



Library News

La Trobe University Library



Library clients endorse service quality, visits up by 10%

Far left: Kelli Grant with campus librarian Linda Sheridan.
Centre: Kate Forsyth with Acting University Librarian Helen King.
Above: Joanna Gibson

Since 2002 the Library has conducted a systematic client satisfaction survey biennially across all campuses, with the most recent survey completed in May 2008. This is one of the ways in which the Library can measure its performance against other academic libraries, and take into account the views, ideas and suggestions of Library users in its program of continuous improvement.

The 2008 survey again showed a strong result for the University Library. Overall satisfaction remains high, with the survey respondents rating La Trobe University as 5.42 out of a possible high of 7, placing the Library in the top 50% of university libraries in the survey database.

The highest performing category continues to be Library staff. The score of 87.3% places the Library in the top 25% of the 40 academic libraries in the database.

An interesting change observed in this survey is frequency of library visits. 31% of respondents say they now come into the Library on a daily basis (up from 13% in 2006, 17% in 2004 and 15% in 2002).

A further 47% visit the Library 2 to 4 days a week. This correlates with the 10% increase in library visits (or nearly 60,000) recorded so far this year at the Bundoora campus library. This has placed severe pressure on library facilities and equipment and the benchmark score in this area has declined since previous surveys. The biggest challenge continues to be providing adequate numbers of computers for study/research.

Nearly 4,000 students and staff from across the campuses responded to the survey, with Australian students making up 85.1% of the total.

In common with other university libraries, the most evident concern identified across all demographic categories was being able to access computers to support study and research. The availability of multiple copies of high demand books and the amount of individual seating available were also concerns.

Undergraduate students were mainly concerned with the adequacy of group study facilities and access to computers.

Academic and research staff were mainly concerned with the ease of availability of electronic resources and general staff were mainly concerned with the clarity and usefulness of the information provided by the library web pages.

Strengths of the Library identified include

- Library staff treat me fairly and without discrimination
- Library staff display professionalism
- Library staff are friendly and helpful
- The library website is easy to use
- The library catalogue is easy to use

As an incentive to complete the client survey some small prizes were offered. Congratulations and thank you to all our prize winners, and to all staff and students who took the time to complete the survey. The prize winners are:

iPod Shuffle winners

Kelli Grant
Kate Forsyth
Ashlynn Bennett

\$50 book voucher

Edwina Kay
Jandi Crocker
Joanna Gibson

PRIORITIES

FOR 2008

Library staff are focusing on the following priorities in 2008. These were developed at the annual planning day in September last year and are in line with University directions, as outlined in the new University Strategic Plan 2008 – 2012.

- Renewing and refreshing library physical facilities
- Expanding the integration of library services and resources into the university's learning management system
- Aligning the information literacy initiatives of the library with the emerging directions of teaching and learning in the university
- Investigating the needs and expanding support for university research
- Investigating new generation search software
- Strengthening the research culture within the library
- Investigating expansion of access to resources for undergraduates, including mediated access to document delivery services for 3rd year students
- Building a digitisation service, that further enables populating the institutional repository and the library's move towards becoming a digital library

- Expanding services for international students
- Further developing the Australian Digital Theses program.

Examples of specific projects now underway include:

- Including e-readings and library guides in the learning management system
- Developing an information literacy policy and framework to inform the development of the library's information literacy programs
- Identifying the functional requirements, and assessing software products available, that will improve resource discovery
- Revitalising library staff interest in undertaking research, in particular research related to the library's strategic initiatives
- Developing a methodology to collect information about researcher needs for information resources in their field of work and the associated library services they require.

Helen King, Acting University Librarian



LIBRARY REVAMP FOR BENDIGO

In April this year the Heyward Library at the Bendigo campus finally completed and opened its long awaited redesign and upgrade.

"This is the first major refurbishment work undertaken since we moved into this building 27 years ago," said campus librarian Jeanette Dazkiw.

The redevelopment has meant improved disabled access via two entrances, a new service desk and open reserve area, a research and inquiry desk, new carpet and a refreshed feel.

Airconditioning on level 2 will be a welcome addition come summer.

"It is a vast improvement on the dated entrance and old style

desks previously occupying this space. We also now have an open reserve area and the much needed improved access for disabled clients who can now independently enter the library," said Jeanette.

"Throughout the changes, which began in December 2007, the library remained open and staff worked from temporary desks with clients using an alternative entrance.

"We know from past client surveys that the physical facilities in this Library have continually been rated poorly and were considered a priority for improvement.

"This refurbishment begins to address the expectations of today's students and staff," said Jeanette.

INTRODUCING...



