



**QUEENSLAND UNIVERSITY LIBRARIES OFFICE  
OF COOPERATION**

**QULOC**

**Annual Report  
2013**

<http://www.quloc.org.au>



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## The Year in Review

2013 was another year of achievement for QULOC, with a number of useful, well-received workshops conducted and productive meetings of Working Parties and practitioner groups held. Two Newsletters were published, highlighting the diversity of QULOC's activities. The University Librarians' Forum was once again well attended. Feedback from Forum attendees in 2012 was taken into account and the high attendance figures and positive feedback were indicators of a successful event. A number of presentations from the day are available on the QULOC website.



*Barbara Paton*  
*QULOC Convenor 2013-2015*  
**Working Parties and**

### Practitioner Groups

The value provided by our working parties and practitioner groups continues to grow each year. Increasingly our members are collaborating beyond the formal working party structure, reflecting the commonality of many library issues. Regular changes have occurred with Convenors and Mentors being replaced with new staff, and memberships changing to give more library staff the opportunity to take an active role in QULOC.

### University Librarians' Committee

A number of changes occurred during the year with University Librarians moving to other roles.

Linda O'Brien joined the committee as Pro Vice Chancellor (Information Services) and University Librarian from Griffith University.

It was with regret that we farewelled Graham Black from CQUniversity in October as he transitioned from his position of Director, CQUniversity Library to Head of Campus at CQUniversity Brisbane. Graham served in a number of roles in QULOC, including Convenor July 2008 - September 2009 and mentor to the Access Services and Spaces Working Party and Information Resources and Access Working Party. Graham will be sadly missed not only for his strong leadership and professional contribution to QULOC over many years, but also for his collegiality and good humour, not to mention his colourful shirts which brightened up QULOC University Librarians' meetings.

We welcomed Debbie Orr from CQUniversity as University Librarian.

I wish to acknowledge and thank all my QULOC colleagues for their continuing commitment and support for QULOC's goals.

### Strategic Planning

The University Librarians' Committee participated in a planning session in November to develop the QULOC Strategic Plan for 2014-2016. The existing terms of reference were replaced with a statement of purpose and values that can be view at: <http://quloc.org.au/index.php/3/> The report of the year 2013 is presented against the terms of reference and strategies that were in place for the year.

Barbara Paton  
Convenor

## **QULOC Governance**

### **Mission**

Queensland University Libraries Office of Cooperation (QULOC) is a collaborative organisation which provides a supportive framework for information exchange, good practice development, cooperative activities and the promotion of common interests which support the teaching, learning and research needs of member institutions.

### **Membership**

Membership comprises 12 university libraries from Queensland, New South Wales and the Northern Territory, plus the State Library of Queensland.

The member libraries of QULOC are:

Australian Catholic University  
Bond University  
CQUniversity  
Charles Darwin University  
Griffith University  
James Cook University  
Queensland University of Technology  
Southern Cross University  
State Library of Queensland (observer status)  
University of New England  
University of Queensland  
University of Southern Queensland  
University of the Sunshine Coast



USQ, Fraser Coast Library

### **Values**

The following values underpin QULOC activities in pursuit of its Mission:

- Information sharing
- Reciprocity
- Diversity
- Collegiality
- Innovation

## Terms of Reference

- To provide effective collaboration and communication amongst QULOC members
- To cooperate on staff development and share information on staffing issues
- To provide a regional focus for the implementation of cooperative activities, complementing work done at a national level by other groups
- To identify potential cooperative research projects to increase the effectiveness of library services in QULOC libraries
- To promote the common interests of QULOC members through advocacy where appropriate

## Strategies

QULOC has adopted a strategy and action-based approach to planning, focused around its Mission and Values.

