



QUARTERLY REPORT TO TILS

For Year to Date : June 2006

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1. STATISTICAL TRENDS

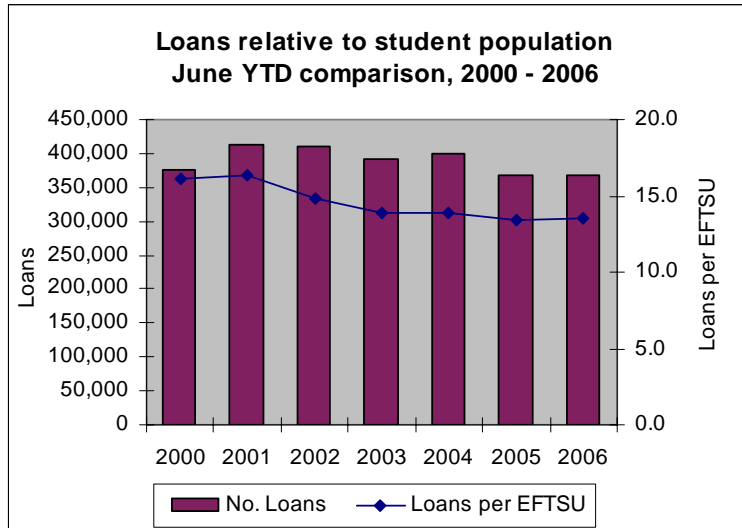
1.1. LIBRARY USAGE STATISTICS – TRENDS

Takeaway Loans

Compared with the 2nd quarter 2005, takeaway loans have remained steady during the same period of 2006.

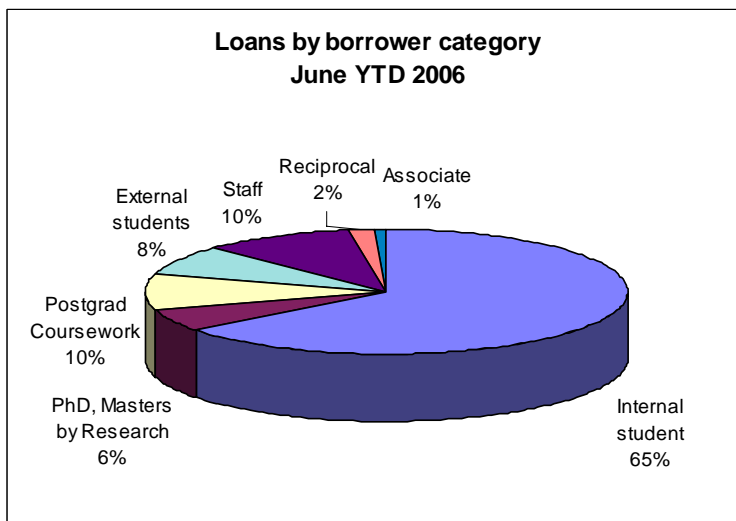
367,000 takeaway loans YTD to June represents less than a 1% decrease on the number of takeaway loans last year.

Similarities in the total number of loans, and in EFTSU (circa 27,000) means the number of *loans per EFTSU* has also remained steady at 13.5 in the first half of the year.



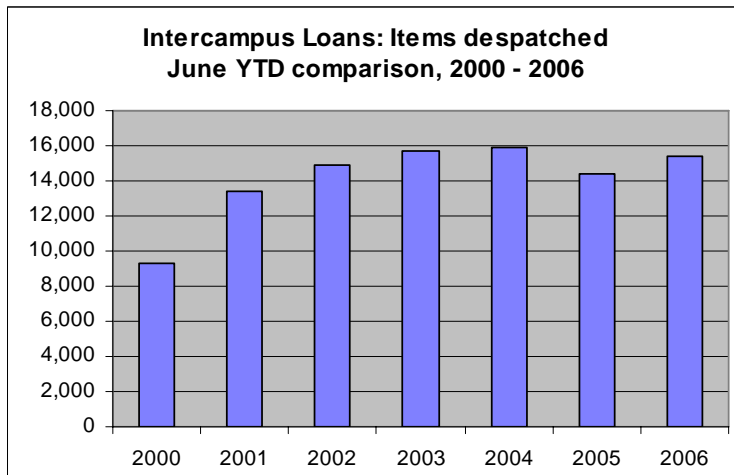
As shown by the following table, the Law Library had a significant increase in takeaway loans compared with the same period last year. CA and GP branch libraries experienced small decreases in takeaway loans, while KG experienced a small increase. Due to Caboolture branch library's closure during parts of the same period in 2005, the number of loans in 2006 is not compared.

