2009 was a significant year for the Library with the long-awaited completion of the Science Library, designed by Ferguson Architects. The Science Library brings together for the first time in one place the Library’s physical collections and services for the Science Faculties.

It offers a variety of learning spaces and environments for groups and individuals, undergraduates and researchers. It provides over 200 computer workstations, and 300 places with power and data for laptops. It has 13 group study rooms equipped to support group work, four specialised multimedia suites, and an Access Grid classroom to facilitate remote access to lectures and class work over high speed networks. The foyer is used for exhibitions, and the Guild runs an organic food café from the building. Deliberately designed to support undergraduate students, the Science Library has set a new standard for learning environments across the University.

John Arfield retired at the end of 2009 after 14 years as University Librarian, and two years as Director (Information Management). John’s interest in collections, buildings, technology and staff development over a significant period defined by technological change had a major impact on the Library and its services. He was responsible for the development of two new libraries (Medical & Dental Library, and the Science Library) and the refurbishment of the Music, Law and Reid libraries. The Library journal collection grew from 9,340 printed titles in 1996 to 108,545 largely electronic titles in 2009. Library staff developed skills in IT and project management, the Flying Start program for new librarians was implemented, and four of John’s deputies left UWA to become university librarians at other institutions, including Liz Burke (to Murdoch University) and Ralph Kiel (to Victoria University) in 2009. John’s effective management of the Library left it well-positioned to respond to the new challenges of the coming decade.

Under its new University Librarian and Director (Information Management), Information Services has commenced the integration of the staffs of ITS and the Library into a single Information Services team and has begun the rationalisation, consolidation and clarification of the Information Services’ portfolio of services. The title “Information Services" will encompass the service provision of ITS and the Library going forward. This year’s Annual Report attempts to reflect this integration with the inclusion of highlights from the previously separate teams. Next year’s report will be a fully integrated Information Services’ Annual Report.

Dr Mary Davies
University Librarian and Director (Information Management)

www.library.uwa.edu.au
Information Skills Training

Information Literacy Unit

An Information Literacy Unit to coordinate information literacy and e-learning initiatives was established in 2009. The Unit’s purpose is to:

- Coordinate the design, implementation and evaluation of information literacy initiatives across the Library
- Ensure best practice and continuous improvement
- Coordinate professional development for library staff involved in information literacy initiatives
- Contribute to the development of policies, programs and projects for the Reader Services Division and the Library as a whole.

During 2009, the Unit developed an E-learning Framework, Action Plan and Toolkit, and assessed the current environment to see how tools, approaches and learning materials designed to deliver information literacy skills training can be continuously improved. The Unit worked on reviewing InfoPathways and Introductory Research and Information Skills (IRIS) and looked at developing more relevant and engaging online materials to teach information literacy to undergraduates, taking account of the University’s New Courses 2012 program.

Postgraduate Online Scholarly Literacy (POSL) Project

The POSL Project, a joint project between the Library and the Graduate Research School, developed a series of online modules aimed at assisting new postgraduate research students. Known as The Research Journey, this product provides information on a range of topics relevant to new researchers. These include: From research topic to research question; Managing your project; Writing for your research; From research student to professional; Data collection and analysis; and Communicating your research. The learning materials were launched by John Arfield at the Graduate Welcome in March and have attracted interest from other Australian universities.

Answering Clinical Questions

The Library made a significant contribution to the online resource Answering Clinical Questions developed by the Faculty of Medicine, Dentistry and Health Sciences. This resource represents an evidence-based practice approach to answering clinical questions, and the Library contribution focuses on finding the best evidence in an effective and efficient manner.
Collection Development

A total of 8,994 orders were placed for new monographs in 2009, compared with 18,153 in the previous year.

The high volume of ordering in 2008 was due to an additional $501,600 being spent on monographs as part of the Retrospective Collection Development Project. The total of 9,156 orders placed in 2007 is perhaps a more comparable figure.

