



QUARTERLY REPORT TO TILS

For Year to Date : December 2006

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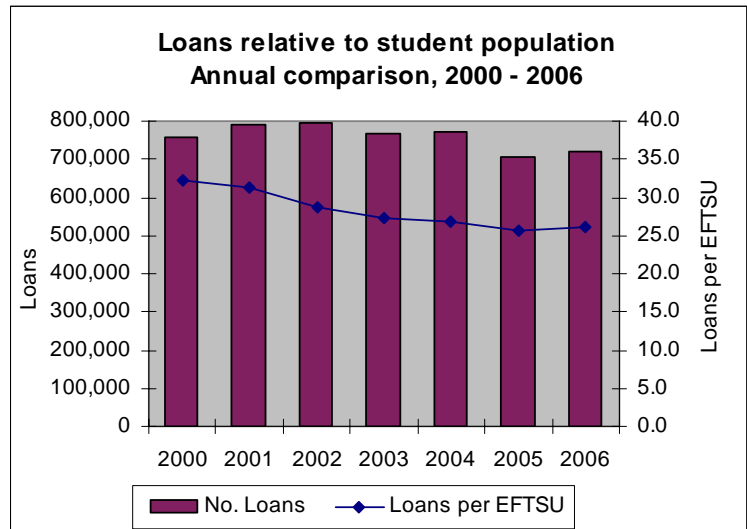
1. STATISTICAL TRENDS

1.1. LIBRARY USAGE STATISTICS – TRENDS

Takeaway Loans

Compared with 2005, the number of QUT Library's takeaway loans (721,213) increased by 2% in 2006.

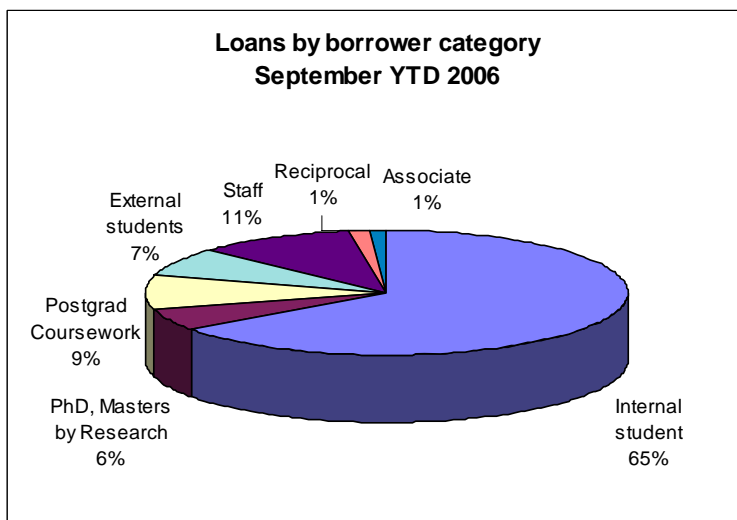
The steady EFTSU (circa 27,500) across 2005 and 2006 means the total number of *loans per EFTSU* has also increased slightly during the year – from 25.6 to 26.2. Although representing only a slight increase, it follows decreases experienced during the previous six consecutive years, as shown by the graph on the right.



During 2006, the Law Library had a 30.2% increase in the number of its takeaway loans compared with 2005. CA and GP branch libraries experienced small decreases, while KG experienced a 4.6% increase. Caboolture branch library's takeaway loans have increased significantly, however it is difficult to gauge an accurate picture due to the branch library's closure during parts of the same period in 2005, and due to service growth in 2006.