Year	CA	GP	KG	Law	CCC	QUT
This Year	51,912	128,468	178,199	7,373	1,194	367,146
Last Year	54,724	132,132	176,165	5,738	484	369,243
% change	-5.1%	-2.8%	1.2%	28.5%	146.7%	-0.6%



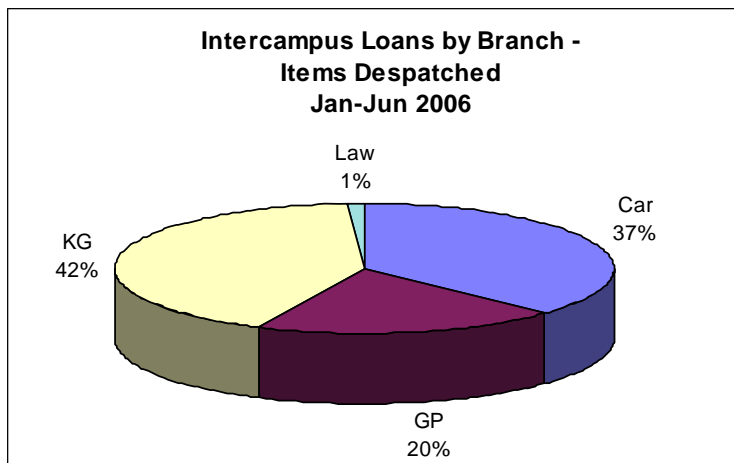
Unsurprisingly, the highest lenders are internal undergraduates (65%). Coursework postgraduates and staff borrow takeaway loans equally (10%).

Intercampus Loans (ICLs)



The number of intercampus loans (ICLs) has increased 7% from 14,350 June YTD 2005 to 15,400 June YTD 2006.

Intercampus Loans (ICLs) by Branch – Items Despatched

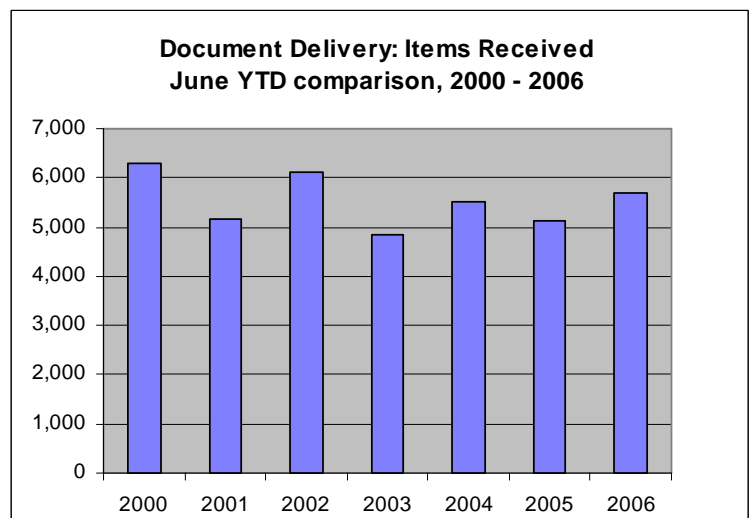


As usual, Kelvin Grove branch is the biggest intercampus lender, despatching 42% of items for intercampus loan.

