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ANNUAL REPORT 1998

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Introduction

In 1998, the greatest challenge faced by the Library was to ensure its continued ability to support the core teaching and research program of the University in the face of the very sharp fall in the Australian dollar which had a severe impact on the Library's acquisitions budget and resulted in forced cancellations of nearly $800,000 worth of serials. Recognising that the underlying crisis must be tackled on a national and international basis, the Library has embarked on a number of initiatives to ensure that academic staff and researchers will continue to have access to the information resources that they require to support their teaching and research. The initiatives undertaken so far include the following:

- establishing a mechanism to share information resources with the University of Melbourne under the umbrella of the Monash-Melbourne protocol. A major project will be launched in 1999 to explore the feasibility of using the MEADS system developed at Monash as a vehicle for creating a "virtual collection of serials" in specific disciplines which would be of interest to academics and researchers in both institutions
- through the exchange of serial cancellation lists with other Victorian university libraries, ensure as far as possible that the same titles are not cancelled
- rationalising duplication of titles across all the Monash campuses
- at the national level, cooperating with the Academies and other university libraries to draw national attention to the crisis faced by research libraries in Australia
- negotiating with DETYA through CAUL for funding to pilot the establishment of a network of disciplined-based Cooperative Information Centres
- jointly with other Victorian universities negotiating bulk purchasing deals with vendors
- at the national level, participating in consortium negotiations to get better deals from suppliers of electronic information resources
- collaborating with the "Big Eight" universities to develop strategies to deal with the problem

To solve the problem, some long-term strategies must be developed, and it is not even clear that these strategies will work. As Mobley has stated:

Commercial sci-tech publishers have been identified as the villains in the serials crisis. However, dispassionate observations over a number of years would suggest that the current crisis is a result of many villains including the accusers themselves. The situation did not arise solely as a result of changing pricing policies of the last few years. The "sins of the past" coupled with the myopia of not looking outside the ivied walls of academe provided the foundation for the current crisis. Mobley, E.R. "Ruminations on the sci-tech serials crisis" *Issues in science and technology librarianship* Fall 1998 http://www.library.ucsb.edu/istl/98-fall/article4.html

Part of the problem is closely connected with the culture of scholarly communication, which requires academic staff to publish in order to be promoted or be given tenure. They in turn surrender their intellectual property rights to large commercial publishers, who through mergers and takeovers, have become virtual monopolies, and are thus in a position to sell this scholarship back to the scholarly community at almost any price, and impose restrictions on use in the electronic environment. The problem can not be solved by libraries alone. It is increasingly recognised that all sectors of the research higher education community - governments, scholars, librarians, university administrators and scholarly societies must explore ways to create a new market for scholarly information that "preserves the low prices necessary to the successful maintenance of the modern academic enterprise."

In 1998, the Library also took steps to re-align its strategic plans to those of the Monash Plan and the Learning and Teaching Operational Plan. This was achieved through developing a number of new strategies, including the restructuring of the Library so that the entire library system and not merely a single unit would have responsibility for servicing the varying needs of distance education as well as on campus students in a range of learning environments, the initiation of discussions with faculties and academic staff to introduce formal information literacy programs in the curriculum, the creation of the Virtual Librarian web site (http://www.lib.monash.edu.au/vl/) which would allow remote staff and students to gain information seeking skills, the establishment of the Audio-on-Demand Project to make remote access to taped lectures possible, and the establishment of appropriate platforms for the delivery of electronic information services.

The largest project (in terms of expenditure and staff involvement) managed by the Library in 1998 was the replacement of the obsolete PALS library management system with the state of the art web based Voyager library system. The challenge was to implement this system with the minimal disruption to existing Library services. That this was achieved is a tribute to the skills and dedication of the Library staff involved.

The changeover to a faculty based organisational structure and the establishment of an infrastructure to support the University's emphasis on flexible learning. Whilst it is never easy to navigate uncharted waters, the restructure along faculty lines was necessary to enable the Library to provide a quality information service in line with the University's key goals for learning, teaching and research. Thanks to the excellent work by a Working Party chaired by the Associate University Librarian, the Library was able by the end of the year, to convert its site-based professional information services staff into nine faculty-based teams to provide academic support services across all the campuses. The formula for the Library materials budget was also changed from a site-based budget to a faculty based allocation.

During the year, General Library Committee undertook a major review of its terms of reference and membership and also agreed to a major change in the user committee structure to reflect the Library's move to streamline communication and consultation processes along faculty lines. Thus, from 1999, the six user committees will be reduced to three, viz. the Library Advisory Committee for Science, Technology, Engineering and Medicine; the Library Advisory Committee for Humanities and Social Sciences; and the Law Library Advisory Committee.

When the University established its seventh campus in Malaysia, the Library was asked to provide some initial support and advice, and the Associate University Librarian was given responsibility for the coordination of library matters with the Monash University Sunway Campus Malaysia (MUSM). An Interim Plan has been agreed upon, and arrangements have been made to facilitate access by MUSM staff and students to the Library's electronic resources and for some assistance in document delivery support of MUSM postgraduates and academics.

The new Library buildings at Peninsula and Gippsland campuses became operational at the start of the 1998 academic year. Due in large part to the Library staff at both campuses, the planning and move of the collections to the new buildings were carried out without serious problems. Work on extensions to the Hargrave Library and the Berwick Library proceeded and both extensions are expected to be completed early in 1999.

In every respect, 1998 has been an extremely challenging year, and through all the challenges, the Library has not faltered in its drive to improve its support of the strategic directions of the University through a number of initiatives, but always anchored firmly on the foundations of the virtual library service. The move to give less prominence to space and site represents quite a radical transformation in the thinking of librarians, whose services have traditionally been associated with a building. The challenge has been to change the contemporary thinking about space among users as much as librarians to one that represents the dichotomy between physical space and the evolving "cyberspace". In that respect, Monash Library has been in the forefront in pushing for this philosophical change and evolution.

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2 Virtual Library Service Development

- 2.1 Information Access
    - Locally-mounted Databases
    - Audio and Video on Demand (AoD)
    - Electronic Reserve
    - Web Developments
- 2.2 Online Service Statistics

2.1 Information Access

Locally-mounted Databases.

Following exploration of several options, the Library adopted the following strategy for database access. If possible, databases will be mounted locally on the OVID system. If this is not feasible, web based access is the next preferred option. Only if this option is also not available, will a database be mounted on the CD-ROM network. These priorities may be modified on grounds of price, speed of access and response time. Meanwhile, in conformity with the strategy an unlimited site license for the OVID software (including OVID Java) and a further 156 Gigabytes of disk storage were purchased for the Library's OVID server, using the 1998 Research Infrastructure Block Grant. A program of progressively migrating databases from the CD-ROM network to OVID began late in the year.

Audio and Video on Demand (AoD)

Excellent progress was made on this project. The Rotunda theatres were fitted out for digital recording at the start of the year. Lectures in fourteen subjects were routinely recorded in both semesters. In semester 2 the entire recording process was automated based on a given start time and recording duration. The software for this was developed by ANSPAG (Faculty of Engineering). Teaching staff have generally been enthusiastic about participating in the project. Students have also embraced the new system: in the period August to October the 14 digitally recorded subjects were accessed 5,353 times, almost as often as tapes for the 43 conventionally recorded subjects were borrowed (5,589 times). Over 40% of the

accesses to the digitally recorded lectures were from off-campus.

