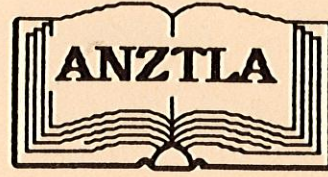# ANZTLA
NEWSLETTER

ANZTLA

No 35
August 1998

AUSTRALIAN AND NEW ZEALAND THEOLOGICAL LIBRARY ASSOCIATION

ANZTLA is an association of libraries and individuals involved and interested in theological librarianship. It seeks to co-operate with Australian and New Zealand Association of Theological Schools and to promote its aims and objectives insofar as they apply to libraries and librarianship. However, membership is open to all libraries and individuals sharing the interests of the Association, upon payment of the prescribed fee.

The ANZTLA Newsletter is published three times a year to provide a means of communication between members and interested persons.

Contributions are invited of relevant articles and items of interest to theological librarianship; scholarly articles. information on all aspects of librarianship; book reviews; library profiles; and news about libraries and librarians. Articles should be typed, and submitted to the editor in hard copy (for scanning).

ANZTLA holds an annual conference, in association with the conference of the Australian and New Zealand Association of Theological Schools where practicable. Local Chapters of the Association in the major cities provide a forum for local interaction.

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ANZTLA
NEWSLETTER

Theological libraries:
New fields in a changing landscape

ANZTLA conference July 1998
Proceedings Part 1

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President's Report
1997/98

During the past year the Association has been quietly working away. A number of the projects which were started in the previous year have been carried on.

The publication and launch of the 3rd edition of *AULOTS* at last year's Conference marked another major milestone in the role of our Association in the publication of reference tools for the library community. As Wendy Davis reported last year "the need for an updated edition of *AULOTS* was seen as urgent" and the publication of the 3rd edition was a truly remarkable achievement, especially the time in which the data was compiled and published. Our great thanks go to Tony McCumstie and his team for their work. We now need to be working steadily at ways in which *AULOTS* can be improved and Tony has produced a set of guidelines on the discussion of future editions.

The Gardini report into library coordination and representation, to which the Association contributed a submission last year, has recommended the amalgamation of the Australian Council of Library and Information Services (ACLIS) and the Australian Library and Information Association (ALIA). Work on this amalgamation is progressing and we need to be aware of this process so that we can promote our Association as part of the wider library community in Australia.

The library scene in New Zealand has been quiet during the past year and there have been no issues that the New Zealand Chapter needed to address.

Jocelyn Morris and Wendy Davis have been working on the ANZTLA standards and would welcome any thoughts and suggestions concerning their improvement.

The Executive has also started to look at the Constitution to see if there is need for revision. The proposed amendments made at last year's Conference have not been worked on in the light of the possibility of major revision. The new Executive will have the task of progressing on this matter and hopefully presenting at next year's general meeting the results of the review.

A major concern to the present Executive is the issue of the closure of theological libraries. Over the past few years we have seen the closure of a number of theological libraries and the announcement of further closures to occur at the end of this year prompts us to consider ways the Association should react and be involved in these matters. We are aware that the closure of the libraries is the business of the parent institutions and we cannot say to them that it should not happen but there must be ways that the Association can encourage these institutions and also be involved in the disbursement of the collections so that the valuable resources contained in these libraries are not lost forever.

A number of our members have over the past year been active in the theological library world of Pacific and Asia. Lawrence McIntosh was asked to look at libraries in Samoa and Tonga, Judith Bright was invited by the Diocese of Polynesia to look at archives in Fiji

and she also took the opportunity to see a number of theological libraries and Helen Greenwood and I were invited to participate in a Consultation in Indonesia of Asian librarians and as a result of this consultation I was appointed to an Executive Committee of the Forum of Asian Theological Librarians. It is greatly encouraging that our Association is seen as a source of cooperation and assistance. We need to be aware of ways in which we can share our knowledge and abilities, particularly in these two regions.

Helen Greenwood's work on an ANZTLA directory is progressing and this raises the matter of membership of the Association. It would be good to be able to promote the Association. I would like to see work commence on the production of promotional material so that we can all become active in seeking new members. At present we have no formal way of promoting the Association, there is no brochure or membership application which can be handed to prospective new members and we just rely on word of mouth and on the Chapters to be active in seeking new members.

Related to this is the matter of eligibility for membership of the Association. In the formative years much discussion was held on whether the association was a Christian one or whether membership was wider. The decision was made that we were not only Christian but would welcome any religious or theological library regardless of religious affiliation. It has happened that membership, until two years ago, was only of Christian libraries and I feel that this has led to a 'Christianising' of the Association. In those formative years our concern was not just for the inclusion of non-Christian libraries but of collections such as those held by universities with large concentrations of theological material.

When Helen and I worked on preparing for the consultation in Indonesia Helen prepared a document of the history, conference themes and publications of ANZTLA ("ANZTLA in a nutshell". *ANZTLA Newsletter*, no.33, December 1997.) When we looked at this document it became clear that for a small organisation with a short lifetime our achievements were truly remarkable. We can take great pleasure in what has been achieved in thirteen years but we should not become complacent with this. My hope is that we would look at this document and be encouraged anew to go forward to even greater achievements.

Kim Robinson
July 1998

Editor's note :
In issues #35 and #36 the reader will discover a comprehensive coverage of this year's ANZTLA conference. A few of the presentations have unfortunately not been made available for publication. The Vice President's summary report will leave you in no doubt about the worth of the time ANZTLA members spent in Sydney 1st to 5th July.

13th Annual Conference
Sydney, July 1998
Vice President's Review

Following a tradition begun by Trevor Zweck, Philip Harvey gave a brief overview of the Conference at its conclusion on Sunday afternoon. In no way comprehensive, it simply highlights and serves as an aide-memoire.

Peter Bentley from the Christian Research Association spoke to us on Wednesday night. For him the future is going to be electronic, with many of CRA's findings being put on the Web rather than in book form; also journals he edits, including *Lucas* and *National outlook*. It was eye-raising to hear him compliment the ANZTLA statistics as a useful source for his work, done quite unfortunately in the absence of the Statistician, who was ailing with flu on her bed of woe!

On Thursday morning we were given the opposite view about the future of the book by Warren Schirmer and Mark Simpfendorfer of Open Book. The percentage of books likely to be on CD-Rom and Internet is always going to be a small fraction of the total publication output. In fact, the future of the book has never looked better, with the electronic revolution augmenting rather than replacing the classic codex. Other interesting points were put: that publishers have no control over the World Wide Web and are therefore wary of putting work on it.

Jackie Slee from the Central Queensland University Sydney International Campus – a statement in itself – told of her experiences of creating an entirely electronic library. She has come to the position eventually of having to buy books for her library, out of demand. The hardest part for her was to convince the students it was still a library when it had no books! In fact, she questioned the real success of the venture, a salutary warning for us about cautious planning with new technologies.

We then heard Judy Ryan from the Open Training and Education Network at TAFE (OTEN), who talked about ordering on a mind-boggling scale. The sheer number of suppliers they pursue is an example to us that there are more potential suppliers out there than we imagine, especially if we live off Blackwell and BNA as a staple. Proper evaluation of suppliers can be an effective tool for changes, resulting in improved service from suppliers and improved service to users.

Then Margaret Roberts, also from TAFE, gave illustrations of electronic orders that were truly scary in their skimpiness. How many of us would rely on ISBN, author, title, and publisher as the sole information when ordering a book? At the same time that she extolled the 'paperless society', Margaret reminded us that other library staff still wanted "pieces of paper" to confirm the electronic orders that they had to process, just to feel safe.

On Friday morning a group opened up discussion on Distance Education. Margaret McPherson said that the prime responsibility for supporting students remains with the institution, and that the Distance Education library service is not a cheap alternative to in-

house. Meredith Williams eloquently alerted us to the difficulties encountered by the isolated external student. Sue Cox and Anne Morris Bannerman covered the practical considerations at the library end, for example, 'the loneliness of the long distance reference interviewer', and the importance of timeliness in responding to requests, i.e. Now!

That afternoon we were fully informed about industrial issues by Phil Teece of ALIA. Despite persistent troubles positioning and focussing the overheads, his incredible in-depth knowledge of changing work patterns and their relationship to librarianship was invaluable, and a reassurance that we were in the right hands. The NSW Pay Equity Inquiry, comparing librarians and geologists, revealed the serious injustice that has not improved over forty years. We were happy to hear that the Inquiry is before Justice Glynn, a former librarian.

On Saturday morning there was a joint ANZTLA/OPALS (One Person Australian Libraries) session on management issues in a one person library. Toni Silson, Maria Athanasatos, Merrilyn Tandulkar, Tony McCumstie and Catherine Halsall spoke from individual experience. Are we super-heroes or mere mortals? We know conflict and change are an inevitable part of life, so how do we deal with them in the work place? Many useful responses were given to these questions, with the general position being to know your own position and always be prepared to negotiate.

On Saturday night the chief cataloguer of the Joint Theological Library reiterated the time-honoured theme of our cataloguing: AACR2 and LCSH are wonderful systems, almost a miracle of agreement, but that cataloguers will always have to deal with the problems of any rules – anomalies, omissions, contradictions and blind spots. He also warned about the danger to authority maintenance posed by the ready availability of book description on the Internet that is not authority-controlled.

He was presented, as were all the main speakers, with a little green package from the committee. Unwrapped, it was a superb glass box containing seashell chocolates, an original product from the Paddington Market.

This year saw a number of welcome innovations. First, site insights. I personally learnt many things about libraries in the Association of which I would otherwise be ignorant. These snapshots showed, if anything could, the diversity of our libraries, the energy and commitment of our members. Secondly, the trade fair. Never before have we experienced a trade fair on this scale. Does this have something to do with being in Sydney? I know I personally will be carting a great case of catalogues back to Melbourne. Third, we are seeing greater outreach by ANZTLA into the Pacific and Asia, something that is obviously going to grow.

Finally it is necessary to draw attention to the general ambience created by the Committee. Despite their special badges they do not live on a cloud. They have put an enormous amount of thought as well as slog into this conference.

The meals within Moore College have been uniformly excellent, with many commenting in particular on the hearty breakfasts. My own memory is of the unusual mushroom lasagna at Friday lunch. It is also the only university college where I have ever seen the cooks wear French chefs' hats!

Even more so, my memories of the curried pumpkin soup at Sancta Sophia, and that was only the start. The Conference dinner in Sydney has set a new benchmark. Raging fire, splendid food, soothing wine. Marvellous acapella singing in the Sydney style. We saw for the first time the recipient of an ANZTLA award actually being there at the time it was given!

We enjoyed an afternoon of excellent relaxation on the Harbour. This is an integral part of our conferences, as it is the way we get to know each other and build up confidence. Much of the ongoing contact through the year between members is initiated not n sessions but on Harbour cruises.

I am afraid I have overlooked someone and apologise if I have. But lastly, special attention needs to be given to this year's little white clouds – Jocelyn Morris, Kim Robinson, Anne Hocking, Linda Heald – who have done a truly wonderful job for us all and are to be thanked. I wish I could present each one with a little green package!