The impact of the global financial crisis meant that the drop in the exchange rate for the US dollar (approximately 60% of our expenditure) delivered a significant decrease in our purchasing power. As a result the projected price increase for 2009 was 21% for serials and 14% for monographs, with the fixed exchange rates set as shown:

<table>
<thead>
<tr>
<th></th>
<th>USD</th>
<th>STG</th>
<th>EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>.88</td>
<td>.44</td>
<td>.59</td>
</tr>
<tr>
<td>2009</td>
<td>.70</td>
<td>.48</td>
<td>.50</td>
</tr>
</tbody>
</table>

Joint Purchasing Agreements (Western Australian Group of University Librarians)

Following the completion of a Request for Proposal process in 2008, the new Joint Purchasing Agreements with Coutts Information Services and Blackwell/James Bennett for the years 2009-2011 came into effect on 1 January 2009. The partnership between Blackwell and James Bennett, and the integration of Australian titles in Collection Manager, simplified the sourcing of Australian materials, and enabled a single order workflow to be established for US, UK, and Australian materials. However in early December, Baker & Taylor Inc. acquired Blackwell Book Services’ North America (BNA) and Australia-based James Bennett. Consequently, Baker & Taylor’s YBP Library Services would manage these businesses. Details and procedure for transferring the Service Level Agreement between WAGUL and Blackwell to YBP Library Services and James Bennett will be discussed in 2010.

As the current service level agreements for serials supply were due to expire at the end of the 2010 subscription year, it was necessary to pursue new joint purchasing arrangements and issue a new Request For Proposal in 2009. A team comprising representatives from Curtin University, Edith Cowan University, Murdoch University and UWA was established to manage this process. Meetings were held with suppliers in November, and a report with recommendations completed in December. EBSCO was the recommended supplier.
Among the major digital collections which were added during the year were:

- 19th Century British Pamphlets
- Academic Search & Business Source Alumni editions (EBSCO)
- ASME journal package
- CAB Archive Book Collection, 2000-2004
- Cambridge journals online (upgrade to HSS and STM)
- CRC ENGnetBASE
- EMBASE classic, 1980 onwards
- Global health archive, 1910-1972
- Health and Psychosocial Instruments (HiPI)
- Informit Engineering collection
- JSTOR Arts & Sciences VIII
- Made incredibly easy! :book series for nurses
- Maths Solution ebook collection
- McGraw-Hill’s AccessEngineering
- Micromedex healthcare series
- Optics Infobase
- Oxford handbooks in business and management
- Oxford University Press Medical Handbook collection
- Reaxys
- Research starters
- Romantic era redefined
- Royal Society of Chemistry ebooks
- Sage reference online handbook collection
- South and Southeast Asian literature in English
- SportDiscus with full text
- Springer ebook collections (Biomedical & life sciences, Behavioural sciences, Engineering, Computer science, Mathematics & statistics)
- Times Literary Supplement Historical Archive, 1902-2005
- Victorian popular culture
- World Scientific Publishers ebook collections (Engineering, Computer science, Mathematics)

Donations and Major Purchases

The Library’s collections were augmented by a number of generous donations from benefactors. These included:

- The Alec King Collection, which contains about 450 volumes of twentieth-century English literature, primarily poetry. Alec King was a former UWA staff member from the 1940s to the 1960s. His collection contains a number of valuable first editions of Auden, Eliot, Joyce and C. Day Lewis, including some signed copies. The donation complements the Library’s existing holdings, especially the Somerset Maugham Collection.

- Assistant Professor Nicolas Damnjanovic donated a large number of items from the Philosophy discipline group.

- Associate Professor Melville-Jones, Professor Lorenzo Polizotto and Mr Matthew Preston also made generous donations of material to the Library.

The Friends of the Library continued to provide strong support for the Library. Their generous assistance made possible the acquisition of The Linnaeus Apostles (7 volumes).

Friends of the Library

Committee 2009
President: E/ Prof David Tunley
Vice Presidents: Mr Malcolm Hood, Mrs Alison Kennedy
Secretary/Treasurer: Ms Liz Tait

Committee
Dr Robin Adamson
Dr Toby Burrows
E/Prof Jim Everett
Mrs. Gillian Flecker
Dr Des Gurry
Ms Barbara Hale
Prof Margaret Seares
E/Prof Phil Silberstein
Ex Officio: Mr John Arfield
To all those who donated material to the Library, the Library records its thanks.
Lending
There was a 4.5% increase in lending during 2009 with Reserve increasing by 6.3% and non-reserve by 3.5% compared with 2008. The Library’s digital information collections including Course Materials Online (CMO) continue to be a convenient source of information for students, and the number of loans per student is expected to continue to fall.

