Research Infrastructure Funds were used to purchase research materials including CD-ROM information services, specialist publications and some research specialty journals. Time available for collection development was not adequate to fully commit funding.

A phased implementation of a long term strategy for journal subscription expenditure management commenced with the identification of 'essential' journals by academic departments and 'core' journals by the Hargrave Library.

The PALS serials module was fully implemented with the completion of the loading of titles received as gifts and on exchange. In 1992, one hundred and sixteen paid subscriptions were closed off as a result of the 1991 cancellations. Seven new titles were catalogued. Five expansions of existing group subscriptions, and two were gifts.

Journal holdings in Physics and Robotics were rationalised between Caulfield and Clayton campuses following the transfer to the Clayton campus of the School of Applied Science and the Department of Robotics and Digital Technology. The performance of subscription agents used by the Hargrave Library was reviewed, which resulted in twenty-one Nijhoff and twenty-nine Collins subscriptions being transferred to Dutch Australia.

A 23% increase was recorded in the number of volumes sent to the binder in 1992 over 1991.

Law Library

The year ended with a budget almost evenly balanced. This result was achieved thanks to cancellations of periodical titles in 1991, and two supplementary grants of \$10,000 by the University Librarian. The budget was further boosted by donations from several sources, as follows:

Victoria Law Foundation (monographs)	\$10,000
Arthur Andersen (taxation books over 3 years)	\$30,000
National Australia Bank	\$2,500
Law Faculty (law reports subscriptions)	\$5,000

The new formula for distributing Research Infrastructure Funds netted the Library the meagre sum of \$3,560.

The balanced budget is no cause for celebration. It is the end result of a greatly attenuated acquisitions programme which does not bode well for the future, especially as prices of A\$500 per volume for staple titles are becoming depressingly common.

The Library's initial binding budget of \$16,000 proved to be inadequate, and the University Librarian agreed to double the figure. The latter amount proved to be sufficient for normal binding requirements over the year.

Building works in and around the Library were a dominant feature of the year. An extension to the work area completed early in first semester and included as part of the Faculty's general renovation of the building, provided an extra 60 square metres of office space, a small tea room, and a much more functional area adjacent to the busy loans counter. The Faculty's major undertaking, adding a new floor to the building, began in September, and at various times caused considerable inconvenience and discomfort with the shutting down of the building's only lift and the air-conditioning unit, and the isolation of staircases. Extra casual staff hired for the summer term, which continued in spite of the building program, enabled staff to cope with the demands of Moot Court and summer school students. With the addition of the new floor, the Library will gain a net 645 square metres of floor space.

Loans statistics were lower than for 1991. By contrast, the 1991 loan figures represented an increase of roughly the same percentage over the previous year's figures. A partial explanation for this decrease is the lower intake of new students, 350 as against 450 for the two previous years. In spite of fewer loans, other statistics showed that intensive use was made of the Library's collections and services. On two days in the week following the Anzac Day weekend, the security system registered over 3,000 people leaving the Library. In May, the busiest month of the year, the Attendants shelved 47,950 volumes. Once again, Law Library staff handled a disproportionately high number of reference enquiries needing more than 10 minutes to satisfy (30% of all such Clayton campus enquiries). Subject Librarians conducted 212 online search sessions during the year.

For the first time, the Library provided tours for new students in Orientation Week. Over the year, 136 user education classes were presented to 1787 users, over a total of 146

contact hours. While these statistics are quite imposing for a library with a relatively small user base, Law Library staff involved in user education are not completely satisfied with the user education program. This is not a problem peculiar to Monash. A survey conducted during the year by several large Melbourne law firms in conjunction with the Faculty showed that the practical legal skills (including legal research) of graduates passing through the firms as summer and articled clerks are often deficient. The survey comprised ten questions, five of which related to library-based skills. A meeting of representatives of the firms, the Faculty and the Law Library was held to discuss the findings of the survey which revealed, *inter alia*, that the librarians of a number of law firms regularly conduct intensive workshops on legal research for graduates of both Monash and Melbourne law schools. A report of the survey and its findings is to be submitted to the Dean.

Monash students continue to rely heavily on ALLI, the Library's online index of Australian legal periodical literature. A number of Australian law schools have taken out subscriptions via AARNET, and MONINFO has invited North American law schools to subscribe. The extension of the indexer's appointment to 0.7 resulted in a more up-to-date product. At the end of the year, there were 14,863 records in the database.

Following resolutions of the Law Library Committee and the Law Faculty Board, the Library is to assume responsibility for the provision of disk-based resource materials on personal computers in the computer laboratory, which will be connected to the ethernet network.

The year 1992 was a difficult period for all Law Library staff, largely because of extended periods of disruption caused by building works. Throughout the year they have maintained an efficient and cheerful service to the Library's users, and when called upon, often at short notice, to put in an extra effort because of the demands of the building program, have responded without complaint. They are to be highly commended for their contribution.