Electronic Reserve

The Electronic Reserve database grew relatively slowly, pending resolution of the copyright issues by the Copyright Tribunal. By the end of November the database contained 1,080 digitised items, including 20 cover to cover books and 6 cover to cover journals. These were primarily prescribed readings for courses at the University's Berwick campus. It is planned to migrate the database to the Image Server system, part of the Voyager library system. This will provide a more robust environment and will be simpler to access from other locations. Meanwhile work has begun towards replicating the existing e-reserve system at the Sunway campus, Malaysia.

Web Developments

The Library's web site was completely restructured in early 1998, with an emphasis on a more uniform presentation, and a more integrated approach to information provided at the top level and that provided by the various "sites", such as branch and subjects pages. The new Voyager library system offers opportunities to further integrate the web site with the Library catalogue to create a portal for information. Several major new areas were added including Current Affairs on the Net, Flexible Library Services and The Virtual Librarian (information literacy site).

2.2 Online Service Statistics

Online service statistics were collected for the first time in 1998. The statistics show a heavy usage of databases and Internet resources. The Library's databases were accessed 193,931 times via the OPAC. The Library's homepages were accessed 1,014,324 times. The home pages include a total of all webpage usage for all libraries and divisions. The number of searches conducted on the OPAC was 2,819,334 and the www was searched 1,572,780 times.

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3 Systems Support Unit

- 3.1 Library System Developments
  - New Library System.
  - Monash Messaging Service.

In response to a long-standing need, which has become more pressing as a result of the Library's growing dependence on digital information resources, a limited after-hours support service was commenced in July. A copy of the Computer Centre's Trams software was installed in the Unit to record and trace progress in responding to all Help Desk calls. An equipment census conducted during the year revealed that the Library owned over 580 PC's, which makes obvious the reliance placed by the Library on an efficient Systems Support Unit.

3.1 Library System Developments

New Library System

In 1997 the Library developed specifications for a new integrated library system to replace PALS which had been in use since 1988/89. A Request for Proposal was issued in December 1997. Funds for the new system were provided by UNITAC (the University's Advisory Committee on Information Technology).

The six responses received by the deadline of 6 February were evaluated according to the procedures recommended by the Library's consultants. The successful tender was Endeavor Information Systems Inc., which offered the Voyager system. Contract negotiations were completed by mid-August and systems implementation commenced in September under the direction of the Systems Librarian. Staff from Endeavor have guided the process. The task is involving many staff from all areas of the Library. The workload associated with preparation for the new system is generally in addition to their normal duties and the Library is most appreciative of the enthusiasm and support of all the staff members concerned. Grateful acknowledgement is also due to the Computer Centre which purchased the hardware platform for the new system, at a time when it was heavily involved in acquiring the hardware for the University's Integrated Administrative Systems (IAS) Project. It is expected that the online catalogue and circulation modules of the new system will be available at the start of Semester 1, 1999. Acquisitions and serials

will be installed during the first half of 1999.

Monash Messaging Service

Library staff progressively migrated to Windows 95 and the Monash Messaging Service, subject to availability of suitable hardware. Coordination and training was performed by the IT Training Librarian.

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4 Collection Development and Management

- *Table 1. Library Collections 1998*
- *Table 2. Number of Current Serials Titles 1998*
- 4.1 Donations

In 1998 there was an increase in the number of volumes added to the collection of 76,848, and an additional 11,721 serial volumes.

The Library collection figures do not include electronic resources accessible by library patrons. The expenditure on electronic resources, increased from $692,059 in 1997 to $887,073 in 1998.

Table 1. Library Collections 1998

LIBRARY	MONOGRAPHS VOLUMES	SERIALS (*incl. NEWSPAPERS*) VOLUMES	MICROFORMS VOLUMES	NON BOOK SER +MONO VOLUMES	TOTAL
Matheson	914,362	156,828	282,995	6,066	1,360,251
Biomedical	86,108	107,039	3,258	2,458	198,863
Hargrave	117,459	104,421	4,776	1,326	227,982
Law	52,078	78,240	8,582	94	138,994
Caul/Pen	364,399	77,003	2,721	27,466	471,589
Berwick	873	0	0	29	902
Gippsland	113,480	29,671	4,502	50,381	198,034
TOTAL	1,648,759	553,202	306,834	87,820	2,596,615

For the first time in many years the Library enforced a 20% cut to current serial subscriptions across all sites and the number of current serial titles for 1998 decreased by 3.0%. The table does not reflect the true extent of the cuts, which will be reflected in more detail in the 1999 statistics.

Table 2. Number of Current Serials Titles 1998

LIBRARY	TOTAL	Net gain or loss for the year
Matheson	7,407	-258
Hargrave	1,863	-57
Biomedical	1,482	-154
Law	2,160	-26
Caulfield/Peninsula	3,162	-60
Gippsland	1,398	-7
Berwick	46	+13
TOTAL	17,518	-549

4.1 Donations

Major acquisitions for 1998 included a collection of two hundred and fifty nineteenth century English travel books, written by visitors to the continent. Dr. Travers donated another instalment of his medical collection, which included material on venereal diseases, surgery and infectious diseases. Lindsay Shaw has now donated over 10,000 items, making him by far the Library's most significant benefactor. Another major donation of over 1500 books and pamphlets, many of which were obtained in Asia during the events they describe is from Denis and Peggy Warner two prominent writers on Asia since the early 1940s. The Playbox Theatre has deposited in the Rare Book Collection 24 playscripts from their 1995-1996 productions. This is part of an on-going arrangement, which will see all their scripts being lodged in the Rare Books Library. The collection will also include a number of the scripts submitted but not produced. Recent acquisitions have also included runs of the *Australian Women's Weekly*, *Women's Day* and *Pix* from 1940s to the 1960s, and several more instalments of early Australian comics. This makes the Library's comics collection the best in an Australian institution.

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5 Rare Books

- 5.1 Exhibitions
- 5.2 Cataloguing

Rare Books had another successful year with a total of 3,592 items from the collection being used, with continued support from the *Friends of the Library* and its loyal donors. The Monash Rare Book Collection is the only rare book collection in Australia still participating in the interlibrary loan scheme.

5.1 Exhibitions

The year began with the "Sexpectations" exhibition still on display. This display is on the Monash Rare Books home page, and the Women's Studies home page.

On 19 March the exhibition, "AIDS", was opened at a Friends' of the Library function. The Vice-Chancellor and President Professor Robinson officiated at the opening of this exhibition, which consisted partly of books from Dr. Richard Travers, and partly of books from the Goller Collection formerly housed at Fairfield Infectious Diseases Hospital Library. This exhibition ran until mid-May.

Mark Peel of the History Department opened the exhibition on the "Occult" on 4 June. Also present at the opening were Kerry Kulkens and her daughter who performed a witch's blessing and gave readings. The Exhibition featured items from the large collection of material by and about Aleister Crowley, as well as books on witchcraft and spiritualism.

