

[Skip to content](#) | [Change text size](#)



[Library home](#) | [Catalogue](#) | [Resources](#) | [Services](#) | [Help](#) | [Libraries](#) | [About us](#)

[Staff directory](#) | [A-Z index](#) | [Site map](#)

[Search](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > 1996

Annual report 1996

1 [Introduction](#)

- 1.1 [Achievements](#)
- 1.2 [Concerns](#)

2 [Quality Assurance Activities](#)

- 2.1 [Distance Education Survey](#)
- 2.2 [Document Delivery Survey](#)

3 [Library Buildings](#)

- 3.1 [Humanities and Social Sciences Library](#)
- 3.2 [Peninsula Campus Library](#)
- 3.3 [Gippsland Campus Library](#)

4 [Virtual Library Service Developments](#)

- 4.1 [Electronic Reserve](#)
- 4.2 [Audio on Demand and Video on Demand](#)
- 4.3 [OVID Expansion](#)
- 4.4 [Public Access Workstations](#)
- 4.5 [PALS](#)
- 4.6 [Network Database Access](#)

5 [Collection Development and Management](#)

- 5.1 [Exhibitions](#)

6 [Information Services](#)

- 6.1 [Lending and Reference Services](#)
- 6.2 [MONINFO](#)
- 6.3 [Document Delivery Services](#)

7 [Publications and Publicity Unit](#)

8 Rare Books

- 8.1 [Cataloguing](#)
- 8.2 [Significant Users](#)

9 Technical Services

- 9.1 [Reduced Costs](#)
- 9.2 [Improvements to Library Catalogue](#)
- 9.3 [Virtual Library Directions](#)
- 9.4 [ABN \(Australian Bibliographic Network\) Response Times](#)
- 9.5 [PALS Library System](#)
- 9.6 [Serials Reorganisation](#)

10 Systems Developments

11 Human Resources and Management

- 11.1 [Staff Development](#)
- 11.2 [Management Training Program](#)
- 11.3 [Affirmative Action](#)
- 11.4 [Lunchtime Activities](#)
- 11.5 [Recruitment and Staffing](#)
- 11.6 [Salaries Budget](#)
- 11.7 [Position Descriptions](#)
- 11.8 [Occupational Health and Safety](#)
- 11.9 [Facilities and Buildings](#)
- 11.10 [Other Activities](#)

Highlights from the Branch Libraries

12 Humanities and Social Sciences Branch Library

- 12.1 [Major Initiatives](#)
- 12.2 [User Education](#)
- 12.3 [Accommodation and Refurbishment](#)
- 12.4 [Acquisitions](#)
- 12.5 [Other Activities](#)

13 Biomedical Library

- 13.1 [Major Initiatives](#)
- 13.2 [User Education](#)
- 13.3 [Accommodation and Refurbishment](#)

14 Hargrave Library

- 14.1 [Major Initiatives](#)
- 14.2 [User Education](#)
- 14.3 [Accommodation and Refurbishment](#)
- 14.4 [Acquisitions](#)

15 [Law Library](#)

- 15.1 [Major Initiatives](#)
- 15.2 [User Education](#)
- 15.3 [Accommodation and Refurbishment](#)

16 [Caulfield/Peninsula Branch Library](#)

- 16.1 [Major Initiatives](#)
- 16.2 [User Education](#)
- 16.3 [Accommodation and Refurbishment](#)
- 16.4 [Acquisitions](#)

17 [Gippsland Campus Library](#)

- 17.1 [Major Initiatives](#)
- 17.2 [User Education](#)
- 17.3 [Accommodation](#)
- 17.4 [Acquisitions](#)

18 [Berwick Campus Library](#)

Ask a question Phone +61 3 9905 5054 or use our enquiry services

[ask.monash](#) for Monash students and staff | [ask.monash](#) for visitors and alumni.

Your opinion [Feedback form for Monash staff and students](#) | [Feedback form for visitors and alumni](#)

Copyright © 2011 Monash University ABN 12 377 614 012 - [Caution](#) - [Privacy](#) - [CRICOS Provider Number: 00008C](#)

Last updated: 31 March 2008 - Maintained by libweb@monash.edu - [Accessibility information](#)



Annual Report 1996

- ✦ [Introduction](#)
- ✦ [Quality Assurance Activities](#)
- ✦ [Library Buildings](#)
- ✦ [Virtual Library Service Development](#)
- ✦ [Collection development and Management](#)
- ✦ [Information Services](#)
- ✦ [Publications and Publicity Unit](#)
- ✦ [Rare Books](#)
- ✦ [Technical Services](#)
- ✦ [Systems Developments](#)
- ✦ [Human Resources Management](#)
- ✦ [Humanities and Social Sciences Branch Library](#)
- ✦ [Biomedical Library](#)
- ✦ [Hargrave Library](#)
- ✦ [Law Library](#)
- ✦ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

1 Introduction

- 1.1 [Achievements](#)
- 1.2 [Concerns](#)

In 1996, there were many developments which are a source of pride. But there were also developments which are a source for concern.

1.1 Achievements

The Library's most notable achievements were related to its strategy to develop virtual library services. Over the last few years, the Library has endeavoured to construct a model of the virtual library which will allow users to access both analogue and digital materials wherever they are located. The terms 'electronic', 'digital' and 'virtual' are frequently used synonymously, but the Monash model of the virtual library service is not merely electronic or digital. It is used to describe a system that provides to users transparent access to a range of services and information resources wherever these are located. In that sense the service is 'virtual' to the user, because both the analogue and digital resources need not be held locally.

In 1996, the Library continued to add to the range of virtual library services, including:

- the provision of access to additional electronic bibliographic and full text databases, specifically in the areas of psychology, engineering, medicine and business
- the live implementation of the electronic reserve system at Berwick
- the Legal Information Online project
- pilot experimental projects in Audio on Demand and Video on Demand
- active involvement in Web developments and the creation of subject gateways via the web pages of the various branch libraries
- success in developing the 'launcher' software which will permit Web access to the CD-ROM network
- the development of the electronic document delivery system
- the MEADS (Monash Electronic Access and Delivery of Serials) trial to facilitate unmediated electronic ordering and journal article delivery from those

[Caulfield,
Peninsula
Library](#)

W [Gippsland
Campus
Library](#)

W [Berwick
Campus
Library](#)

- specialised journals that have been cancelled
- the student docking station project involving the Law Library and the Computer Centre to allow direct student access to the campus network from their laptop computers
- the provision of multimedia workstations for Internet access.

In many ways the Library's virtual library service developments will provide the teaching and research infrastructure to support the University's plans for more flexible delivery of educational programs in the 'new learning environment'. But there are large costs involved, and with the continual decline in the Library's operating budget, it will become more and more difficult for the Library to continue to pioneer many of these developments.