Philip Harvey

ANZTLA Conference 1999

Luther Seminary

Adelaide

1st – 4th July 1999

Plan to be there!

Mapping the Landscape

Peter Bentley

Changes in the Australian religious and church scene over the past twenty five years have been significant. I will mention three areas which have particular relevance for theological libraries and then will present a few thoughts on challenges facing theological libraries and the possibilities ahead.

1. The Religious and Church Scene

1.1   *Denominations and religions*

While there has been little overall change in the Christian make-up according to the Census, there has been a consistent decrease in the past three decades among the more established denominations, except for the Catholics. The most significant decrease came in the period 1971 - 1976, with the Christian affiliation falling from 86% to 79%. There was actually a slight growth in the 1991 Census record, but researchers point to the change in the mode of answering of the religious question as having influenced this growth, and as the 1996 Census showed it was not to be repeated. However, even with decline, just under three-quarters of the population still identified with a Christian religious denomination in 1996.

A key feature of these recent decades has been the emergence of larger communities of other faiths. Judaism has remained relatively stable, but Buddhism and Islam have grown rapidly mainly through immigration, but also reflecting their younger age and child bearing profiles, However, the percentage of people identifying with other faiths in Australia is still not very high, but then 3.5% is over three times the level of 1971 and some faiths are certainly significant in regional areas of capital cities. Also there are some distinct religious statistics pointing to inter-faith interaction especially in common areas of expertise. I noted that the Library of the Great Synagogue joined ANZLTA in 1996 so ANZTLA, along with a growing number of churches and religious bodies now has personal experience of being part of our multi-faith Australia.

Another interesting indicator of the changed position of the denominations has been the trend away from religious marriage ceremonies. During the last decade, the percentage of marriages conducted by religious celebrants has recorded a slow decline, with a period of slight improvement in 1990 and 1991. The significant factor, the introduction of a broader civil marriage option in 1973, began to have a major impact within two years. Previously, couples wishing a civil marriage were mainly confined to an official Registry Office. Authorised marriage celebrants could however conduct marriages in parks, homes and a variety of non-church settings, usually with a style that met the wishes of the couple. In 1973 nearly 84% of marriages were performed with a religious rite. By 1993 this figure had fallen to 58% and now it is closer to 50%.

The main groups according to the number of marriages conducted were: *Catholic, Anglican, Uniting, Orthodox, Baptist, Presbyterian, Lutheran, Churches of Christ.* Until 1996 these eight churches were the largest, thought there was an occasional shift in the order. A significant change happened in 1996 with Islam entering the top eight ahead of the Lutherans and Churches of Christ. Given its younger age profile, Islam could well become the fifth largest celebrant category within another decade.

1.2 Church attendance

Overall most researchers conclude that church attendance has fallen in Australia during the last three decades, with currently between 8 and 12% of the adult population attending church on a regular or weekly basis. Overall attendance has not declined as rapidly as some people expected because of the increase in size of the older and newer Pentecostal groups at the same time as some of the established churches suffered declining attendances. Some CRA survey material used in our Religious Profiles series indicates that Pentecostal churches now have the second largest attendance after the Catholics, or at least a very similar attendance to the Anglican and Uniting churches.

One of the key findings of the National Social Science Survey in 1993 was that three quarters of the adult population remember a time when they went to church at least once a month. This compares with less than one quarter who indicated they still attended once a month. The percentage of the adult population who remember a time when they went to church at least once a month decreases swiftly with age, perhaps reflecting the decline of the Sunday School movement and the move away from a Christendom style culture during the last quarter of a century.

1.3 Theological Polarisation

There has been growing unity between denominations, but there seems to be growing disunity within denominations. Some of this is related to changing theological patterns like the difference in theological education, the focus in some quarters on theological narrative (telling the personal story versus a systematic approach), but also important has been changing language patterns, especially the use of inclusive language. Interestingly a widespread area of language debate in theological circles concerns the language for God, while most of our church attenders are still coming to grips with inclusive language for hymns.

This polarisation is also a feature of the development or a search for a truly or more Christian Australia. While there have always been elements of religious separation, there is now more opportunity for defined Christian separation with established political parties and groups, and most importantly a growing educational system.

1.4 The Christian school movement

There have always been religious schools in Australia, but the abolition of state aid in the 19th century severely limited growth and diversity. The Catholic church, with its established teaching orders and parish base maintained a substantial dual educational system (primary and secondary), while the established private secondary schools (greater public schools) of other denominations became their main religious

focus. The present-day religious school system developed significantly since the 1960s because of the provision of state aid and the opening up and provision of a variety of educational paths during the 1970s which allowed great freedom to establish alternative Christian schools. These schools are essentially non-denominational based and the majority belong to one of the two professional organisations, Christian Community Schools and Parent Controlled Schools. The Christian school movement increased its number substantially during the years 1976 -1996 (by 113%) and it has now become an established group with in-service training and higher educational facilities and a growing academic focus. It is evident that the Catholic system is still the largest of the non-government school systems, but it has experienced a slight decrease in the overall picture (compared to the total non-government school population).

One of the next developments arising from the Christian school movement will be the formation of an independent Christian university and already several groups, mainly from a Pentecostal or Christian school background are exploring this possibility.

1.5 Theological and Bible College Development
Perhaps related to the development of the Christian schools movement has been the development of the bible college movement in the last two decades. Prior to 1970 most theological training was conducted in denominational colleges or in one of the capital city established missionary and bible colleges. In 1997 a CRA survey found were at least 110 bible and theological colleges, with 55% being denominationally based. Of the denominational colleges 40% were Catholic, including the various male Catholic religious orders.

In August 1997 *On Being* magazine listed 137 Australian based training opportunities of which about one-third were primarily courses managed by para-church organisations (including correspondence based), one-third denominationally based and one-third independent and usually Pentecostal in orientation.

Over one-third of the colleges were based in NSW and the ACT and a further third were based in Queensland and Victoria (similar numbers). The larger number of training centres and institutions in the *On Being* survey reflects the inclusion of a number of training and ministry institutions related to individual churches which were not included in the CRA formal list as well as institutions providing shorter courses mainly by correspondence and specialised institutions usually educational (school) in orientation.

Why is the college development important for ANZTLA? Well, each college it seems also has to have a library and as members of ANZTLA know, the standard and functioning of these libraries can vary considerably. Overall very few libraries have anywhere near the number of books to sustain internal teaching of a wide curriculum. Since the majority of colleges are dependent on student fees or a denominational subsidy there also seems little scope for library development.

Another aspect to the development of the bible college movement is the polarisation I mentioned earlier. Some bible colleges have been founded as a reaction to trends witnessed in theological colleges and are in essence 'back to the bible places', rather than theological colleges.

2. Changes in overall book and reading habits

As well as significant changes in our religious environment there have been major changes to our book culture, some of which are still being worked out. Yes, people are still reading or at least buying books and, in particular, magazines, though an issue for most publishers of magazines, particularly religious publishers is declining loyalty among their readers due to the difficulty of satisfying an increasingly broad market.

Are we people of the book anymore? Some of us are, but increasingly many of us aren't, and if overseas evidence is any guide, new generations in the church will be even less so. Certainly magazines will be read, but serious books will be explored less frequently and the main source of the written word for the new generation will be on the Internet, and this will become an increasingly spoken word. Perhaps we will go back to a type of oral history with an electronic bent.

Certainly the CRA surveys of Christian book sellers in 1994 and 1996 still show great evidence of the buying of religious books, but this is mainly devotional and popular with less than 5% of books bought classified as theological or historical. It is also difficult to gauge the effect or significance of our book buying in our churches. Little work has been done on the actual purchasers and their reading habits.

Colin Oliver has an interesting reflection in a short piece in *Zadok Perspectives* (Winter 1997, no.57) about the possible demise of the local Christian bookshop, but he is more optimistic than I am.

Books can now be readily ordered through the Internet from overseas at less than it costs to buy at a local shop here, even including airmail post from the USA. As more people use this facility, the local book market will shrink even further and the remaining stores may become more reliant on what were originally smaller items, like Christian souvenirs and cards. We may be left with a handful of Christian book sellers in Australia, perhaps even only the two largest ones who have established funding and mail-order networks and are best placed to withstand the changes I have mentioned.

3. The development of ANZTLA

While all these two areas have been experiencing change, there has been a significant development in theological circles with moves toward establishing more professional theological libraries culminating in the eventual arrival of ANZTLA. ANZTLA strengths are its commitment to professionalism and dedication to development.

Many of the issues I touch on tonight are already on your agenda and taken up in your own publications, particularly the excellent in-house newsletter which I personally subscribe to. I have been made aware of the continuing range of theological librarian issues through readable articles and discussion pieces all related to the future. One feature of ANZTLA's professionalism I cannot neglect is the excellent collection of statistics which over time has built up an excellent profile of the libraries and the changes to date. One aspect I noted from the statistics is the increasing move toward electronic communication through Internet connection.

4. Challenges for Theological Libraries

4.1 How can libraries provide for a growing theological diversity? How do you keep a collection of books for all interests and backgrounds given the range of students and the reasons for them attending a theological college. I have particular sympathy for Uniting Church librarians as they will face further difficulties in the future as they are called to cater for an impossibly broad range. Also of concern in at least the short term is the increase in printed publishing in religious circles, made possible by the advancements in computer technology, particularly that niche market *Vanity Publications.*

4.2 Electronic publishing will be a major growth area in the future. For example, I believe that the Christian Research Association publishing arm will move into the electronic area rather than continue with more printed books. Our current project, a review of the *Religious Community Profiles Series* will be produced on CD-Rom and will be marketed at probably a quarter of the cost of the present printed series. Actual costs for publications in these forms will be significantly less compared to similar printed material and that will eventually be a good thing for theological libraries, but the difficulty, and perhaps for some an impossible hurdle, will be the cost of the hardware to house and use the new forms.

4.3 A significant change for libraries will be the range and availability of published journals. One of the key features of a good theological library at present is its collection of journals. ANZTLA has been at the forefront here in terms of encouraging journal collections with the publication of important reference works like the *Australasian Union List of Theological Serials (AULOTS).*

In the future a number of publications will simply cease in printed form and appear only on the screen. The first group to go will be the small niche market journals and magazines which rely on volunteers. A decreasing subscriber base, increasing costs of printing and decreasing availability of volunteer labour will mean that the easiest option will be the world wide web. I can see this happening for three journals I am associated with : *National Outlook, Lucas: an evangelical history review* and the *Australian Religion Studies Review.* The latter one has the majority of its members already connected on the Internet through academic institutions and it is far easier to maintain contact and update members through this mechanism.

4.4 Looking further at the impact of the Internet

This will be a major challenge as church people, particularly from the younger generations use this resource rather than visit a library. Already there is anecdotal evidence to suggest that some clergy are using the ready made resources on the web as a substitute for preparation of their own sermons and services. It would be a dangerous and difficult survey to try find out the truth of this. There are also implications for students, the main clients of theological libraries as sample theses, essays and general studies appear with increasing frequency for people to use and change at their will. The challenge will steadily increase as new generations of students come through the colleges. These younger students (and you probably already know some of them) will be totally computer conscious. Some in the future may not have ever been to a physical theological library, but could have visited every theological site on the web.