Take away loans

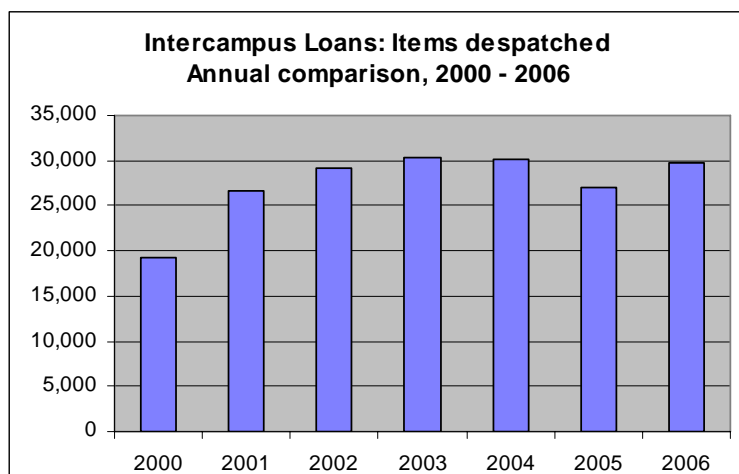
Year	CA	GP	KG	Law	CCC	QUT
This Year	99,453	249,300	353,755	15,497	3,208	721,213
Last Year	102,900	252,784	338,176	11,903	1,290	707,053
% change	-3.3%	-1.4%	4.6%	30.2%	148.7%	2.0%



As usual, QUT Library's highest lenders are internal undergraduates (65%).

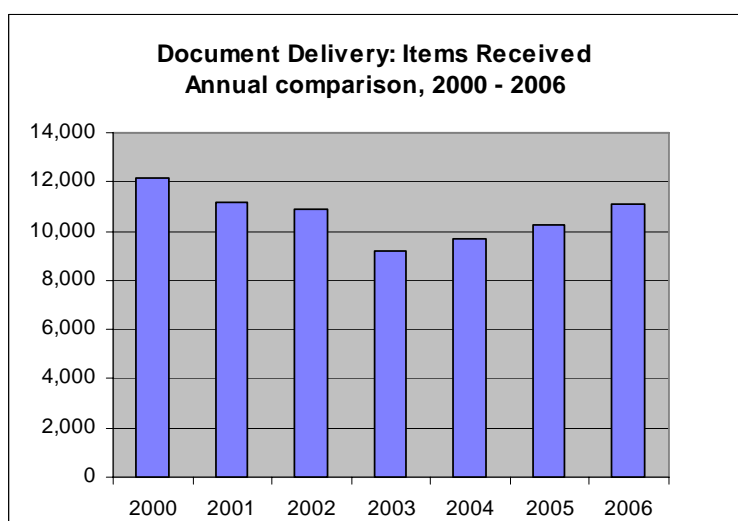
In 2006, QUT staff represent 11% of the year's borrowers, and borrowed 2% more takeaway loans than coursework postgraduates (9%).

Intercampus Loans (ICLs)



Compared with 2005, the number of intercampus loans (ICLs) during 2006 has increased 10% to almost 30,000.

Document Delivery: Items Received



For the 3rd consecutive year, the number of items being borrowed from other libraries for QUT researchers has continued to increase.

Compared with 2005, 8% more items have been borrowed (ie. from 10,200 in 2005 to 11,000 in 2006).

Database Usage – change to statistics collection

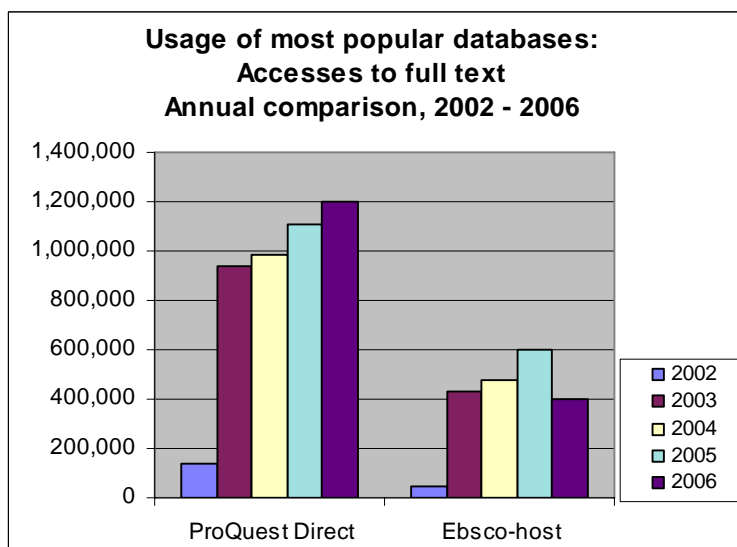
As reported previously, Library Systems reviewed its statistical data for connections to Library databases and ejournals and has amended the methodology for data collection.

