



QUARTERLY REPORT TO TILS

For Year to Date : September 2006

CONTENTS

- 1 STATISTICAL TRENDS**
 - 1.1 Library Usage Statistics – Trends**
 - 1.2 Information Resources Statistics – Trends**
 - 1.3 Information Literacy Statistics – Trends**
- 2 STATISTICAL SUMMARY**
- 4 QUALITY ASSURANCE**
 - 4.1 Measurement of Client Service Charter Target Achievement**
 - 4.2 Achievement of Key Library Internal Performance Measures**
 - 4.3 Client / Staff / Turnaround Surveys**
- 5 MAJOR NEW INITIATIVES**

1. STATISTICAL TRENDS

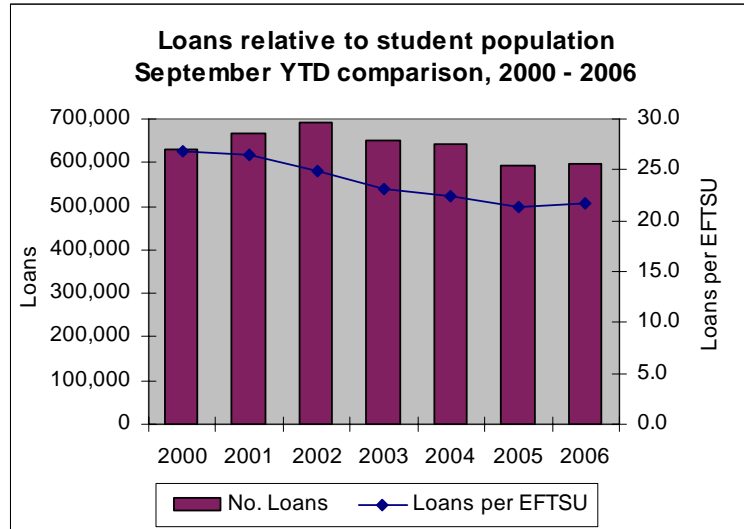
1.1. LIBRARY USAGE STATISTICS – TRENDS

Takeaway Loans

Compared with the 3rd quarter 2005, takeaway loans have remained steady during the same period of 2006.

Consistent with last quarter, the number of takeaway loans (592,000 YTD to September) represents less than a 1% decrease on the number of takeaway loans during the same period last year.

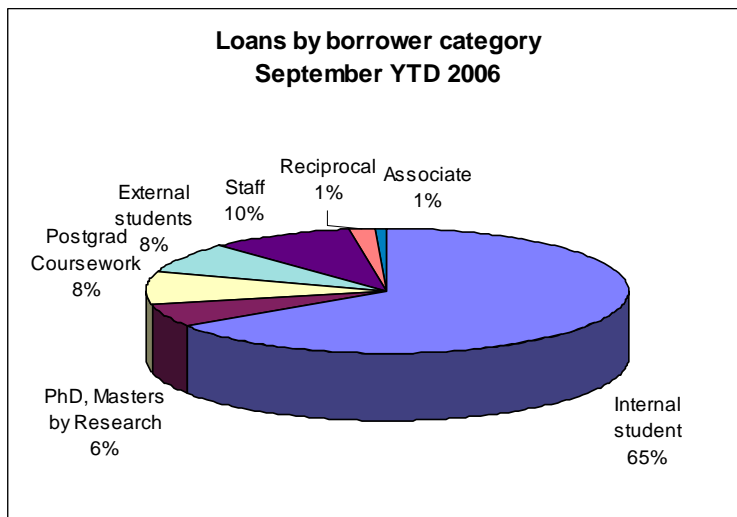
Similarities in the total number of loans, and in EFTSU (circa 27,000) means the number of *loans per EFTSU* has also remained steady at 21.5 YTD to September.



Again this quarter, 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. Although Caboolture branch library's takeaway loans are represented on the following table, the 2006 and 2005 figures are not comparable due to the branch library's closure during parts of the same period in 2005.