Although the Library is committed to the concept of a virtual library service which includes traditional as well as new media, and the strategy is to combine the two as best befits the variant needs and wishes of academic staff and students, it continued to buy and process 45,000 printed items in 1996, thus belying fears that it is abandoning traditional scholarship. Other highlights in 1996 were related to the Library's quality assurance activities, its success in ensuring that its architectural briefs were successfully translated into functional building plans for the Gippsland and Peninsula campus libraries and its successful staff training programs.

1.2 Concerns

The developments which continued to be a source of concern related to the unrelenting rise in the cost of books and periodicals, which, coupled with a shrinking budget in real terms have made it increasingly difficult for the Library to meet the demands of the students, teachers and researchers. The demand for library services continued to grow unabated - a consequence of the expansion in teaching and research programs and a substantial growth in student numbers. The most striking growth in demand, which had a critical impact on the Library budget because of its high labour and other costs, was in document delivery. The improved electronic document delivery system which reduced turnaround time of normal transactions from up to two months to less than ten days led to an explosive growth in demand - more than 60% for interlibrary loans and 45% for intercampus loans. This unprecedented growth has forced the Library to consider imposing a quota in 1997 to cap demand, and this step will undoubtedly be an unpopular move.

Realising trends predicted earlier, 1996 also saw a remarkable growth in electronic publishing. There was considerable activity among commercial publishers, universities, scholarly societies, software companies and individuals to create electronic publications - mostly for distribution either using the Internet and other proprietary networks or CD-ROMs. In the scholarly (and especially the scholarly journal) arena, much of the scholarly information continued to be digitised forms of print publications. The number of purely electronic journals which are peer reviewed increased considerably. For example, of the 1695 electronic journals listed in the *ARL Directory of electronic journals and newsletters, 1996*, 517 were said to be peer reviewed. This contrasts with the situation in 1991 when only 110 electronic journals

were peer reviewed. Indeed, it has been predicted that by the year 2000, almost all science, technology and medical journals will be available online.

Of course, while much information remains available solely in analogue form, moving analogue information like printed books and journals will not be easy or cheap since it is labour intensive. The ideal situation would be one where all materials were available in electronic form, but this is unlikely to happen. Print will not be completely replaced by electronic formats, and the fact that more than one million print titles continue to be published every year means that print, and especially the monographs and other materials required to support undergraduate teaching, will continue to co-exist with electronic publications in the foreseeable future.

The fact that the Library will have to continue to handle both print and electronic formats creates its own set of problems. A few of these are:

- Firstly, the Library will have to continue to maintain at great cost and expense what are essentially parallel libraries - one based on print and one on electronic formats. The costs are not only in the area of staffing required for project management and to serve and train end users, but also in the continuing spiralling costs of monographs and periodicals, in the need to pay expensive licence fees for usage, in setting up and installing new systems, in acquiring the appropriate hardware, and so on. In the past few years, the Library has been fortunate in that it has been able to gain access to other sources of funding such as Quality funds, Open Learning funds, and Research Infrastructure funds. Many of these sources are likely to be diminished or disappear in the next few years.
- Secondly, the Library's current experience seems to indicate that electronic access will add a new layer of costs rather than save money. This is because the traditional scholarly publishers like Elsevier, Springer and Academic Press have been quick to protect their markets by also moving into electronic publishing. But many of their publications continue to be merely electronic versions of scholarly print journals. Such publishers, not surprisingly, do not see electronic publications so much as a replacement of print, but as an additional source of revenue; and they have priced their publications accordingly. Many publishers of key scholarly journals will only allow access to their electronic editions if the print subscription is continued. While some provide free access if the print subscription is maintained, many usually charge a premium of up to 30% of the cost of the print subscription, as well as imposing all kinds of restrictions on access, eg from a single IP address, a single building, a single campus, or a limited number of simultaneous users. Not all publishers are so predatory in their pricing behaviour, but most are. The one saving grace is that the World Wide Web provides an easy means of publishing electronically with minimal capital investment, and may eventually provide traditional scholarly publishers with new competition - which might in turn lead to a reduction in the cost of access.
- Thirdly, one of the consequences of the move to electronic access is that we no longer have control or ownership of the materials for which we pay large sums of money. Most of the electronic products that we acquire are actually leased or licensed for use. This means that when we cease to pay the licensing or leasing fees, we also cease to have access. Thus, in contrast with

the past, we can no longer guarantee permanent access to scholarly information in the future.

- Finally, even though digital information resources will extend the reach of the University in a number of areas, print will continue to be a major information resource in several disciplines, at least in the foreseeable future. One should not underestimate the cost of providing access to analogue materials to remote staff and students. In the flexible learning environment envisaged, staff and students may be located anywhere, and it is likely that the specific print resources that they want will be located somewhere else. The costs of delivering these analogue materials can be prohibitive.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)



Annual Report 1996

- [Introduction](#)
- [Quality Assurance Activities](#)
- [Library Buildings](#)
- [Virtual Library Service Development](#)
- [Collection development and Management](#)
- [Information Services](#)
- [Publications and Publicity Unit](#)
- [Rare Books](#)
- [Technical Services](#)
- [Systems Developments](#)
- [Human Resources Management](#)
- [Humanities and Social Sciences Branch Library](#)
- [Biomedical Library](#)
- [Hargrave Library](#)
- [Law Library](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

2 Quality Assurance Activities

- 2.1 [Distance Education Survey](#)
- 2.2 [Document Delivery Survey](#)

As part of the ongoing quality assurance management plan, two surveys were conducted in the areas of distance education and document delivery. Below is a summary of the results for the Distance Education Survey and preliminary results of the Document Delivery Survey.

2.1 Distance Education Survey

This survey of Library services offered to Monash University's distance education students is one of several initiatives undertaken as part of Monash University Library's Quality Assurance Program. The survey was designed to provide an in depth view of how this group of users perceived a spectrum of Monash Library services so that appropriate improvements could be made where necessary.

1336 or 22.3% of the 6000 distance education students returned the questionnaire mailed to them in July, 1996. The respondents covered the range of disciplines taught, with 423 students from interstate, 881 from Victoria (over half from Melbourne), and 17 from overseas.

Some of the key findings include:

- 73.1% of the respondents regularly made use of Gippsland Campus Library services. A small proportion (26.4%) did not do so for a variety of reasons. For example, 24.3% used their local library or another Monash Branch Library instead. Two groups of non users were a cause for concern: one group who said they did not use the Gippsland Campus Library service because they were ignorant of its existence, and a second group who indicated that they did not need library support to complete their course of study, perhaps reflecting the way in which the program was structured and taught.

[Caulfield, Peninsula Library](#)
 * [Gippsland Campus Library](#)
 * [Berwick Campus Library](#)

- Users were generally satisfied with the Library services provided, although the level of satisfaction varied with the type of service. Measured on a scale from 1 to 5 (1 least satisfied, 5 most satisfied) the average satisfaction rates for students who used the services were:
 - 3.7 for off campus response/delivery time
 - 3.6 for ease of use
 - 3.1 for meeting their assignment or research needs
 - 3 for the off campus voluntary library levy.
- Distance education students could either communicate with Library staff by telephone, fax, mail or dial up modem, or by visiting the Library in person. Students were generally very satisfied with these various modes of communication, with the telephone and fax services having ratings in excess of 3.9. Over 64.1% of the respondents did not have networked access. Those who did mainly used facilities from home or the office. A small proportion made use of the facilities of public libraries (0.7%), other universities (1.9%) or the University Telecentres (1.6%). Those who were remote users of the Gippsland Campus Library expressed varying levels of satisfaction with the range of services provided, as displayed in Table 1.