Document Delivery:

Items Received

The number of items being borrowed from other libraries for QUT researchers is increasing. Compared with the 2nd quarter 2005, 11% more items have been borrowed (ie. from 5,100 in 2005 to 5,600 in 2006).



Database Usage – change to statistics collection

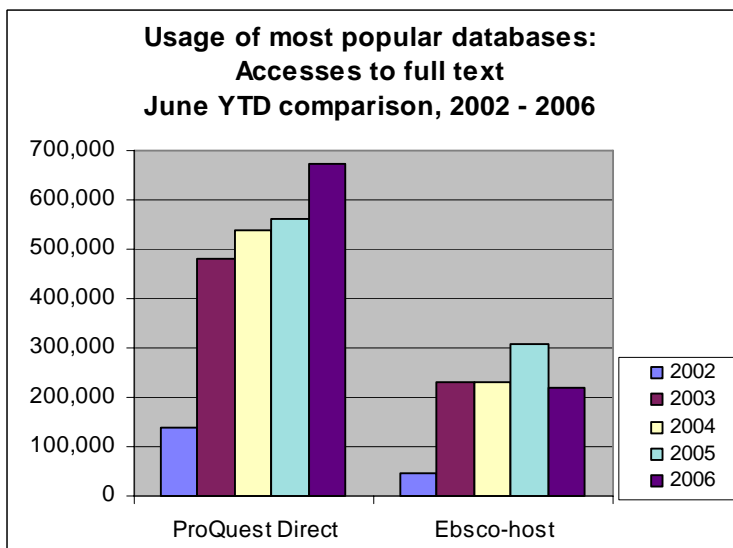
As reported previously, Library Systems reviewed its statistical data for connections to Library databases and ejournals and has amended the methodology for data collection.

More recently, a new statistics analysis and reporting tool has been acquired. Due to the differences in reporting techniques used by the two systems, the figures – although trying to measure the same statistics – are not comparable.

The Library has recently undertaken a Statistics Review project, and meaningful statistics, definitions and methodologies are being developed for adoption from January 2007.

Consequently, some EZProxy related data (ie. page requests and requests for individual files) will not be reported until 2007.

Database Usage



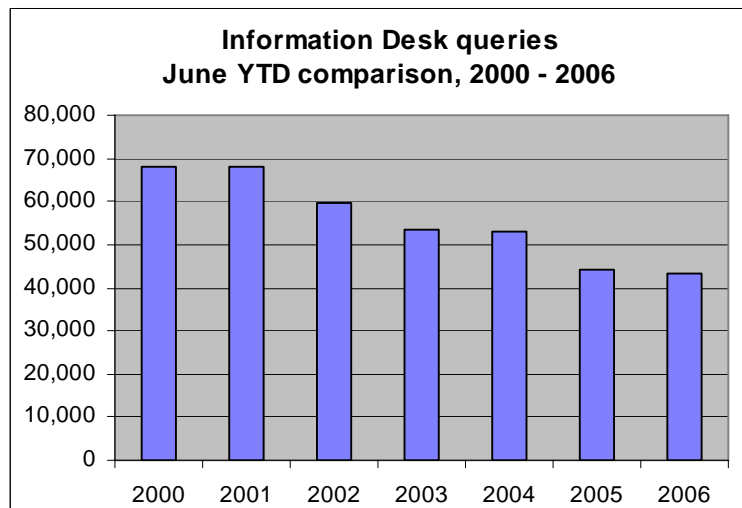
Usage of the Library's most heavily-used database – ProQuest Direct – continued to grow during the first quarter of 2006.

Compared with 2005, usage increased almost 20% to 672,000.

Ebsco-host usage declined almost 30% to 217,000 connections.