On 30 July Dr. Colin Hope of the Classics Department opened an exhibition on archaeological excavations in Egypt. This focused on Dr. Hope's own excavations at Dakhleh Oasis. The Exhibition was entitled, "From the Sands of the Sahara - Ancient Kellis and Its Texts: Monash University Excavations at Ismant el-Kharab Dakhleh Oasis, Egypt." The Exhibition ran from 30 July to 2 October 1998.

The current Rare Books Exhibition, "French Theatre", was opened by the French Consul on 7 October. Works on display include Beaumarchais, Voltaire and Diderot, as well as some of the volumes of plates and text of the French *Encyclopédie*

published during the 1750s and 1760s. As well as this Racine, Corneille, and Molière are strongly represented, as are many of the lesser lights such as Rotrou. The display also includes collections of farces and plays performed by wandering troupes, as well as examples of contemporary accounts by visitors to France. The exhibition runs from 7 October 1998 to 26 February 1999.

All of the 1998 exhibitions have been mounted on the Rare Books home page. Visual highlights from the exhibitions are there as well as the full text of the catalogues. The catalogues were advertised on Ex-Libris, the international rare books e-mail list and the response in terms of demand for catalogues was very good, especially for the "Sexpectations" and "Occult" catalogues.

5.2 Cataloguing

The major emphasis this year has been cataloguing as much of the collection as possible onto the OPAC. Without the records on PALS it is impossible to know what is in the collection. As very few people now consult the card catalogue, the Library has been trying to have retrospective cataloguing work done. This will continue to be the major emphasis in 1999.

The Library has continued to concentrate on cataloguing Australiana to assist the National Centre for Australian Studies in their *Bibliography of Australian Literature* Project. The work done includes the retrospective conversion of the Australiana already in the collection. More work was done late in the year on cataloguing the Lindsay Shaw Collection backlog. The retrospective conversion project as it relates to rare books has now taken in Australian literature, Australian description and travel, and Australian history. The Library's extensive collection of early science fiction magazines has also been catalogued.

The Hargrave Rare Book Collection has been amalgamated with the main Rare Book Collection. A great deal of work has been done in adjusting the records to show this on the online catalogue.

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Introduction

6 Client Services

6.1 Lending Services

The number of loans and renewals decreased by 7.2%, compared with 1997. All Libraries experienced a drop in loans, with the exception of the Matheson, Biomedical and Berwick Libraries. A number of factors could have contributed to the decrease in loans for 1998, including:

- the increase in the loan period for undergraduates from one week to two, leading to a drop in the number of loan transactions;
- increased availability of information provided by the Library in electronic form;
- the availability of material on the web;
- an increase in the number of multiple copies purchased; and
- a reduction in the number of students enrolled at Peninsula.

Table 3. Loans and Renewals, 1998

TYPE OF LOANS	H&SS	Biomed	Alfred	Hargrave	Law	Caul	Penin	Gipps	Berw	WWW	TOTAL
Reserve Loans	71,822	29,066	372	25,371	46,785	70,010	23,802	5,690	78	0	272,996
Non Reserve Loans	420,473	78,855	18,134	116,189	43,924	273,263	106,021	78,214	7,004	0	1,142,077
Total Loans	492,295	107,921	18,506	141,560	90,709	343,273	129,823	83,904	7,082	0	1,415,073
Renewals	33,144	3,044	360	6,751	1,708	18,540	73,47	4,057	352	102,915	178,218

Loans plus Renewals	525,439	110,965	18,866	148,311	92,417	361,813	137,170	87,961	7,434	102,915	1,593,291

Figure 1. Comparison of Loans and Renewals 1997/1998
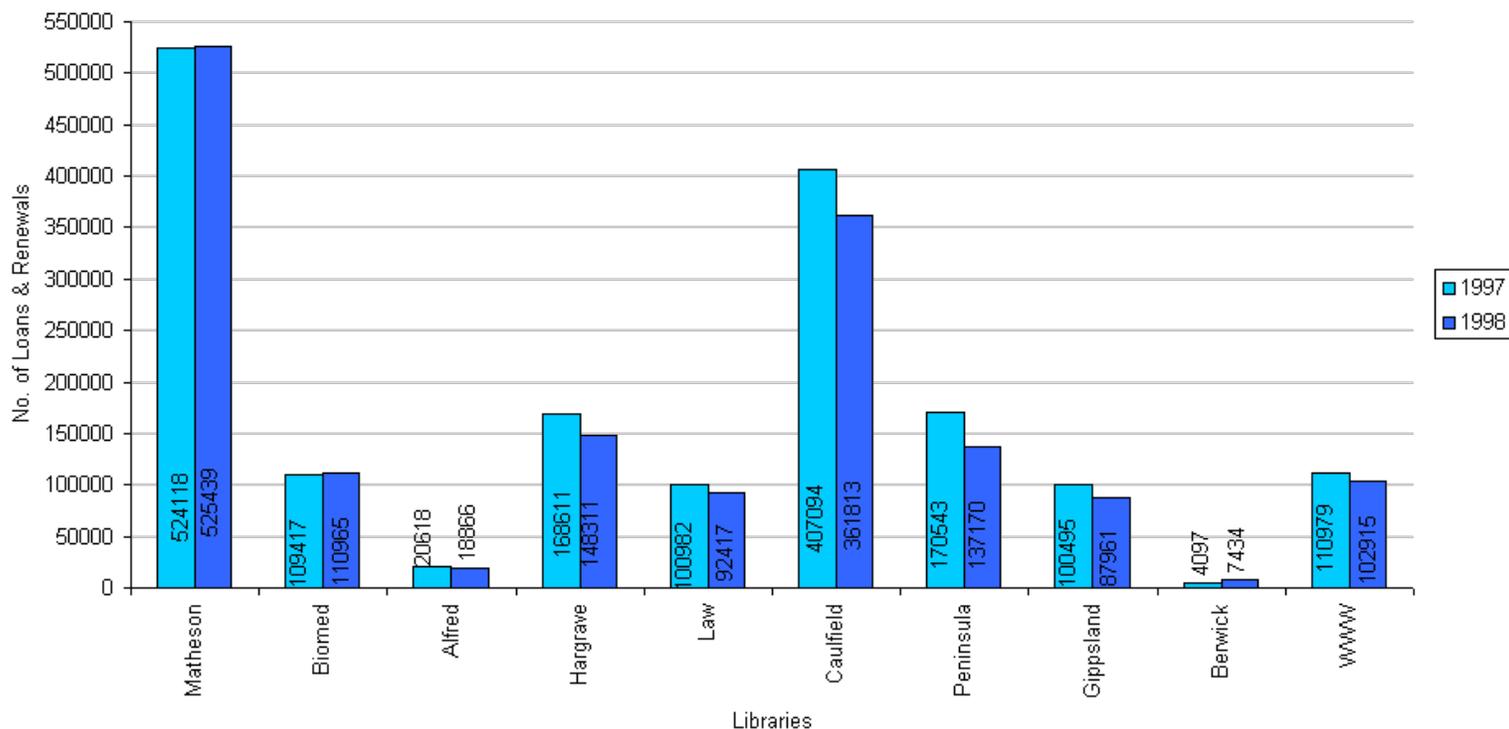
6.2 Document Delivery Services

The Document Delivery (DocDel) Unit continued to provide an efficient and effective service with the number of requests processed increasing by 7.8% this year. The faculties have adjusted to the quota system and the Unit kept within its budget. Many faculties made use of special services including fast track and premium track services, which increased by 97.6%.