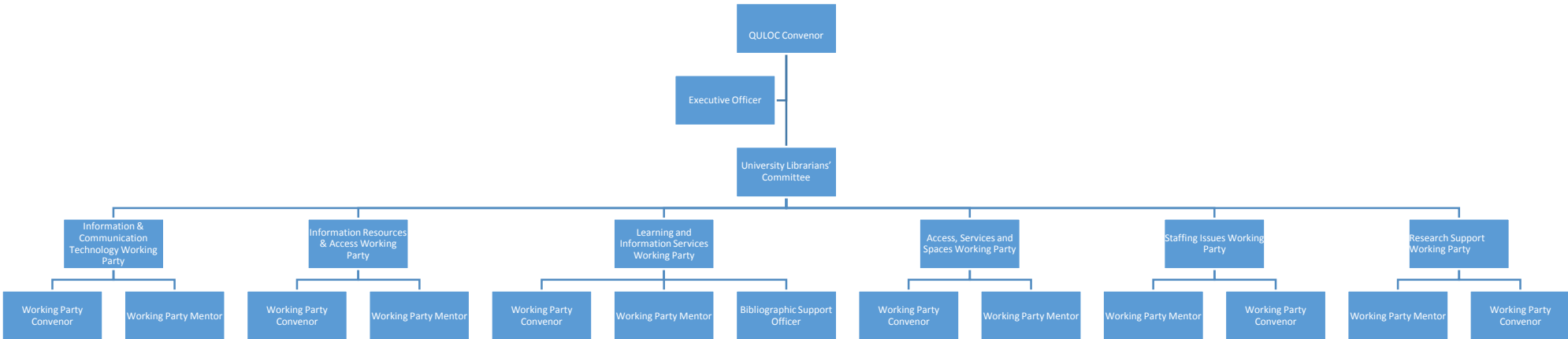
By means of leadership, advocacy and action, QULOC will:

1. Promote engagement, communication and the sharing of information between members and other relevant groups through QULOC activities and resources.
2. Promote continuous improvement and best practice in the provision of information services.
3. Collaborate on current and emerging staffing issues and staff development.



*Griffith University, Gold Coast Campus Library*

# Organisational Structure



## Review of Activities

### Strategy 1

**Promote engagement, communication and the sharing of information between members and other relevant groups through QULOC activities and resources.**

Learning and Information Services Working Party led the collaboratively run Webinar, *The Changing Role of the Liaison Librarian*. The Staffing Issues, Research Support and Information Resources and Access Working Parties provided input and organised speakers for three separate themes.

Access, Services and Spaces and the Learning and Information Services Working Parties continue to hold a joint meeting annually based on its previous success and collaborative exchange during these meetings. Discussions centred around integrated services and use of spaces, as standing items on the agenda. Two themes were also discussed at the meeting: online readings and the associated copyright management; and changes in physical collections (zero growth and weeding). Participation was high with 19 library staff attending the meeting in person and 11 by teleconference.

Practitioner meetings for many of the Working Parties continue, as they provide a platform for information exchange that these practitioners would not otherwise have.

- The Lending Practitioners meeting discussed their experiences around the broader topic *Strategies for Adjusting Services to Changing Future Patterns*.
- The Document Delivery Practitioners meeting discussion was “Best Practice in Scanning” and recommendations were made for changes to the QULOC document of the same name.
- Information Access and Services held a second Practitioners’ meeting in August with the theme of Resource Description and Access (RDA). This was highly topical and proved popular and valuable, with 23 participants (including Working Party members).
- The Education Librarians practitioner group met in October at QUT, Kelvin Grove campus.
- The Bibliographic Software Community of Practice engages collaboratively on the wiki to present the Masterclass; troubleshoot and provide support on bibliographic software; and produces regular newsletters.



RDA Practitioners meeting, QUT

## Strategy 2

### Promote continuous improvement and best practice in the provision of information services.

A number of Working Parties discussed and compared best practices for the provision of information services. Selecting hot topics or meeting themes continues to be a useful mechanism for sharing best practice and discussing new services and innovations. Examples of collaboration and information sharing in this space for the Access Services and Spaces Working Party included:

- Collation and sharing of annual QULOC Reciprocal Borrower statistics
- Updating of “Best Practice in Scanning” document
- Sharing staff induction / training documents

The joint meeting of Access, Services and Spaces and Learning and Information Services working parties examined integrated services and the use of library spaces.

The members of the Staffing Issues Working Party have shared position descriptions, workforce planning and succession planning documents. Learning and Information Services Working Party looked at the service needs of low SES and Indigenous students. Information and Communication Technology Working Party held thought-provoking discussions on MOOCs and digital preservation.

The Research Support Working Party continued to explore trends in research support and provided this information to the University Librarians’ Committee. Their meeting themes turned into briefing papers and included:

- Social media, research and copyright
- International library benchmarking tools
- Name identifiers

With 2013 being the initial implementation year for Resource Description and Access (RDA), many discussions and a practitioners meeting focussed on sharing documents and ideas have been extremely beneficial. Discussions on the discovery layer continue to provide assistance in best practice in resource discovery.