Information Desk queries

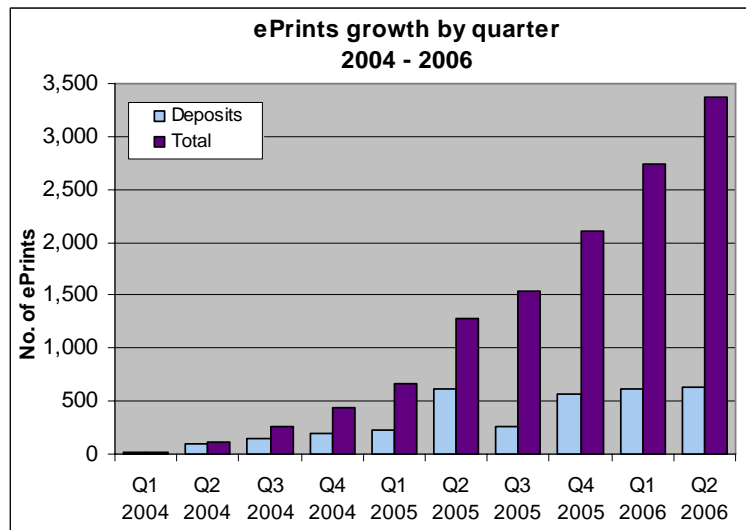
As shown by the graph on the right, there was a minor decrease of 1% in the number of queries the Library received at information desks during the first half of the year. The number of queries received in 2006 was more than 43,000.



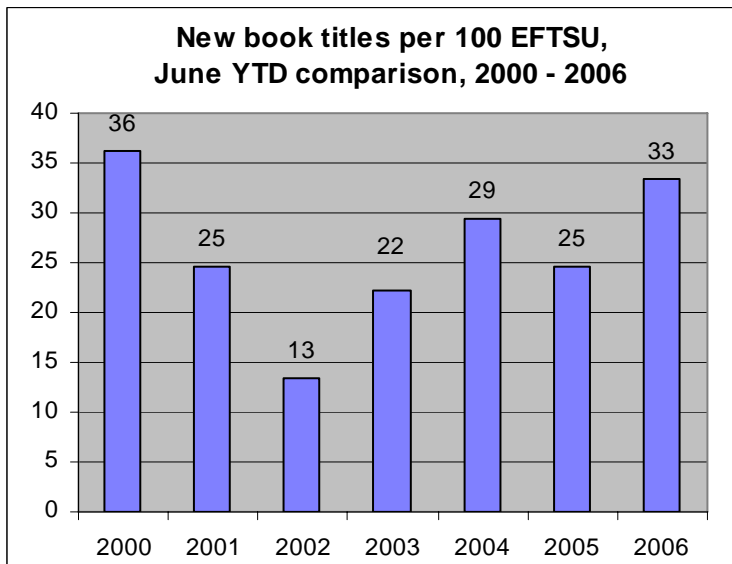
1.2. INFORMATION RESOURCES

ePrints Growth

QUT ePrints' growth continues. Year to date, to June 2006, more than 1,200 ePrints were deposited, bringing the total number of papers in the repository to almost 3,400.

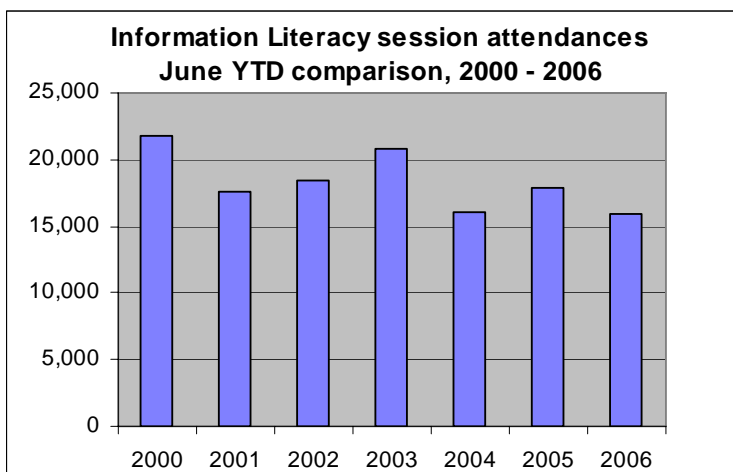


New book titles



As shown by the graph on the left, the number of new book titles added to QUT Library's collection (more than 9,100) equalled 33 titles per 100 EFTSU.