Table 4. DocDel Items Sent and Received, 1998

Requests from Monash University Clients	
Requests processed	47,545
Interlibrary loans received	22,342
Intercampus loans/Hospital loans received	19,895
Electronic requests received	26,700
Fast track/premium track requests	1,794
Requests from External Libraries	
Items requested	25,829
Items supplied	20,367

Figure 2. Comparison of Requests from Monash University Clients 1997/1998
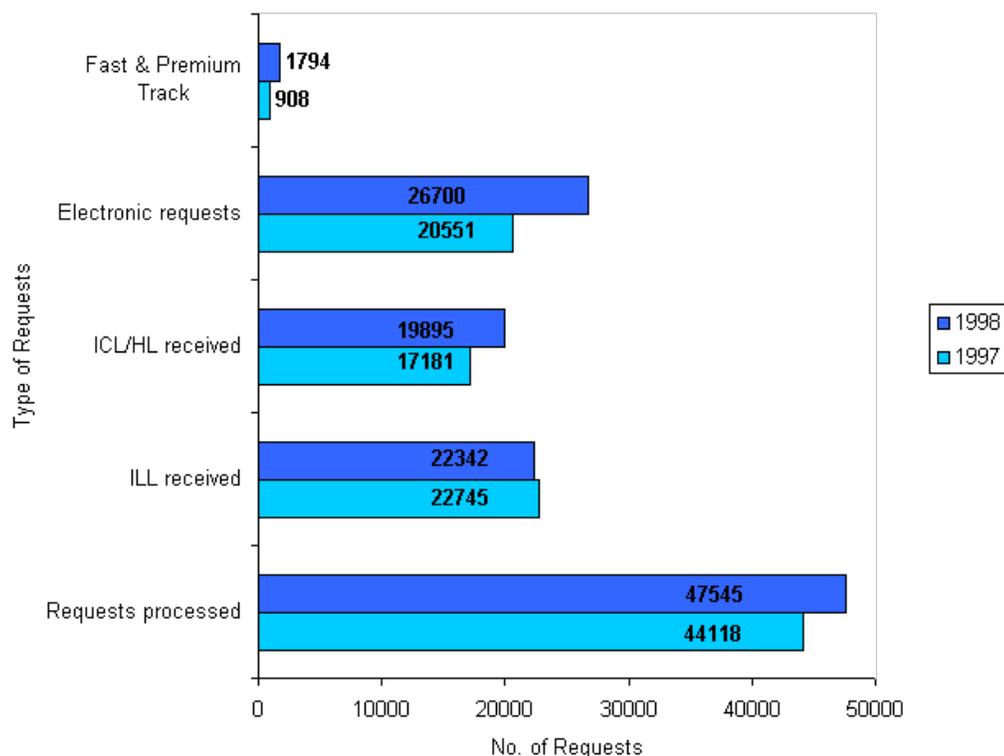
The DocDel database provided a reliable working tool, a largely paperless office; valuable statistics for the whole year and most importantly streamlined processing that facilitated quick responses to users' queries. DocDel webpages were reduced and simplified for users and 56% of requests were submitted electronically via the webpages.

6.3 Reference and Information Services

The number of reference and directional inquiries decreased by 2.4% from 1997. Multels centralised telephone inquiries service responded to 24,434 calls, a slight decrease on 1997 calls of 26,328. Of the 1998 calls, 17,026 were completed at the time of the call, the other 7,408 calls being referred to other numbers.

Table 4. Statistics of Reference Inquiries 1998

LIBRARY	REFERENCE	DIRECTIONAL	TOTAL
Matheson	73,135	25,809	98,944
Rare Books	3,960	67	4,027
Biomedical	11,780	4,906	16,686
Alfred	1,351	4,171	5,522
Hargrave	15,291	10,438	25,729
Law	9,960	3,732	13,692
Caulfield	30,619	11,476	42,095
Peninsula	16,232	4,309	20,541
Gippsland	17,236	2,022	19,258
Berwick	1,903	2,024	3,927
TOTAL	181,467	68,954	250,421

6.4 Information Literacy

The name of the Library's User Education/Reference Subcommittee was changed to Reference and Information Literacy Subcommittee, to reflect a broader interpretation of the nature of user education. This reflects the increasing emphasis, in the university community, on the acquisition of life-long learning skills.

Information services staff continued to provide a large number of face-to-face classes ranging from basic instruction in the use of the catalogue to in-depth research methodology for specific disciplines. In general these were either initiated by Library staff, offered on a voluntary basis, or incorporated into a particular subject as a compulsory, but unassessed, requirement. Increasingly however, the acquisition of information literacy skills is being acknowledged by academics as an essential requirement for students, and some courses were beginning to include such units into the assessable component of a subject. In some cases Library staff provided both the instruction and the assessment; in other cases Library staff trained academic tutors who then instructed and assessed their students. In addition, the development of the electronic information literacy project will offer further opportunities for academics and Library staff to work together to ensure that Monash students graduate with well developed information handling skills.

Although there was a reduction in the number of information literacy sessions conducted in 1998 by 15.8%, class sizes increased by 2706. There has been a need to have larger classes due to the reduction in staff numbers. The number of staff contact hours was reduced from 1,443.5 hours to 1,205 hours, a reduction of 16.5%.

Table 5. Information Literacy Statistics, 1998

LIBRARY	SESSIONS	PARTICIPANTS	STAFF CONTACT HOURS
Matheson	172	2,979	264.5
Biomedical	175	2,878	218.5
Alfred	42	81	21.5
Hargrave	187	3,768	168.2
Law	133	1,666	184
Caulfield	233	5,073	141.8
Peninsula	87	1,589	81.4
Gippsland	97	1,585	79.1
Berwick	32	327	46
TOTAL	1,158	19,946	1,205

The Virtual Librarian.

The Virtual Librarian, an Information Literacy Project, was conceived to provide online, twenty-four hours a day, access to instruction in the steps required to find information and in the use of various library tools. The web was chosen as the delivery platform, and in April 1998 a project officer was appointed. To date a structure for the information and the site has been designed. Research was undertaken into the most effective methods for presenting information electronically and ensuring user interactivity. Widespread consultation has taken place within the Library to ensure that all relevant information has a place within the site. Tutorials addressing key information seeking strategies have been completed, with further work to provide increased subject specific information to take place in 1999. Also completed were a number of tutorials addressing the use of particular electronic products. Each tutorial includes self-assessment tasks and provision has also been made within the site for tasks to be graded and the marks recorded. An initial usability study has been undertaken, and the ABI Inform tutorial was assessed by a group of Business and Economics students under the supervision of their tutor.

6.5 MONINFO

MONINFO has had a busy year with a steady growth in document supply. There has been a constant demand for information research requests in spite of the availability of free databases on the Internet. The major challenge has been to address the problem of escalating online charges and the constraints on access to Monash electronic databases due to licensing agreements.