Collection Maintenance
A total of 54,493 items were checked as part of the newly-developed five year stocktake program in the Reid and Science libraries. This was a significant achievement, particularly as stocktaking was suspended for 3 months of the year for the Print Collections Held Online Project and the Science Library Collections move.

Inquiry, Research and Liaison Services
In February 2009 the Library joined the University’s campus wide inquiry service, iPoint. This service replaced the previous Ask a Librarian email service with the intention of providing a single point of inquiry which would enable a consistent approach to answering queries and give the ability for statistics about queries to be gathered more efficiently across the Library.

Numbers of inquiries or ‘incidents’ submitted via iPoint remained low although the Library FAQs were viewed on average about 870 times each month throughout 2009. A total of 540 questions were submitted via iPoint for the 11 months from February – December 2009.

Total reference queries for 2009 were 41,985, an increase on 2008, and the highest number for the decade 2000-2009. The number of questions per full time student has reduced however from a high of 2.53 in 2006, to 2.35 for 2008 and 2009.

Delivery of a reference and information service from the new Business School building commenced in June. The service operated on Tuesdays from 10am-1pm and Thursdays from 3pm-6pm. Feedback received has been overwhelmingly positive and academic staff and postgraduate students had 45 queries for the librarians during the first month. The service was reviewed towards the end of the year and will continue into 2010 from a more visible location within the building, and with more promotion.

A number of new LibGuides were created throughout the year in a range of subject areas and themes. The total number of published guides at the end of the year was 63. The most popular guides in terms of total number of hits for the year were as follows:

<table>
<thead>
<tr>
<th>GUIDE</th>
<th>TOTAL HITS FOR 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harvard Citation Style</td>
<td>53558</td>
</tr>
<tr>
<td>APA Referencing</td>
<td>29160</td>
</tr>
<tr>
<td>Vancouver Citation Style</td>
<td>23609</td>
</tr>
<tr>
<td>EndNote User Guide</td>
<td>20254</td>
</tr>
<tr>
<td>Business Students’ Guide</td>
<td>8827</td>
</tr>
</tbody>
</table>
Findings showed that 56% of respondents spend more than two hours in the library up to four or more times a week. A higher percentage of respondents in 2009 than in 2008 were influenced by quietness (73% in 2009 vs 68% in 2008), adequate table space (72% vs 66%), the availability of computers (62% vs 58%), privacy (57% vs 49%), natural lighting (54% vs 49%) and good aesthetics, i.e., attractive, welcoming environment (50% vs 45%) when choosing a study space in the library.

Differences emerged across the subject libraries, with:

- Access to SNAP wireless still a high priority for Scholars’ Centre respondents.
- Being able to discuss and work with others still being particularly important for Business respondents.
- Being near to books and journals in their subject area being particularly important for Education, Fine Arts and Architecture and Music respondents.

Building and Space Survey

In May 2009, the Library conducted its third annual survey to determine the use of each of the subject libraries and to evaluate the services and facilities offered by each library.
Recommender Service

The Library trialled and subsequently purchased and implemented the ExLibris bX recommender service. The service is similar to Amazon’s “Customers Who Bought This Item Also Bought...” feature, in that it generates recommendations based on article usage. The most highly ranked results are displayed as recommendations within the SFx menu.

Institutional Repository

Information Services participated in the preparation of the University’s submission for the Commonwealth Government’s Excellence in Research for Australia (ERA) initiative. Activities included:

- Implementing an IT storage structure
- Implementing a “dark” collection, only accessible by ERA reviewers
- Identifying a suitable metadata schema
- Developing an XML schema for communication with the University’s Research Quality Management System (Socrates)
- Sourcing research outputs
- Creating metadata
- Ingesting outputs into the Repository

The ERA deadline was met and all required data were provided.

Building on the experience gained preparing the ERA submission, the University recommitted itself to the development of an open access Institutional Repository. A project board, including the Deputy Vice Chancellor (Research), was convened. The Repository was tasked with showcasing the University’s research output and making it freely available. It was decided that only peer reviewed research outputs would be included.

The Library completed a number of preliminary steps including:

- Preparation of project planning documents
- Selection of a metadata schema
- Design of a new XML schema
- Development of policy statement
- Preparation of guidelines, standards and procedures

At the end of the year the Repository stood ready to commence ingesting research outputs in 2010.