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



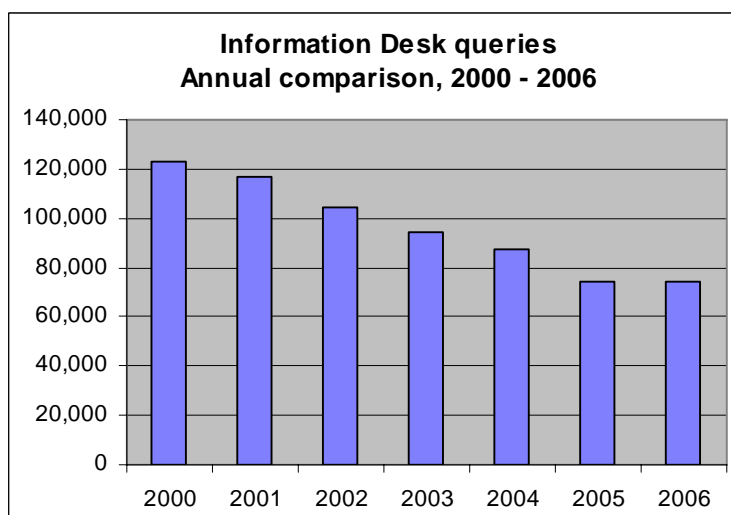
Usage of the Library's most heavily-used database – ProQuest Direct – continued to grow throughout 2006. Compared with 2005, usage increased 8% to almost 1.2 million accesses.

Surprisingly, usage of Ebsco-host has declined 34% from 600,000 connections in 2005 to just under 400,000 in 2006.

Information Desk queries

There ongoing decline in the number of queries received at the Library's information desks during recent year appears to have steadied in 2006. Approximately 74,500 enquiries were received in both 2005 and 2006.

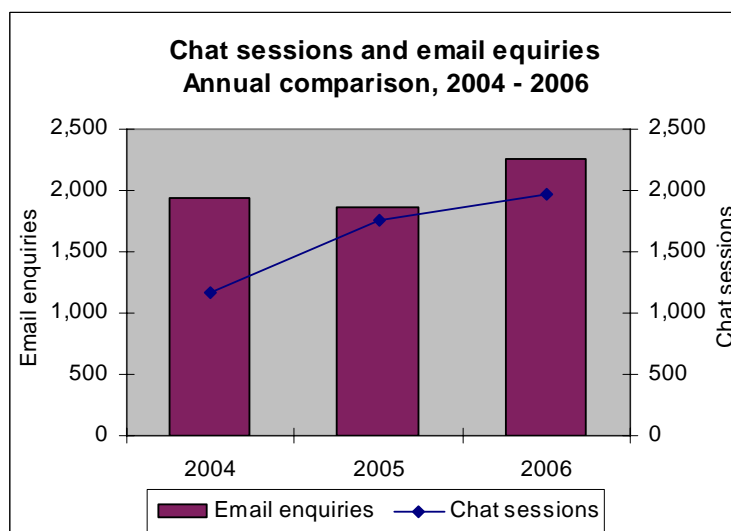
It should be noted that, while indicative of the queries received at information desks, these figures are *not* indicative of a Library-wide trend. Queries are received - but not always counted – at a number of other points across the Library (eg. liaison librarians, shelvers, the Library's new 'rovers',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