6.6 Publications and Publicity Unit

Four issues of *The Information* were again published this year, both in print and on the web. The emphasis in the Publications Unit has been towards developing electronic publications and this is reflected in the fact that only three new brochures were printed this year although the information literacy area has continued to produce new in-house guides and help sheets. Work on updating the *Publications Style Manual* and the *Guidelines for Library Webpages* is continuing.

The collection of data for DETYA revealed that in 1997 Library staff contributed sixteen articles to academic journals, conferences, and monographs, slightly more than the eleven listed for 1996.

6.7 Flexible Library Services Unit

In February 1998 the Library established its Flexible Library Services Unit with a coordinating hub based at Gippsland and outposts on all the other Monash campuses. Flexible Library Services is a national and international service for undergraduate and postgraduate Monash students. It is the conduit through which students located in all Australian states and those residing in some 40 countries throughout the world use Monash University Library.

Services.

Library services offered through Flexible Library Services to off campus students' parallel those accorded to on campus students. Thus there is the virtual equivalent of an information desk, and a postal loans and photocopying service which draws upon the Library's books and journal resources. An array of electronic services and resources are also available through the Unit.

Resources.

In mid year the unit launched its Flexible Library Services web site which further opened up access to the Library's vast range of electronic resources such as CD-ROM databases, electronic journals and exam papers. Web based electronic request forms further facilitated off campus students' access to the Library's rich collections. The web site has proved to be popular with off campus students who are increasingly using technologies to use the Library from a distance. By the end of the year, some 75% of students requested books and photocopies or sent queries to the virtual information desk via fax, email or through the web site. The phone service continues to provide a vital human link where students call in to discuss their information needs.

Quality Assurance.

As part of its quality assurance program, the Library surveyed distance education students residing overseas to assess satisfaction levels with existing library services and identify potential enhancements. Students studying through TMC, Singapore were also surveyed to determine the types of services the Unit could offer to students enrolled in Monash University off shore, joint venture partnerships.

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7.1 Working Positively with Change

During the year the staff of the division continued to demonstrate a high level of team resourcefulness to deliver and improve services under demanding conditions of change, preparation for further change, and large additional workloads combined with further reductions in staff. To assist staff in this environment the Division's Staff Development Group organised, in conjunction with the University Performance Development and Training Unit, a workshop on Working Positively with Change.

7.2 Library System Replacement

A major preoccupation of the Division has been participation in the selection of the replacement automated library system and preparations for the implementation of the preferred choice, which was the Voyager system marketed by Endeavor Information Systems Inc.

Technical Services staff have demonstrated outstanding team performance under extremely tight deadlines to make critical input on issues affecting the bibliographic database, which is the heart of the system. Important input was made to categories of record to be included in the test database. The preprocessing of the bibliographic database provided the opportunity to remove nearly 23,000 duplicate records, which were a legacy from the amalgamation history of Monash University. The de-duping opportunity also required careful identification of records at risk from the process and a number of record categories were exempted.

A major promise of the Voyager system for the user of the Library catalogue is the loading of authority records to provide a reference structure for names; subjects and other catalogue access points. The acquisition, for the first time, of the authorities file from ABN (Australian Bibliographic Network) for the bibliographic records has required significant interaction with the National Library of Australia.

The extraction of the Library's bibliographic and holdings database for preprocessing and loading to Voyager has required special workflow arrangements for all subsequent activity which will be imported in a bulk catch-up gap load at the point of going live with circulation and OPAC expected in the first quarter of 1999. In preparation for the database load Technical Services staff also made intensive input to the mapping of location, item and circulation classes for the new system as well as to the configuration of the online catalogue.

Consideration was also given to the time frame for acquisitions and serials implementation. Voyager utilities for the migration of orders and related data were assessed and will allow the department to defer implementation of these modules into the fiscal year with the added benefit of time to work out the optimum implementation of fund structures which is one of the more demanding aspects of the new system.

In preparation for accessing the Library's electronic resources through the Voyager catalogue a project was undertaken to ensure that Monash specific URLS were included in the standard USMARC 856 tag since some earlier work flows had necessitated local variation. The opportunity was also taken to enhance electronic resource catalogue records with data, such as local subject descriptors and resource types, which were previously confined to the Monash Electronic Resources Directory.

7.3 Call Number Review

The history of Monash as an amalgamation of previous institutions has meant the inheritance of variant call number and classification practices. The problems arising from this situation range from the confusion caused to users by different call numbers for the same title at different sites, to the inefficiencies for Technical Services in using several call numbering systems. These problems become more acute as the Library moves towards a cross campus faculty and discipline based service orientation with corresponding reorganisation of teams in Technical Services and the likelihood of more intercampus movement of materials. A thorough review of this situation was conducted, involving a group of consultant representatives of Library staff at all sites. A report and set of recommendations for the future consistency and simplification of call numbering has been delivered to the University Librarian and can be found at http://www.lib.monash.edu.au/techserv/CALLNO/contents.htm [unlinked 01/04/2008].

7.4 Impact of Faculty and Discipline Based Library Restructure

The Library wide restructure of services into faculty and discipline based teams has significantly impacted Technical Services.

Faculty Based Allocations Working Party.

This has been one of the most demanding projects of the year for those involved. The task was to provide the University Librarian with a proposal for the future allocation of the Library materials budget on a faculty, rather than a site basis. This required application of the factors in the allocations formula by faculty rather than site, and extensive discussion on how to incorporate certain ongoing site based and general needs. A proposal was finally produced, to the satisfaction of the General Library Committee and all involved, for implementation in 1999. An associated painstaking task was to rethink and re-code library materials budget departments from existing Branch funds to faculty funds. This had to be achieved to a target date early in 1998, so that the new faculty fund structure would apply to 1999 serial subscriptions. Approximately 13,000 serial records were re-coded with new fund numbers by the target date.

Faculty Based Teams.

Steps have been taken to follow through the faculty based Library restructure in Technical Services organisation. Technical Services has been organised in the past to reflect the Branch based approach to services and collection development. A working party was formed to rethink the Library's services and team organisation along faculty based lines. This was combined with a move to more fully integrate orders and copy cataloguing functions and build on the multi-skilling of staff for these purposes. A new team structure was developed for full implementation in 1999 and will mesh with other outcomes such as the results of the call number review mentioned above and the application of the new faculty fund structure for monograph ordering purposes.

7.5 Materials Handling Improvements

A quality project in the Binding & Materials Handling Unit was to improve the handling, transit and turnaround of books returned from loan across campuses. The practice had been for these to be returned unsorted from campus libraries to the Technical Services Loading Dock where they were sorted and redirected to their home library. Arrangements were worked out with key campus library circulation units to sort at source and for couriers to transport direct to final destination. These improvements have meant, in general, that these returned items are now available to users at least a day sooner than was previously the case.

7.6 Library Catalogue

Long term projects to improve the quality, currency and comprehensiveness of the Library catalogue for users continued and in some cases were completed.

The upgrading of monograph records for research areas of the collections continued through the efforts of an able team of casual staff. 36,000 sub standard records, which originated as no more than brief circulation records in the early history of the Library's database, were upgraded during the year in the Dewey ranges 909-944 and 968-999 which are areas of high retrospective use, particularly the Australian numbers.