5.   Possibilities for Theological Libraries

5.1   *Archival expansion*

I can see libraries moving toward a combined archival library function, providing material that cannot be accessed electronically in any adequate form (not at least for several decades). This is an area I would encourage people to think about. Already I know some are doing this, but perhaps some of the newer colleges could begin to develop this, especially to preserve early ephemera, and resource material from new Christian movements, particularly Pentecostal churches and house churches.

5.2   *Ecumenical co-operation*

I believe there are more significant ecumenical possibilities likely in the future, for example the Adelaide College of Divinity combined campus, but this will only happen if we are prepared to trust each other more. I would like to see some joint ventures in regional areas among our theological colleges and exploration of new joint university and theological college developments like the Murdoch University Library Theology collection.

5.3   *Specialist foundation*

I would like to see a network of specialist theological colleges with libraries which specialise in certain areas: Church History, New Testament etc. This would mean that valuable resources could be spread around. I believe it would be good to have a designated research centre in each region of each major city (which is where the majority of our theological colleges are). With increasing electronic connection and coverage researchers would then be able to examine the contents of each collection in order to maximise their time before they actually travel across town to a particular location.

5.4   *Visual Age*

Some theological libraries may be in a position to become primarily visually based with hundreds of computer terminals, but this is an unrealistic project given the funding allocation of most libraries. Already some private schools are making it mandatory for their students to buy and use notebook computers. As computers increase in capability and portability it may be best to leave this aspect to theological students to develop, rather than force an immediate technological change.

5.5   Libraries will become better endowed.

I have a vision that theological libraries will become much better funded because academics, clergy, students and researchers will all decide to give the amount of money that they spend annually on their personal book collection to theological libraries. Academics and researchers with large private collections would probably acknowledge that they rarely look at the majority of their books let alone have actually read them all. I suspect that many Christians actually treat theological books like works of art, they are to be admired from a distance, but one mustn't touch them in any way. Of course some academics, and they will remain nameless, but they are well known to most theological librarians, have already defaced too many library theological books through copious underlining and exclamation marks, so there will need to be vigilance and education to make them aware that other people have the right to form their own opinion on the written word.

Finally to finish with the obligatory joke and I present my apology at the start for a small amount of plagiarism, namely the context. Many of you have probably heard the story about the gathering of church groups when suddenly one person notices there is a fire and then there is a list of each of the responses from the different church groups. In the following case I have decided not to indicate the denomination, this is left to your own imagination. Well this time this was a fire in every theological library in the country. The librarians however were away at a theological librarians conference, so the main group left to deal with the problem were the students. How did they respond? One group of students did not do anything as they did not believe there was really any fire. Another group bravely went into the library, but they grabbed only the bibles as these were the only books they used anyhow. Another group of students took copies of their denominational textbooks which were safe in their rooms and brought them to add to the fire already raging. One group formed a committee to plan an appropriate response and this committee eventually become the permanent committee for the buying of a new library as they had lost all their books in the inferno that raged. Another group prayed that only the books which were not spiritually helpful would be burnt and that the truly worthy books would be saved by the refining fire. Other groups of students from the same denomination had diverse reactions, some only saved books dealing with the reformation, while another group saved only a particular period of 19th century history. Two other college student groups had a similar reaction, with one saving only the works of the early fathers, and the other books on health and devotions. Another student group immediately printed pamphlets telling their wider church community that there would be a fire sale of the remaining collection the next day and many bargains would be available. Another group made an historically pragmatic decision and took the first 95 books that they could carry. Some college students saved all the books written by members of their own faculty and in one case this was the majority of the library collection anyhow. Now having outlined all these responses I want to say that such a dilemma would never confront a theological librarian, since I know you would each try to save all the books.

Peter Bentley
Researcher for the Christian Research Association

Site Insight : The Catholic Library of Western Australia

The Catholic Library of Western Australia is an ecclesiastical organisation supervised by the Catholic Institute of Perth.

Membership

Library membership is available to parishioners, school staff members, participants in programmes of Catholic education and pastoral care, adults studying Catholicism, registered students of religious education at Perth College of Divinity, Edith Cowan University and Curtin University and participants in programmes offered by the Catholic Institute, Notre Dame University and the Catholic Education Office in the areas of Christian and Catholic faith. Membership is also available to mainline local Christian churches, schools and pastoral agencies. Fees apply.

Collection

Approx. 85 journals, 10,000 volumes and 3,800 videos plus slides, music tapes and compact discs. The Library has *Religion Index One* (to 1996) and *Catholic Periodical Index* and *Literature Index* on CD-ROM.

Issues of interest

The Library has recently undergone some refurbishment with the installation of new shelving, computer cabling, computer hardware and modifications to existing work areas. These changes in part were recommendations made as a result of a Time and Motion Study carried out toward the end of 1997. The Study highlighted particular work practices and areas that might be improved to assist staff in their work. The Library is working on a number of computer projects that will allow greater access to members who are not able to visit the Library. The first is the introduction of an Inquiry module so members in remote areas can access the collection and request resources for their needs. The Library also aims to create a WEB site. Developments in both these areas will continue into 1999. With luck we will have something to show for all our hard work before the next ANZTLA Conference in Adelaide next year.

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Stephen Hall
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Existing boundaries to new fields

Paper 1:

The future of theological publishing

Warren Schirmer & Mark Simpfendorfer

We appreciate being asked to speak to you today because we, like most of you are serving Australians and New Zealanders in the book area, and listening to each other will help us do our job better.

Australian Publishing is made up of approximately 140 publishers - 90 of these have a turnover of less than $2,000,000. The majority of small publishers are small niche specialist publishers. These small publishers find it difficult to survive unless they are in a specific market, supported by author or market networks. They also find it difficult to market into larger book chains unless they form a marketing group with other small publishers.

Book retailing in Australia is about to change with the introduction of large superstores. The Christian Booksellers Association of Australia has been through many changes. Today the smaller independent shop finds it very hard to compete with larger chains. Internet bookselling has become a reality. Small shops find it difficult to compete.

Australian Christian publishing has changed dramatically in recent years. A number of publishers have ceased operating. However there still is a place for the Australian publisher. The Australian Christian publisher can survive, but to do this one has to be aware of all factors affecting the market.

Small publishers in the future need to have a passion for their publishing. There is a   real concern about the future of good theological publishing worldwide. While we   currently have many good theological publishers at present, what plans are put in place to ensure this will continue?

The Australian Territorial Copyright Act has changed in recent years. These changes have had a positive effect on book distribution in Australia. Changing and new technology is playing an important role in publishing, However small publishers need to be careful not to move too quickly. Sometimes it pays to be a follower.

What about Australian theology? Are we old enough to have one? Do we understand enough about indigenous people and their "dreamtime" to work towards our own theology? I think we're well on the way. There are various books out now on Australian Spirituality, and Australian theology (the one that is making a big impact is called *Rainbow spirit theology*). Groups like the Australian Theological Forum have produced their first journal, containing mainly essays on reconciliation. There are two books on the market about the history of Christianity amongst the Aboriginals. So the future of Australian theological and religious publishing is bright, as long as a 'niche' market is

found, like the work being done by The National Church Life Survey, the Centre for the Study of Australian Christianity, the Australian Theological Forum, The Christian Research Association, Albatross Books as well as some of the secular publishers like Allen and Unwin, Oxford, Harper Collins, etc. They are all doing their bit towards Australian religious publishing.

Computers - slave or master?

In about the year 1450, Johannes Gutenberg invented the movable type printing press. 500 years later, some interesting changes started to occur. As we move toward the year 2000, a vast array of books is being made available in electronic format. Most of these were old, but of copyright but things are starting to change. In 1997, *Encyclopedia Brittanica* brought out a CD-ROM, at about a quarter the price of the bound and printed edition. What if you want to buy a printed edition? I think the only way you can get one now is to go on Wheel of Fortune or Sale of the Century and win one!

What does this say for us? Will there be books in 50 years? If you don't 'get on the net', or buy a computer, will you miss the boat? When my son was 2 years old he could get in and out of Windows. We all know there are plenty of good things about computers. They are great for cataloguing, cross referencing, searching, reporting, space saving, these things save us time and in the long run, money - let's face it. They produce, print, store and think for us. You can carry a large volume of works in your pocket, not that any library has a space problem...

What are the dangers with computers? Losing the ability to think - losing the ability to problem solve - not having any social skills - finding it hard to hold an eye to eye conversation with someone - listening - becoming addictive - I'm sure there are plenty more. Were these questions asked when TV was invented?

What's available?

Logos, probably the largest independent software company around (there are about 12 reasonable sized ones), in the last two years put out 100 new titles each year - things like bible translations - at last count, they had 39! - reference works like dictionaries, encyclopedias and other works such as *Dictionary of Jesus and the Gospels*, some biographies like John Bunyan, St Augustine - those that are out of copyright, some Christian living/church such as the works of eg, John MacArthur, Oswald Chambers, RC Sproul, JI Packer (and these are not always available in printed form as well!), commentaries - Matthew Henry, but that's about it! More are coming, eg the Word Biblical Commentaries, probably this year. Volumes currently available number 52 so far; other theological titles : eg John Bright's *The history of Israel* and the five-volume *History of the Christian Church* by Philip Schaff; but not many more theological titles. Other stuff includes languages, Hebrew, Greek and Aramaic texts, worship resources, where the computer will play the instrument for you, or the organ for you, or transpose the music, not make a mistake for you – doesn't seem human, does it? There's nothing like playing the wrong tune or missing a verse is there?

Where are the other books? How come some academic theological titles are not around? Why can't you get most of the books we have in our New Testament section on disc? Some reasons : Computers are still too new. We've only just mastered the book production - not just the printing, the whole box and dice. Sixty years ago how many books had coloured covers? Not many. The production of the book is a large job now - publishing houses have people employed to work on "book covers" only - the cover is as important as the content. Part of the marketing is for people to pick the book up.

People still like to take a book to bed, to the beach, on holidays, to the toilet, - sure, there are such things as lap tops, but how long does the extention cord have to be or how long will the batteries last, and what if there's a power strike? A book looks good on the shelf Believe it or not, some people will buy books, normally hardcover because it looks good. It suits the bookcase, the furniture, the style of the house.

Publishers are scared. Publishers and authors don't want to put things on the internet, because anyone and everyone can get to it. They would still rather you bought their book - authors still like their royalty cheque. If their book is available on the net, who can stop anyone taking parts of it for their own use? How can you police it? What are the copyright implications? How many people still photocopy chapters, books, music?

A lot of publishers are adopting the attitude "let's wait and see". Zondervan produced *The NIV Study Bible* on disc, but they should have waited. It's a lemon now, because that's all that is on it. People are wanting the extras bits, they want it to be compatible with other programs they have, they want to be able to link their software where possible, to be 'interlocking' - the *NIV Study Bible* didn't do any of that. Doubleday had immense trouble bringing out the *Anchor Bible Dictionary* on CD-Rom. - It was 18 months late, due to copyright problems. About 2 years ago, I wasn't sure if I'd have a job for the future. The computer industry was moving ahead so quickly, it was scary. It looked like printed books were a thing of the past. I'm not so worried anymore.

