

3-21/3 Mitchell Library Lecture Series. *Dr Ralph Ehrenberg*, Mitchell Library Scholar in Residence. Six lectures — bookings required, Pam Bedwell, ph (02) 9230 1467. For further details contact: Cheryl Evans, ph (02) 9230 1673, fax (02) 9235 1687, cevans@ilinet.slnsw.gov.au

10/3-9/6 Monday mornings: Management of electronic records. Uni of NSW, School of Information, Library and Archive Studies. Contact: Maureen Henninger, ph (02) 9385 3589, fax (02) 9385 3430, M.Henninger@unsw.edu.au.

10/3-9/6 Monday afternoons: Advocacy, public policy and outreach. Uni of NSW, School of Information, Library and Archive Studies. Contact: Maureen Henninger, ph (02) 9385 3589, fax (02) 9385 3430, M.Henninger@unsw.edu.au.

• **11/3 ALIA NSW Branch AGM and awards presentation.** *Eugenie Greig's Fellowship.* SLNSW, Seminar Room 1, Level 11, Macquarie Street Wing, 5.45 for 6pm. All welcome — refreshments will be served. RSVP: Jo-anne Fuller, ph (02) 9906 6000, jojo1@ozemail.com.au.

11-25/3 Insearch/Knight-Ridder Information Seminars. Hot Business Topics (11/3 am), Introductory DIALOG (12/3), Patents (13/3), Bio-medical (25/3). Sydney contact: ph (02) 9212 2867, krinfo.ans@uts.edu.au.

12/3 Doing research on the net (half day). Uni of NSW, School of Information, Library and Archive Studies. Contact: Maureen Henninger, ph (02) 9385 3589, fax (02) 9385 3430, M.Henninger@unsw.edu.au.

• **18/3 NSW Special Section.** *Networking lunch and library visit.* Australian Film Television and Radio School, Corner Balaclava Road and Epping Highway, North Ryde. 12.30pm. Contact: Elisabeth McDonald, ph (02) 9805 6664, elisabeth.mcdonald@syd.aftrs.edu.au.

18-19/3 ABN InterLibrary loans training. Uni of NSW, School of Information, Library and Archive Studies. Contact: Maureen Henninger, ph (02) 9385 3589, fax (02) 9385 3430, M.Henninger@unsw.edu.au.

• **19/3 NSW Special Section** *Adding value: a seminar on enhancing your research* Great Synagogue, 166 Castlereagh Street, Sydney. \$12 ALIA, \$15 others, light refreshments served. 6pm for 6.30pm. RSVP: Vikki Bell, 59 Roseville Avenue, Roseville 2069, ph/fax (02) 9416 3656, vikkib@giga.net.au.

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Integrated service delivery

**Janice Rickards,
university librarian,
Griffith University Library**

Since its establishment in 1971, Griffith University has undergone rapid growth with a current enrolment of more than 19 000 students. Through a series of amalgamations, the library is now located on five campuses — Nathan (the original Griffith site), Mt Gravatt, Gold Coast, the Queensland College of Art and the Queensland Conservatorium. A sixth campus at Logan is being developed for a 1998 opening.

Convergence and integration

One of the more unusual features of Griffith University library is the extent of convergence and integration with other elements, both administratively and from a service delivery point of view.

Organisationally, the Library and Information Literacy Services Branch is part of the Division of Information Services, along with Information Technology Services and Griffith Flexible Learning Services. Administrative support is provided centrally for the whole division and strategic planning also occurs at the divisional level. The main integrated services are information literacy training and an integrated information technology help desk/basic reference service.

Information literacy

In 1994, the Division of Information Services took the lead in developing information literacy objectives to be incorporated into the university's teaching and research programs. In doing so, previously separate activities for information technology training and library user education were integrated organisationally. An 'Information literacy blueprint' was formulated in consultation with stakeholders on all campuses. The blueprint provides a conceptual framework for the development and delivery of information literacy training programs by the Division of Information Services. It also outlines the major strategies being adopted to achieve information literacy goals at Griffith. These strategies focus on staff development, curriculum development and extracurricular approaches.

Information literacy training is delivered by faculty librarians, enquiry services staff and the information literacy team. Emphasis has been placed on flexible learning and flexible program delivery through a combination of hardcopy, multimedia, self-paced and instructor-led formats.



The new information services building, Gold Coast Campus

Many of the information literacy training support materials used are available via Griffith's campus-wide information service at the divisions training services home page at <http://www.gu.edu.au/gwis/ins/train/home.htm>.

Integrated enquiry services

The move to integrate information technology help desk functions with a basic reference enquiry service was a strategic response to the identified need to rationalise service points and to provide a 'one-stop shop' for clients. Initially piloted at the Nathan campus in 1996, the success of this approach will lead to the adoption of this model at the Gold Coast and Logan campuses.

In staffing the integrated enquiry service at Nathan, particular attention has been paid to selecting and training a team for an expanded role. Team members are expected to provide basic assistance in finding information, particularly using electronic resources, and in using software packages. Advanced enquiries are referred to faculty librarians or specialist staff.

Technical services re-engineering

Another key strategic issue for the library over the past two years has been the need to find ways to redirect resources from traditional areas of activity to new services. This imperative has led to a re-engineering of selection and technical service functions, with new processes revolving around the use of profiles for monograph selection and serial consolidation services. Griffith has entered into a partnership with Blackwells for the supply of shelf ready materials from overseas, with Bennetts supplying Australian material. Whilst the vendor services being used have been available for many years, the Griffith redesign project is breaking new ground because of its scope, its continuing emphasis on process improvement and enhancement of electronic interfaces and, most particularly, the use of a partnership agreement rather than a traditional contract. Although new processes are still being implemented, the cost of technical service processing has already been significantly reduced. A further major benefit is expected in the form of a 'closer fit' between selected material and collection use. ■