The following QULOC workshops were presented in 2013:

- Zaana Howard, an Associate Lecturer from QUT, presented an exciting and innovative workshop on **design thinking** that was brought together by the QULOC Staffing Issues Working Party. Attendees were asked to bring a service issue they are facing and in small groups decided on the most important ones before working in smaller groups on the five key issues. Fun was had but all worked hard to develop their understanding of the principles of design thinking and take these ideas back to their workplaces.



*Group Work, Design Thinking Workshop, QUT*

- There was great interest in the Webinar, **The Changing Role of Library Liaison**. It was held via Blackboard Collaborate (live participation and recorded) enabling the participants to register for the whole day or attend different sessions as desired. Organising the Webinar was a collaborative effort of the Research Support Working Party, Information Resources and Access Working Party and the Staffing Issues Working



Party. The Webinar was broken into three themes and allowed attendees to come and go throughout the day:

- Research support and the impact on library liaison
- E-resources and open access and the impact on library liaison
- Evolving roles, training and development for library liaison

Attendance was high and was estimated to be over 85 for the first session and 75 for the second and third sessions, including those on shared workstations or in meeting rooms. It was the first time a conference with remote participants has been attempted and the additional mode offered is likely to have encouraged and supported the high attendance.

- 39 people attended the **Bibliographic Software Masterclass** at UQ, St Lucia in November. The organisation of the Masterclass was a collaborative effort by members of Griffith, UQ, SCU, USQ, CDU and UNE. The Masterclass included hands on activity with what's new in EndNote X7, troubleshooting tips, EndNote Web and the iPad app. Arif Perdana, a Mendeley Advisor, provided a presentation on how he, a researcher, uses Mendeley. The class later broke into groups to discuss areas of special interest.



*Bibliographic Software Masterclass, UQ*

The **University Librarians' Forum** was held at QCA, Griffith University, Southbank. With over 80 attendees in person and more than 30 streaming from both local and regional locations, the Forum was well attended. Professor Gerard Docherty, Griffith University, was invited to set the scene on the university research environment. He delivered a thought provoking presentation on current and emerging trends in humanities and social sciences research. University librarians and directors from six QULOC institutions then delivered different perspectives on library futures. A lively Q&A session ended the Forum with many challenging and thought-provoking questions. At the conclusion attendees had an opportunity to visit the QCA Art Gallery with drinks and canapés and a chance to catch up with new and old colleagues and friends.



*QCA Art Gallery, University Librarians' Forum*

### Strategy 3

#### **Collaborate on current and emerging staffing issues and staff development.**

The Learning and Information Services Working Party in collaboration with the Research Support Working Party, Information Resources and Access Working Party and the Staffing Issues Working Party delivered the webinar **The Changing Role of Library Liaison**. The Webinar was for QULOC members only and attracted over 85 for the first session and 75 for the second and third sessions. The Blackboard format was chosen again, to facilitate regional participation and also to accommodate larger numbers of participants than is possible in a face-to-face workshop. Staff could attend for a 90 minute session, with minimal disruption to their own workloads at their home libraries or stay for all three sessions. The value in offering these sessions online is substantial. Low cost, high attendance and relative ease of use all add to the attraction of continued delivery of webinars to QULOC members.

The QULOC Graduate Librarian Program was implemented in 2010 and in 2013 the program was expanded to graduates from all Australian library schools. The number of applicants continues to increase and the quality of the applications is high with all previous successful applicants having gained employment at QULOC libraries. In 2013, the University Librarians' Committee again nominated which institutions could host the successful Graduate for 2014 including regional institutions.

Several Working Parties have explored staffing trends in 2013. Access, Services and Spaces explored *Strategies for Adjusting Services to Changing Future Patterns* and this included discussion of staff development needs and workforce planning. Other issues discussed during the year included: rostering during peak periods, central phone services, security issues for staff and workloads management. The Staffing Issues Working Party discussed the options that QULOC could take advantage of in attracting candidates to regional libraries. A briefing paper was produced for the University Librarians regarding regional recruitment.

Where possible, QULOC continues to enhance access to staff development opportunities by recording workshops and events and providing online seminars. In 2013 this included:

- Streaming and recording the University Librarians' Forum
- Providing a Webinar via Blackboard, *The Changing Role of Library Liaison*
- Recording the Webinar

In 2013, more Working Parties held their meetings online in response to the available technology and their increasing workload demands. The 'online' meeting environment enables greater participation; provides those in regional institutions, who would otherwise teleconference, a better meeting equity; and is currently very cost-effective for all involved.