New Library Web Site

A Library-wide team worked closely with the Senior Web Coordinator and the University Website Office to migrate the Library’s Web pages to the University’s new visual identity. The team played a major role in reviewing approximately 750 existing Library pages, creating a home page brief for the designers, assisting in the development of the navigation and architecture of the site, and reviewing new content. The Library Web site was successfully migrated and went live on 16 December 2009.

LibX Toolbar

The Library successfully rolled out the LibX toolbar on Library workstations. This technology adds automatic links on Web pages visited by users and adds research functions to the right-click mouse menu. Some of the functions include:

- The ability to search the UWA Library catalogue and other information resources directly from the LibX toolbar or by right-clicking.
- Every ISBN, ISSN, DOI or PubMed ID on any page becomes a direct link to the UWA Library catalogue.
- Links to the UWA Library catalogue appear in Amazon, Google, Yahoo! Search and other pages.
Information Technology

The IT infrastructure implementation project for the new Science Library required a high proportion of the Computer Support Team's time during 2009. Over 250 PCs, mostly for client use, were configured, installed and secured. IT equipment such as multi-function devices, client print stations, auto loaders, Computer Availability display screens, 3M self check systems, document cameras, LCD screens and staff printers were installed in the Science Library in two phases.

Computer availability display screens were also made available in the Reid Library, with the intention of alerting library users to the availability of computer workstations across the four floors of the building.

Service Desk

Client Services began the rollout of Service-Now as a UWA wide Service Desk solution to provide a consistent tool to assist all IT support areas at UWA. Once the rollout project is completed in 2010, it will be used by some 280 staff who provide support analyst services.

Student e-mail on Google Apps

During 2009 an agreement was made with Google to provide a free email service for all UWA students on Google Mail, and all student email was migrated to this web based service. The University's Student Email Service became a powerful communication and collaboration suite that enables students to share information and work collaboratively through an easy to use, globally available web client.

Eduroam

Eduroam was implemented to enable UWA staff and students to use their UWA Pheme login and password to access the internet and connect to UWA resources while visiting other participating institutions worldwide. In turn, visitors from participating institutions are able to connect to the internet via UWA's wireless network.

Pheme

The UWA Access Management System, Pheme, was redeveloped and relaunched, delivering a much improved and consistent user experience. Throughout 2009, ITS worked with faculties and schools to facilitate access to local PC workstations using the Pheme user ID and password.

Application upgrades 2009

Callista (to version 11.1 and 12.0)
Cardax (to version 5.2)
TRIM (to version 6.1.7)
WebCT (to version 8.0)

Audio Visual Linking of Teaching Spaces:

During 2009, selected teaching spaces were linked using audio visual equipment and electronic teaching aids. This initiative has resulted in considerable cost savings and improved flexibility in the delivery of teaching.

Six laboratories in the Faculty of Natural and Agricultural Sciences were linked to a "master control" room using audio visual teaching aids to present material to students. The system included microscopes fitted with digital cameras, images relayed to digital LCD screens and two-way voice/sight communication between students in the labs and the academic at the microscope in the master control room. Now, only one academic is required to ensure that all students in each of the six rooms receive instruction of equal quality.

Similarly the Ross & Clews Lecture Theatres, located in the Physics building, were linked to overcome the need for repeat lectures. As a result, either lecture theatre may act as the master control venue. Audio and digital images are presented in the "master" venue and simultaneously replicated in the "slave" venue. All video and audio content may be recorded using the Lectopia system and a camera is used to track the lecturer within a selected space in the "master control" room.
After significant planning and effort, stage 1 of the new Science Library (the new building) opened on 20th July 2009.

The new Science Library brings together collections and services previously located in the Biological Sciences, Maths and Physical Sciences and Undergraduate Physical Sciences libraries as well as the geology, psychology and maps collections which were previously held in the Reid Library. Most of stage two was open by the end of 2009, with the café and access grid room to be completed early in 2010.

Science Library staff worked closely with Ferguson Architects to provide an inviting learning space which has proved to be extremely popular with students. The new Library provides almost 1000 seats, over 200 public computer workstations, 13 group study rooms, four specialist multimedia suites, a flexible collaborative space on the ground floor, parents’ room, and resource room (staffed by a Disability Support worker on a part time basis).
Staff Development and Training

The number of hours spent on training and professional development increased, largely due to conference attendance. The Australasian EDUCAUSE conference was held in Perth in May, providing an opportunity for 19 staff members to share registrations.