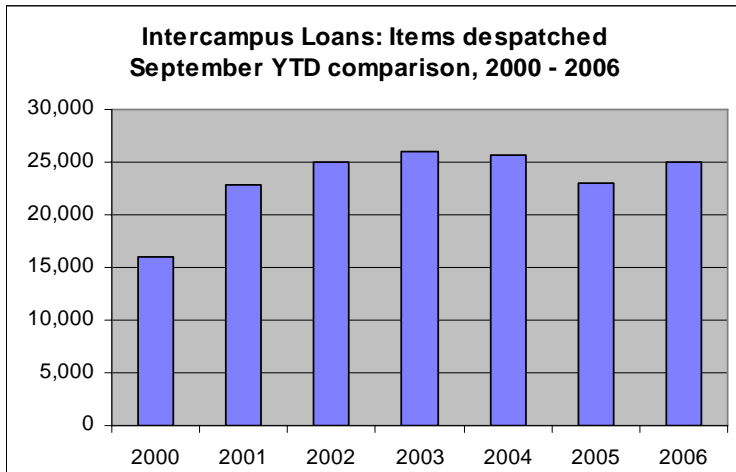
Take away loans

Year	CA	GP	KG	Law	CCC	QUT
This Year	84,454	204,554	292,391	12,376	2,521	596,296
Last Year	85,733	211,411	284,354	9,786	1,007	592,291
% change	-1.5%	-3.2%	2.8%	26.5%	150.3%	0.7%



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

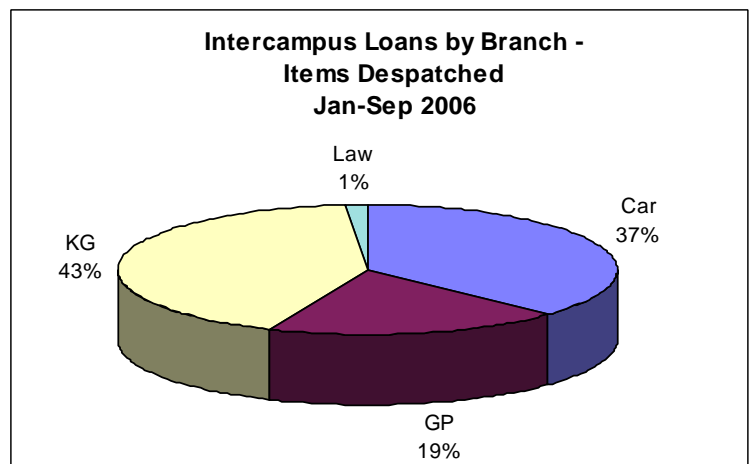
Intercampus Loans (ICLs)



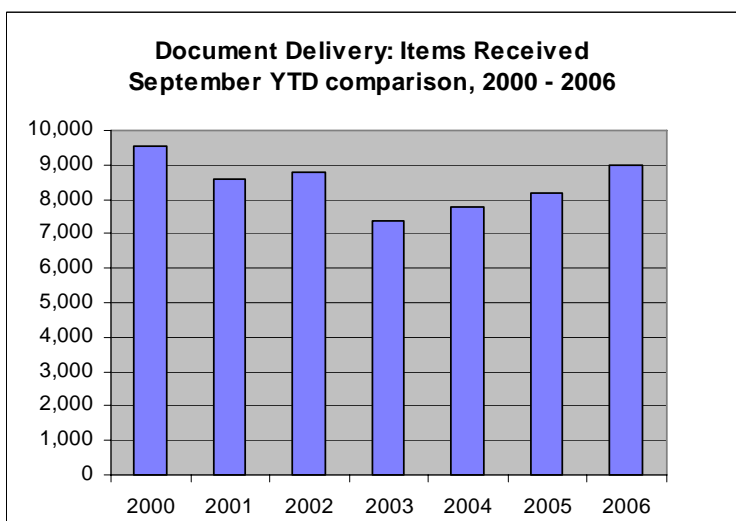
Compared with the September YTD period last year, the number of intercampus loans (ICLs) during 2006 has increased 8% from 23,000 to almost 25,000.

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 continues to increase. Compared with the same period of 2005, 10% more items have been borrowed (ie. from 8,100 year to date to September 2005 to 9,000 in 2006).