Claire Brooks



Virginia Ruchel

Claire Brooks is the Library's Educational Designer, a new Library-wide role which involves collaborating with Library staff across campuses to develop and deliver online information literacy programs within the Library Information Literacy Policy and Framework. While the primary focus of the position is online information literacy projects, the role also encompasses providing advice and expertise to library projects and working groups where integrated instructional approaches are needed.

Claire has a Bachelor degree in Arts, a Graduate Diploma in Education, a Certificate in Teaching English as a Second Language, and a Master of Applied Science (Social Ecology). She has experience as an educational designer at the University of Melbourne in online, blended and face-to-face learning, working on information literacy projects in arts and legal information. Her prior experience includes positions in flexible learning at RMIT and Wodonga TAFE. She has worked on a number of institutional, national and international learning innovation projects, including a recent Australian Learning and Teaching Council (formerly Carrick Institute) funded project on ePortfolios.

Virginia Ruchel is the Library's Communications and Public Relations Manager, following on from her predecessor Margaret Wanklyn who retired in December 2007. In what is now a full-time position, Virginia commenced in April and works across campuses to develop and implement strategic communications activities internally within the Library, between the Library and the University as a whole and with external stakeholders, and manages the Library's online and print communications.

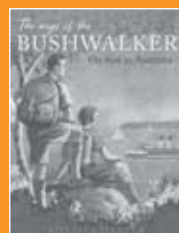
Virginia has a Bachelor degree in Arts, a Master of Arts (Professional Communication) and a Graduate Certificate (Virtual Communication). She has considerable experience in higher education at Deakin University and the University of Melbourne in marketing, communications, development/fundraising and community relations roles as well as experience in media relations in local government and the not-for-profit sector.

Thank you to donors

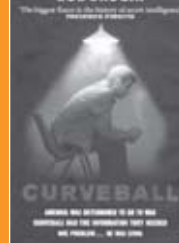
The University Library is lucky to have the support of many generous benefactors and donors of books and other items which enrich existing collections. Gifts that enhance the historical breadth or further develop subject areas, are in good condition and support La Trobe University courses, are especially valuable.

One of the Library's most frequent and generous current donors is well-known literary figure Peter Rose, editor of *Australian Book Review* magazine. Peter has donated many recent fiction and non-fiction titles to the Library over the past few years and we thank him, and all our donors, warmly for their generous support.

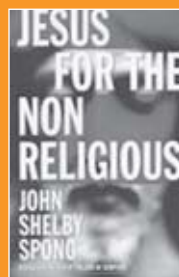
Here is a small selection of the titles Peter has recently donated to the Library.



The ways of the bushwalker: on foot in Australia, Melissa Harper. Sydney : UNSW Press, 2007.



Curveball: spies, lies, and the man behind them : the real reason America went to war in Iraq, Bob Drogin. London : Ebury, 2007



Sex lives of Australian teenagers, Joan Savers. Milsons Point, NSW : Random House Australia, 2007.

Jesus for the non-religious: recovering the Divine at the heart of the human, John Shelby Spong. Pymble, NSW : HarperCollins 2007.



The cosmopolitan vision, by Ulrich Beck; translated by Ciaran Cronin. Cambridge, UK; Malden, MA : Polity Press, 2006.

Unimagined : a Muslim boy meets the west, Imran Ahmad. London : Aurum, c2007.

Gamer theory, McKenzie Wark. Cambridge, Mass : Harvard University Press, c2007.

If you are interested to support the Library there is further information on the Library website at: www.lib.latrobe.edu.au/about/gifts&donations.php. Cultural gifts and monetary donations are tax deductible. Online donations can be made via www.latrobe.edu.au/foundation/.

NEW ELECTRONIC RESOURCES

New resources come into the Library every week, chosen carefully and in consultation with academic staff by skilled professional staff. Staff and students can keep up with what's come in via 'What's New', the Library blog and the 'New Titles' list linked from the Library homepage at www.lib.latrobe.edu.au

Here are just a few highlights of some recent additions to the Library's rapidly-growing collection of electronic resources:

Europa World A comprehensive and user-friendly online reference that combines the world-wide coverage of the *Europa World Year Book* with regular online updates. The online version provides:

- Up-to-date background information to the world's major events
- The ability to directly compare statistics from individual countries in graph and tabular form
- Interactive visual features, including maps, flags and downloadable graphs
- A range of current economic, political and statistical data
- Book and periodical bibliographies for further research
- An A-Z list of organisations from around the world.