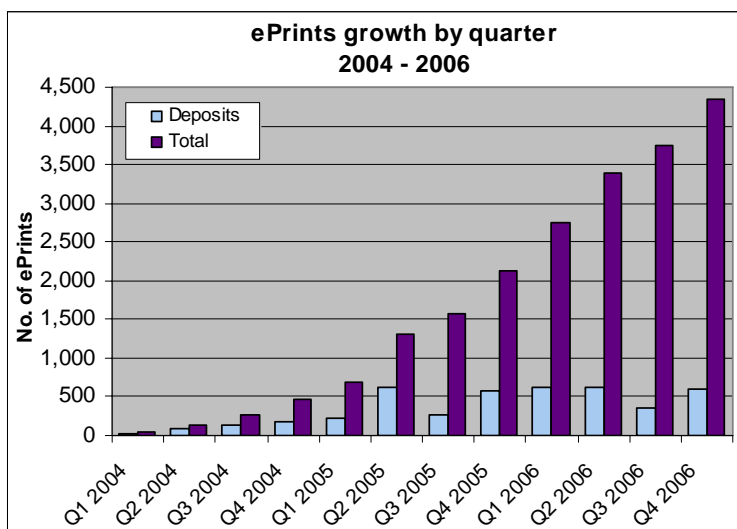
Virtual Reference Services

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

Compared with 2005, the number of chat sessions has increased by 12% (to 1,900), while email enquiries has increased 21% (to 2,200).



1.2. INFORMATION RESOURCES



ePrints Growth

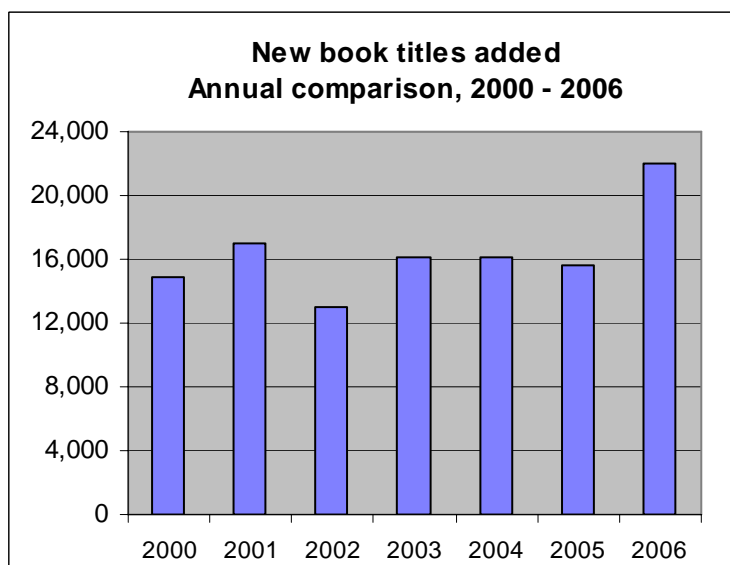
QUT ePrints' growth continues.

During 2006, more than 2,200 ePrints were deposited, bringing the total number of papers in the repository to more than 4,300.

New book titles

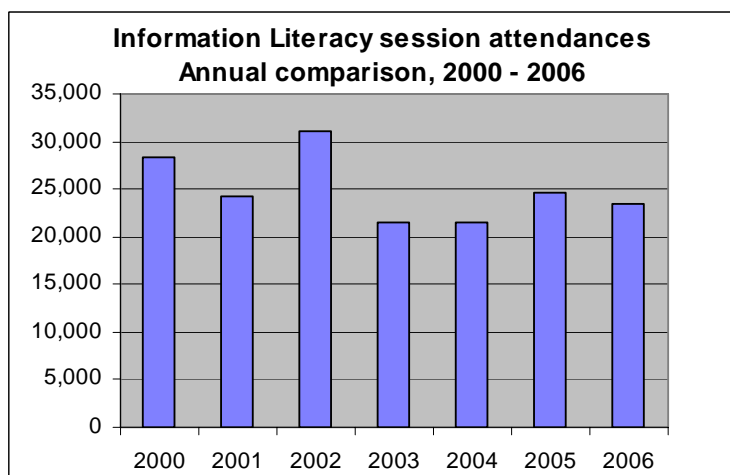
In 2006, the number of new book titles added to QUT Library's collection during 2006 YTD was almost 22,000, equal to 80 titles per 100 EFTSU.

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

In 2006, there were more than 23,500 attendances at the Library's face-to-face information literacy sessions – a slight decrease of 4.75% compared with 2005.