## Events

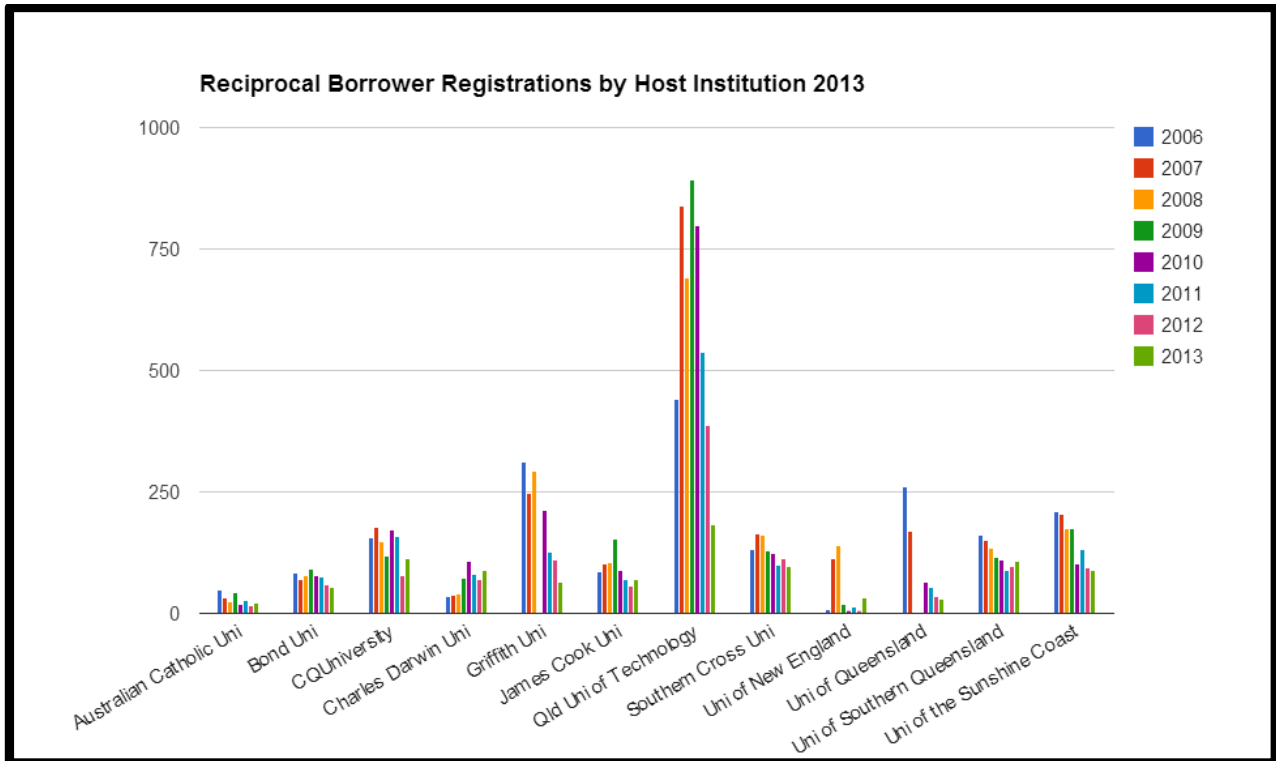
Throughout 2013, the QULOC Working Parties and University Librarians' Committee held a number of successful activities to support the strategic goals of QULOC.

Various handouts and PowerPoints from these events are available on the [QULOC website](#).

QULOC Events 2013				
Title	Hosted By	Date	Venue	Attendance
Design Thinking Workshop	Staffing Issues Working Party	17 May	QUT, Gardens Point	31
University Librarians' Forum	University Librarians' Committee	14 November	QCA, Griffith University, Southbank	85 (in person) 30 (streaming)
Referencing Software Masterclass	Bibliographic Software Community of Practice	15 November	University of Queensland, St Lucia	39
Webinar: Changing role of library liaison	Learning and Information Services Working Party	20 November	Online via Blackboard Collaborate	85

## Reciprocal Borrowing Statistics

Staff and students from QULOC institutions are eligible to register and to borrow materials from other QULOC institutions. QULOC monitors statistics for reciprocal borrowing (RB) registrations and loans.