The similar retrospective conversion of the serial records was brought very close to completion. The 5,000 records outstanding reported in 1997 were reduced to 120 highly problematic titles. About 1000 records await completion of item transfer work. This year's serial retrospective conversion has included some of the most bibliographically demanding areas such government publications where title changes are complex. The work in this area was preceded by a shelf check and weed of unwanted fragmentary holdings where retrospective conversion would have been more trouble than it was worth. Another ably conducted and completed project was the identification and removal of 1500 duplicate serial records inherited from the amalgamation history of Monash. Additional extra resources were directed to the serials cataloguing area so that despite these projects, and other demands on the team, the year ended with serials cataloguing being current and new target turnaround times established.

The inclusiveness of the catalogue was extended by several special projects. These employed a specialist cataloguer who processed 70 items from the valuable Giligich Yiddish collection and a casual copy cataloguer who processed 1000 items from the Lindsay Shaw donation of juvenile literature. 800 items were also added to the Kipen Judaica Collection from the Rothenberg donation of Jewish studies material.

7.7 Serial Cancellations

The Serial Processing team dealt with the cancellation of 444 titles for the Matheson Library necessitated by the drastic decline in the value of the Australian dollar. This was achieved under great pressure in less than twenty working days by highly efficient planning and action. Some account was taken in the cancellation process of a project undertaken in Technical Services to identify all duplicate subscriptions across the Monash Libraries.

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8 Human Resources Management

- 8.1 Professional Development and Staff Training
- 8.2 Recruitment and Staffing
- 8.3 Awards, Prizes
  - Double Increments

The Human Resources Management Librarian was seconded to the University's Division of Personnel full time for twelve months beginning in April. With assistance of a 0.5 secretary, the Library Administrative Officer shouldered most of the HRML's portfolio, in addition to his normal workload. The Library acknowledges with thanks his willingness to do so.

8.1 Professional Development and Staff Training

The staff development allocation for 1998 was $42,500 of which $12,500 was set aside for centrally funded initiatives. The balance was allocated to the Divisions by formula. Centrally funded activities included a workshop on dealing with international students, stress management sessions, workshops on responding to emotional pain in the workplace, and a team building workshop (Gippsland campus). Central funds were also used to make a contribution to the organisation of a Reference and Information Literacy Day, to subsidise attendance by Technical Services staff at a DDC Training Course held by CAVAL Limited, and to subsidise attendance by several staff members at the national ALIA and Online conferences. Joyce Jenkin was nominated to attend the residential course "Learning about managing" held by the PDT at Daylesford. Staff also attended PDT workshops on leading a work team. Study leave granted for 1998 amounted to 60.6 hours per week. This represents 0.68% of available staffing hours. The Staff Development Committee made a preliminary examination of the possibility of sponsoring research by Library staff. The IT Training Librarian conducted training courses for Library staff in basic Excel 97, EndNote, the use of Windows 95 and the Monash Messaging service. She was also actively involved in training programs for the Voyager library system.

8.2 Recruitment and Staffing

The procedures adopted by the University in response to the Higher Education Contract of Employment Award 1998 meant that formal recruitment action had to be taken upon the expiry of fixed term contracts entered into before 30 June 1998. This accounts for the large number of vacancies (69) advertised by the Library. Most positions (53) were secured by internal candidates. Of the 10 positions filled by external candidates, 3 were filled by staff already employed as casuals. One position was withdrawn and 4 were not yet finalised by the end of the year. One position failed to attract an applicant.

8.3 Awards, Prizes

Congratulations to David Godley who received a teaching assistant scholarship at the University of Wisconsin, Madison. Also to Tom Girke who was awarded the ALIA Award for Innovation for establishing an electronic list for the exchange of duplicate issues of scientific, technical and medical journals.

Double Increments.

Double increments were awarded to 5 staff members. Staff were invited to submit suggestions for other ways of recognising outstanding contributions by staff, particularly those who had already reached the top of their incremental range.

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9 Matheson Library

- 9.1 Projects
- 9.2 Accommodation and Refurbishment
- 9.3 Collection Management and Funding
- 9.4 Staffing
- 9.5 Professional Development and Staff Training
- 9.6 Asian Studies Research Library

1998 was a mixed year for the Matheson Library. The disruption to services caused by the construction of the new front entrance in 1997 had interrupted the upward trend for loan figures that has continued for the last 10 years. This appears to have corrected itself as in 1998 the loans figures (excluding renewals) were 22,052 higher than 1997, which is almost identical to the 1996 figures. The figures would have been higher but for two factors:

1. The introduction of two week loans for undergraduates
2. The crash and continuing instability of the PALS system over a four week period in April. The problem was traced to an annex box and only affected the Library. The result was significant problems with loans, the CD-ROM network, and reshelving resulting in the lowest loan figures for April (the busiest time of the year) for 5 years.

It is clear also that services were increasingly moving away from print to electronic delivery. Examples included the increase in electronic subscriptions, the greater use of email for reference inquiries (double the figures for 1997), the proliferation of electronic forms (reserve, DocDel, Library impact statements), the popularity of AoD as opposed to loans of taped lectures and the use of the web for renewals. However none of these have actually lessened the in-person demand for library services on this site. Demand in other areas also showed growth. In particular, the Music and Multimedia section with its wide variety of services was heavily used during the year. Staff continued to offer introductory sessions and tours to specialised groups over and above normal Information Literacy sessions. A total of 465 students visited the Library with groups such as International Students, MAPS (Mature Age and Part-time Students), Elicos, EAP, Enhancement students, Victorian Japanese teachers, schools and TAFEs.

The reshelving backlog crisis generated by the PALS crash persisted despite efforts of all Matheson staff and assistance from Technical Services and the Law Library. In order to address the ongoing problems Management Committee requested a review of the role of the Attendants, the outcome of which it was agreed that Matheson would be able to employ two additional attendants to offset the loss of 4 attendants in 1997.

9.1 Projects

Most of the business plan objectives were achieved during the year. Projects such as weeding the undergraduate collection proved a bonus for the Library as these books formed the bulk of the successful book sale of discarded stock. Other projects such as the duplication of barcodes, in preparation for self-charging, progressed slowly due too scarce staffing resources. The direct urgent ordering through the University bookshop project was revised and should substantially reduce delays in receipt of urgently needed material. Gippsland are keen to trial a similar project on that campus. AoD was trialed and proved extremely popular with students, particularly when it became available from home.

9.2 Accommodation and Refurbishment

Funds were made available to spruce up the surroundings on the ground floor specifically by painting and improving signage. Barrier carpet was laid at the front entrance to provide protection against the amount of dirt being tracked in and the alternative colour was effectively used to reinforce signage. Another popular area for students was the West Reading Room where additional lap top access workstations were installed bringing the total number up to 52. The rearranged, modernised reference area proved highly functional and was heavily used, while the current serials and new books displays were successfully integrated into the ground floor area and also proved popular with users.