Openbook Publishers occasionally attends the Frankfurt Book Fair. This is the largest bookfair anywhere in the world, and we go to look at new titles and possibly co-publishing books and buying rights. 1995 was the last time we attended, and the following was reported: The CEO's of the larger companies - Penguin, Oxford, Random House etc said no more than 20% of books will ever be available in software.

We're privileged enough also to attend the meeting of the American Academy of Religion and Society of Biblical Literature each year. Like a lot of American shows, it's big. It's the one time in the world where theologians get together to give papers, but also buy books because all the academic theological and religious publishers are there - and I mean all of them - from Abingdon to Zondervan, Augsburg to Yale, publishers from Denmark, Germany, The Netherlands, England etc. Faculty, students, authors, editors, are there - about 8000. What struck me most was how much software I couldn't see. How much there wasn't. 99% were books.

We're a member of the Association of Theological Booksellers too. We're the only Australian bookseller that goes, and during the conference 16 of the larger publishers give a presentation of what's new, what's coming up, anything they think theological booksellers ought to know. One publisher showed software! One! Wm B Eerdmanns, one of the fastest growing religious publishers in the world, do not have any plans for software. Publishers like Fortress have plans to make Luthers works available - the whole 55 volumes, but not in the near future. Ask me again in 10 years and we'll see where they are at.

The *New interpreter's bible* - (eventually 12 volumes) is available in bits and pieces but it's a hassle for Australians. We can supply it, but then when another volume comes out, we ask you to return it, we credit you, we send it back to Abingdon, they update it with the latest volume, we send it back to you and recharge you - too much mucking around. We'll wait until all 12 volumes are out, late 2001 and then promote it.

The software industry is moving ahead very quickly - who knows what Bill Gates has in store for us next? Books and software do have a place in the future, but neither will dominate. They'll work side by side, we'll all have jobs in 15 years, and the two things we need to remember are : computers are programmed by humans, and we all know where the 'off' button is.

Warren Schirmer
General Manager
Openbook Publishers

Mark Simpfendorfer
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Beacon Hill Books

Existing boundaries to new fields
Paper 2:

A Library of the future before its time?
The experiences of Central Queensland University Sydney International Campus Electronic Library and Resource Centre.

Jackie Slee

There has been much discussion in library literature in the last 10 years concerning the future of libraries and our profession. Information is increasingly available electronically but few have had the experience of working in a completely electronic library. Consequently little has been written concerning the everyday practice of running an electronic library. This paper presents the experiences of managing a one-person electronic library for Central Queensland University Sydney International Campus. The development of the library, its advantages and disadvantages and the key issues for the library will be discussed.

**The development of the library**
Central Queensland University (CQU) is a new and geographically dispersed university,

with campuses and small library collections in seven locations. It is a post-1987 institution with a present enrolment of more than 8,500 full time students. The main campus is at Rockhampton with other campuses located at Mackay, Gladstone, Bundaberg, Emerald.

In 1994 a private company in negotiation with Central Queensland University opened the CQU Sydney International Campus (SIC) with 25 overseas students. It was, and still is, a profit-making venture, aiming to fill a gap in the higher education market by catering specifically for the needs of overseas students with small classes run by professional academic staff. Students attend classes on the campus, which is located on the top two floors of the Imperial Arcade in the CBD. The hope was that the students would find the environment less intimidating than a large university because they would not be competing with Australian students who have a language advantage over them. A library was never part of the original plans for the campus. All library resources and reader education programs were to be provided by the University of New South Wales Library.

Courses offered were degrees in Business, Arts (with a tourism major) and information technology. As the campus grew an MBA, Master of Information Systems and an Arts degree with a communication major were added to the programs.

Increase in student numbers 1994-98
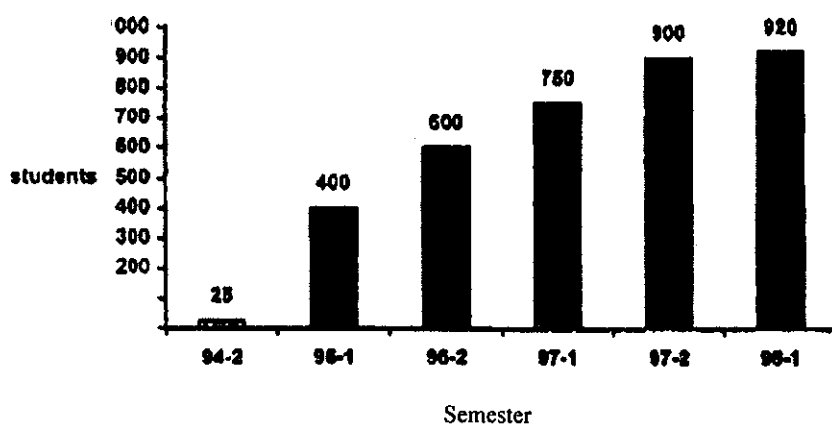
Semester

Student numbers grew each semester (see table). In January 1996, when there were 400 students, it was decided to employ a librarian on campus whose role was to provide reference assistance and reader education to students in an electronic library, supported by the printed resources of UNSW. The librarian was to be employed by the private company managing the campus, not the CQU Library. This meant that there would be no support from the main campus library - the librarian would effectively be on his or her own. There was no budget.

Electronic resources were limited to the Internet and *Business Periodicals On Disc*. There were 8 PCs in the Library plus 150 more in computer laboratories. The borrowing agreement with UNSW was maintained because the need for print resources was

recognised. Later that year, AUSTROM was introduced. Reader education was the focus of activities for that entire year.

In February 1997, the Melbourne campus opened. Because of my experiences and the obvious need for support, the Melbourne librarian was employed by CQU, giving her access to ongoing support and guidance from experienced librarians on the main campus in Rockhampton. Again it was an electronic library with printed resources supplied by the University of Melbourne. At this point there was talk of my employment being transferred to CQU, but nothing happened.

In April 1997 a survey of students was conducted to evaluate the effectiveness of the SIC library and of the reader education program. Over 40% of students were rarely satisfied with information found in the library but most made regular use of nearby libraries such as the State Library. Although two thirds of students applied to use the UNSW Library, 80% had not used the library because it was too far away. Two thirds said they had attended a library tutorial which featured use of catalogues and journal databases - 90% said that it had helped to some extent but their contradictory responses to other reader education questions casts doubts on this. The overwhelming response was that students just wanted books.

In hindsight this survey was perhaps a little unfair. If students had been exposed to a greater variety of electronic resources the results may have been more positive about the value of electronic resources.

In July 1997, the main library assumed responsibility for the management of the Sydney campus library and I became a CQU staff member. The range of electronic resources expanded dramatically with access to an ERL Server with *ABI/Inform* (full text business journals similar to *BPO*), *Austrom, Business Australia*, etc plus other databases such as *Firstsearch, UnCover, Current Contents, Searchbank*, Fairfax newspapers in full text, *Encyclopaedia Britannica* on disk and an electronic reserve. Most importantly from the students' perspective was the introduction of books, the recommended readings for each subject. The official line adopted was that it was still an electronic library but it was now supported by a small print collection.

The books, currently totalling approximately 800 in number, are ordered through the main library and come from the reading lists for each subject. They are sent to SIC directly from the supplier with end processing complete. The only work necessary for each one is to verify the bibliographic record and add an item screen. All books were initially on reserve and could be borrowed overnight. There were so many complaints that it was decided to allow 3 day loans after Easter this year. The addition of books has changed the focus of work in the Library. It has moved from reader education and reference assistance to predominantly circulations work. This reinforces the idea that all students want are books. As a result, a library assistant is now employed casually for 10- 20 hours per week to allow me time to prepare reader education classes, plan promotions and to familiarise myself with upcoming assignments. It has also become a more stressful environment as students begin to question the loan rules and fines.

I have a small budget of $7,000 with which to buy reference materials and additional books in high demand areas. The aim is to keep the collection small and relevant to subjects. Fines monies are also used to purchase additional items.

In first term this year, some research to investigate how international students learn to use libraries was conducted with funding from a Teaching and Learning Grant. As with the previous survey, results again are cause for some concern. They will be discussed shortly.

Advantages of the electronic library
From my experience over the last 2.5 years, there are definite advantages to an electronic library.

1. Speed of retrieval, ease of access, precision of hits and the convenience of being able to print out full text journal articles twenty-four hours a day demonstrates electronic libraries at their best. This is the promising future that electronic libraries offer us.

2. Less need for physical space. Compared with CQU's regional campuses in Queensland, my physical space is minuscule. The 12 PCs take up half of the library's space and six double-sided bays of books one quarter. The remaining space is devoted to the information guide display and the quiet study area.

3. Fewer staff are required. Maintaining a book collection is a labour intensive task - ordering, cataloguing, circulation, shelving. It was easier to focus on the librarian's prime responsibility of educating users before the advent of books.

4. Cost. With current student numbers it is cheaper to have a range of electronic resources available on campus and to pay to use the facilities of another library than to establish and maintain a 20,000 volume library.

5. Theft was never a problem. There was no need for a security system or regular stocktakes then, as there is now. Today a stocktake is done every 6-8 weeks and 5-10 books are missing each time.

6. The electronic setting also creates an opportunity to be proactive, to promote the library as being technologically advanced, relevant to its users and unlimited by the usual constraints of a physical space with set opening hours.

Disadvantages of the electronic library
In spite of these advantages, the library has a number of problems which have had a marked impact on its success:

1. There is not enough quality information available electronically at present to make a fully electronic library viable. The closest example to mine of an electronic library is the Berwick campus of Monash University, It is completely electronic, however students can borrow books from the TAFE library across the road. Undergraduates' research tends to be focused on books and journal articles.

books and journal articles. Electronic journals with full text are increasingly available on databases such as *ABI/Inform* but they are very costly. Those on the WWW often are not completely full text.

2.   The distance from the Sydney Campus to the UNSW Library is the principal cause of its under-utilisation by students. The April 1997 survey confirmed this but also revealed that almost half of students who complain about this distance live within a 10km radius of UNSW. From this it can be deduced that students expect their library to be a 'one-stop shop' for information and will only use another library's facilities if located nearby. The Melbourne campus and soon-to-be-opened Brisbane campus have agreements with universities within a 5 or 10 minute walk and level of use varies accordingly. Other options have been investigated for the Sydney campus with no luck.

3.   Having all resources (journals, catalogues, newspapers, electronic reserve, etc) on each PC can be confusing for students because the distinction between each type, which was evident in print, is blurred. Students with a zero knowledge base of information resources struggle to learn the differences between each one. They search for journal articles on the WWW, statistics in journal databases, etc. Perhaps if they were familiar with the printed equivalents of many electronic resources, they would not be so frustrated when using the library.

4.   The Internet is mistakenly highly thought of as a reputable information resource. This year's research into how international students learn to use libraries shows that the majority believe the WWW to be the most reliable source of information. This is despite efforts to introduce them to a range of other more reputable sources during reader education classes each term. Sometimes the WWW is not even covered in reader education because of time constraints but the subtle message about its omission is lost on the students. A website for the campus was designed to promote the use of quality sites, but it has never been used much.