Institution	Total No. Reciprocal Borrowers (inc ULA)	Loans			
		Total No of Loans	Total No RB Loans (inc ULA)	AV No loans per RB	% of Reciprocal Loans of Total Loans
Australian Catholic Uni	57	54,430	856	15	1.57
Bond University	42	64,768	426	10	0.66
CQUniversity	83	267,417	2,342	28	0.88
Charles Darwin University	32	40,770	397	12	0.97
Griffith University	123	420,075	1,426	12	0.34
James Cook University	133	168,478	2,803	21	1.66
QLD Uni of Technology	252	389,511	2,607	10	0.67
Southern Cross University	131	103,765	1,734	13	1.67
University of New England	50	85,707	156	3	0.18
University of Queensland	138	672,256	5,811	42	0.86
University of Southern QLD	93	69,416	2,361	25	3.40
University of Sunshine Coast	117	101,727	2,656	23	2.61

## Appendix 1: QULOC University Librarians Committee Membership 2013

### University Librarians' Committee

***Convenor***

Barbara Paton

University of New England

***Executive Officer***

Lucy Peachey

University of Queensland

***Committee Members***

Jim Graham

Australian Catholic University

Wendy Abbott

Bond University

Ruth Quinn

Charles Darwin University

Graham Black / Debbie Orr

CQUniversity

Linda O'Brien

Griffith University

Heather Gordon

James Cook University

Judy Stokker

Queensland University of Technology

Kate Kelly

Southern Cross University

Janette Wright

State Library of Queensland

Robert Gerrity

University of Queensland

Alison Hunter

University of Southern Queensland

Sandra Jeffries

University of the Sunshine Coast

## Appendix 2: Working Party Membership

### Access, Services and Spaces Working Party

#### **Working Party Convenor**

Nicole Clark Queensland University of Technology

#### **Working Party Mentor**

Graham Black CQUniversity

#### **Working Party Members**

Anne Edwards	Australian Catholic University
Margery Barnes	Australian Catholic University
Lyn Moore	Bond University
Cathy Dennis	CQUniversity
Alison Boulle	CQUniversity
Christine Hart	Charles Darwin University
Angela Kenna	Griffith University
Vaurian Lewin	James Cook University
Margaret Doolan	Southern Cross University
Beth Paul	State Library of Queensland
Allison Hall	University of New England
Helen Cook	University of Queensland
Loretta Atkinson	University of Queensland
Pauline Line	University of Queensland
Elizabeth Firman	University of Southern Queensland
Mandy Callow / Kim Moore	University of Southern Queensland
Suzy Johnston	University of the Sunshine Coast
Elizabeth Varley	University of the Sunshine Coast