1.3. INFORMATION LITERACY – TRENDS



As at the end of June 2006, there were almost 16,000 attendances at the Library's face-to-face information literacy sessions.

Compared with last year, this is a decrease of 12%.

2. STATISTICAL SUMMARY

2.1. LIBRARY USAGE

2.1.1. Take away loans

Year	CA	GP	KG	Law	CCC	QUT
This Year	51,912	128,468	178,199	7,373	1,194	367,146
Last Year	54,724	132,132	176,165	5,738	484	369,243
% change	-5.1%	-2.8%	1.2%	28.5%	146.7%	-0.6%

2.1.2. Intercampus Lending (Items despatched)

Year	CA	GP	KG	Law	QUT	CCC
This Year	5,738	3,020	6,457	187	15,402	n/a
Last Year	5,200	2,831	6,129	193	14,353	n/a
% change	10.3%	6.7%	5.4%	-3.1%	7.3%	

2.1.3. Inter-Library Lending (ILL plus SRL) (Items despatched)

Year	CA	GP	KG	Law	QUT	CCC
This Year	507	1,168	1,576	176	3,427	n/a
Last Year	568	1,514	1,710	166	3,958	n/a
% change	-10.7%	-22.9%	-7.8%	6.0%	-13.4%	

2.1.4. Inter-Library Borrowing (ILL plus SRL) (Items satisfied)

Year	CA	GP	KG	Law	QUT	CCC
This Year	699	3,304	1,536	159	5,698	n/a
Last Year	819	2,572	1,623	114	5,128	n/a
% change	-14.7%	28.5%	-5.4%	39.5%	11.1%	

2.1.5. Information Desk queries

Year	CA	GP	KG	Law	CCC	QUT (inc CCC)
This Year	6,111	10,332	13,228	10,247	3,508	43,426
Last Year	6,109	11,303	13,540	11,197	1,873	44,022
% change	0.0%	-8.6%	-2.3%	-8.5%	87.3%	-1.4%

2.1.6. Email Enquiry Service (completed queries)

Year	CA	GP	KG	Law	CCC	QUT
This Year	Not applicable					1,306
Last Year						1,062
% change						23.0%

2.1.7. Database Access

Year	Innopac database searches:	Library website: total HTML pages served	CMD: Docs requested
This Year	This information is not available for the 2 nd Quarter of 2006 due to a change in the statistics collection mechanism.		
Last Year			
% change			

2.1.8. Database Access – Accesses to fulltext articles

Year	ProQuest - Fulltext	Ebsco - Fulltext	Synergy - Fulltext	Factiva - Fulltext	Science Direct
This Year	672,086	217,701	51,764	86,061	137,035
Last Year	560,346	306,465	34,632	73,304	133,889
% change	19.9%	-29.0%	49.5%	17.4%	2.3%

2.1.9. Database/e-journal connections

Database / e-journal connections: ExProxy traffic to IP auth. d'bases	Total page requests	Total traffic (requests) in millions	YTD aver. % from on campus at QUT	YTD aver. % from off campus
This Year	35,811,540	n/a	n/a	n/a
Last Year	not comparable	n/a	40.3	59.7
% change	n/a	n/a	n/a	n/a

2.1.10. Gate Counts

Year	CA	GP	KG	Law	CCC	QUT
This Year	65,369	739,739	241,019	94,757	14,712	1,155,596
Last Year	82,904	737,049	307,429	95,884	n/a	1,223,266
% change	-21.2%	0.4%	-21.6%	-1.2%	n/a	-5.5%