5.   International students are a difficult user group to cater for because of their passive learning style which is not always receptive to research and critical evaluation of information. As a group they do not understand the importance of information literacy. On top of this they are not an homogeneous group. Cultural differences mean that their skills and expectations vary considerably and this sometimes causes problems. Given the lack of technological development in some of the countries represented on campus, it may also be unfair to expect students to flourish in an electronic environment.

6.   By far the greatest challenge for the library has been the effort it takes to change user perceptions of what a library can be. The chief medium for this is reader education. Its success is questionable when students give their friends a tour of the campus, saying "This is the library" with a giggle behind their hands and when the most regularly asked question is, "When are we getting a library?". Verbal evidence suggests that students do not appreciate that information found

electronically is still information, the exception being the WWW. This creates a constant need to be justifying the library as a legitimate entity on campus, which can be an opportunity for promotion of the library's capabilities (if viewed positively) or just a draining experience (two and a half years' experience talking).

Issues for CQU-SIC electronic library

The following issues apply to both the Sydney and Melbourne campuses and are probably also applicable in many other settings.

1. An electronic environment necessitates more emphasis on education, whether it be to change perceptions about what constitutes a library or to train students to be effective endusers.

    a) Changing perceptions. Education is the acknowledged key to any sort of attitudinal change in life. The purpose of reader education on campus is to enlighten students about the world of information. If they recognise that information does not necessarily come in books, the library has some chance of success. Evidence of success is seen in students' willingness to use the library and to use a variety of information sources both here and at UNSW Library. Using these criteria, is the library successful? There is a core group of users, as most libraries have, who are largely satisfied with the library's ability to meet their information needs. This, however, is unfortunately a minority. And the resources used are limited to books and the Internet with the occasional look at journal databases.

    b) Training students to use the electronic resources effectively. As part of enlightening them about the variety of resources, students should also have some confidence in understanding the process they must go through to find information such as identifying keywords and constructing a search statement. This has been successful in that some students are happy to search for journal articles or newspaper articles without much intervention from me, However there is still a large proportion of students who are confused by what each type of electronic resource can do and a glance at some of their searches shows that there are serious problems in the selection of keywords and the construction of a search statement. This may be because English is not their native language.

        As part of training, I am sometimes criticised for not emphasising to students that they can search all of the electronic resources in the computer laboratories or at home if they have Internet access. Because students usually need assistance to find information, it is easier to have them searching in the library where help can be offered when they scratch their heads or looking dazed.

2. **Role of promotional activities** in maintaining the library's relevance and importance to students by keeping it visible on the campus. Reader education can be the best type of promotion, but signs, emailing all students, submitting information to the Student Association Newsletter, memos to tutors to remind

students about particular resources, etc are methods regularly used to keep students up to date with library news. Promoting the library to teaching staff and management are also essential.

Promotions have suffered in the Autumn term this year because reader education, circulation duties and training my assistant, who started work mid-term, have taken up so much time. Coincidentally this has also been the most difficult term to date for student complaints, from individuals plus the Student Association.

In consultation with Rockhampton the latest thoughts for promotions are to market the twenty-four hour searching aspect of the International Campus libraries. Considering that what students constantly demand are more books and longer opening hours for the book collection, the success of this strategy is dependent on reader education's ability to change perceptions that the Library is more than books.

3. **Importance of knowing your user group and the challenges electronic resources present them with.** In CQU-SIC's case, a fully electronic library has not been satisfactory for our users. For the reasons already outlined, I wonder if this is the right library for the wrong patrons. In a business setting where research is conducted by librarians rather than by the end users an electronic library may be perfectly acceptable.

4. **Importance of professional staff.** Reliance on electronic resources does not reduce the need for professional staff. In fact the opposite is probably true. The educational role of the librarian is heightened and reference assistance, whether it be to find information or use a particular resource, continues to be significant.

5. **Increasing student numbers make it costly to continue paying UNSW for services.** When student numbers are small, it is more economical to do so. The vision is that each CQU International campus will eventually have 4000 students. Admittedly not all students want to use the UNSW Library but in theory $60 a term for 4000 students is $240,000. Although it has not yet been discussed by management, each campus will ultimately have to have a self-sufficient library. The question is how to decide the point at which to make the change.

The Melbourne Campus Librarian and I are eagerly awaiting the Brisbane Campus Librarian commencing duties in July so we can compare experiences!

Conclusion
Electronic libraries are complex and challenging entities. The change from totally electronic to "electronic supported by printed resources" will no doubt hearten those of you who question the bandwagon approach many take to electronic information and the power of the Internet. However there is no escaping the fact that the future is electronic and this thought need not be threatening to librarians. Presently there is still a need for

printed information in universities but in 20 years' time the scenario may be quite different. Who knows how a library will be defined then?

When establishing an electronic library detailed thought must be given to what resources are suitable for users and the extent to which you will rely on the services and facilities of other nearby libraries. At an everyday level, to operate effectively consideration must be given to educational and promotional activities and to the user group being catered for. The real advantage of the SIC library is the ability to access it 24 hours a day but the hardest part of it is convincing students that it is in fact a library.

Is this a library before its time or the right library for the wrong users? The answer to those questions is probably yes, but as I constantly say to the Student Association, "If there was a cost effective and more easily managed alternative that would better service the needs of our students, don't you think we'd have done it by now?"

Based on experiences as Campus Librarian at CQU SIC between January 1996 and August 1998. Jackie Slee is now at the Library of NRMA Investments for 12 months.

Site Insight : Leon Morris Library
Ridley College, Parkville, Victoria

Ridley College is one of two Anglican theological colleges in Melbourne. There are currently about 300 theological students enrolled in the College. Only a small number of these are Anglican ordinands, and most Protestant denominations are represented in the student body. Ridley is also a University of Melbourne residential college and is home to about 85 university students. The library has a small collection of books for the residentials, but most of these only frequent the library during swot vac and exam periods, when they can be found there at all hours of the night and day!

The library is housed in a spacious building which was opened in 1984. The only part of the library where lack of space is a problem is in the librarians' office which is very cramped. The library is staffed by myself (I work 4 days per week), another librarian who works 2 days per week, and 3 library assistants who are employed for a total of 13 hours per week during semester. The collection contains around 36000 books and 140 current journal subscriptions. We commenced automation using the Dynix system in the summer of 1994-1995, and expect to upgrade the system in late 1999.

Recent challenges for the library have been the introduction of the Bachelor of Ministries course, and the development of a Masters courses. These new courses have increased demands on both library staff and the collection. Generally, however, this is a relatively stable time for the library following the massive changes associated with library automation. My greatest and ongoing challenge and frustration, probably shared by many of you, is that there is never enough time to do all I need and want to in the library.

Perhaps the most "interesting" thing which has happened in the library in the last year is that one evening late last year, not long before exam time, the library was struck by lightning. Thankfully no-one was hurt, but there were serious repercussions in that our hardware was damaged and our automated system was down for several days at a busy time of the year (I was encouraged, though, that I could find many of the books people were after, without the help of an OPAC!) There was, of course, tremendous noise associated with the storm. The fire alarms were set off and the residential students dutifully assembled outside. The clock on the mezzanine level of the library fell off the wall. In the midst of all this, what did two of our theological students working away on the mezzanine level do? They just kept on studying!!

Ruth Millard
College Librarian

Acquisitions guideposts

Choosing and evaluating suppliers

Judy Ryan

To begin, some background about my organisation: I am the Manager of TAFE Library Collection Services, a unit which is part of the Open Training and Education Network (OTEN). Our role is to purchase and catalogue library resource materials for the 130 TAFE NSW Libraries. We send approximately 60,000 orders to suppliers each year, process and catalogue between 80,000 and 100,000 items and maintain about 14,000 serial subscriptions. We expend an annual budget of around $4million. The trend towards online information is changing the formats of what is purchased, but we are finding that we are as busy as we have ever been.

Obviously, ours is a big operation, but the basic principles of choosing and evaluating library suppliers apply equally to one person libraries, medium-sized libraries and libraries in very large institutions. All libraries have the same basic aim with regard to acquisitions - getting the item in the quickest possible time at the cheapest possible prices.

Why use library suppliers at all and not go straight to publishers? Anyone who has worked in Library Acquisitions and tried buying books and serials directly from publishers will tell you that it is fraught with pitfalls. Even in a small library you end up dealing with a multitude of companies, all with different systems. Each company will have a range of contact people and because, like other organisations, staff come and go, this list will not only be large but ever-changing. Sorting out supply problems with such a plethora of people is very difficult. There will be a huge array of invoices in varying formats not designed for libraries. A good example of this is the need to have your order number on the invoice. Publishers are not very obliging when it comes to making alterations to their systems to accommodate one small customer, and, to publishers, libraries are small customers.

The library's staff will have to adapt to dealing with invoices in all kinds of formats, with differing information. This is confusing and often leads to errors. At OTEN we choose to leave all these problems to our library suppliers who do nothing else but buy library materials. Hence, they have larger numbers of staff trained in specific areas than any one library could ever hope to have.

Across the board, dealing with library suppliers is cheaper, especially for books, and I make that statement without fear of bring proven wrong. Suppliers buy huge numbers of books from all the major publishing houses each year and, as a result, are given very favourable discounts - far more favourable then any one library or even a group of libraries could attract. Suppliers pass these goods on to libraries with a lesser discount but this is still far cheaper than going direct to a publisher.

Library suppliers can directly save libraries money in other ways too. For instance libraries often have a requirement to pay invoices in Australian dollars. Overseas companies may send invoices in foreign currency and a library will lose money in the conversion process. Similarly, overseas companies often do not have the facility to receive payments in Australia and the library will be paying out for an overseas bank draft.

Library suppliers do nothing else but acquire library resource materials. That is their business and the major suppliers are experts in the trade. It is easy to acquire material from major publishing houses but what about those obscure little publications? You know the ones - a teacher or patron has handed you half a title on a scrap of paper 2 inches square if you are lucky and expects you to get the book by tomorrow. You search in all the bibliographic databases but can't find it anywhere. Without a good library supplier, you are "dead in the water" at that stage. Library suppliers are like detectives and they love nothing better, than to be successful in finding an obscure item that their customer cannot. They are experts and have knowledge and experience of where and how best to purchase. For all these reasons and more, it is more cost-effective and efficient for libraries to use suppliers for the majority of their purchases.

So how do you choose which suppliers to use? Be aware that library supply is quite a competitive business and that you will be approached by many suppliers, ranging from highly professional to downright scurrilous. Sorting out the corn from the chaff and then the most appropriate corn for your purposes is indeed a challenge.

Some factors for choosing suppliers are fairly obvious. Any supplier must be able to meet the conditions of supply deemed to be essential by your library. It is usual practice for libraries to check basic requirements before proceeding further with a supplier. These basic requirements will probably include such factors as the order number being on the invoice, consignments being below a certain weight, reports on non-supply being provided in a certain time etc. If the supplier cannot meet any of these basics, then cease negotiations and tell them why. If they want your business, most suppliers will perform miracles to ensure that they rate a chance.