2. STATISTICAL SUMMARY

2.1. LIBRARY USAGE

2.1.1. Take away loans

Year	CA	GP	KG	Law	CCC	QUT
This Year	99,453	249,300	353,755	15,497	3,208	721,213
Last Year	102,900	252,784	338,176	11,903	1,290	707,053
% change	-3.3%	-1.4%	4.6%	30.2%	148.7%	2.0%

2.1.2. Intercampus Lending (Items despatched)

Year	CA	GP	KG	Law	QUT	CCC
This Year	10,969	6,127	12,283	410	29,789	n/a
Last Year	9,769	5,325	11,520	404	27,018	n/a
% change	12.3%	15.1%	6.6%	1.5%	10.3%	

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

Year	CA	GP	KG	Law	QUT	CCC
This Year	1,032	2,270	2,989	292	6,583	n/a
Last Year	1101	2,850	3,297	358	7,606	n/a
% change	-6.3%	-20.4%	-9.3%	-18.4%	-13.4%	

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

Year	CA	GP	KG	Law	QUT	CCC
This Year	1,411	6,258	3,090	325	11,084	n/a
Last Year	1591	5,230	3,225	208	10,254	n/a
% change	-11.3%	19.7%	-4.2%	56.3%	8.1%	

2.1.5. Information Desk queries

Year	CA	GP	KG	Law	CCC	QUT (inc CCC)
This Year	9,545	14,794	22,307	19,100	8,560	74,306
Last Year	10,482	15,242	23,095	21,096	4,617	74,532
% change	-8.9%	-2.9%	-3.4%	-9.5%	85.4%	-0.3%

2.1.6. Virtual reference enquiries

Year	Email enquiries (completed)	Chat sessions
This Year	2,254	1,971
Last Year	1,868	1,755
% change	20.7%	12.3%

2.1.7. Database Access

Year	Millennium database searches:	Library website: total HTML pages served	CMD: Docs requested
This Year	7,387,654	3,645,059	780,214
Last Year	6,646,993	n/a	n/a
% change	11.1%	n/a	n/a

2.1.8. Database Access – Accesses to fulltext articles

Year	ProQuest - Fulltext	Ebsco - Fulltext	Synergy - Fulltext	Factiva - Fulltext (to Sept only)	Science Direct (to Nov only)
This Year	1,199,056	398,049	113,194	150,678	264,912
Last Year	1,107,153	601,670	71,425	120,127	267,165
% change	8.3%	-33.8%	58.5%	25.4%	-0.8%

2.1.9. Gate Counts

Year	CA	GP	KG	Law	CCC	QUT
This Year	117,265	1,379,074	437,118	170,445	37,293	2,141,195
Last Year	142,053	1,392,560	507,529	176,528	n/a	2,218,670
% change	-17.4%	-1.0%	-13.9%	-3.4%	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	82,418	220,930	265,776	28,104	1,146	5,704	604,078
Last Year	87,453	260,905	279,057	28,998	1,003	3,448	660,864
% change	-5.8%	-15.3%	-4.8%	-3.1%	14.3%	65.4%	-8.6%

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

Year	CA	GP	KG	Law	Store	CCC	QUT
This Year	4,752	12,094	15,552	1,757	0	2,487	36,642
Last Year	3,946	10,311	10,435	1,042	0	2,083	27,817
% change	20.4%	17.3%	49.0%	68.6%	n/a	19.4%	31.7%

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	21,958
Last Year	15,612
% change	40.6%

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

2.2.9. Fulltext Electronic Journals accessible via Library catalogue

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

2.3. INFORMATION LITERACY TEACHING

2.3.1. General Information Literacy: Session attendances

Year	CA	GP	KG	Law	CCC	QUT
This Year	2,161	10,180	8,853	1,901	427	23,522
Last Year	2,597	11,409	7,865	2,384	442	24,697
% change	-16.8%	-10.8%	12.6%	-20.3%	-3.4%	-4.8%

2.3.2. AIRS

Year	New enrolments	Session attendances
This Year	347	1153
Last Year	301	1039
% change	15.3%	11.0%

3. QUALITY ASSURANCE

3.1. ACHIEVEMENT OF KEY LIBRARY INTERNAL PERFORMANCE MEASURES

3.1.1. Community Engagement

During 2006, loans to non-QUT borrowers totalled more than 8,477, an increase of 5.5% compared with 2005.