Database Usage – change to statistics collection

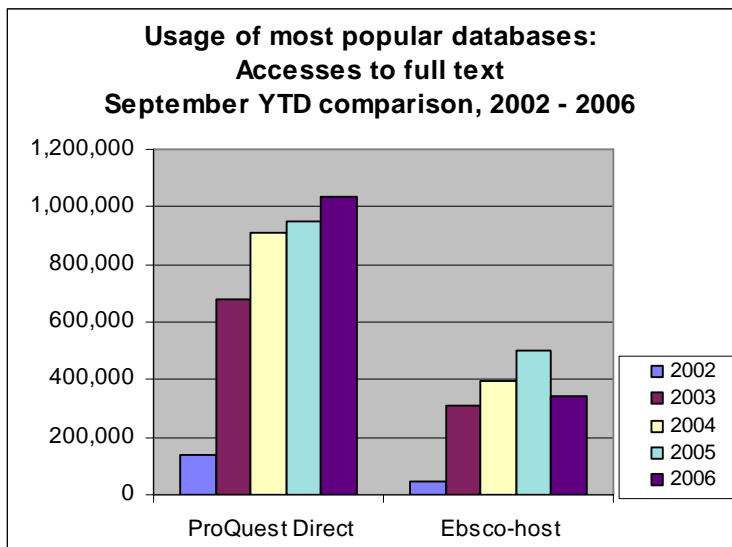
As reported previously, Library Systems reviewed its statistical data for connections to Library databases and ejournals and has amended the methodology for data collection.

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.

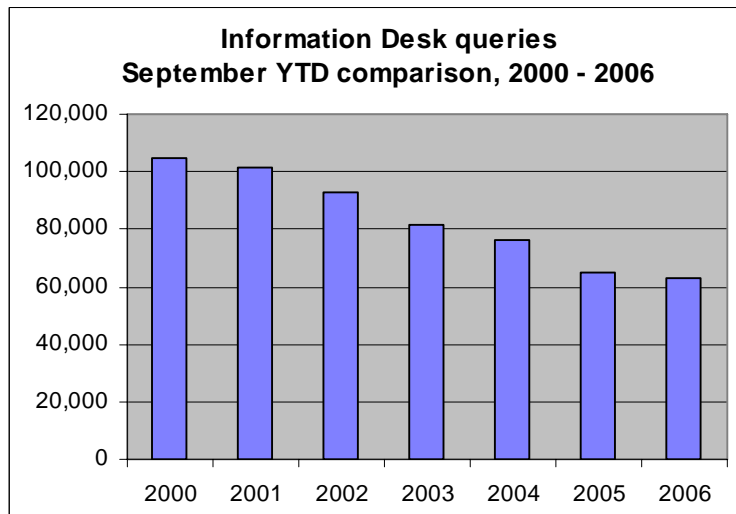
Database Usage



Usage of the Library's most heavily-used database – ProQuest Direct – has continued to grow throughout 2006. Compared with 2005, usage increased 9% to more than one million accesses.

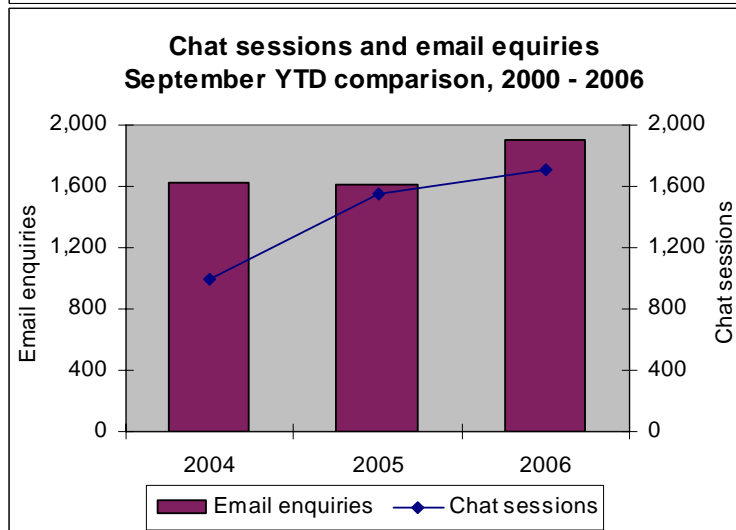
Compared with last year, usage of Ebsco-host has declined 32% to 344,000 connections.

Information Desk queries



There ongoing decline in the number of queries received at the Library's information desks has continued, with a 3% decrease YTD to September, compared with 2005.

This trend, while indicative of the queries received at information desks, is *not* indicative of a Library-wide trend. Queries are received - but not always counted - at a number of other points across the Library (eg. liaison librarians, shelvers, the Library's new 'rovers', the lending desks, and of course, our virtual reference services, the growth of which is noted below).