Your responsibility as a member of the acquisitions staff is to acquire the item as cheaply as possible. But beware! Sometimes what appears to be good pricing is not. For instance, when offered discounts, you need to be aware of what price the discount is being taken off. It is no use to be offered a great discount, only to pay heavily for freight. If you are very new to acquisitions, it would be wise to consult with an experienced colleague if you are in doubt.

Another responsibility is to acquire the item in the quickest possible time. Sometimes, you want something 'yesterday' and such items can be treated as a "priority" by your supplier. But these should form the minority of orders as suppliers charge more for orders of this type. You may find that supply times for books differ from videos and other audiovisual material will be different again. What you are looking for here is the supplier who can supply the most items in the shortest time. Having said all this, it is useless to have all these conditions met only to find that a large proportion of your orders are filled incorrectly. Sorting out supply problems can be very time-consuming and frustrating.

In establishing effective communication channels, a good supplier will spend time discussing the library's individual needs and facilitating the selection, ordering, receipt and payment of goods. It is worthwhile for library staff to make time available to ensure that their needs are clearly understood and actioned appropriately by the supplier. Great confidence is generated from a situation where the librarian feels that the supplier is doing his utmost to provide the best possible service. Similarly, confidence in the library is built when the supplier is clear about what is needed and how best to meet that need. This leads to the issue of efficient customer service. I believe this to be vitally important but it is far less easy to measure. Librarians are adept at customer service and success in this area will make or break a good library service. They expect good customer service from a supplier. The best results are dependent upon staff on both sides fitting the bill in several ways. It is vital that everyone is always courteous and responds as quickly as possible when a problem arises. Problems need to be resolved quickly, with no element of blame creeping in on either side. The library should be confident that the supplier is doing everything possible to acquire the item quickly and to resolve any difficulties as they arise.

It helps suppliers if they know that the library is fulfilling its part of the bargain and responding quickly and efficiently to queries too. The importance of a specific contact person cannot be over-stated. Wherever possible, stability should be maintained. There is nothing worse than speaking to a different person every time there is a query. Over the years, I have seen very efficient and friendly relationships built between staff in a library and a supplier. Sometimes these people have never physically met, but they become friendly colleagues who have confidence in one another and in the services they provide. If someone does move on or there is a staffing change, it is good customer service to inform the other party and to establish good relationships as soon as possible.

There are other factors which, while perhaps not essential, should be given consideration when selecting the supplier who is the most advantageous for your institution. If it is a requirement that your library pays invoices in Australian dollars, then the ability to invoice, convert currency and accept payment will be necessary for overseas suppliers.

Another important criterion to consider is selection support services offered by the supplier, i.e. assisting libraries to find out what is being published in various fields. This information is often in the form of a new title service tailored to the individual collection development needs of each library. These days, this information is being made available in hard copy, on CD-ROM or via the Internet. The choice of format is up to the library. Approval plans and blanket orders are another common way suppliers service libraries in the area of new publications.

Suppliers are aware of what is going on in the publishing industry and this expertise can be very useful for libraries. For instance, each July, we estimate the amount of money each of our libraries will expend on serials in the forthcoming financial year. We "break out the crystal ball" and provide estimates of cancellations and new subscriptions. But more accurate information is provided by our subscription agents on what kind of inflation factor we can expect and that helps make a very difficult job easier.

If your library contributes records to ABN, then the capacity for your supplier to do this would be an issue for consideration.

Suppliers service libraries in many practical ways and the trend for libraries is to outsource more and more of their technical services functions. The cost-effectiveness of this may be doubtful but what is beyond doubt is that suppliers have the capability to perform these tasks very efficiently. Libraries can now choose to have materials end processed and completely ready for the shelf when it arrives. This may or may not include a full MARC catalogue record. There has even been an instance where a library contracted out the whole of its selection, acquisitions and cataloguing functions in a scenario where the supplier chooses the stock as well as putting it in the library. This may be questionable practice, but the point is that our suppliers offer the service.

Recently, libraries and suppliers have been using available technologies to improve basic services, i.e. to improve the speed of supply and cost-effectiveness of their operations. Library suppliers and system vendors are working on using electronic means to improve turnaround times and efficiencies in ordering, reporting and invoicing.

All these issues should be considered when selecting suppliers appropriate to your organisation's needs. Having chosen your suppliers, it is then wise to implement a program of supplier evaluation. As government-funded and publicly accountable libraries, it is up to us to ensure that the continued use and termination of suppliers is based on objective criteria which are measurable, and the results of which may be documented. Performance measurement should firstly occur during a trial period, and evaluation of performance should then be ongoing.

To be fully accountable, regular supplier evaluation must be carried out and the results used to improve the quality of supply.

There are many positive benefits of supplier evaluation. The first I've listed is "value for money". Determining value for money is an individual decision - it means different things to different institutions. Generally getting value for money means that you and your colleagues, having weighed up and set your priorities for the qualitative and quantitative variables of supply, believe that they are being effectively fulfilled.

Supplier evaluation benefits us as acquisition professionals by adding value to acquisition tasks. It assists us by making the product of our work worth more by increasing our efficiency.

Supplier evaluation is necessary to cost-effectively manage funds. In acquisitions we are charged with the duty of spending our funds to the best effect for our institutions. Evaluations which provide information about the costs involved in purchasing and the relationship of commitment to expenditure provide valuable input to us for choosing suppliers.

Supplier evaluation may assist us to establish or adjust performance standards for suppliers, or indeed, for our own operations. For example, if one supplier appears to be much cheaper than the others while still providing the necessary level of service, this may encourage us to re-negotiate with other suppliers as the result of a change to our expectations.

One of the most obvious outcomes of supplier evaluation is to give an accurate indication of suppliers' strengths and weaknesses. However, it is important to note here that many things can affect performance on a given evaluation. Prices can be affected by exchange rate variations; speed of supply may be affected by strikes; packing may be affected by our lack of exacting instructions; and so on. Look at the results of each survey, carefully examining possible reasons that suppliers don't seem to measure up.

Supervisors are always pleased to receive well-presented reports which show that staff is managing well. Supplier evaluation gives us an opportunity to show that we recognise the importance of evaluative activities, that we can manage our time well enough to support these activities, and that we are being proactive with regard to managing the use of suppliers. Completing evaluative work and making this known gives us kudos within the organisation. An often overlooked benefit of supplier evaluation is the identification of problem areas in your own domain.

Not looking carefully at your own organisation before presenting results to a supplier is a trap for young players - it only needs to happen once, and you'll never want to feel so foolish again!

Before starting any evaluation it is of significant importance to set up evaluation criteria. In order to set the criteria for supplier evaluation one must look at three aspects of the individual organisation:

* The priorities of the organisation
* The organisation's philosophy of service
* The needs of the organisation's clients

Information about these aspects may be gathered from a number of sources. Check out the annual report, the collection development policy, promotional literature, information handed to those who attend an orientation session at the library, for example. It is useful to talk to clients about their needs too.

This information should give a fair indication of the kind of service your institution sees itself as and is seen as providing. It should indicate to you whether speed of supply is the most important criterion or whether that is less important, and getting the very best price should receive your emphasis. Another view may be that price and speed of supply are both less important than the level of service provided by the supplier(s) of choice. This may be particularly true of serials. Whatever the combination, be especially careful to align yourself and your staff with the institutional view and to keep a weather eye out for changes, so that you are best equipped to meet the needs of your organisation.

The quantitative evaluation criteria used to evaluate suppliers should be the same as those used to choose them. But there are pitfalls, and I will give you some tips from my experience and that of several colleagues.

When evaluating speed of supply, be sure to convert to the same unit of time i.e. days, weeks, months. Decide how to define the starting and finishing points. What do you mean by non supply : 12 months, 6 months, reports? What do you do about NY-P material from the sample?

Cost may mean price or may mean total cost including freight and handling charge. To evaluate cost you must be completely familiar with the pricing policy your institution receives from each supplier.

Accuracy of supply To measure accuracy of supply, you need to define this carefully. Does it simply mean fulfilment, or does it need to be the right edition, from the right publisher? Does paperback or hardcover matter? Did you really want the game/video/CD as well as the book? Qualitative evaluation criteria are much more difficult to measure but, nevertheless, form a vital part of the process. A few things to look for :

Service Ethic This is quite different from range of services. The service ethic can easily be glimpsed each time you ask for anything special. "You want us to invoice these on a special account, no problem." or "You want us to invoice these on a special account. I'll have to go see the boss, but I'll ring you in a few days." "You need these next week, no problem." or "You need these next week, well I can't get them onto the system today, but I'll try tomorrow, and the deliveries only go out on Wednesday, but, but..."

Communication link These days most companies have many access points. The main thing is that one or more of them suit your organisation. They have to be convenient and accessible to you.

Range of services offered The range needs to include those you require. Some common ones are reporting non-supply, consolidation for shipping, claiming and prompt renewals for serials, providing varying invoice formats, stockholding, blanket orders, maintaining standard orders or subscriptions, providing selection aids, making prepayments, pre-purchasing currency, provision of MARC records with the items, and providing EDI trading environment. Each service gives further options for evaluation.

Provision of management information What is the average book price? How many books did I buy this year? What is our subscription $total with you? How much will US journals go up this year, and so on.

Development outlook Is the supplier working toward supply of record with book, or document supply strategies? How are they going with the EDI environment? Do they always introduce new things first? Never? Do they get it right when they do introduce it?

or the 2nd 3rd, 4th time ... ? Are they a reasonable partner to you in preparing for the future?

How to evaluate is the question. Ross Todd is a lecturer at UTS. His words may help: "At the heart of objective evaluation is collecting, recording and interpreting observations - statistics". I would like to touch a few main points here:-

- When carrying out surveys *simplicity is the best and easiest*. Survey one aspect at a time.

- *Be perfectly clear on what you want to find out*. Their freight charge seems high - let's look at a few other invoices - they're not too good either. Let's examine all of the February invoices to see what percentage of the total was freight. Perfectly clear. Add up all the invoice totals, add up all the freight, work out the percentage and Eureka! You have a result you can share with the supplier ...... "Mr. Bloggs, you promised no more than 2% freight and during February we seem to have been charged an average of 6%." Then you can start to work with the supplier to solve the problem.

- *Compare like with like*. Compare local with overseas suppliers with one another only on supply of certain overseas publishers works. Don't compare the supplier you send all the hard stuff to with the supplier to whom you send the bulk fiction order, and so on. It is always useful to compare a single supplier to his own policy statement, for example, as in the freight example above.

- *Determine what information you need*; what data is required; how it should be collected; and how much you need, or how big a sample. Be specific with instructions. Don't collect any more data than you need.

- *Data must be analysed carefully*, paying special attention to anything you didn't expect to find. Gut feelings are a wonderful basis for supplier evaluation. Take note of irregularities in supply as mentioned earlier.

- *Remember no matter how tempting* it may be to think these conclusions are general, they are only an indicator and refer to the specific sample (unless of course you have surveyed absolutely everything).

- *Go back to gut feelings to test the validity* of the conclusions. What do the staff in accessioning think about the supply times - can this be right?