Table 1 Average levels of satisfaction with services

Service	Av. Satisfaction Rate
Requested books	3.65
Requested photocopies	3.92
Requested literature searches	3.8
Dialled into the Library catalogue	3.62
Used the Library's CD-ROM network	3.44
Emailed off campus staff	3.85
Electronically requested material from another Monash Library	2.94
Electronically renewed books/placed a hold	3.52
Accessed the Library Home Page	3.59
Other	3.69

- Many distance education students also visited the Gippsland Campus Library in person for a variety of purposes. Table 2 provides a list of the most common activities and the average satisfaction rate for each activity.

Table 2 Average satisfaction with services when attending in person

	Av. Satisfaction
--	------------------

Activity	Rate
Used the Library catalogue	3.5
Used the reserve collection	3.54
Browsing	3.51
Borrowing material	3.9
Consulted reference sources	3.55
Consulted the reference/loans staff	3.79
Used the periodicals collection	3.54
Requested material from another Monash branch Library	3.15
Attended a Library tutorial	3.61

- Although distance education students were on the whole very satisfied with the services provided by the Library, they were less satisfied with some of the facilities provided, eg photocopiers, audiovisual equipment and study facilities. These facilities had average satisfaction rates of less than 3.5, as shown in Table 3.

Table 3 Average levels of satisfaction with facilities.

Facilities	Av. Satisfaction Rate
Photocopiers	3.13
Audiovisual equipment	3.34
Study facilities	3.31
Library hours	3.74
Telephone service	3.90

- The qualitative section of the survey elicited additional insights. Suggestions for other services included STD dial-in to the electronic Library, more information on electronic Library services, an answering machine, longer opening hours during weekend schools, and Monash-wide rechargeable copy cards. Issues evoking both positive and negative comments included the Enhanced Off Campus Library Service which was introduced in 1996, electronic services, the telephone service, delivery of Library materials, and access to other libraries.

On the whole, distance education students were satisfied with the services provided by the Library. Nevertheless, there are some areas which can be improved, for example, the intercampus loan service, the photocopying service (which in Gippsland is not managed by the Library). It is not surprising that the Enhanced Off Campus Library service had a lower average satisfaction rate than most of the other services because it involves payment of a service fee. The Library probably needs to sell this concept more vigorously to persuade students

of the value of the heavily subsidised service. While there was a low level of satisfaction with the physical facilities, these will be improved when the new Gippsland Campus Library building is completed.

2.2 Document Delivery Survey

A survey of all academic and postgraduate students was conducted in November 1996 to determine who used document delivery services and how satisfied they were with these services. The results of the survey will be available in 1997 and will provide the Library with information to further refine document delivery services.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ **Library Buildings**
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)
- ↳ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

3 Library Buildings

- 3.1 [Humanities and Social Sciences Library](#)
- 3.2 [Peninsula Campus Library](#)
- 3.3 [Gippsland Campus Library](#)

3.1 Humanities and Social Sciences Library

Plans for the construction of the new front entrance of the Library were widely discussed and staff appreciated the opportunity to offer suggestions. Construction began in late 1996 and is expected to be completed mid-1997.

3.2 Peninsula Campus Library

The plans for the new building were finalised towards the end of the year. The contract has been awarded, and building should commence in January 1997 and be completed by the end of the year.

3.3 Gippsland Campus Library

Most of the planning for the new Gippsland Library had been completed by the beginning of 1996. In March, a decision was made by the University to construct the building in two stages, with stage 1, to cost approximately \$4.25 million, going to tender in 1996. The tender for the project (a new two-level wing, refurbishing of ground floor of the present library and construction of a glazed link between the 'Knuckle' and the student union) was awarded to a local building firm in December. Construction will begin in January 1997.

Ask a question Phone +61 3 9905 5054 or use our enquiry services [ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) | [Feedback form for visitors and alumni](#)

[Caulfield,
Peninsula
Library](#)

✦ [Gippsland
Campus
Library](#)

✦ [Berwick
Campus
Library](#)

Copyright © 2011 [Monash University](#) ABN 12 377 614 012 - [Caution](#) - [Privacy](#) - [CRICOS Provider Number: 00008C](#)

Last updated: 25 October 2005 - Maintained by libweb@monash.edu - [Accessibility information](#)

Annual Report
1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ **Virtual Library Service Development**
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences](#)
- ↳ [Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

4 Virtual Library Service Developments

- 4.1 [Electronic Reserve](#)
- 4.2 [Audio on Demand and Video on Demand](#)
- 4.3 [OVID Expansion](#)
- 4.4 [Public Access Workstations](#)
- 4.5 [PALS](#)
- 4.6 [Network Database Access](#)

4.1 Electronic Reserve

The electronic reserve collection is at the core of the 'electronic library' under development at the Berwick Campus, which opened in March 1996. A significant part of the software for this system was developed within the Library. Students may retrieve, view and print bit-mapped images of journal articles, book chapters and recommended course readings from the bank of computers in the Library. By the end of November, well over 2,000 accesses had been recorded to the collection, which had grown to 500 items, mainly on tourism and Australian studies. During 1996 the Library was required to approach publishers individually for permission to scan the items and store them in digital format. In the majority of cases publishers gave this approval without charging a royalty fee. In August, the AVCC made application to the Copyright Tribunal for a determination concerning the rate of equitable remuneration payable under the Copyright Act by tertiary institutions making electronic copies of literary works for storage in a database for electronic reserve. When this determination is made, the labour-intensive bilateral negotiations with publishers can be discontinued and the system will be able to grow more quickly.

4.2. Audio on Demand and Video on Demand

The Library has been working in partnership with ANSPAG (Advanced Network Systems Performance and Applications Group) from the Faculty of Engineering on two experimental projects. The Video on Demand project, McIVER (Multi-campus

[Caulfield, Peninsula Library](#)
* [Gippsland Campus Library](#)
* [Berwick Campus Library](#)

Interactive Video Education Resource), operating on three campuses, uses ATM technology to allow students to use PCs to call up video that has been stored on a remote server and then to operate it like a videotape, playing, fast-forwarding, freezing the images, etc. One video can be viewed simultaneously by several students at different terminals, each of whom can control the playback individually. This project was supported by a grant of \$40,000 from the Vice-Chancellor's Multimedia Small Grants Scheme. The Audio on Demand project is an improved version of the popular, but currently very labour-intensive, 'taped lecture service'. Tests to identify appropriate software were carried out in 1996 and a pilot project is planned for the first half of 1997.