Virtual Reference Services

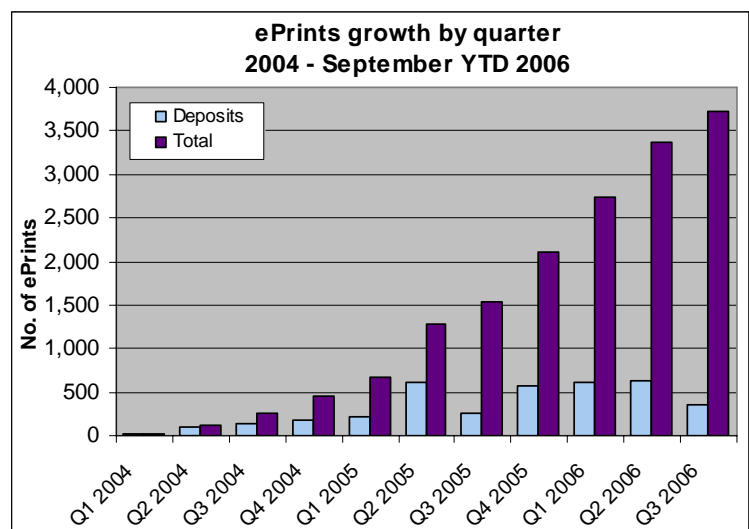
As shown by the chart on the right, usage of the Library's Virtual Reference services continues to grow.

Compared with the same period in 2005, the number of chat sessions has increased by 10% (to 1,700), while email enquiries has increased 18% (to 1,900).

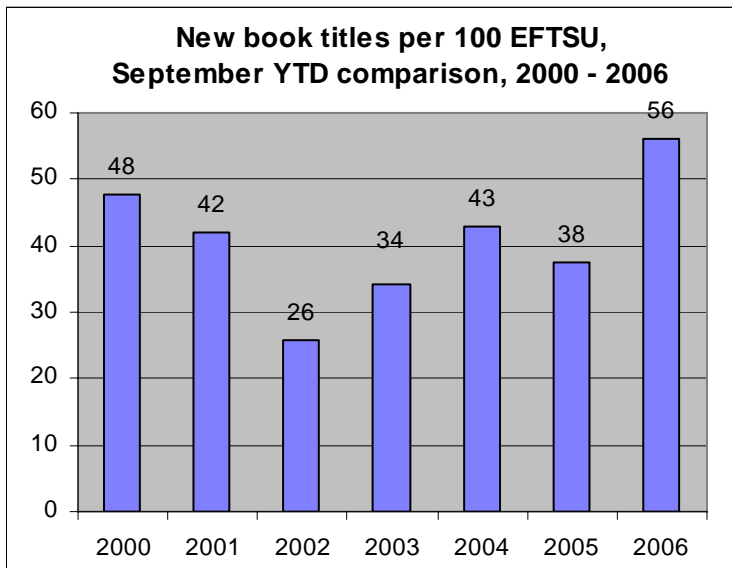
1.2. INFORMATION RESOURCES

ePrints Growth

QUT ePrints' growth continues. YTD, to September 2006, more than 1,600 ePrints were deposited, bringing the total number of papers in the repository to more than 3,700.



New book titles

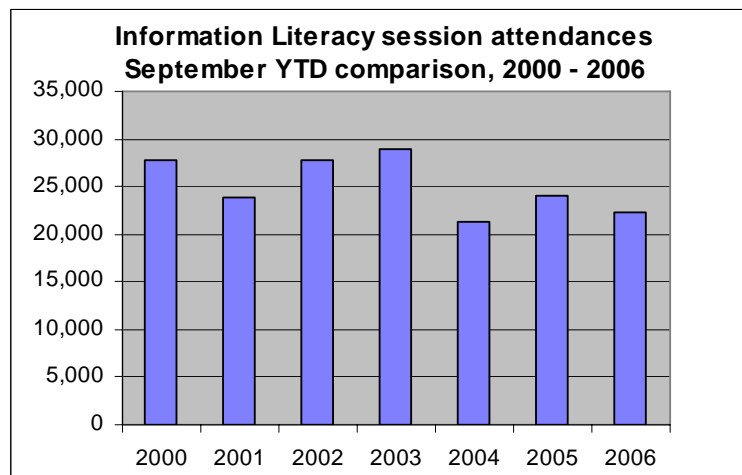


The number of new book titles added to QUT Library's collection during 2006 YTD was more than 15,000, equal to 56 titles per 100 EFTSU.

The addition of these new titles has occurred while the Library's collection has also undergone significant and strategic weeding.

1.3. INFORMATION LITERACY – TRENDS

Year to date, to end September, there were more than 22,300 attendances at the Library's face-to-face information literacy sessions – a decrease of 7% compared with the same period in 2005.