Most importantly, do use acquisitions staff effectively. They are one of the best sources of information and usually have the best nose for what is really happening. They may find things out from what they find in the box, on the invoice or from the delivery person - but if they think it might be right, it is probably worth testing.

- *Tell suppliers that evaluation happens*. Let them know that it is part of the environment when they are in for a routine interview. When a specific evaluation is complete, make a point of discussing the results with each supplier who was involved.

- *Place results in context* The results relate to a specific period and to specific orders. Take into account exchange rates, shipping stoppages, delays in unpacking, etc.

- *Prepare an external document for supplier*. I believe that external and internal documents prepared for different purposes may incorporate some of the same

elements, but will of necessity be different. The internal document on supplier evaluation will include a detailed report of the methodology and results.

A separate document should be prepared for each supplier, briefing each about the methodology and giving salient facts about their performance. This should be set in context with some information about the relationship of their performance to the average or standard performance. This document should invite them to discuss the results with you. This will give you an opportunity to praise, negotiate or terminate services as appropriate.

- *Convey both positive and negative.* It is important to achieve balance in discussion with suppliers. Generally you wouldn't be using a supplier who was all bad.
- *Be ethical.* Don't extend favours or indicate levels of business you wouldn't be prepared to give. Keep discussions professional, not personal. Use performance guidelines or standards, and continue to focus on these.
- *Maintain confidentialty.* Suppliers may tell you things which are specific to your business with them, or may give details of their business, such as turnover, margins and so on. It is important to maintain confidentiality from supplier to supplier, and to be careful not to repeat things to professional colleagues unless you are certain they are in the public domain.
- *Give opportunity for response.* Suppliers, having received your document, may have useful feedback to convey. The supplier may be prompted to tell you about company developments of which you may have been unaware.

It is useful to share supplier evaluation information with colleagues, but this area is delicate and ethical behaviour is required. A small supplier's business can be ruined and a large supplier's business quickly become unprofitable as a result of unethical discussions, gossip and innuendo. Some points to remember include:

- In sharing supplier information with colleagues, *do not attempt to extrapolate.* Remember, the survey covers only a certain period and certain variables. It does not make a supplier good or bad.
- *Remember results are specific to the survey* - they are not universal. If you have some reason to be concerned about a supplier's future, confront the supplier with your concerns, and begin some objective evaluative work to give you facts.

Properly approached, supplier evaluation is an effective tool for change. It should result in improved service from suppliers which in turn will improve the service you can offer to your clients.

Judy Ryan
Manager, OTEN
NSW TAFE Library Collection Services

Site insight : Lohe Memorial Library
Luther Seminary

The start of 1998 saw the Lohe Memorial Library embarking on a strategic planning exercise to chart the course of the Library in the next few years. A new mission statement was formulated and goals were set in the three main areas of Information Access, Client Services and Management. In line with this the organisational structure was adapted to create a balance between the custodial approach to the Library as a storehouse of theological knowledge, and a client-centred focus on information usage for study, research and ministry. In line with our strategic plan, all policies will be revised and the Collection Management Policy is currently receiving priority.

The Library faces two particular challenges this year, namely dealing with the space shortage in the present building as wall as completing the retrospective cataloguing project which seems to have rolled on from year to year. I am not too pessimistic about the prospects of a new purpose-built library on the seminary campus, despite the enormous cost implications. In terms of the cataloguing, we have set the end of the millennium as a target date for having a fully automated catalogue.

Luther Seminary recently hung its web site in cyberspace and we are pleased that the Library occupies a central place there. We hope to have remote access to our catalogue available within the next twelve months. The address is- www.luthersem.edu.au

Other developments since the beginning of the year include cooperative ventures with the Australian Catholic University in Brisbane and Flinders University in Adelaide. In order to support our Initial Teacher Education Program (ITEP) students at these universities, the John and Margaret Zweck Memorial Library (a branch of Lohe Library) was relocated from Milton to the McAuley Campus of ACU and a number of books have been donated to the Flinders University Library.

On a personal note, I am pleased to say that I have found the ANZTLA fraternity a warm one and as a newcomer to theological libraries I look forward to closer interaction within the ANZTLA fold.

Mark Sutherland
SeminaryLibrarian

Ilana Cohen is a great detective! She sent this snippet via the ANZTLA-forum :

> ANZTLA gets two mentions in the *Specialities* journal (Issue 27 August 1998). The first relating to OPALS being at the ANZTLA conference, the second an outline of ANZTLA as part of a listing of library organisations.

Pam Carswell
Honorary Life Member of ANZTLA

Short speech by Philip Harvey proposing Pam for this honour, given at the ANZTLA Conference in Sydney, July 1998

The first time I met Pam Carswell was upstairs in the old Catholic Library Bookshop when Lawrence McIntosh and I visited to prepare a proposal on possible directions for that library. Sitting in her partitioned office was a determined and intelligent woman who gave quizzical looks to our pondered utterances. It was only later I saw that the quizzical looks were directed not at our questions but at us. In an effort to escape the quizzical expression I pondered certain objects in the room. A battered copy of Dewey, always a good signal for a visiting cataloguer. A most impressive ancient typewriter. The latest work of erudite Catholic theology, with a laminated bookmark at page 190. And a curious four-sided tube that had to be a leftover from the Pope's visit to Australia: a cardboard periscope for looking over the heads of the crowd. It was only upon further acquaintance that I learnt Pam used this periscope to peer over the partition at visitors coming up the stairs. She would then know whether today's workload was particularly onerous. You see, Pam was of the old school of librarian, probably the medieval one. For her the library was primarily the precinct of the librarian. In her ideal library borrowers and users would be banned, leaving the place free for the librarian to got on with the job. When at Lawrence's invitation, she came to the Joint Theological Library to describe the rare books, she would often be heard in the morning when the first people appeared through the door, "Oh! here they come again!". in an aggravated voice. As it happens the bishops thought it best to close the Bookshop Library, the premises now the home (appropriate for Elizabeth Street) of Harley Heaven. But the Bookshop's loss was JTL's gain.

She took to rare books like a duck to water. The sight of Pam carrying 17th century tomes half her height about the place will always remain with me. Massive mornings were spent by Pam checking authorities in that Jesuit treasure trove, *Sommervogel*, or else going down to the Baillieu to cull vital facts from the National Union Catalog in book form. Gradually Pam took up a fortress-like position in the main office, surrounded by battlements of books and all the time glaring from the drawbridge at any intruder on her time and peace. Heaters in strategic positions helped make the whole arrangement cosy.

Having disposed of the rare book cataloguing, Pam became my assistant as catalogue typist-adviser. Batches of new cards went to Pam, who would fill in the headings and return them to me, often with a terse word about a misplaced semi-colon or, even worse, an unplaced semi-colon. She became invaluable, and it must be said that no computer can ever point out the discrepancies and oddities that creep into one's work. As Lawrence would say, "Pam, could you be a second pair of eyes?" One day I might write up the idiosyncratic correspondence on cards that flowed between Pam and me as we bantered about the capitalization of Mortality or conjectured on how many Jacob Neusners there are in the world. (We think there are 17 at last count, all born in 1932.)

Don't take too much notice of the aggravated tone toward the users I mentioned before. Like Jonathan Swift, she liked the individual and disliked the group. On a one-to-one basis or, as we say nowadays, the interface, Pam has always had winning ways and her presence in the library was valued by many.

It was her work as an ARI editor where she truly came to the fore. Her eagle-eyed analysis of the data sheets, and the rosella-like, speed of her corrections, were vital. She had a complete grasp of the guidelines, many of which she had had a hand in. And she had the sensibility of the old style Catholic who had lived through Vatican II which turned out to be a crucial factor in the satisfactory editing of ARI. There is not time now to talk at length about Pam's work on ARI or all the other things that she did to improve the work and the working life of JTL and, by extension, ANZTIA itself.

I will list a few achievements before she went to the Catholic Library Bookshop which have had an influence, directly or indirectly, on ANZTLA. She worked in the fifties and sixties at that stamping ground of Catholic intellectuals, Sheed & Ward's at the top of Bourke Street, Melbourne. She wrote and translated books for that famous publisher, and would appear to have been an adviser, though no doubt she would deny it all now. She has spent a lifetime writing letters to The Tablet and other papers, to paraphrase Don Chipp, "keeping the bishops honest". She worked as one of Dietrich Borchardt's original group of original cataloguers, building up the La Trobe University Library and its religion collection. Probably the only library in the known world named after its librarian, I might add, though the professionalism of Borchardt was observable in very much that Pam did.

For this and a number of other reasons that I have no doubt overlooked it seems only right that ANZTLA consider Pam Carswell as a worthy person to be given Honorary Life membership of the Association. I urge you all to support me in this expression and am sure there will not be a dissenter in the house.

Philip Harvey

"This is a pretty tough library.

YOU TALK, YOU DIE!
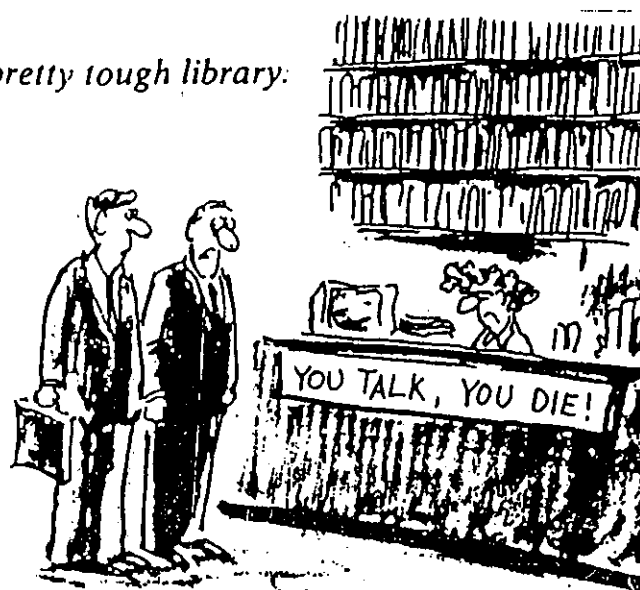
Tony McCumstie
The Trevor Zweck Award 1997

The Zweck Award is given to someone, either in the Association or from outside it, who, in the judgement of the Association, has made some significant and identifiable contribution to theological librarianship in the past year. It is the Association that decides the appropriateness of each recommendation.

We believe that Tony McCumstie's titanic editorial job in producing the third edition of *AULOTS* (*The Australasian Union List Of Theological Serials*) makes him a worthy recipient of the Award.

As you will be aware, planning for the third edition had been a protracted and unsatisfactory business. Many in the Association were wondering if a third edition would ever see the light of day. It was Tony McCumstie who floated the idea of doing the whole job, with the assistance of interested members of the Association. He chaired the steering committee, devised a computer program that would arrange the material speedily, collected and processed the data, and brought the whole work to the printer and binder. This is a work involving considerable time, patience and organisation. The finished product is a must for any library in our region of the world, and the service it provides is of incalculable value. It is worth saying too, that Tony has made it very much easier for future editions of AULOTS to be produced, having created a ready-made program which now contains a ready-made databank of periodical holdings information.