4.3. OVID Expansion

In 1995 the Library purchased a major database system (software and database licences) from OVID Technologies, primarily to support information access for both internal and external (distance education) students at the Gippsland campus. The Library used 1996 Quality Funds as well as funds from its recurrent budget to further expand the system by increasing the number of licensed concurrent users, upgrading the software to include World Wide Web and Windows interfaces, and adding several additional databases in psychology, medicine and business. With these enhancements the facility has been made accessible from all Monash campuses, including the four teaching hospitals.

4.4 Public Access Workstations

Multimedia workstations were installed in the Music Library and Multimedia Services and in other library branches. These are equipped with Internet access, CD-ROM drives, sound cards, and headphones. There are now twenty workstations in the Postgraduate studies area, eleven provided by the Computer Centre. They are available for the search and retrieval of information and for word processing. The Department of Politics funded two PCs for student use in the H&SS Library for access to the Internet and other information resources. This grant was matched by the Library, enabling purchase of a third PC. The old catalogue terminals are gradually being replaced by PCs running Netscape, allowing access to the more user friendly World Wide Web interface to the Library catalogue. Eventually the World Wide Web interface will provide access to all electronic resources.

4.5 PALS

A new release of the PALS software was installed in mid-1996. This included a new version of the client software (PC-PALS) which requires more computer resources than previous versions. Some of the Library's 1996 Research Infrastructure Funds were used to replace the PC-PALS workstations unable to run the software. Activity on the PALS system continues to grow and a transaction rate of 25,000 per hour is reached almost daily during semesters. As this was close to the rated maximum

performance of the processor configuration, an additional processor (second hand) was purchased with Research Infrastructure Funds and was installed in late November. This should provide sufficient processing capacity for another year or two. However, the current hardware is now obsolescent and there are known deficiencies in some of the PALS software modules. In 1997, a business case will be prepared for the University's administration to justify replacement of the hardware and possibly the software. A second PALS release for the year, which enhances PALS interaction with the World Wide Web, will be installed during the 1996/97 long vacation. PALS will then be more compatible with other networks and users can email search results to themselves.

4.6 Network Database Access

Until recently, a DOS-based menu provided access to the CD-ROM network, but with the introduction of several Windows-based products and the expansion of OVID it was necessary to develop a new means of accessing network databases. A Windows application launcher was developed to provide access to all existing CD-ROM products as well as the newer Windows and web-based ones. At the same time, it was necessary to upgrade some of the CD-ROM terminals.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ **Collection development and Management**
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences](#)
- ↳ [Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

5 Collection Development and Management

- 5.1 [Exhibitions](#)

As shown in Table 4, the Library's collections grew to 2,364,919, a small increase of 2% over 1995.

Table 4 Library Collections 1996

Branch Library	Monographs (Vols)	Periodicals (Vols)	Microforms (Vols)	Other Items	Total
H&SS	858 065	148 658	194 362	4 290	1 205 375
Biomedical	66 967	87 959	1 624	1 377	157 927
- Alfred	9 060	10 473	77	678	20 288
- MMC	4 949	4 286	0	139	9 374
Hargrave	108 056	100 515	4 397	874	213 842
Law	49 263	78 307	2 268	62	129 900
Caul/Penin	342 318	73 092	2 356	23 437	441 203
Gippsland	107 286	28 518	3 936	47 270	187 010
TOTAL	1 545 964	531 808	209 020	78 127	2 364 919

These figures do not include electronic media purchased, for which there has been significant growth including access to full text material in various forms, particularly electronic journals. In some cases electronic access is now available at no extra charge with existing print journal subscriptions. Some of these electronic publications make extensive use of hypertext and other forms of interactivity and are indisputably better than their print equivalents. Many new free journals have also been listed and catalogued. Increasing numbers of electronic monographs are also

[Caulfield, Peninsula Library](#)
 W [Gippsland Campus Library](#)
 W [Berwick Campus Library](#)

becoming available, particularly government and other not-for-profit publications. Generally electronic versions of government publications are free, although the Library buys paper copies as well. These are catalogued with Internet links so that clients can directly access the full text via the catalogue.

The Library now subscribes to an ever-increasing number of electronic databases including CD-ROMs. There is considerable overlap in the content of what the Library acquires electronically and as a result it must constantly choose between a range of different electronic formats as well as print. Furthermore, there are few standard practices on the frontier of electronic publishing and there is a tendency for publishers to devise their own unique set of access conditions and charging policies, often changing with great frequency.

The number of current serials titles in 1996 totalled 17,831, about the same number as in 1995 (see Table 5).

Table 5 Number of Current Serial Titles 1996

Branch Library	Purchase	Donation	Exchange	Total
H&SS	3 554	3 636	376	7 566
Biomedical	905	277	49	1231
- Alfred	289	30	0	319
- MMC	76	28	0	104
Hargrave	1 508	366	88	1 962
Law	1 728	418	26	2 172
Caul/Penin	1 974	1 083	0	3 057
Gippsland	1 126	294	0	1 420
TOTAL	11 160	6 132	539	17 831

The Library acquired a number of rare items and collections, including:

- a collection of 314 eighteenth-century English plays
- a large collection of Australian comics. This will support the growing interest in popular culture in the History and English Departments and is a flow-on from the successful exhibition organised by the National Centre for Australian Studies at Monash
- almost a complete set of the Melbourne periodical *Table Talk* (1885-1939), and a collection of press-cutting books from the Herald Library, on Communism in Australia in the 1950s
- Lindsay Shaw has continued to add material to our collection of Australian children's literature
- Clay and porcelain: a drama of the present day in three acts, by Francis R.C. Hopkins. Rev. acting ed. (Melbourne, 1875.) This is significant as it has been heavily annotated, presumably by the author, for a performance

Images secretes de Paris, by Pierre MacOrlan (Paris, 1928). This is a limited edition book which describes the popular night spots in Paris at the time; each description being accompanied by an engraving in the style of George Grosz, and Otto Dix

- a large collection of medical books from Dr Richard Travers, which includes material on the history of the neurosciences and the papers of the late Dr Michael Kelly, a prominent Melbourne rheumatologist
- a collection on railways put together by Brian Southwell, the former University Librarian
- the Ian Gollar Collection of AIDS material from Fairfield Hospital.

5.1 Exhibitions

The new exhibition area was well-used throughout 1996, especially for the display of the Library's Rare Book collection. The area was also used for the official opening of the Information Services Building with a special exhibit to coincide with Performing Arts Week. Other exhibitions held throughout the year were:

- French Fiction
- Music to Delight the Eye (curator Georgina Binns). This exhibition highlighted the Library's collection of music material and was mounted to celebrate the 30th anniversary of the Music Library and coincided with the Information Services Building's opening. In conjunction with the opening a comprehensive description of the Rare Book Collection, featuring text and illustrations was mounted on the Monash web-site
- Translations of the Greek and Latin Classics. Professor Gavin Betts of the Classics Department performed the opening. Philip Ayres and Harold Love, both of the English Department, also spoke
- Censorship in France in the Age of Enlightenment. Ian Willison, the former Curator of Rare Books at the British Library, opened this exhibition. Mr Willison is now in charge of the History of the Book in Britain Project. Assistance for this Exhibition came from Professor Wallace Kirsop
- Elton Fox, School of Art and Design, Melbourne 1935-1940. Professor Jenny Zimmer of the School of Art and Design at Monash, Caulfield organised the exhibition.