9.3 Collection Management and Funding

The restructuring of the Library and establishment of faculty teams early in 1998 meant a refocus in some areas. The major urgent concern to be addressed by the faculty teams was the viability of the book and serial budget. Increases in the cost of serials together with the fall in value of the dollar meant that the teams had to organise a serials review with the objective of cutting serial subscriptions by 20% over a very short period of time. The seriousness of the situation was clear to all and with the cooperation of the academics the Education and Arts Faculties were able to meet their targets in the time set. A webpage was successfully used to keep academics and other Universities informed of progress. Serial cancellations were as follows:

Faculty/General Fund	No. of titles	Amount
Arts	363	$98,847
Education	127	$21,165
- transferred to SIMS	23	$2,063
H&SS Library	68	$25,439

TOTAL	581	$147,514

A welcome injection of funds to support the purchase of material came from a successful joint application from the Library, Arts and Business and Economics to the Strategic Innovations Fund. $144,000 was allocated to purchase material at Berwick and Gippsland in the areas of Tourism, Journalism, Electronic Commerce and Communications. Funds also went to extend the electronic reserve to Gippsland and the installation of AoD facilities on those campuses. Another large amount received was $20,000 from the Nippon Foundation to purchase material for the Melbourne Centre of Japanese Language Education. This was double the amount received in 1997 and was a result of positive reports from Victorian teachers of Japanese. Other funds resulted from a successful consortium bid with some other university libraries for an ARC grant to acquire or create catalogue records for microform material. Matheson Library has a large and rich microform collection and will benefit from any moves to catalogue the collection.

As the Book and Serial funds were now monitored on faculty lines the Deans of Arts and Education agreed to set up internal faculty library committees to discuss the budgets and decide on the overall percentage to be spent on serials within the new faculty budget and what funding categories should the Library use for monitoring and reporting purposes. The Arts committee met and agreed on:

- maintaining the serials expenditure within the range of 30-40%
- with the introduction of the new library system (Voyager) to reduce the number of funding codes to 13 (instead of 74) to cover the new schools that resulted from the restructure of Arts.

Funds will be allocated to schools only, not campuses or departments. Sub-codes will be used to monitor expenditure in these areas. All book purchases will be made on the basis of where courses are located and taught not campus or site driven. The Education committee is still to meet to make its decisions on the same matters.

The Library's Arts and Education faculty teams have been working through portfolio distribution to bring the Matheson Library into line with the new Arts schools structure. In December the two faculty teams attended a combined Arts and Education Information Literacy workshop with the objective of team building and sharing of ideas. The guest speaker was Kathy Lynch, from Education, who spoke on an academic's perspective of the library's role in flexible learning. Questions generated at the workshop resulted in Library Management recognising the need to develop an all sites, all faculties information literacy plan that incorporated the Virtual Librarian. Another topic was the development of drop-in sessions, an innovation that grew out of requests from postgraduates. Student evaluation of these sessions has been very positive and the arrangement makes better use of limited staff resources. Marie Pernat and Grace Giannini have submitted papers for publication on current trends in information services and user education.

9.4 Staffing

Staff have worked extremely hard in 1998 to overcome problems resulting from staff shortages within the Matheson Library. The Attendants in particular had insufficient staff and have struggled all year to manage the collections, photocopying service

and buildings to standards previously achieved. A positive factor has been the success of their multiskilling project and rostering on the Loans and Reserve desks. Subject librarians were also under pressure as three full time staff were moved to other sections and not replaced. Changes in the HECE award meant a welcome opportunity to offer permanent appointments to some contract staff, but overall staffing resources were under a great deal of stress. This revealed itself in Matheson staff responses to the staff perception survey.

9.5 Professional Development and Staff Training

Staff attended many training and staff development sessions during the year and were involved in a great many new developments in 1998. The most important was preparation for the introduction of Voyager. Many staff across the Library were involved in Voyager selection and preparation but Christine Cooze as Lending Services Librarian had a particularly significant and demanding role, while Marie Pernat also had substantial involvement. Staff involved in other staff development and training are too numerous to mention, but they include - the secondment of Marie Pernat part-time to Library Administration to act as minute secretary for CODIL and General Library Committee; the major role of Andrew Harrison and Georgina Binns in the AoD project and the co-written paper Georgina presented at VALA on the Video on Demand project

9.6 Asian Studies Research Library

The Asian Studies Research Library has had a long-standing cooperative arrangement with Melbourne University. The Melbourne Asian Research Libraries Consortium was formed in 1993 to enhance access to the Asian materials held in Monash University and Melbourne University. A publicity leaflet has been produced and the initiative will be officially launched in early 1999.

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10 Science, Technology, Engineering and Medical (STEM) Library

10.1 Challenges and Initiatives

The impact of the Asian currency crisis on the Australian Dollar combined with steep increases in journal prices by publishers foreshadowed a major deficit (up to 30%) on journal subscriptions expenditure in the STEM area. A combination of strategies was employed to deal with the crisis including the elimination of duplicate subscriptions across campuses except when an electronic alternative was unavailable or the local usage made the cost of intercampus loans prohibitive. Cooperation with University of Melbourne and SESTICON libraries was arranged to avoid in as far as possible cancellation of the same journals, and journal subscriptions were reviewed in the context of price, usage, availability and relevance to teaching and research.

A total of 395 titles have been cancelled in the STEM area, representing 20% savings in the Life Sciences/Medicine and 30% in the Physical Sciences/Engineering areas. The availability of RIBG funding for journal subscriptions was essential to avoid a much greater number of journal cancellations. The search for an IT based cost-effective alternative to provide effective access to the serials literature involved a number of cooperative projects:

READS (Regional Electronic Access and Delivery of Serials).

The pilot project covering Physical Sciences is planned to commence in 1999. READS will provide electronic access to content pages of journals and unmediated web access to document delivery. The project is a cooperative one between Melbourne, Monash and La Trobe universities with Monash University Library as lead institution. The system is based on the MEADS system, which it may eventually supersede.

AVEL (Australian Virtual Engineering Library) Project.

The DETYA funded project is led by the University of Queensland Library with seven partners including the Monash University STEM Library. The project will commence in 1999.

National Electronic Library for Chemistry. The Hargrave Library is a foundation partner in this project. In 1998 the conspectus evaluation of the Monash Chemistry collection was updated for the project.

10.2 STEM Merger Process

Work progressed throughout the year towards the merging of the Biomedical and Hargrave collections and services into the Hargrave-Andrew Library, with a current and a retrospective site. The "STEM Merger Working Party" consulted widely with staff, management and the union on the proposed redeployment of staff following the merger. University funding for refurbishment was withdrawn due to urgent needs in other areas. The Library will fund refurbishment on a modest scale. Indicative costs identified by the Project Architect were used to identify priorities for refurbishment. Consultation on refurbishment's included both user representatives and Library staff. Shelving and space requirement for services were reviewed and an agreement on stock move was finalised. The new STEM building is expected to be completed in March 1999. Merger and movement of stock are expected in the latter part of 1999 following the completion of extended office space and erection of additional shelving.

10.3 Services

Faculty-based Library Teams. In 1998 faculty based teams of subject and reference librarians were created to deliver tailored library services to faculties across the campuses. The restructuring of library services offered cost-effective access to the full range of specialist library services. Effective communication between faculty and team members was facilitated through formal meetings, email and visits to other Monash campuses.

Electronic Information Services.