2. STATISTICAL SUMMARY

2.1. LIBRARY USAGE

2.1.1. Take away loans

Year	CA	GP	KG	Law	CCC	QUT
This Year	84,454	204,554	292,391	12,376	2,521	596,296
Last Year	85,733	211,411	284,354	9,786	1,007	592,291
% change	-1.5%	-3.2%	2.8%	26.5%	150.3%	0.7%

2.1.2. Intercampus Lending (Items despatched)

Year	CA	GP	KG	Law	QUT	CCC
This Year	9,310	4,779	10,494	359	24,942	n/a
Last Year	8,420	4,512	9,782	340	23,054	n/a
% change	10.6%	5.9%	7.3%	5.6%	8.2%	

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

Year	CA	GP	KG	Law	QUT	CCC
This Year	832	1,815	2,365	231	5,243	n/a
Last Year	901	2,296	2,567	239	6,003	n/a
% change	-7.7%	-20.9%	-7.9%	-3.3%	-12.7%	

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

Year	CA	GP	KG	Law	QUT	CCC
This Year	1,131	5,192	2,387	277	8,987	n/a
Last Year	1351	4,082	2,568	175	8,176	n/a
% change	-16.3%	27.2%	-7.0%	58.3%	9.9%	

2.1.5. Information Desk queries

Year	CA	GP	KG	Law	CCC	QUT (inc CCC)
This Year	8,522	12,766	19,210	15,961	6,423	62,882
Last Year	9,130	14,278	19,827	17,957	3,735	64,927
% change	-6.7%	-10.6%	-3.1%	-11.1%	72.0%	-3.1%

2.1.6. Email Enquiry Service (completed queries)

Year	CA	GP	KG	Law	CCC	QUT
This Year	Not applicable					1,906
Last Year						1,618
% change						17.8%

2.1.7. Database Access

Year	Millennium 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	1,037,223	344,156	96,127	150,678	217,858
Last Year	951,040	503,808	59,150	120,127	226,125
% change	9.1%	-31.7%	62.5%	25.4%	-3.7%

2.1.9. Gate Counts

Year	CA	GP	KG	Law	CCC	QUT
This Year	97,673	1,129,161	366,085	145,764	28,284	1,766,967
Last Year	118,490	1,134,585	429,060	148,165	n/a	1,830,300
% change	-17.6%	-0.5%	-14.7%	-1.6%	n/a	-3.5%

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	85,424	249,684	267,947	28,390	1,148	4,833	637,426
Last Year	87,642	262,394	277,808	28,838	1,095	3,195	660,972
% change	-2.5%	-4.8%	-3.5%	-1.6%	4.8%	51.3%	-3.6%

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

Year	CA	GP	KG	Law	Store	CCC	QUT
This Year	3,330	9,127	11,200	1,013	0	1,575	26,245
Last Year	2,744	7,182	7,163	665	0	1,807	19,561
% change	21.4%	27.1%	56.4%	52.3%	n/a	-12.8%	34.2%

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	15,490
Last Year	10,390
% change	49.1%

2.2.5. Electronic Monographs held

Year	QUT
This Year	6,137
Last Year	3,401
% change	80.4%

2.2.6. Internet Resources held

Year	QUT
This Year	4,669
Last Year	4,160
% change	12.2%

2.2.7. Audiovisual Titles held

Year	QUT
This Year	42,248
Last Year	34,939
% change	20.9%

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

Year	QUT	Updated every six months
This Year	4,291	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	Updated every six months
This Year	46,590	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	2,145	9,566	8,321	1,901	427	22,360
Last Year	2,565	11,137	7,502	2,373	441	24,018
% change	-16.4%	-14.1%	10.9%	-19.9%	-3.2%	-6.9%

2.3.2. AIRS

Year	New enrolments	Session attendances
This Year	314	1020
Last Year	279	954
% change	12.5%	6.9%

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

During the first three quarters of 2006, loans to non-QUT borrowers totalled more than 14,500, an increase of 5.5% compared with 2005.

3.1.2. Key Performance Indicators (KPIs)

The Library's 3rd Quarter report of *The Score*, is available at <http://intranet.library.qut.edu.au/quality/performance.jsp>

4. MAJOR NEW INITIATIVES

Facilities

- Carseldine Library refurbishment concept plan was finalised.
- Caboolture operational agreement was successfully negotiated with BNIT.
- PCs were installed in new Postgraduate Centre at Carseldine, and rooms R332 and 333 were made available for student use.
- Noise zones were implemented in branch libraries in response to comments received via the LibQUAL+ client satisfaction survey undertaken in late 2005.
- At Gardens Point Library, there has been an ongoing discussion regarding the selection and placement of furniture for V block.
- Refurbishment of KG Library's Level 1 was completed. This included discussions with ITS regarding access and related issues concerning the Warm Site.
- Significant improvements in other areas of KG Library include the Parents' Room, (Level 5), new benches on Levels 4, 4D and 5, gas lift chairs for computer users at most of the new benches, and study tables and chairs on Level 3.