## Information & Communication Technology Working Party

### **Working Party Convenor**

Eric Hornsby

University of Queensland

### **Working Party Mentor**

Bob Gerrity

University of Queensland

### **Working Party Members**

Donna Laffan

Australian Catholic University

Jessie Donaghey

Bond University

Peta Hopkins

Bond University

Sam Rannard

CQUniversity

Jaron Stidiford

CQUniversity

Anthony Hornby

Charles Darwin University

Amanda Carlsson

Charles Darwin University

Susan Tegg

Griffith University

Suzy Bailey

Griffith University

Alan Cockerill

James Cook University

Craig O'Neil

Queensland University of Technology

Dave Allen

State Library of Queensland

Margaret Pembroke

Southern Cross University

Cameron Barnes

University of New England

Simon McMillan / Michelle Hoskings

University of New England

Eric Robertson

University of Southern Queensland

Meredith Mooi

University of the Sunshine Coast



## Information Resources & Access Working Party

### **Working Party Convenor**

Alison Hunter

University of Southern Queensland

### **Working Party Mentor**

Heather Gordon

James Cook University

Kate Kelly

Southern Cross University

### **Working Party Members**

Gail White

Bond University

Sonya Pennington

Charles Darwin University

Elke Dawson

CQUniversity

Debby Macdonald

Griffith University

Carolyn Tredrea

James Cook University

Clair Meade

James Cook University

Anne Loria / Garry Johnston

Queensland University of Technology

Colleen Cleary

Queensland University of Technology

Anne Bannerman /

Sallyanne Donnelly

Southern Cross University

Alex Cutts

State Library of Queensland

Mardi Cook

University of New England

Majella Pugh / Dell Schramm

University of Queensland

Alison Storey

University of the Sunshine Coast

## Learning and Information Services Working Party

### **Working Party Convenor**

Robyn Tweedale

University of Southern Queensland

### **Working Party Mentor**

Judy Stokker

Queensland University of Technology

### **Working Party Members**

Freya Bruce

Australian Catholic University

Michele Le Claire

Bond University

Karin Simon

CQUniversity

Barbara Coat

Charles Darwin University

Suzette Powell / Julie Aslett

Griffith University

Lynette Wo

Griffith University

Kate Elder

James Cook University

Bernadette Willans

Queensland University of Technology

Emma Nelms

Queensland University of Technology

Jill Dombrow

Southern Cross University

Jacqui Burgin / Nelle Hines

State Library of Queensland

Celia Munro

University of New England

Sandra Rothwell

University of Queensland

Noela Yates

University of Queensland

Courtney Moran / Karen Randall

University of the Sunshine Coast

## Research Support Working Party

### **Working Party Convenor**

Joanna Richardson

Griffith University

### **Working Party Mentor**

Sandra Jeffries

The University of Sunshine Coast

### **Working Party Members**

Barbara Adamson

Australian Catholic University

Antoinette Cass

Bond University

David Honeyman

Bond University

Libbie Blanchard

CQUniversity

Kate Houston

CQUniversity

Jayshree Mamtora

Charles Darwin University

Neil Godfrey

Charles Darwin University

Therese Nolan-Brown

Griffith University

Jackie Wolstenholme

James Cook University

Joanne Ruxton

James Cook University

Stephanie Bradbury

Queensland University of Technology

Sarah Brown

Queensland University of Technology

Tim Pedrazzini

Southern Cross University

Celia Munro

University of New England

Helen Morgan

University of Queensland

Lucy Cartmel

University of Queensland

Pat Loria / Robyn Tweedale

University of Southern Queensland

Beth Crawter

University of the Sunshine Coast

## Staffing Issues Working Party

### **Working Party Convenor**

Carolyn McDonald

Griffith University

### **Working Party Mentor**

Jim Graham

Australian Catholic University

### **Working Party Members**

Michael Wallace

Bond University

Debbie Orr

CQUniversity

Michelle Turner

Charles Darwin University

Debby Macdonald

Griffith University

Katrina Valesse

James Cook University

Rebecca Ruff

Queensland University of Technology

Alison Slocombe

Southern Cross University

Belinda Moore

University of New England

Celia Munro

University of New England

Andy Hughes

University of Queensland

Mary Lyons

University of Queensland

Joanne Rutherford

University of Queensland

Robyn Tweedale

University of Southern Queensland

Alison Hunter

University of Southern Queensland

Sharon Lenord

University of the Sunshine Coast

## Appendix 3: 2013 Financial Report

	Budget 2013	Actual 2013
<b>Revenue/Income</b>		
Carried Forward previous year	\$72,368.90	\$72,368.90
Memberships	\$79,313.52	\$79,313.52
Other (eg reimbursements)	\$0.00	
Workshops	\$4,000.00	\$1,221.77
<b>Total Revenue/Income</b>	<b>\$155,682.42</b>	<b>\$152,904.19</b>
<b>Expenditure</b>		
<b>Salaries</b>		
Executive Officer GU	\$60,176.00	49,644.30
Bibliographic Software Resource	\$5,000.00	\$4,636.50
Clerical Support	\$3,000.00	\$0.00
EO Staff Development	\$0.00	\$0.00
<b>Total Salary</b>	<b>\$68,176.00</b>	<b>\$54,280.80</b>
<b>Non-salaried items</b>		
Catering/gifts	\$200.00	\$454.74
Equipment (EO software)	\$40.00	\$35.97
Photocopying, Printing,	\$150.00	\$67.20
Postage	\$50.00	\$44.95
Stores, Stationery	\$100.00	\$35.44
Teleconferencing	\$5,000.00	3239.89
Mobile Phone/Internet	\$100.00	\$120.12
Travel and Accommodation	\$2,500.00	\$911.39
ULs Forum	\$2,000.00	\$5,157.99
Web hosting / Wiki / SurveyMonkey	\$500.00	\$420.66
Other: workshop reimbursement		\$40.00
Other: Google Apps email migration		\$792.00
<b>Total Non-Salary</b>	<b>\$10,640.00</b>	<b>\$11,320.35</b>
<b>Project</b>		
Graduate Librarian	\$1000.00	
Financial Compliance	\$5000.00	15.00
<b>Total Expenditure</b>	<b>\$84,816.00</b>	<b>\$65,616.15</b>
Operating result	<b>\$70,866.42</b>	<b>\$87,288.04</b>
Surplus required (3 months EO)	\$15,044.00	\$15,044.00