Each exhibition was accompanied by a detailed catalogue available at no cost. These were advertised on Ex-Libris, an email group for Rare Books Librarians and all who have an interest in rare books. This led to a very positive response and a much wider dissemination of our catalogues.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)



Annual Report 1996

- ✦ [Introduction](#)
- ✦ [Quality Assurance Activities](#)
- ✦ [Library Buildings](#)
- ✦ [Virtual Library Service Development](#)
- ✦ [Collection development and Management](#)
- ✦ [Information Services](#)
- ✦ [Publications and Publicity Unit](#)
- ✦ [Rare Books](#)
- ✦ [Technical Services](#)
- ✦ [Systems Developments](#)
- ✦ [Human Resources Management](#)
- ✦ [Humanities and Social Sciences](#)
- ✦ [Branch Library](#)
- ✦ [Biomedical Library](#)
- ✦ [Hargrave Library](#)
- ✦ [Law Library](#)
- ✦ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

6 Information Services

- 6.1 [Lending and Reference Services](#)
- 6.2 [MONINFO](#)
- 6.3 [Document Delivery Services](#)

The major challenge in 1996 has been the delivery of a cost-effective information service in the face of rapid developments in information technology on the one hand and limited financial resources on the other.

The Information Resources and Services Committee (IRSC) held eleven meetings during the year to deliberate on information services issues. Management of the explosion in electronic information sources proved to be the biggest challenge, in particular access to information sources through the Library's CD-ROM network, the OVID database system, and access to NEXIS and Reuters full-text databases. Delivery of information service was made more complex by the requirement to provide access for a diverse range of clients located across campuses and remote sites.

To the IRSC subcommittee structure of Lending Services, User Education/Reference, Online/ondisc, and Document Delivery was added the Multimedia Advisory Subcommittee in October. IRSC has proven to be an extremely busy committee since its establishment in February 1989 and credit should be given to the convenors of the subcommittees and all the IRSC committee members for their invaluable contributions over the past eight years. From 1997, with the proposed streamlined committee structure, IRSC functions will be incorporated into the new Committee of Divisional Librarians (CODIL).

6.1 Lending and Reference Services

Overall, loans increased by 4.27%, from 1,589,515 in 1995 to 1,659,433 in 1996, particularly at the Alfred Hospital, and Caulfield/Peninsula. One reason for the increase in loans has been the decision by branches such as Caulfield/Peninsula to reduce the loan period for high demand books, resulting in a greater turnover of these materials. Teaching across all campuses is becoming more prevalent and

hence students are moving across campuses and using the services of more than one branch.

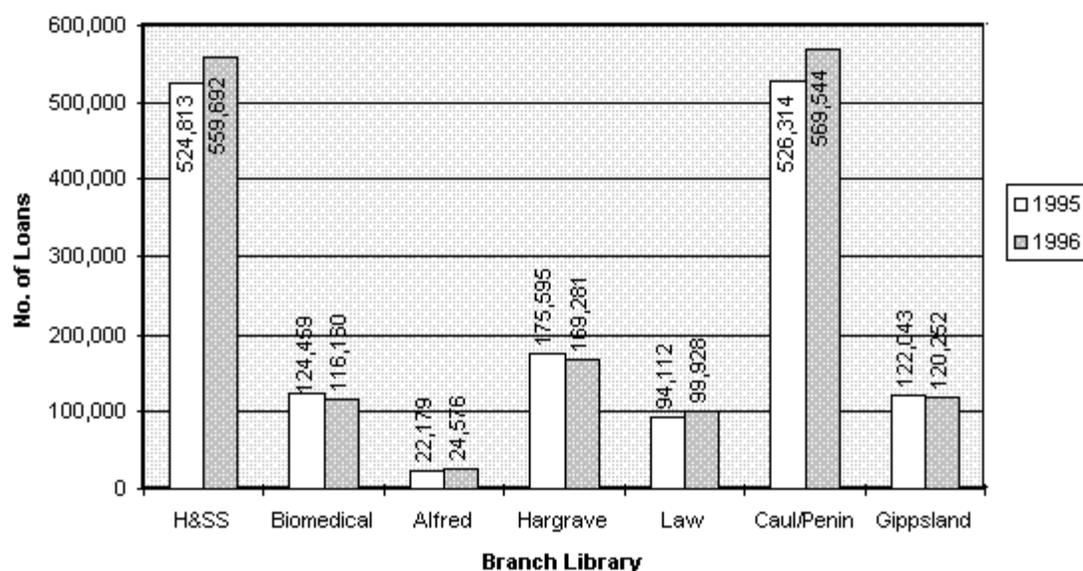


Figure 1 1995/1996 Loans, including renewals, 1995-1996

There has been an increase in reference enquiries in 1996 of 3.9%. The number of directional enquiries decreased by 12%. The use of touch screen guidance systems and the development of Branch homepages on the Internet appears to have reduced the number of users requiring basic assistance.

MULTELS has proven to be a cost-effective way to handle general reference telephone enquiries across Branches, especially now that it services all campuses. The Library is planning to incorporate the University's Interactive Voice Response (IVR) facility into MULTELS in 1997.

Table 6 Statistics of Reference Queries 1996

Branch Library	Reference	Directional	MULTELS	Total
H&SS	57 249	22 343	12 343	91 935
Biomedical	13 536	8 755	644	22 935
Hargrave	14 819	10 338	506	25 663
Law	11 379	6 885	581	18 845
Caulfield	31 698	12 593	1 949	46 240
Peninsula	18 790	5 701	132	24 623
Gippsland	14 152	1 191	N/A	15 343
TOTAL	161 623	67 806	16 155	245 584

The various Branch Libraries ran an extensive user education program, including training in using the library system and various online databases more effectively. User education programs now refer to and use Branch Library Homepages as part of their programs.

Table 7 User Education Statistics 1996

Branch	Sessions	Participants	Contact Hours
H&SS	277	3813	317.9
Biomedical	179	3017	294.9
- Alfred	36	311	18.5
Hargrave	240	3304	188.1
Law	303	1569	353.6
Caulfield	214	3116	227
- Peninsula	96	1502	8.7
Gippsland	131	2260	83
TOTAL	1476	18892	1491.7

6.2 MONINFO

MONINFO continued to maintain a healthy level of operations in 1996 with a 5% increase over the previous year's volume of work. Although there has been a substantial drop in fee-paying borrowers and courses, this was compensated for by increased income from consultancy and document delivery services. A new price structure was implemented from 1 June 1996, the first price increase since the establishment of MONINFO in 1990.

6.3 Document Delivery Services

Electronic document delivery system.