We therefore present Tony McCumstie with the Trevor Zweck Award for 1997. Congratulations, Tony.

Helen Greenwood & Philip Harvey

ANZTLA Chat Room

Do you know about the until-now-little-used ANZTLA Chat facility?
All you have to do is to arrange with someone to "meet" you there at a given time and away you go. If you propose to discuss something which may be of interest to a number of people, a message sent to the ANZTLA-forum may be the best means of advertising your time and topic.

The address of the Chat room is :
http://www.netlink.com.au/~ccclib/pages/chat.html

The login procedure is quite straightforward. Please don't forget to "logoff" before leaving.

Tony McCumstie
Corpus Christi College library

New fields or a new landscape?

Ilana Cohen

As the sun begins its morning stroll
Its beams do cross a grassy knoll
Climbing up the patterned hill
I find a sight that's sure to thrill
I view a scene that's full of wonder
Trees of knowledge are up yonder.

CDs spinning in the breeze
Upon each branch, between the leaves,
Librarians perch, in groups of three,
Hear them chirping happily
Bundles of brochures beneath their wings
Of sessions past, each of them sings.

The sun climbs past the virtual trees
Fields abuzz with virtual bees
Virtual sheep munch virtual grass
Virtual fences let none pass,
But gates are open at each end
The internet our virtual friend.

The sun has shifted further away
Rushing past the clouds today
To the AGM they go
All Information Managers must show
Each chapter of the year to unravel
From finance, parties and to travel

The sun is disappearing now
Hills rise up to greet its brow
Librarians gather at waters edge
Shadows disappear from the ledge
Darkness falls, look and see
Their boat's arrived at the quay.

Swan-like it glides on a gentle sea
Librarians on board are having tea
A chilly breeze stirs the air
Good times are had by all who're there
The night is filled with rippling
To be remembered in photos after.

Through the harbour, past the bay
A pleasing way to end the day,
Now so tired, it's eleven o'clock
The ferry berths, at the dock
Heading to the welcoming nest
At Moore College they will rest.

As the librarians retire to bed
Dreams of conferences fill each head
Speakers and the trade displays
Cocktails, snacks, those tasty entrees
Every debate and panel session
Remembered as a useful lesson.

The conference is over for another year
Please don't shed a single tear
As each librarian's journey starts
The flock rises up, and parts
Perhaps not to be seen
Till ANZTLA conference number fourteen

Ilana Cohen
Librarian
The Great Synagogue, Sydney
July 1998

ANZTLA Conference 1999

Luther Seminary

Adelaide

1st – 4th July 1999

Plan to be there!

Peace, Justice, and Human Rights on the Net

Compiled by Barbara Frame

The Internet has provided organisations committed to social change with ways to share background information and news quickly and effectively. Here are some of the best sites:

Abolition 2000: a global network to eliminate nuclear weapons.
http://www.napf.org/abolition2000/

Amnesty International online: working to protect human rights worldwide.
http://www.amnesty.org/

Hong Kong Voice of Democracy. Monitors the way of life and rights of Hong Kong people after the transition to Chinese rule.
http://www.democracy.org.hk/

Human Rights Watch. Comprehensive information on human rights around the world. http://www.hrw.org/

International Physicians for the Prevention of Nuclear War. Disarmament and health issues.
http://www.healthnet.org/IPPNW/

Joint Methodist-Presbyterian Public Questions Committee. New Zealand site covering economic, political, and related issues.
http://www.godzone.gen.nz/PublicQuestions/

MAI-Not! Project. Opposes the Multilateral Agreement on Investment.
http://www.mai-flora.org/

The Nuclear Age Peace Foundation: and international education and advocacy group on issues of international peace and security.
http://www.wagingpeace.org/

Peace Movement Aotearoa: the national networking organisation for those concerned about peace and related issues in Aotearoa/New Zealand.
http://www.converge.org.nz/pma/

Peacenet. Current awareness bulletins on international affairs.
http://www.igc.org/igc/peacenet

Sojourners Online. The online version of the excellent magazine. A search facility enables searches back to 1994.
http://www.sojourners.com

Theological libraries on the Web

Adelaide Theological Library
www.lib.flinders.edu.au

Lohe Memorial Library, Luther Seminary
www.luthersem.edu.au

Great Synagogue, Sydney, and other Jewish libraries
www.library.unsw.edu.au/cdrom/jewsrch.htm

St Francis Theological College, Brisbane
www.stfran.qld.edu.au

Charles Sturt / St Mark's Theological Centre, Canberra
www.csu.edu.au/library

Pius XII Seminary, Banyo, Qld
www.pius.qld.edu.au

*   *   *   *   *

And you may be interested to know : Dove Books has a link from their home page to a very good currency conversion service. Dove Books site is found at :
www.dovebook.com

*   *   *   *   *

ANZTLA-forum

ANZTLA-forum is an email discussion list which aims to bring ANZTLA members closer together. If you are a personal member of ANZTLA or an employee of an ANZTLA member institution you are able to become a member of the list.

To subscribe start your email programme and fill in the screen as follows:
To: majordomo@ormond.unimelb.edu.au
Subject: subscribe ANZTLA-forum [your email address]

Notes: 1.   Leave the subject field empty.
         2.   The case you list in entering the name of the discussion list is unimportant.
         3.   Include an email address in the message only if it is different from the one you use when you subscribe and you want correspondence from ANZTLA-forum to go there.
         4.   Turn off the option in your email programme that automatically adds your signature to outgoing messages, if you have it.

Having subscribed to ANZTLA-forum, you will want to send messages to it. The address to use is:
            ANZTLA-forum@ormond.unimelb.edu.au

Stephen Connelly
Joint Theological Library

ANZTLA author's work included in prestigious list

Lawrence McIntosh's *Religion and theology: a guide to current reference resources* was reviewed in the American Library Association's journal, *Choice: current reviews of academic books* (October 1997, 35-0654). The review praises the comprehensive coverage of subject areas and then, in referring to the annotations, states that the author's 'comments are descriptive and insightful, pointing out uses, cautions, and historical development of and relationships between resources'. And the conclusion reads, 'McIntosh weaves wisdom and library experience into this excellent, practical guide for students, scholars, and bibliographers' (p. 272).

Every year, Choice editors select 'Outstanding Academic Books' from the reviews published during the previous calendar year. On the basis of the reviewer's evaluation and the editor's knowledge of the field, and according to the several criteria applied by the editors of Choice, Lawrence's work was included in the OAB list published in the January 1998 issue of Choice (pp.759-760).

Review from *Choice 35: 2 (Oct 1997)*

McIntosh, Lawrence D. *Religion & theology: a guide to current reference resources*. Centre for Information Studies, Charles Sturt University, Locked Bag 660, Wagga Wagga, NSW 2678, Australia, 1997. 251p. indexes ISBN 0-949060-37-2 pbk, $50.00

McIntosh annotates 655 recent (1980-96), authoritative, mostly US- and UK-published reference sources reflecting mainline scholarship. Selective and well written, this guide updates similar works such as John Bollier's *The Literature of Theology* (CH, Nov'79) and features Australian and New Zealand resources. Mirroring the state of the literature, works on Christianity predominate. Substantial sections cover Judaism as well as general and comprehensive religion sources. Islam and the religions of Australia figure prominently in the "Religions of the World" section. McIntosh's comments are descriptive and insightful, pointing out uses, cautions, and historical development of and relationships between resources. Offering twice the number of citations as historian William M. Johnston's *Recent Reference Books in Religion* (1996), R&T is more succinct and less opinionated. R&T's pithy notes, inviting layout, and clear organization should enhance its appeal for undergraduates. It is adequately indexed and concludes with an unannotated core list of 100 periodicals that highlights Australasian-edited titles. Unfortunately, the paper binding will withstand only light use. McIntosh weaves wisdom and library experience into this excellent, practical guide for students, scholars, and bibliographers. - *D. R. Rodgers, Baylor University.*

Readers may also be interested to know that the work has also been reviewed in
  ANZTLA newsletter 31 (April, 1997): 23 [Lynn Pryor]
  Australian Catholic review 74 (October 1997): 503 [Hans Arns]
  Australian library journal 47, no.1 (February, 1998): 120-121 [John Painter]
  Bendigo Advertiser (May 17, 1997): 21 [Rev. Dr. Keith Cole]
  Pacifica 11 (February, 1998): 115-117 [Francis J. Moloney S.B.D.]
  Pointers: bulletin of the Christian Research Association 8:2 (June 1998): 10 [Peter Bentley]

Site insight : Pompallier Diocesan Centre Auckland

I stand before you - a split personality - in my professional life. Being the Librarian for the Auckland Catholic Diocese brings about this duality. I have two Diocesan libraries in my care : two libraries very different - geographically - physically - character-wise - resource-wise - and with a diverse group of users.

Pompallier Diocesan Centre and the Eugene O'Sullivan Theological Library are on opposite sides of Auckland. Pompallier is housed in the Administrative Centre of the Auckland Catholic Diocese, Eugene O'Sullivan is at Marcellin Hall, leasing space to be with the Faculty of the Catholic Institute of Theology. The setting is idyllic among sloping green fields and established trees.

Physically the two libraries are unique. Pompallier is housed at the Administrative Centre in a room far too small. The Project Engineer, without consultation and "to maximise the use of space" - his words - put in 8 foot shelving and a Victorian Issue Desk. I asked if there was to be an advertisement for an 8 foot Librarian - obviously I would not be applying!! Library No.2, on the other hand, (with the help of our friendly neighbourhood Architect) is light and airy with an easy flow of standard height shelving.

The Pompallier Diocesan Centre Library is a diverse amalgamation of several collections : the General Diocesan Collection, the Religious Education Library, the Bishop's House Historical Collection, the Rare Book Collection, two collections from closed Religious Houses. The General collection and the Religious Education collection are "working collections". The Bishop's House Collection gave us a useful New Zealand and Pacific resource. The Rare Book Collection consists not only of pre-1800 books (all reported to the Early Imprint Project) but also Bishop Pompallier's Library - all signed by him. - As a little aside he was the only Catholic Bishop to travel around Colonial New Zealand complete with his folding altar and a bag of books. - We also have at this Library some early Catholic Journals such as the "Freeman's Journal" published between 1879-1885 - the name "pinched" from the Sydney publication of the same name.

The Eugene O'Sullivan Theological Library is an academic-oriented Library resourcing the Catholic Institute of Theology - a collection of materials for tertiary study, i.e. The Bachelor of Theology. However, we are still at the undergraduate level and have a way to go before we have the necessary resources for post-graduate studies.

Both Libraries are open to anyone who wishes to use our resources - however borrowing is limited. The Pompallier Diocesan Library is mainly available on a borrowing basis to members of the Diocesan departments and to students studying with the Auckland Consortium of Theological Education. The Eugene O'Sullivan Theological Library is for the members Catholic Institute of Theology Faculty and students of ACTE.

Lastly, I should say that both Libraries are not on the immense scale of some collections I have heard mentioned at the Conference - with less than 20,000 items in each place - BUT perhaps - **SMALL IS BEAUTIFUL!**

Margaret Grigg
Diocesan Librarian, Catholic Diocese of Auckland