2.2. LIBRARY INFORMATION RESOURCES

2.2.1. Monograph items (all non-serial items) held

Year	CA	GP	KG	Law	Store	CCC	QUT
This Year	87,959	263,310	277,616	29,320	1,150	4,032	663,387
Last Year	87,331	260,498	275,669	28,579	1,096	2,936	656,109
% change	0.7%	1.1%	0.7%	2.6%	4.9%	37.3%	1.1%

2.2.2. Monograph items (all non-serial items) added

Year	CA	GP	KG	Law	Store	CCC	QUT
This Year	1,994	5,588	6,512	632	0	621	15,347
Last Year	1,852	4,996	4,478	380	0	1,541	13,247
% change	7.7%	11.8%	45.4%	66.3%	n/a	-59.7%	15.9%

2.2.3. Printed Monograph Titles held by QUT

Year	QUT
This Year	457,941
Last Year	445,021
% change	2.9%

2.2.4. Printed Monograph Titles added

Year	QUT
This Year	9,111
Last Year	6,776
% change	34.5%

2.2.5. Electronic Monographs held

Year	QUT
This Year	6,137
Last Year	2,738
% change	124.1%

2.2.6. Internet Resources held

Year	QUT
This Year	4,669
Last Year	3,679
% change	26.9%

2.2.7. Audiovisual Titles held

Year	QUT
This Year	49,870
Last Year	27,982
% change	78.2%

2.2.8. Print and Microform serial titles for which we have active subscriptions

Year	QUT	
This Year	4,291	Updated every six months Total active print / microform subscriptions, paid or donated, as at July 2006
Last Year	4,862	Total active print / microform subscriptions, paid or donated, as at July 2005
% change	-11.7%	

2.2.9. Fulltext Electronic Journals accessible via Library catalogue

Year	QUT	
This Year	46,590	Updated every six months Total active paid electronic subscriptions, as at July 2006
Last Year	40,725	Total active paid electronic subscriptions, as at July 2005
% change	14.4%	

2.3. INFORMATION LITERACY TEACHING

2.3.1. General Information Literacy: Session attendances

Year	CA	GP	KG	Law	CCC	QUT
This Year	1,708	5,589	6,648	1,624	333	15,902
Last Year	1,902	6,957	6,526	2,155	370	17,910
% change	-10.2%	-19.7%	1.9%	-24.6%	-10.0%	-11.2%

2.3.2. AIRS

Year	New enrolments	Session attendances
This Year	225	773
Last Year	205	717
% change	9.8%	7.8%

2.3.3. Information Literacy Self Instructional Programs – PILOT

Year	Hits to home page	Total HTML pages served
This Year	This information is not available for the 2 nd Quarter of 2006 due to a change in the statistics collection mechanism.	
Last Year		
% change		

3. QUALITY ASSURANCE

3.1. ACHIEVEMENT OF KEY LIBRARY INTERNAL PERFORMANCE MEASURES

3.1.1. Community Engagement

There were more than 9,100 loans to non-QUT borrowers during the first two quarters of 2006, an increase of 1% compared with the same period during 2005.

3.1.2. Key Performance Indicators (KPIs)

The Library's 2nd Quarter report of *The Score*, is available at <http://intranet.library.qut.edu.au/quality/performance.jsp>

4. MAJOR NEW INITIATIVES

Facilities

- The new refurbishment at the Caboolture Library was completed.
- The Pixels site at Carseldine was open as the new Postgraduate Centre.
- The Library's Parents' Room at Kelvin Grove Library was refurbished and procedures established for maximising its use.
- A service charter for Kelvin Grove's Researchers' Centre which lists all facilities and services of the Centre and how clients can make use of the Centre was developed, and a copy of the charter placed in each workstation. A suggestion box has been placed the Researchers' Centre and suggestions and responses are now posted on the notice board in the Centre.
- A new security system (monitors and cameras) was installed in GP Branch Library to try to track problems with theft in V Block. It was funded by Security, with a contribution by the Library.
- Gardens Point Library commenced purchasing new furniture from approved CLTE funds.
- Library Systems initiated a review of thin client devices.
- The new microform reader printer is operational at Carseldine.