The new streamlined service has been able to reduce turnaround time of normal transactions from up to two months to less than ten days for interlibrary loans requests, and less than three days for intercampus loans for at least 90% of transactions. This has resulted in a dramatic increase since 1995 in the number of interlibrary loan transactions. The number of interlibrary loans supplied to Monash University clients increased by 62% and intercampus loans by 45%.

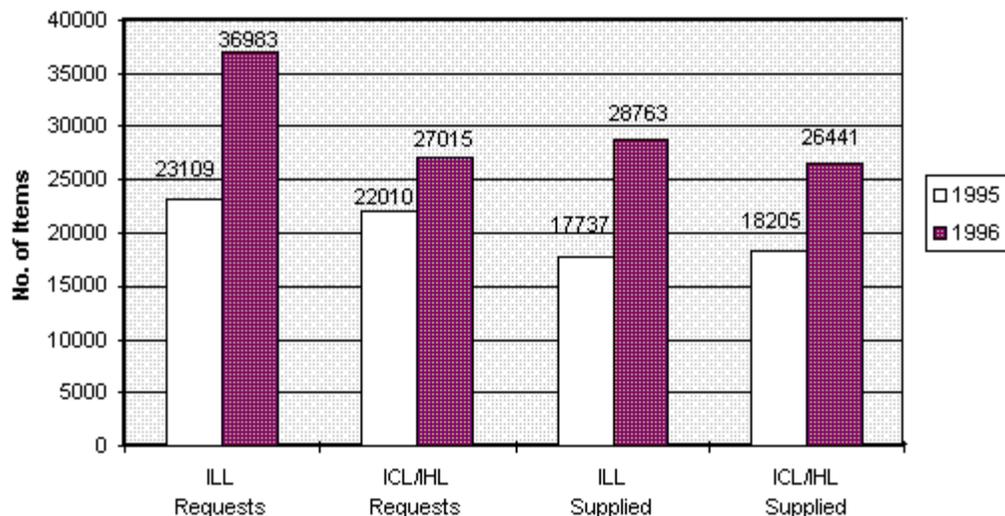


Fig. 2 Document Delivery Statistics 1995-1996

There was, however, only a slight increase in the number of items supplied to other libraries (see Figure 3).

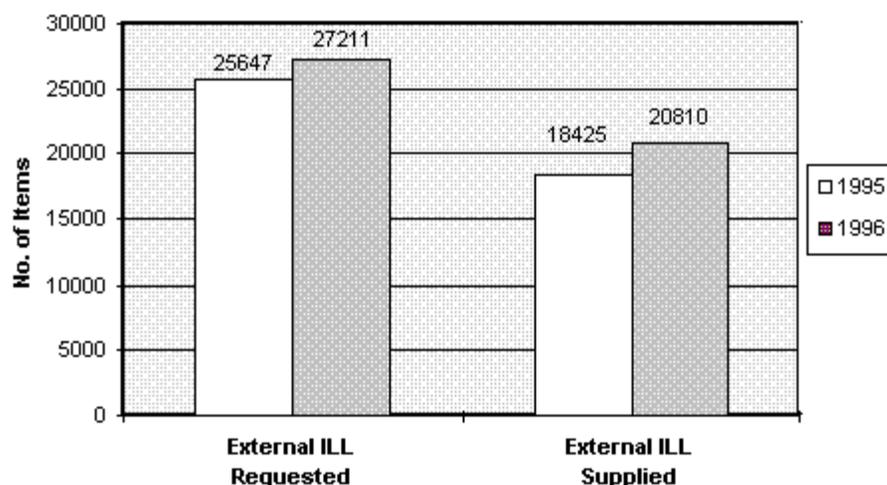


Figure 3 External Interlibrary Loans Requests

Task Force.

A working group was set up to develop a cost recovery model for 1997. The major challenge in implementing the electronic document delivery system within the context of the complex Monash environment had been the lack of adequate financial information.

MEADS (Monash Electronic Access and Delivery for Serials).

The Hargrave Library, in collaboration with the Document Delivery Service, embarked on a six month trial of direct client access to electronic ordering and journal article delivery for eligible primary clientele. Over the trial period, the MEADS model will be evaluated in terms of its efficiency, cost-effectiveness and user satisfaction. The trial is designed to assist with developing policy and procedures for an extended MEADS service, as part of the Monash Virtual Library Service.



Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)

Copyright © 2011 Monash University ABN 12 377 614 012 - Caution - Privacy - CRICOS Provider Number: 00008C
Last updated: 25 October 2005 - Maintained by libweb@monash.edu - Accessibility information



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ **Publications and Publicity Unit**
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences](#)
- ↳ [Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)
- ↳ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

7 Publications and Publicity Unit

During the year, the Unit provided information and editorial assistance for the University's publications, produced the Library's Annual Report, and assisted with the production of the new edition of *Serials Currently Received in Monash University Libraries*, the Library Staff Manual, the design of the two *Asia Access* covers, and other brochures. The rapid increase in dissemination of information electronically has added a new dimension to the Unit's responsibilities. In May, a Web Developers Group was established as a subcommittee of the Library Publications Committee.

In July, the former library newsletter to academic staff, *Library News*, was replaced by a more upmarket newsletter entitled *The Information*, aiming to attract the attention of a wider readership.

Ask a question Phone +61 3 9905 5054 or use our enquiry services [ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) | [Feedback form for visitors and alumni](#)

[Caulfield,
Peninsula
Library](#)

✦ [Gippsland
Campus
Library](#)

✦ [Berwick
Campus
Library](#)

Copyright © 2011 [Monash University](#) ABN 12 377 614 012 - [Caution](#) - [Privacy](#) - [CRICOS Provider Number: 00008C](#)

Last updated: 25 October 2005 - Maintained by libweb@monash.edu - [Accessibility information](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ **Rare Books**
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences](#)
- ↳ [Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)
- ↳ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

8 Rare Books

- 8.1 [Cataloguing](#)
- 8.2 [Significant Users](#)

The Rare Books Foyer has proven to be an excellent facility for exhibitions, presentations and functions.

8.1 Cataloguing

The priority for 1996 was to make substantial inroads into the backlog, especially of the Australian material, which has been achieved. Most of the Australian literature in the backlog has been catalogued, as has the 19th century discovery and exploration and pamphlet material acquired from the State Library in 1995. The Lindsay Shaw material has continued to be catalogued, courtesy of casual funds from Technical Services. CAVAL has continued to work on our pre-1801 backlog.

Significant Users

These included Professor Clive Probyn who conducted his course on Swift in the Rare Books Reading Room throughout second semester. Kate Latimer of the ABC brought in a TV crew to shoot an interview with Peter Naish of the English Department on Kipling, for the television show, 'Between the Lines'. The material referred to included correspondence and volumes from the Kipling Society Library held in the Rare Book Collection.