Library staff attended a pilot program of Courageous Conversations about Race facilitated by Malcolm Fialho from Equity and Diversity. Feedback was overwhelmingly positive and a second session was held by request.

The 23 Things program, designed to acquaint staff with Web 2.0 technology, ran for 14 weeks and was very successful. The online course, produced by Amy Hightower, was supported by optional weekly workshops to keep participants motivated.

Kate Croker was selected to attend the Aurora Leadership Institute course, a prestigious course for those considered likely to move into a senior role in the Library.

WOW Staff Award

The annual WOW staff awards acknowledge outstanding contributions by individuals or teams. In 2009 an individual award was presented to:

Michelle Coles
For demonstrating reliability, responsibility and enthusiasm by commitment to work and leisure activities of the Library.

Staff Changes

John Arfield, University Librarian and Director (Information Management) retired after 14 years in the position. During this time John led the Library through the building of two new subject libraries, the Medical and Dental Library and the Science Library, and major changes in collections and services as a result of significant and rapid advances in digital technology.

Liz Burke, Associate Librarian, Reader Services resigned to take up the position of University Librarian at Murdoch University and Ralph Kiel, Associate Librarian Information Systems resigned to become University Librarian at Victoria University, Melbourne. Margaret Jones was appointed as Associate Librarian, Information Systems.

Erin Fraser transferred from the EDFAA Library to become Librarian, Special Projects following the retirement of Carol Duffill from the position and Gina Sjepcevich was appointed Acting Manager of the EDFAA Library.

Jill Benn transferred from HSS to manage the Science Library while Carmel O’Sullivan was on parental leave and Scott Nicholls transferred from IRAM to temporarily replace Jill Benn as Manager, HSS. Anne Webster resigned from the Library following her appointment to UWA’s Office of Development after an initial period of secondment. Jonathan Steingiesser and Deborah Barton were appointed to new positions of Senior Web Coordinator and Coordinator of Information Literacy and E-Learning respectively.

John Creaven was appointed Manager, Information Technology after the previous manager, Stephen Trefry transferred to the role of Associate Director, Infrastructure and Operations ITS. Staff within the Networks and Servers team were transferred with Stephen.

New management appointments in Infrastructure and Operations included Daniel Foster, Servers Manager, and John Ludovico, Network & Communications Manager. John began reviewing UWA network requirements, including implementing a new wireless network to replace the aging SNAP network.

Information Services staff were deeply saddened by the sudden and unexpected passing of Associate Director, Client Services, Mike Neville. Mike was a well respected employee at UWA over 23 years, and was the Faculty of Arts IT Manager before moving to Information Services. Mike was a founder of the Lectopia system, and bought a wealth of knowledge and understanding into Information Services about IT support at the Faculty level.

Alison Trpevski was appointed as Associate Director, Client Services to take up the role in January 2010.

In 2009, the role of Enterprise Architect was identified to facilitate the shaping of technology directions at the University to ensure that Information Technology investments are in line with the University’s goals and objectives. A Technical Architecture Board was formed to provide technical advice and quality assurance to strategic IT projects and initiatives. The Enterprise Architect, Damian Bramanis, works closely with staff to understand information and technology needs and to ensure that the University’s IT policy, risk profile, architecture, standards, frameworks and methodologies are applied appropriately.
## Highlights of Information Services