Health Sciences A collection of 117 electronic health science monographs from the respected Doody's Core list including:

- *Cardiac Nursing*
- *Bonica's Management of Pain*
- *Modern Nutrition in Health and Disease*
- *Hospital Epidemiology and Infection Control*
- *Medical Response to Terrorism*
- *Nurses Legal Handbook*
- *Clinical Handbook of Psychiatry and the Law*

These titles can be accessed by individual title in the Library catalogue.

Professional societies and academic publishers Archival journal back sets have been made available from a range of academic publishers and professional societies, and are accessible via 'Journal Search' on the Library's web page.

These include journals from:

- ALPSP (Association of Learned and Professional Society Publishers)
 - Linguistics and Arts (99 titles)
 - Social Sciences (152 titles) (Includes Tourism and Psychology)
- American Institute of Physics / American Physical Society
- American Physiological Society
- American Society for Microbiology
- Australian Academic Press
- Royal Society of Chemistry

Science Archival electronic versions of the following titles are now available to complement the current subscriptions:

- Web of Science 1975-1986
- Science online 1880-1996
- Nature archive 1987-1996

Eva Fisch, Collections Librarian

Corporate Research Support

The Library now offers a special service and web page to provide the expert advice and assistance to University administrators who need to find and access information related to business, management, educational administration, finance, Australian Standards and companies etc. The web page outlines the service and gives links to key some databases, such as Factiva, as a starting point. Librarians who are the contacts for this service at the main campuses are:

- Albury-Wodonga: Heather Hulett
- Bendigo: Bess Secomb
- Bundoora and City: Nicole Sackers

Visit the web page at www.lib.latrobe.edu.au/services/corporate-research.php

Keep up to date with new resources and services via the Library blog:

www.lib.latrobe.edu.au/blog/



Library News is published by the La Trobe University Library Public Relations Committee. Online version www.lib.latrobe.edu.au/about/publications.php 0155-8471

All Library information, including resources, subject librarians, services, locations, postal addresses and contact details is available on the website at www.lib.latrobe.edu.au

Design: Coombes Whitechurch Design.
Photography: Michael Amendolia and Library staff

Retirement of Earle Gow



In August 2008 Earle Gow, University Librarian at La Trobe University, will officially retire after a distinguished career of 47 years of service in academic libraries in Western Australia, Australian Capital Territory, Queensland and Victoria.

Although employed in academic libraries throughout his career, Earle's professional interests and involvement transcended this sector, and he has been a leader and strong advocate in encouraging library co-operation and collaboration across all sectors.

His commitment to improving library services by emphasising the importance of rigorous research into operations, and his continued efforts to enhance the standing of the profession, led to active involvement at the executive level in a number of key professional groups including LAA (Library Association of Australia), AACOBS (Australian Advisory Council on Bibliographical Services), ACLIS (Australian Council of Library and Information Services), CAVAL (Cooperative Action by Victorian

Academic Libraries), and CAUL (Council of Australian University Librarians).

Throughout his career he demonstrated a strong commitment to the development of library staff, encouraging them to expand their knowledge, skills and expertise, both professionally and personally. He also served on librarianship course advisory committees at various institutions including QUT, RMIT, Canberra College of Advanced Education and Monash University. His outstanding contribution to the profession was recognised when he was elected a Fellow of the Australian Library and Information Association in 1992.

Earle was the third and longest serving University Librarian at La Trobe University, taking up his appointment early in 1986. He provided vision and inspiring leadership through a period of astounding growth and development of La Trobe University Library, and significant changes in library and information services, the publishing sector, and higher education.

Earle believed in the important role of the librarian in exercising leadership beyond the library and contributing to the wider organisation, further enhancing the standing of the profession. He credits his mentors – Leonard Jolley, Victor Crittenden and Derek Fielding – with encouraging this outlook, and his time at La Trobe University was characterised by active involvement in its governance.

In recognition of his distinguished contribution to the University, the La Trobe University Council resolved to confer upon him the title of Emeritus Professor. This honor was acknowledged at a graduation ceremony of the University in March 2008.

Earle commenced leave on 17 December 2007 and is already starting to enjoy the pleasures of retirement. We wish him a long and happy one.

Helen King, Acting University Librarian

Appointment of Ainslie Dewe as University Librarian



Ms Ainslie Dewe will commence her appointment as University Librarian on 11 August. Ainslie comes to La Trobe University from AUT University in New Zealand where she currently holds the position of University Librarian and Director of Knowledge Management.

Ainslie started her career as an industrial chemist and went on to work in academic, medical, public and special libraries in Australia, New Zealand and the United Kingdom. She has held the positions of Director, RMIT University Library (1997 – 2002) and University Librarian and Director of Academic Associated Services at Lincoln University (1988 – 1997), so will bring a wealth of knowledge and experience of universities and their libraries from both sides of the Tasman. Ainslie is also a former President of LIANZA (Library and Information Association of New Zealand) and has been a Board Member of CAVAL.