Ask a question Phone +61 3 9905 5054 or use our enquiry services [ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) | [Feedback form for visitors and alumni](#)

[Caulfield,
Peninsula
Library](#)

✦ [Gippsland
Campus
Library](#)

✦ [Berwick
Campus
Library](#)

Copyright © 2011 [Monash University](#) ABN 12 377 614 012 - [Caution](#) - [Privacy](#) - [CRICOS Provider Number: 00008C](#)

Last updated: 25 October 2005 - Maintained by libweb@monash.edu - [Accessibility information](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ **Technical Services**
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)
- ↳ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

9 Technical Services

- [9.1 Reduced Costs](#)
- [9.2 Improvements to Library Catalogue](#)
- [9.3 Virtual Library Directions](#)
- [9.4 ABN \(Australian Bibliographic Network\) Response Times](#)
- [9.5 PALS Library System](#)
- [9.6 Serials Reorganisation](#)

The activities of the Technical Services Division during the year have been guided by a Business Plan stemming from the Library's Strategic Plan for 1996-2000. The Division has benefited from a closer organisational relationship with Gippsland Technical Services.

9.1 Reduced Costs

The costs of Technical Services continue to be reduced, with a cumulative 13.7% reduction in salary costs (including oncosts) compared with 1995. These reductions have been achieved through the re-engineering of processes and re-profiling of the Division.

9.2 Improvements to Library Catalogue

The Library received Quality funds in both 1995 and 1996 to upgrade substandard catalogue records. \$40,000 Quality money was matched by the Library in October 1995 and is being used to upgrade serial records. 6000 core serial records have been upgraded so far with the assistance of CAVAL, with 11,500 substandard serial records remaining for retrospective conversion. In 1996, \$50,000 Quality funds was received for improving monograph catalogue records in the research collections, with 8200 records being converted by the end of the year. Effort has been concentrated on disciplines such as Literature and History, and Rare Books' holdings of Australian literature which include a pre-1900 component.

ABN records have been loaded in the catalogue for a number of microform collections including Early English Books as listed in the Short Title Catalogues of Pollard & Redgrave 1475-1640 and Wing 1641-1700.

[Caulfield, Peninsula Library](#)

[Gippsland Campus Library](#)

[Berwick Campus Library](#)

A music cataloguer was appointed to work on the backlog of music score cataloguing. 932 titles have been catalogued so far. The Humanities and Social Sciences Librarian also provided \$32,000 to continue retrospective conversion of the music card catalogue. The number of scores requiring retrospective conversion has been reduced from 18,000 to 8000.

A small budget was provided to continue cataloguing the Lindsay Shaw donation of juvenile literature. 900 titles were processed.

Gippsland Technical Services has undertaken a retrospective conversion project on teaching curriculum materials which is still in progress.

There has been a shift to downloading bibliographic records from ABN at the order point as opposed to the taking of monthly tapes subsequent to cataloguing.

A comparison of cataloguing statistics for the last three years is given in Figure 4.

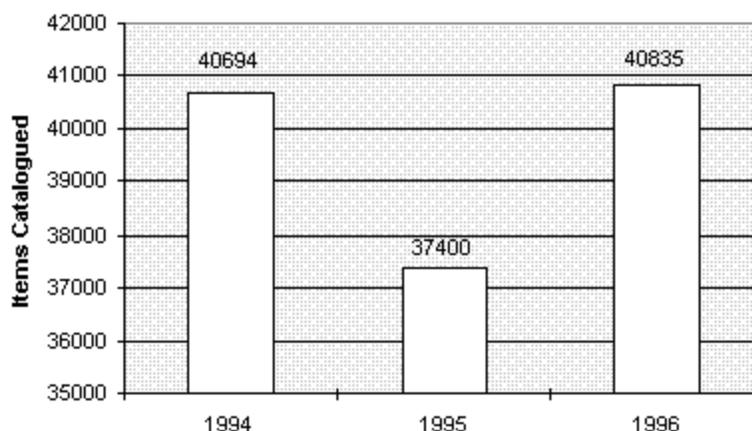


Figure 4 Monograph & Non Book Titles Catalogued (excl. Gippsland)

9.3 Virtual Library Directions

The library catalogue has been redeveloped to provide virtual access. With the WWW front end to the catalogue, it is possible to move directly from the catalogue record to an Internet resource by clicking a URL. Some positions have been revised to work on these virtual library developments. Staff from Clayton and Gippsland Technical Services have been involved in developing a prototype electronic resources database to provide a 'virtual shelf' of resources which can be digitally accessed. The application of cataloguing standards (MARC, AACR2R) to electronic versions is still evolving.

Technical Services staff have also provided ongoing support for the Monash electronic journal project. This project links in with the increasingly important issue of metadata for electronic publications. This has the potential to provide a foundation for electronic bibliographic description that may improve structured access to

information on the Internet and promote interoperability among disparate description models.

A WWW homepage (<http://www.lib.monash.edu.au/techserv/cat.htm>) is being developed, mainly for cataloguing, providing links to current standards information. The shift to networked versions of standard tools such as LCNA, LCSH and DDC21 has had some teething problems.

9.4 ABN (Australian Bibliographic Network) Response Times

Access to ABN, previously by leased lines, is now primarily via Telstra Internet. Investigation of serious response time problems in the second half of the year revealed the problem to be packet loss at the interface between VRN (Victorian Regional Network) and Telstra Internet. This was resolved by the installation of an additional link and upgrades to existing links. Longer term improvement should stem from upgrading AARNET to a private national integrated backbone network.

9.5 PALS Library System

Two upgrades to the PALS Library System in the second half of the year produced benefits for Technical Services. Batch uploading of records downloaded from ABN is now possible. The facility for editing bibliographic records on PALS has also been improved. The provision of a reference structure in the catalogue has also been added, which should reduce complaints from catalogue users about the lack of a reference to the preferred form of a search term. A project is underway to test EDI features such as electronic ordering from book suppliers.

9.6 Serials Reorganisation

A major project over the year has been planning the integration of the Humanities and Social Sciences Library Serials Section into the Technical Services Division. A Cycle Time Reduction exercise revealed extensive overlap of activities and unnecessary separation of related tasks. A Serials Review Librarian was appointed to work with staff to redesign jobs and develop a new structure for the integrated operation. The move is expected to be completed by March 1997.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ **Systems Developments**
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)
- ↳ [_____](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

10 Systems Developments

A mid-1996 census of computing equipment in the Library indicated that there were more than 450 PCs for staff and library users altogether. Since then approximately 100 more PCs have been purchased. The Library's Systems Support team of eight works closely with the Computer Centre. Of these staff, 3.5 EFT staff are responsible for purchasing and installing computers and associated equipment. In 1996, the staff handled 1200 calls for assistance, of which 28% related to problems with the CD-ROM network, 10% were PALS-related and 53% dealt with problems with PCs (hardware and software). The Unit is also involved in projects with other areas of the Library. For example, the Document Delivery Unit's electronic request system was developed and is maintained by Systems Support. The plan to have document delivery quotas in 1997 requires a more complex system. Systems Support is working closely with the Document Delivery Unit and with the software vendor to enhance a commercial software package to support the quota system, retaining compatibility with the existing request interface. Systems Support has also been closely involved with the 'Virtual shelf' project, developing the Electronic Resources database and the Web interface for this project.