The increased usage by patrons of the webpages, electronic information services and electronic information desk in 1998 was reflected in a reduction in the number of reference inquiries by 3% in the Biomedical Library and by 4% in the Hargrave Library. The Alfred Sub-branch of the Biomedical Library recorded a 2.7% inquiry

increase. The home pages of the Biomedical and Hargrave libraries were continuously updated, revised and enlarged.

Information Literacy.

The innovative use of Information Technology in the design and delivery of the STEM information literacy programs led to a significant increase in staff productivity. The Biomedical Library registered a 12% increase in the number of students reached and an 11% decrease in staff contact hours with a 10% increase in classes. In the Hargrave Library a spectacular 41% increase was recorded in the number of participants with a 16% decrease in contact hours and 6% decrease in formal sessions. In 1998 an important new Hargrave initiative was the design and delivery of an information literacy unit as a component of the new "Engineering Context" subject. The unit was presented by Library staff on Clayton and Caulfield campuses with tele-teaching to Gippsland campus. Evaluation by students indicated a general satisfaction with information literacy classes ranging from orientation to undergraduate and postgraduate levels.

Lending Services.

Lending Services statistics in 1998 remained the same in the Biomedical Library and declined by 12.54% in the Hargrave Library. The change is partly attributed to a more liberal loans policy and an increase in multiple copies of student reading titles. Door counts dropped by 1.0% in the Hargrave Library and 6% in the Biomedical Library.

10.4 Digital Resources

The growth in purchase of digital resources continued in 1998. Evidence Based Medicine Reviews and Biomedical Core Collections II à IV were added providing access to 62 full text journals with links to and from Medline. Auto SDI and Auto Alert services extended to all OVID databases offered a significant enhancement to users. In Physical Sciences and Engineering a number of core databases were moved to OVID to extend remote access in support of Flexible Learning and Teaching.

10.5 Quality and Continuous Improvement

A Client Satisfaction Survey of the Hargrave Map collection indicated that 57% of respondents rated the collection and services of the highest level, representing a 2% increase in maximum score over the previous year.

10.6 Staff Development and Professional Contributions

Courses and conferences attended by staff focussed on IT skills and flexible learning. Krystyna Thomas presented a paper to the Flexible Learning and Technology conference on "Information Literacy Workbook (ENG 1601) - mixed mode delivery and flexible learning". Vivienne Bernath continued to serve on the CAUL Database Review Committee, a national body. Marta Chiba continued as Convenor of the SESTICON Science and Technology Information Consortium, and represented the Monash Library on the Alfred Research Precinct negotiations on the merger of the libraries of four institutions. Marta Chiba facilitated the involvement of

the Vic. Health Strategic Planning Unit in funding the introduction of OVID Information Services in Victorian Hospital Libraries through a seminar and two formal meetings of Vic. Health, the Southern Healthcare and the Inner and Eastern Healthcare Networks.

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11 Law Library

- 11.1 Awards and Prizes
- 11.2 Library Refurbishment
- 11.3 Butterworths Online
- 11.4 Faculty of Information Technology Library Team

1998 has been a successful one for the Law Library, in part because of the awards that both the Law Library and members of its staff have won and in part because, despite the world currency crisis, the Library has largely managed to maintain subscriptions at 1997 levels and continued to purchase the highest quality literature for its collection. The `success' on the collection management front has been due to the hard decisions taken and major cancellations made over the previous three years, particularly of US and UK titles - material that is now readily available on the Internet. The decline of the Australian dollar against both US and UK currencies during 1998, however, meant that the Library might again be in difficulty in 1999, with a further review of serial subscriptions likely to be required.

11.1 Awards and Prizes

1998 was a particularly successful year on the awards front. Lisa Smith was awarded one of the Vice-Chancellor's Awards for Excellence and also one of the Australian Library and Information Association's Awards for Innovation in Victoria. This was awarded in recognition of Lisa's development of the Law Library's webpages, widely regarded as among the best in the country.

Nicholas Pengelley completed studies towards an LLM at Monash and was awarded the degree in October. The Law Librarian published a regular column in the *Law Librarian* (the journal of the British and Irish Association of Law Librarians) and two articles in refereed journals:

```
(1998) "The Hindmarsh Island Bridge Act. Must laws
based on the race power be for the `benefit' of
Aborigines and Torres Strait Islanders? And what has
bridge building got to do with the race power anyway?"
Sydney Law Review 20(1) 144-157.
```

```
(1998) "Female genital mutilation: grounds for grant of
an Australian protection visa? The ramifications of
Applicant A." Monash University Law Review 24(1) 94-
115.
```

11.2 Library Refurbishment

A great deal of further refurbishment was undertaken in the Law Library during the year. The first floor computer laboratory was completely rebuilt and the windows painted by Marina Baker. Further comfortable reading furniture was installed and a rare book display case was constructed in the Library. This has allowed the rare book collection (previously housed in the Law Librarian's office) to be placed on open display. `Resource' rooms were constructed on the third and fourth floors of the Library to facilitate access by faculty members and research staff to the Library and necessary equipment.

11.3 Butterworths Online

Law School staff and students had access to the Butterworths Online service for several months during 1998. That access, to the complete range of products, was on an interim or trial arrangement whilst Butterworths tested access and decided on their fee structure for educational institutions. When these fees were finally determined, it was discovered that the subscription to the entire range of products, with internal and remote access to Law School staff and students, would cost well in excess of $100,000 per annum. The Law Library Committee considered this to be an exorbitant fee and that to pay it, even if within the means of the Library, would be to send the wrong message to the publishers. Principally for that reason, but also in part because of the low usage of many of the individual products, the Law Library decided to subscribe only to a very limited range of products.

This decision was taken by the Law Librarian with the support of the acting Chair of the Law Library Committee and the coordinator of the Legal Research Methods course. Melbourne University's Law Library undertook similar action, as did other law schools. The Law Library will keep this situation under review during 1999 and will reconsider its options should the publisher formulate a more realistic charging policy.

11.4 Faculty of Information Technology Library Team

1998 saw the establishment of the Faculty of Information Technology (FIT) Library team, in response to the changes proposed by the Library faculty and discipline based (FADIB) model. The members of the team during 1998 were Nick Pengelley, Lisa Smith, Andrew Dixon, Sara Miranda and Myles Strous.

The FIT team held meetings at Clayton and at Gippsland where an evaluation of the collection was carried out. A communications strategy, based largely on email communication, was established and members of the team assumed responsibility for particular areas of collection development and budget monitoring. The FIT Library budget for 1998 was allocated by November.

The major task of the FIT team during its first year was the development of a list of serials to be cancelled in response to the reduction in buying power referred to

above. The list, comprising annual serial expenditure of approximately $50,000, was approved almost without dissent by Faculty members. The necessary cancellations have been made. A great deal of thanks is owed to the members of the team who carried through this difficult work in a highly competent and professional manner.

The major task for 1999, begun late in 1998, will involve the identification and transfer of journals and books to Caulfield in response to the move of the School of Information Management and Systems from Clayton to that Campus. Relevant serials and monographs have been identified by SIMS staff and the Collection Management Librarian. Robert Stafford is assisting with the plans for the move.

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