Collection

- Preparation began for the relocating the Justice Studies collection from KG to GP.

Information Literacy

- Information Literacy programs for Research Assistants (RAs) were developed and implemented for RAs and other staff in Health, Creative Industries and Education.

Faculty and School Engagement

- Education Faculty's 'Stepping Out' day was held on Kelvin Grove Campus. The Library hosted a booth, supported by Education Liaison Librarians.
- Two issues of an electronic Library newsletter to IHBI members have been published to date, with Library-related articles also included in other IHBI publications.
- Gardens Point Liaison Librarians commenced work on setting up a Library presence for ISR based on the IHBI model. To date we have a link to Library and ITS support from the ISR home page. A brochure outlining services and resources is available and also a link to a Liaison staff page. The group, led by GP Liaison Librarians, have also produced their first newsletter. Staff have also attended relevant seminars organised by ISR.

External / Community engagement

- Aspley State High borrowing agreement and Carseldine Library's outreach program was positively progressed.
- The Library hosted a visiting librarian from the University of the Free State, South Africa for 1 day.
- An annual Children's Book Week display was mounted in KG's Curriculum Collection. A highlight was the storytelling visit by pre-school children. A popular innovation this year was a competition inviting clients to pre-select the winning titles. All praise to Jill and Tony Hottes for the design of the excellent display.
- Kelvin Grove Liaison Librarian, Joanna Logan, worked with TALSS Learning Designers in developing and presenting programs for the cohort of Vietnamese academic visitors.

-
- Kelvin Grove Liaison Librarian, Ann-Maree Graham was an invited speaker at the Optometry Association Australia Conference. She has since been invited to submit a paper (based on her presentation) to the *Clinical and Experimental Optometry Journal* and to present two workshops to the April 2007 Queensland Branch Conference of the Optometry Association Australia.
 - Kelvin Grove Branch Library hosted visits by Malaysian Education Officials. Reference Services Manager, Jess Burke, and Liaison Librarian, Irene Ryan, presented tours and workshops, first to a cohort of civil servants on study visits, then to officials here on their annual review visit for the four year onshore-offshore Bachelor of Education program, which is currently in its third year of operation.

Service improvements

- As part of the Course Materials Database (CMD) Disabilities Project, 325 readings were provided in alternative format to enable access by students with a visual impairment. Of these, 77% were typed into Word format and the remainder were downloaded in Word format from Austlii and Lexis. The staff in the CMD team coordinated the project and indexed the readings. A report is now in preparation for the Divisional Equity Committee.
- Following the success of the laptop loan trial at Kelvin Grove, laptop loans are now available at all branch libraries. There were also four more laptops for loan at Kelvin Grove Library. New storage trolleys have increased this service capacity.
- VoIP commenced with the Virtual Reference team at Gardens Point.
- Roving was undertaken in Semester 2 as a Lending Services initiative, based on feedback regarding types of help requested in Semester 1. Kelvin Grove Library developed and trialed a training package with Rovers, then modified and shared this with the other branches.

Internal processes and quality management

- The Griffith/QUT/Blackwell's Partnership meeting was held on 12 September at the Queensland Conservatorium.
- The Information Desk satisfaction survey was conducted in August.
- The number of books waiting for processing has reduced significantly. As expected, orders were placed earlier in the year than usual, and as a result shipments of incoming books are decreasing as the year draws to an end.

Staffing

- Following the retirement of the Library Director, a number of temporary secondments have followed:
 - Carolyn Young is acting Director
 - Robyn Smith is acting Associate Director (Information Resources)
 - Margrethe Gould is acting GP Branch Library Manager
 - Michael Whiteway is acting Reference Services Manager
- Craig Milne commenced at the Liaison Librarian for School of Urban Development, located at Gardens Point.
- Three Liaison Librarians, Emma Nelms, Brendan Sinnamon and Nina Prasolova, commenced liaison desk shifts at the IHBI building KG.
- Preparatory work for an IHBI Knowledge Manager position was completed and approved.