Caulfield/Frankston Branch Library

A submission requesting 1468 square metres of additional space on Level 2, Caulfield campus was made in 1992. No additional space was granted, but it seems likely that some space will be made available once the building currently under construction is occupied. At Frankston library some 109 square metres of additional space was obtained, and in addition minor works on Levels 3 and 4 have permitted significant reorganisation of collections for improved access and storage.

The Caulfield/Frankston Branch Library received \$1,163,450 as its share of the Library's Acquisition Budget. In addition the Branch was allocated \$37,000 for binding from Library recurrent funds. Additional funds allocated to the Branch during 1992 were:

\$12,270 from Research Infrastructure Funds.

\$21,200 from the Faculty of Arts to build up collections for BA courses at Caulfield and Frankston.

From June 1992 all C/F Branch acquisition records were input to PALS Acquisitions module, enabling Branch staff to more easily monitor their commitments and expenditure on library materials.

A Telephone Reference Service commenced in May 1992 as part of a pilot programme to assist the Information Desk by channelling off the simpler queries. This worked very successfully in 1992 and should be invaluable in Semester One, 1993. It is hoped that the scheme will be on-going.

At the end of 1992 the major part of the School of Applied Science moved to the Clayton campus, leaving only the Department of Water Studies, and the Mathematics and Physics staff who provide service components for other Faculties. Robotics Department also relocated. C/F Branch funds of \$81040 were transferred to Hargrave Library to support these departments at Clayton.

It was hoped that a CD-ROM network would be set up at Caulfield in 1992 to enable a larger number of students to access the high demand CD-ROM titles. While some progress was made, the network was not ready by the end of the year.

Administration of the Serials Sections at Caulfield and Frankston was transferred from Technical Services Department to the C/F Branch to bring them into line with Monash Library policy.

Gippsland Library

To take account of the accelerated integration of the College into Monash University, the document relating to library integration was revised. The proposed arrangements were approved, and the College Library will be integrated with the University Library on 1 January 1993. In the meantime, most library procedures have been changed to accord with those of Monash, and there is now College representation on the major University Library committees.

The budget allocation for library materials for the Schools of the College continued to remain under the control of the Schools. In addition to expenditure of these funds on behalf of the Schools, the Library was allocated \$120,000 from the 1992 Teaching Infrastructure Funds for purchase of library materials. This amount was divided between the Schools and the Library, and the commitment of the funds was completed by the end of the year.

Loans decreased by 3%. This decline can be attributed to the interim phases of moving out of the old library automated system and on to Sesame2. During this period, a substantial number of materials were issued on cards, and these were not counted in the loan statistics. However, total interlibrary loan transactions increased by 21% from 2537 to 3086.

With the availability of the new Reader Education room, it was possible for the first time to conduct reader education for groups of about 25 reducing staff effort required when the size of groups was 10.

A questionnaire was distributed in October to users to obtain feedback on proposed changes, such as library opening hours and loan policies, including "short loans". Response to most changes was favourable, and they will be implemented in 1993.

The Library's service for dial-up access to CD-ROM databases, called ROMOTE, has evoked considerable interest. Apart from 90 individual users accessing ROMOTE from home or work, there are two centres (one in Sale and one in Northern Queensland) where users without PCs can go to use the service.

Off-campus loan service attracted some 5,439 requests representing an 8% increase over 1991. The most labour intensive aspect of the service, subject search requests nearly doubled in number from 252 to 446. The majority of requests for off-campus services came from rural and interstate students.

The Gippsland Chief Librarian and the User Services Librarian participated fully in discussions on the provision of library services for Open Learning students, and were involved in planning for a system of access based on vouchers. The University Librarian has given Gippsland the responsibility for establishing and coordinating the system.

Despite the incorporation of an adjacent classroom into the Library to provide more space, accommodation for library materials, for users and for library staff is still insufficient. Additional shelving was installed during the year, by reducing the number of reader places, which are already inadequate.

Staff Publications

R Bunnage (compiler & indexer) Subject index of legislation Victoria The Law Printer, Melbourne, 259pp, 1992

K P Dabke and K M Thomas 'Expert system guidance for library users' Library HiTech 10, 1-2, 53-60, 1992

J Forrest 'Establishing a school at Trafalgar East' Gippsland Heritage Journal 12, 40-41, June 1992

E J Glasson 'Review of International legal bibliographies: worldwide review and critique' Australian Law Librarians' Group Newsletter 105, 156-7, 1991

C H Ho 'Chinese women in the Australian labour force' Proc. 1992 International conf. on Overseas Chinese San Francisco, 28pp, 1992

E H T Lim 'From Monash index to CICOP' Acquisitions 9, 1, 17-24, June 1992

E H T Lim 'Multi-campus library operations: the Victorian experience' in C Steele (ed) Australian tertiary libraries: issues for the 1990s Auslib Press, Adelaide, 27-44, 1992

M T Van Dyk 'ROMOTE: an off-campus dial-up service for CD-ROM databases' LASIE 22,5,148-155, March/April 1992