In April the Manager of the Systems Support Unit, Ms Sue Steele, was seconded on a part-time basis to be the University Webmaster. This secondment reflects great credit on Ms Steele, and on the Library, which led the University's early involvement with Campus-Wide Information Servers and the World Wide Web. Her secondment will continue until at least mid-1997. Meanwhile she continues to make significant contributions to the Library's own in-house projects.

Ask a question Phone +61 3 9905 5054 or use our enquiry services [ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) | [Feedback form for visitors and alumni](#)

[Caulfield,
Peninsula
Library](#)

✦ [Gippsland
Campus
Library](#)

✦ [Berwick
Campus
Library](#)

Copyright © 2011 [Monash University](#) ABN 12 377 614 012 - [Caution](#) - [Privacy](#) - [CRICOS Provider Number: 00008C](#)

Last updated: 25 October 2005 - Maintained by libweb@monash.edu - [Accessibility information](#)



Annual Report 1996

- ↳ [Introduction](#)
- ↳ [Quality Assurance Activities](#)
- ↳ [Library Buildings](#)
- ↳ [Virtual Library Service Development](#)
- ↳ [Collection development and Management](#)
- ↳ [Information Services](#)
- ↳ [Publications and Publicity Unit](#)
- ↳ [Rare Books](#)
- ↳ [Technical Services](#)
- ↳ [Systems Developments](#)
- ↳ [Human Resources Management](#)
- ↳ [Humanities and Social Sciences Branch Library](#)
- ↳ [Biomedical Library](#)
- ↳ [Hargrave Library](#)
- ↳ [Law Library](#)

[Monash University](#) > [Library](#) > [Reports](#) > [Annual](#) > [1996](#) >

11 Human Resources Management

- [11.1 Staff Development](#)
- [11.2 Management Training Program](#)
- [11.3 Affirmative Action](#)
- [11.4 Lunchtime Activities](#)
- [11.5 Recruitment and Staffing](#)
- [11.6 Salaries Budget](#)
- [11.7 Position Descriptions](#)
- [11.8 Occupational Health and Safety](#)
- [11.9 Facilities and Buildings](#)
- [11.10 Other Activities](#)

11.1 Staff Development

Much of the staff development budget of \$51,000 was devolved to the branches; only \$17,000 was retained by the Staff Development Committee for Library-wide activities. These included a training session for casual staff at the beginning of the year, payment of fees for the 'Women and Leadership' program, supervisors' training for several staff members, an in-house management training program for 21 staff, conducted by AIMA, and a series of very successful stress management sessions available to all staff. Twenty-seven members of staff took up the offer of study leave in 1996. The Human Resources Management Librarian continued her involvement with the Leadership and Management Reference Group and the ACLIS HRM Group. The Library's Staff Development Committee made a submission to the review of the Professional Development Centre.

11.2 Management Training Program

This ambitious activity was directed at the substantial number of Library staff members occupying junior or middle management positions who have never received formal management training. A highlight of the program was a series of information sessions conducted by senior University Managers, including the Deputy Vice-Chancellor (Research), the General Manager, the Director of Personnel and the Director of the Computing Centre, who gave the group their perspectives on the

[Caulfield,
Peninsula
Library](#)

W [Gippsland
Campus
Library](#)

W [Berwick
Campus
Library](#)

future directions of the University. The development of the group will continue into 1997.

11.3 Affirmative Action

The Library's Affirmative Action Committee sponsored a talk by Moira Raynor and is planning a survey of Library staff in 1997. The Library nominated four women from its staff to attend the 1996 Women in Leadership program. Ms Christine Cooze, Deputy Branch Librarian, Humanities and Social Sciences Library, was a successful applicant for the University's Senior Women Advancement Scheme (SWAS).

11.4 Lunchtime Activities

Staff development films were shown at lunchtime over a week at Clayton, and this activity will be repeated in 1997. Information sessions and lunchtime talks were given on a range of topics, including enterprise bargaining, limits of the attendants' authority, staff safety, CV writing and interview preparation, PALS update, financial planning, lateral thinking, the 'Virtual Shelf' project, Kiribati, the 1996 IFLA Conference, the digital library, and law conferences and visits in North America. Occupational health and safety promotional videos were shown at Clayton during the OHS week.

11.5 Recruitment and Staffing

There were 18 resignations in 1996. With the expectation of funding cuts in 1997 and the freeing up of casual and short term appointment advertising, the period July to December saw a drop in the number of advertised vacancies. Some positions were frozen; others were filled short term with casual staff. Forty-seven positions were advertised in the eleven months ending November. These attracted 693 applicants. Four secondments or staff exchanges were arranged. The Library sponsored a twelve week placement and a two day evaluation, under the Commonwealth Rehabilitation program.

11.6 Salaries Budget

A new spreadsheet was developed to give a more accurate view of expected salary expenditures in 1997 and beyond. This was used on several occasions to calculate 'what if' effects of various staff restructuring proposals.

11.7 Positions Descriptions

The project to analyse all Position Descriptions in the Library with a view to their standardisation continued throughout the year. Positions in the Technical Services Division have been analysed and task descriptions for all tasks identified in the Division have been completed, except for final editorial work. 'Synthesised' PDs have been developed for several Technical Services positions on a trial basis. Progress reports on the project have been presented to staff at both Clayton and Caulfield. Work on the analysis of H&SS position descriptions has commenced and is approximately 50% completed.

11.8 Occupational Health and Safety

Very few incidents occurred during 1996. Focus has been on the testing of the 3M rapid discharge units for EMR (electromagnetic radiation), safety aspects of the front entrance reconstruction project, and personal safety alarms. Evacuation and safety inspections have been held regularly. Numerous staff have participated in fire extinguisher training.

11.9 Facilities and Buildings

There has been regular liaison with the Facilities and Services Division. Cost estimates on several energy saving options (power and lighting) were obtained from the Maintenance and Operations Section. The Library Disaster Management Committee has been meeting and is developing procedures to cover all Divisions.

11.10 Other Activities

An updated edition of the 'Blue book', recording Library-specific staffing policies and practices, was issued. The Human Resources Management Librarian was involved in the restructuring of the pre-cataloguing unit, and the integration of the H&SS Serials Unit with the Technical Services Division. A day of talks by Library staff for students from the Graduate School of Librarianship, Archives and Records was organised. Six fieldwork students undertook placements in the Library. The Library hosted two international visitors, Mr Ardana Putra, the Librarian of the Universitas Udayana Politeknik in Bali, Indonesia and Professor Zan Pingchuan, Deputy Librarian, Technical Services, China Central Party School, Beijing, China.

Ask a question Phone +61 3 9905 5054 or use our enquiry services
[ask.monash for Monash students and staff](#) | [ask.monash for visitors and alumni](#).
Your opinion [Feedback form for Monash staff and students](#) |
[Feedback form for visitors and alumni](#)