### Operational Plan 2009

<table>
<thead>
<tr>
<th>Activity</th>
<th>Outcome</th>
</tr>
</thead>
</table>
| Postgraduate Online Scholarly Literacy | Publication of a suite of online learning objects on:  
  - Managing information  
  - Effective searching for relevant literature  
  - Writing for your research  
  - Keeping up to date with developments in your field  
  - Developing appropriate publication strategies |
| Central Email and Calendaring Service | Microsoft Exchange mail service ready for rollout University-wide in 2010 |
| Single search tool strategy | Available tools reviewed and report prepared.  
Three products chosen for more detailed evaluation and trial in 2010 |
| User-driven selection of e-books | Evaluation completed and a proposal for a pilot implementation in 2010 |
| Using iPoint – Enquiry management system | Implementation of the University’s inquiry management system, iPoint, to manage email inquiries from staff and students |
| Network Futures Study – led by senior academics, on the University current and future Network requirements for research purposes | In progress |
| Eduroam Deployment | Completed |
| Web-CT and Lectopia Infrastructure Support Services | Commenced |
| Implementation of the UWA email aliases policy | Completed |
| Library e-learning strategy | E-learning framework, toolkit and action plan completed. |
| Streaming server for the delivery of video and audio through Course Materials Online | Review led to the identification of a third-party supplier.  
Product to be evaluated in 2010 |
| New Student email System | Migration to Google Apps completed. |
| Institutional Repository | Use of the repository for the pilot ERA submission.  
Planning of the open access repository completed |
| PiNEER – repository for the Network of Early European Research | Completed |
| Library support for UWA research | Survey and report of the information needs of researchers in the School of Physics and the Business School completed |
| Central Service Desk Implementation | Commenced |
| Learning Together Program | Completed |
| Web online catalogue redesign | New Web site introduced in December |
| Events Perfect System Implementation | Implemented for University Theatres |
| Web 2.0 Staff Training Program | Completed |
| Network Firewall replacement | Completed |
| Backup Project – planning and design for technical infrastructure to enhance data backup capability and capacity. | In progress |
| Replace TRAK – Help Desk System | Central IT service desk implemented in October |
### Key statistics

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total collection – books (print)</td>
<td>928,087</td>
<td>945,179</td>
</tr>
<tr>
<td>Total collection – books (online)</td>
<td>2,048</td>
<td>30,713</td>
</tr>
<tr>
<td>Current serial titles (print)</td>
<td>5,835</td>
<td>5,861</td>
</tr>
<tr>
<td>Current serial titles (online)</td>
<td>74,292</td>
<td>102,684</td>
</tr>
<tr>
<td>Items supplied to other libraries</td>
<td>4,975</td>
<td>5,781</td>
</tr>
<tr>
<td>Items borrowed from other libraries</td>
<td>16,131</td>
<td>12,397</td>
</tr>
<tr>
<td>Information skills sessions</td>
<td>521</td>
<td>478</td>
</tr>
<tr>
<td>Attendance at training sessions</td>
<td>16,532</td>
<td>14,826</td>
</tr>
<tr>
<td>Loans (non-reserve)</td>
<td>194,185</td>
<td>198,642</td>
</tr>
<tr>
<td>Loans (reserve)</td>
<td>116,451</td>
<td>123,591</td>
</tr>
<tr>
<td>Course Material Online (CMO) visits</td>
<td>182,661</td>
<td>184,119</td>
</tr>
<tr>
<td>Staff computers managed</td>
<td>NA</td>
<td>2,056</td>
</tr>
<tr>
<td>Staff printers &amp; MFCs managed</td>
<td>NA</td>
<td>378</td>
</tr>
<tr>
<td>Student computers managed</td>
<td>NA</td>
<td>538</td>
</tr>
<tr>
<td>Student printers managed</td>
<td>NA</td>
<td>26</td>
</tr>
<tr>
<td>Network ports managed</td>
<td>NA</td>
<td>12,500</td>
</tr>
<tr>
<td>Wireless access points</td>
<td>170</td>
<td>220</td>
</tr>
<tr>
<td>Physical servers</td>
<td>NA</td>
<td>150</td>
</tr>
<tr>
<td>Server instances (including Virtual)</td>
<td>NA</td>
<td>409</td>
</tr>
<tr>
<td>Internet total traffic (received)</td>
<td>85.1TB</td>
<td>120.9 TB</td>
</tr>
<tr>
<td>AV enabled lecture theatres and seminar rooms</td>
<td>NA</td>
<td>191</td>
</tr>
<tr>
<td>Total storage capacity</td>
<td>NA</td>
<td>230 TB</td>
</tr>
<tr>
<td>Applications supported e.g. TRIM, Alesco, Callista, etc</td>
<td>NA</td>
<td>104</td>
</tr>
</tbody>
</table>