Collection

- Kelvin Grove's Curriculum Collection Coordination portfolio was established and assigned to Irene Ryan. Irene will work with the Branch Library Manager to review and improve collections, facilities, access and services relating to the Curriculum Collection. During her recreation leave, Irene took the opportunity to visit the University of Sydney's Curriculum Resources Collection.
- Kelvin Grove Reference Services reviewed the 30,000 titles identified as candidates for weeding. The Creative Industries team are also weeding at the shelves, identifying material that needs to be replaced. Lending Services has now commenced withdrawing material.
- The Law Library completed work on all Thomson subscriptions, and are on target for spending of funds in the Law Library's part of the LRA.
- The materials from the Sugar Research Institute (SRI) in Mackay arrived and were placed in empty shelving in the Gardens Point Reference Collection. Mouldy material was stored temporarily outside the storeroom on Level 2 and assessment of the collection has commenced.
- Monographs processing: Inputs have exceeded outputs since February. At end of June LRS was 7 weeks behind compared with 11 weeks at the end of February.
- Library Systems installed hardware for ARROW Digital Repository.

Information Literacy

- The Law Library conducted legal research workshops for the Bar Practice readers.

Faculty and School Engagement

- At Kelvin Grove Library liaison support for IHBI was a focus during the last quarter and comprised of: the development of a TILS IHBI service model, a service brochure which was supplied to IHBI, contributions to the IHBI newsletter, and the IHBI A-Z Guide for IHBI

staff, as well as completion of the TILS IHBI web pages. Liaison Librarians working with IHBI attended IHBI inductions for new IHBI staff.

- The Education Liaison Team had a booth at the Centre for Learning Innovation Expo.
- Ellen Thompson worked with Creative Industries research staff to provide qualitative data for RQF preparation.
- Liaison Librarian, Lynn Evans, prepared a course accreditation report for the School of Nursing.

External / Community engagement

- The Law Library has been in contact with the new librarian at their “twinned” library, the Solomon Islands High Court Library.
- Carseldine Library held discussions with Aspley State High School, in relation to a borrowing agreement and the Library’s outreach program.
- Martin Rogers, the Materials Handling Coordinator, from the University of Melbourne visited QUT Library accompanied by a lending staff member. They met with Jenny McCarthy, Associate Director (Development), and Jane Turnbull, Lending Services Coordinator, to discuss lending services processes and new library spaces.

Service improvements

- Preparation for the Semester 2 launch of the Roving Service was undertaken by Lending and Reference at the Kelvin Grove Branch. This involved writing training documentation, competencies and staff help guides and procedures. The roving service will start at all branch libraries in Semester 2.
- The Library is planning to introduce Quiet Individual Study / Quiet Group Work noise zones in the Library from Semester 2.
- Library Systems provided support for the development of InfoScholar.
- Library Systems progressed the installation of a hardware solution for VoIP for the Ask-A-Librarian service.

Internal processes and quality management

- When LRS’ Electronic Resource Management (ERM) project staffing finished in July, 266 licence and resource records had been created, the majority of licences had been scanned and loaded to the Intranet and record population practices had been documented. These 266 records will be upgraded and remaining records (estimated at 200) populated during the remainder of 2006.
- Library Systems implemented the staff mode for the catalogue web interface.
- Considerable progress was made on the Library’s web usability project.

Staffing

- LRS’ workforce profile recommendations were implemented, including the appointment of two ongoing additional HEWA4 staff to the Monographs Unit. The recommended Serials Assistants positions were also upgraded to HEWA4 and HEWA5.
- Changes in management staff saw Graham Dawson seconded to the position of Lending Services Manager and Margrethe Gould seconded to the position of Reference Services Manager at Gardens Point.
- Susan Carter – Acting Law Library Manager; Peter Sondergeld – Acting Deputy Law Library Manager; and Michael Unwin – Acting Reference Librarian (Collections) have been confirmed in these positions for another six months.