In announcing her appointment, the Vice-Chancellor Professor Paul Johnson noted that

“Ms Dewe recently completed a three year term as inaugural Chair of the Library and Information Advisory Commission (LIAC), and led LIAC in its advice to government in relation to the New Zealand Digital Strategy, telecommunications, e-government, digital broadcasting and the World Summit on the Information Society. Ms Dewe was also the New Zealand Vice-Chancellors’ Committee representative on the New Zealand Ministry of Education’s Tertiary (e)Learning Reference Group, and is currently Chair of the Kiwi Research Information Service Governance Group which promotes publicly funded research from universities, polytechnics and other research providers in New Zealand.”

Ainslie Dewe will be La Trobe University's fourth University Librarian, and the first woman to hold this position.

Helen King, Acting University Librarian

IFLA Secretary General from South Africa pays a visit



The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users. It is the global voice of the library and information profession with 1700 members in 150 countries around the world.

In February 2008, the Library welcomed Professor Peter Johan Lor, Secretary General of IFLA. Professor Lor gave an informal presentation to staff about the work of IFLA before continuing his visit to Australia to speak at the VALA - Libraries, Technology and the Future Inc. Conference on the topic 'International Librarianship', and do preliminary planning for the IFLA World Library Congress in Brisbane in 2010.

Peter was a key contact with the Library during its Libs for Africa project (covered in Library News April 2007), providing support and guidance during each stage of the campaign.

Professor Lor has been a practitioner, researcher, manager and teacher in libraries and library science schools in South Africa. When the National Library of South Africa was created in 1999, he became South Africa's first National Librarian.

Currently Professor Extraordinary at the Department of Information Science, University of Pretoria, South Africa, Peter was actively involved in developing policy for library and information services for post-apartheid South Africa. He played a leading role in the formation of the Library and Information Association of South Africa (LIASA), a new, inclusive organisation that replaced the former separate associations.

Sharon Karasamanis, Deputy Resource Delivery Services Librarian



No more fumbling for news information or guessing when and where an important story was screened. La Trobe University students and staff can now search, browse, track and be alerted to television events/items and programs from the free-to-air networks via Informit TVNews, a new database available via the Library.

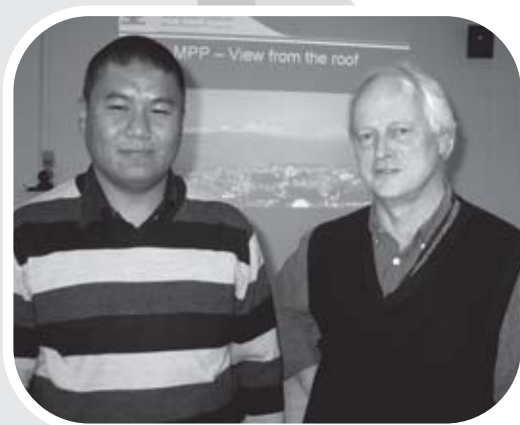
Individual news stories, from September 2007 onwards, from a particular program are indexed with a detailed synopsis and can be viewed online or downloaded in a compressed format. TV News is updated daily, with stories appearing on an evening news broadcast generally available for access the next morning. Items range from under 30 seconds for short stories, to over an hour for selected documentaries.

This new online service allows students and researchers to thoroughly search broadcast content and access it conveniently and rapidly.

For access go to www.lib.latrobe.edu.au > Journal Articles and Databases > 'T' for 'TVNews'.

Eva Fisch, Collections Librarian.

Digitisation for the Humanities - Historic Collections of Nepal



Amar Gurung (pictured left) is Director of the Madan Puraskar Pustakalaya (MPP) in Nepal, the principal archive of books and periodicals in the Nepali language, mother tongue or lingua franca of a little over 30 million people of South Asia.

The MPP is a not-for profit NGO run by a trust whose members are eminent men and women of letters of Nepal. The MPP has just completed a project microfilming and digitising around 300,000 pages of old periodicals as part of a project supported by the Endangered Archives program of the British Library. They are

completing another project in which they have digitised about 7,000 old and rare images in their collection.

Amar visited La Trobe University Library in May to discuss digitisation, preservation and collection building with Library staff, particularly Michael Wood, Institution Repository Manager (pictured left with Amar Gurung), and to explain the work of the MPP.

Further information about this project can be found at www.madanpuraskar.org

Michael Wood, Institution Repository Manager