**NA = Statistics Not Available**

### Recurrent Expenditure

<table>
<thead>
<tr>
<th>Information resources</th>
<th>2008 $A</th>
<th>2009 $A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and journal backsets</td>
<td>1,811,374</td>
<td>1,772,334</td>
</tr>
<tr>
<td>Current Journals</td>
<td>6,672,354</td>
<td>7,828,229</td>
</tr>
<tr>
<td>Document delivery</td>
<td>300,335</td>
<td>285,417</td>
</tr>
<tr>
<td>Salaries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>9,472,712</td>
<td>10,040,367</td>
</tr>
<tr>
<td>Information Technology Services</td>
<td>6,188,543</td>
<td>5,884,034</td>
</tr>
</tbody>
</table>

| Operating costs                           |         |         |
| Library                                    | 1,560,964 | 1,370,767 |
| Information Technology Services            | 3,233,447 | 2,824,106 |
| Total recurrent expenditure                | 29,239,729 | 30,005,254 |
Senior Staff as at 31 December 2009

University Librarian and Director (Information Management)
John Arfield, MA Cantab, MA SHEF

Associate Director, Policy and Planning
Brian Greene, BComm WAust

Associate Director, Client Services
Alison Trpevski

Associate Director, Infrastructure & Operations
Stephen Trefry, BSc WAust, Grad Dip Comp WAIT, MBA WAust, MACS

Associate Librarian, Information Systems
Teresa Chitty, BA Ealing, ALIANZA, RLIANZA

Associate Librarian, Reader Services
Margaret Jones BA (Hons) WAust, MA WAust, Grad Dip Lib WAIT, AALIA

Enterprise Architect
Damian Bramanis, BSc (Hons) WAust

Manager, Administration
Maxine Gamble

Manager, Administration
Annie Macnab, BA, DipEd WAust, FAITD

Manager, Applications
Brian Poleykett, BSc (Hons) Murdoch

Manager, Business and Law Library (Acting)
Catherine Clark BA Murdoch, Grad Dip Inf & Lib Stud Curtin, MIM Curtin, AALIA

Manager, Education, Fine Arts and Architecture Library (Acting)
Gina Sjépecevich, BA(Hons) ECU, Grad Dip Inf & Lib Stud Curtin, MCA Curtin

Manager, Humanities and Social Sciences Library (Acting)
Scott Nicholls, BA Curtin, Grad Dip Inf & Lib Stud Curtin

Manager, Information Resources Access Management
Jane Leahy, BA WAust, AALIA

Manager, Information Technology
John Creaven, BSc (Hons) GalwayMIT, MSc DublinCU

Manager, Medical and Dental Library
Carol Newton-Smith, BA WAust, Grad Dip Lib MCAE, Post Grad Dip Lib Curtin, MComm WAust, AALIA

Manager, Music Library
Jenny Wildy, BA WAust, AALIA

Manager, Network & Communications
John Ludovico, BBus Curtin, MACS, All

Manager, Science Libraries (Acting)
Jill Benn, BA (Hons) ECU, Grad Dip Inf & Lib Stud Curtin, AALIA

Manager, Servers
Daniel Foster, BEnvDes WAust

Manager, Service Desk & Desktop Support
Marie Corrigan, BSc Maths Surrey

Manager, Teaching Infrastructure Services
Terry Coe

Principal Librarian, Scholars’ Centre
Toby Burrows, BA(Hons) WAust, MA Lond, PhD WAust, Grad Dip Lib WAIT

Special Projects Librarian
Erin Fraser, BAppSc WAIT, BA WAIT, MPHIL Wales

Professional Activities

Arfield, J A
Council of Australian University Librarians: Member
Council of Australian University Directors of IT: Member

Benn, J
ALIAWest: Committee Member

Bramanis, D.
Western Australian Regional Network Organisation (WARNO): Committee Member

Burrows, T
Acta Sanctorum: Editorial Board
Archives and Manuscripts: Editorial Board

Croker, K
ALIA Academic and Research Libraries (WA): Committee Member

Newton-Smith, C
ALIA Governance Standing Committee: Member

Wildy, J
International Association of Music Libraries, Australian Branch: Treasurer
Benn, J.E.
‘Who uses the interlibrary loan and document delivery service and what do they request?’ A case study at The University of Western Australia’, *Interlending & Document Supply*, 37:1, pp. 41-45 (2009).

Benn, J.E. and Moore, R.
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Bramanis, D.
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Bramanis, D.

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Burrows, T.N.

Burrows, T.N.

Burrows, T.N.


Coles, M

McLaughlin, C

Milroy, J
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Stephenson M.S. and Madan R