3.1.2. Key Performance Indicators (KPIs)

The Library's 4th Quarter report of *The Score*, is available at <http://intranet.library.qut.edu.au/quality/performance.jsp>

4. MAJOR NEW INITIATIVES

Facilities

- At KG, a new CCTV monitor and camera was installed on level 1 and 2. The preview and desk area are now being monitored by Lending staff and security. The new camera has a better view of desk (wider camera angle).
- The Games Lab was set up in the foyer area of level 1 at KG. Gaming equipment was relocated to the area, prints were mounted on the walls and bean bags were purchased.
- Also at KG, additional low level shelving for the DVD and CD format music was installed as the collection had outgrown space. A new newspaper storage unit was also installed.
- At GP, an LCD screen was installed in the L3 foyer. This will be used for orientation sessions and for ongoing dissemination of information to clients.

Collection

- A stocktake of the Law Library collection was undertaken in November.
- The Justice Studies collection was relocated from KG to GP. 4,600 monographs were transferred out of the KG's collection.
- ESL (English as a second language) monographs were relocated from the general collection to the Curriculum collection.

Information Literacy

- The Information Literacy program for Research Assistants (RAs) continued, and further classes were held for students from the Health Faculty.
- Liaison and Reference Librarians from GP organised and attended a half-day Information Literacy 'recharge' to discuss ideas and to plan future directions and activities.

Faculty and Institute engagement

- KG's Nursing & Public Health Liaison Librarian, Lynn Evans met with the Podiatry Accreditation committee as part of the accreditation process to answer Library related queries.
- GP's Business Liaison Librarian Sue Collins and eResearch Coordinator Paula Callan attended the Business Faculty's Research and Development committee specifically to promote ePrints. In 2007 it is hoped that a Business Liaison Librarian will become a member of this group.
- GP's liaison librarians contributed to the Business and Science faculties' reviews.
- The TILS-ISR team have produced further newsletters and support to the Institute, including information regarding appropriate databases and journals for their research areas.

External / Community engagement

- The Law Library completed an OzCase project to digitise the *Criminal Code 1899 (Qld) (The Griffith Code)* and major resources from which Sir Samuel Griffith assembled the 1899 Code. Other material digitised has been 19th century land legislation applicable to Queensland. Much of this was done with the aid of other libraries who provided much of the older print material.
- Ann Huthwaite was employed by the Southern Cross University Library as a consultant to provide advice on the structure of their Collection Services Section. The report was completed by the end of the year as requested.
- Joanna Logan was funded by the Faculty of Education to visit Malaysia with Faculty staff in November, in order to provide in-service training to Malaysian academics and librarians relative to QUT's proposed transnational program.
- Planning began for memberships for the Queensland Academy for Creative Industries (QACI). Students (who commence 29 January 2007) and staff will be Associate members of the Library. The MOU agreement will be finalised and signed in January.
- Library Systems implemented walk-in user access for databases.

Service improvements

- As part of the Course Materials Database (CMD) Disabilities Project, a new process for conversion of OCR'd PDF documents to .rtf format by an external company was planned.

Internal processes and quality management

- The backlog of monographs waiting to be processed was eliminated and the KPI was met in December. Other areas were also brought up to date: donations, monographs in series, original cataloguing, and theses.
- Blackwell's fulfilment performance has continued to improve. Targets are being met or very close to being met (for US material in particular).
- Library Systems progressed the ARROW Digital Repository implementation.

Staffing

- A new Library Director was announced – Judy Stokker, formerly Kelvin Grove Branch Librarian. Judy will start in the position in early February.
- The Library also prepared for the centralisation of HR and Finance, and Marketing and Communications. Four library staff will be directly affected by these changes.
- As a result of the University's Early Retirement Scheme, the Library farewelled 12 of its staff who took the opportunity to retire. Some of the positions vacated were replaced, while others (the Reference Services Manager positions) were not filled due to the Library's restructure.
- The new Library structure that emerged from the Library's Expenditure Review Committee will be implemented, including the role of Library Services Manager.
- Stephanie Bradbury was appointed to the position of IHBI Information Manager for a 2 year fixed term. Stephanie will commence her new role in January.
- Ann-Maree Graham, KG's Health Liaison Librarian, has been invited to present two workshops in April 2007 to Optometry Association Australia's Queensland branch conference.
- In November, the Library conducted the sixth Library Staff Perceptions Survey. Analysis and reporting will be conducted early in 2007.