



# LIBRARY NEWS

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## In this issue...

- A new library for Albury/Wodonga
- A new initiative - examination papers online
- How do library users search the Internet?
- Over 6,000 e-journals on Proquest 5000
- Brief update
- Multimedia goes mainstream
- Reserve collection survey

## A NEW LIBRARY FOR ALBURY/WODONGA



Professor Nancy Millis at Albury/Wodonga

This year the Albury/Wodonga Campus celebrates its 10th anniversary and it is fitting that this milestone should be marked by the start of construction of a new library for the university and the Wodonga Institute of TAFE.

The Chancellor of the University, Emeritus Professor Nancy Millis, turned the first sod for the new building on April 4 at a ceremony attended by civic leaders and members of the university community.

The library is currently housed in the TAFE administration building originally intended to house offices. The growth of the joint use library in the last ten years has stretched the ingenuity of the library staff to make the maximum use of the available space. Library services and resources have expanded and developed in new directions during that time, supporting an increasing number of subjects.

The new two-storey library is being designed to meet many of the existing needs of the university and TAFE population, with the flexibility to adapt to future developments. It will provide many

more computers for students to access electronic databases and the Internet. There will be a greater number of study carrels and four group study rooms for those needing to collaborate on assignments. One of these rooms will be furnished to meet the needs of students with disabilities. A specific area is set aside for education curriculum materials. New shelving will be added for books and serials so that materials that have been moved to off campus storage can be repatriated.

There is no doubt that this new building will be the focal point of the Albury/Wodonga Campus, and a significant asset to members of the academic and local communities.

Pat Pettit  
Albury/Wodonga Campus Librarian

## A NEW INITIATIVE

### - EXAMINATION PAPERS ONLINE

In response to the massive demand for La Trobe University's past examination papers, the library has initiated an exciting new service – the delivery of examination papers online.

The library has arranged for the digitisation of the Bundoora campus examination papers for 2000 and these are now available through the library catalogue. Students and staff of the university are able to search for and access the examination papers via the web-based catalogue. These papers are now easily accessible to students on all campuses. Access off campus is only to authorised users.

This new library service will facilitate access to past examination papers for all library users, removing the problems of lost volumes, missing pages, etc. The service will be evaluated at the end of the year with a view to extending it to include the examination papers from the regional campuses.

Searching tips and off campus access information for staff and students of La Trobe University is available at the Borchardt Library Information Desk. It should be noted that only those papers received by the library are included.

Jackie Saunders  
User Services Librarian, Bundoora

## HOW DO LIBRARY

This was the question facing Reference Librarians in 2000. It was a natural flow-on from an interest in the ever-present question of "What is the information seeking behaviour of our users?" and for Lorraine Chapman and Helen Ivankovic, Reference Librarians at Bundoora, it turned The Year 2000 into The Year of the Survey.

During the second half of the year, they undertook a research project to investigate the way in which members of the La Trobe University community use the Internet as a research tool. Questionnaires were distributed at five campus libraries and the Bundoora Computer Study Hall and the information gained has provided a better understanding of people's information seeking behaviour when using the Internet – the successes and the problems.

The information is critical for designing the Internet training program, to ensure that the content meets the requirements of the users. 'Searching the Web effectively', or 'Needles in haystacks', has become one of the most sought after series of courses run by the Reference Librarians. The timing of the research was critical in providing a basis for decisions in planning the re-design of the library's web pages, which is

## OVER 6,000 E-JOURNALS ON PROQUEST 5000

Over 6000 scholarly electronic journals in a wide range of disciplines have recently become available to La Trobe staff and students at all campuses through a new subscription to the Proquest 5000 collections.

Access is through the library's Databases web page and users can choose to

- search across the whole Proquest 5000 collection
- select individual files for searching such as the Accounting & Tax database, the Academic Research Library or General Science Plus
- select subject collections for searching such as Proquest Medical Library, Proquest Religious Periodicals Collection, Proquest Science Collection or Proquest Social Sciences and Humanities Collection

- access the full text of the New York Times and Wall Street Journal
- limit a search to peer-reviewed journals or full text articles only
- print, save or email citations or full text articles.

Additional features of the Proquest 5000 subscription enable users to

- gain assistance with search techniques through the link to the Proquest 5000 Search Guide, at <http://www.lib.latrobe.edu.au/reference/ns-business.html>
- generate and save on the computer an up-to-date list of all the journal titles indexed and in full text at <http://www.umi.com/hp/Support/Titles/PQ5000Intl/>

Christine Maher  
Electronic Information Services Librarian

# USERS SEARCH THE INTERNET?

happening concurrently with the redevelopment of the university's web site.

The project arose from concerns that many users appear not to have adequate skills to deal with the technology, to search effectively and to evaluate critically what they have found.

The three main objectives were

- to gain a better understanding of how, where and when people use the Internet
- to find out the types of problems or concerns people have when using the Internet to support their study
- to find out people's opinions and use of specific sites on the Bundoora Library Homepage.

240 completed survey forms were returned, of which one third were submitted online from the site on the Bundoora Library Web page.

Most of the usage was on campus for study purposes, and the majority employed very basic searches using keywords and Yahoo. The most commonly recurring problems were those of wasting time to connect to Internet sites, and retrieving too much irrelevant information.

Some academic staff observed the greatest problem exhibited by undergraduates was an inability to identify authorised information, affecting the quality of their assessable tasks and their academic achievement.

It was obvious from the expressions of frustration, anger and

rejection of the Internet that patrons need guidance and support in using it effectively. But for those who are clearly unwilling to attend library Internet training classes, attention must be given to the wording, content and layout of the library's web pages. It is important that successful marketing strategies are developed to attract patrons to the training sessions and to build on the profile of the Reference Librarians as being a focus for help in this area. It is noted too that unless the training forms an integral part of an academic course, it requires the support of faculties to encourage participation.

The information derived from the project has provided valuable information on which to base the Internet training sessions and to factor into the design of the library's web pages.



## BRIEF UPDATE



## AUSTRALIAN UNIVERSITY LIBRARIES LEAD IN NATIONAL COLLABORATION

**Staff and students of Australian university libraries will benefit significantly from a recent decision of the Council of Australian University Librarians (CAUL) to develop a national borrowing scheme. This scheme will complement existing state-based reciprocal borrowing schemes by extending access to the combined resources of all university libraries.**

CAUL has also agreed to establish a national store for the housing of lesser-used books and periodicals, acknowledging the

importance of these materials in the national research infrastructure. The two initiatives take library cooperation and resource sharing to a new level in Australia.

Victorian academic libraries have been at the forefront of these developments, with La Trobe University Library playing a leading role. At the state level, the CAVAL Reciprocal Borrowing Scheme and the CARM Centre have been particularly successful and they provide the basis on which to lead the way nationally.

Earle Gow  
University Librarian

# MULTIMEDIA GOES MAINSTREAM



**The enthusiastic adoption of multimedia materials to support La Trobe University courses has increased demand for online delivery offered through the library's Audio Visual Services Division at the Borchardt Library.**

The Division has gained considerable experience with new media formats and WWW developments throughout the 90s, working in collaboration with outside multimedia companies, academic staff and other media service areas of the university.

Ted Chrisfield, Head of the Audio Visual Services Division at Bundoora, presented a paper at the Internet Librarian International conference in London in March 2001, detailing the library's AV developments in support of the university's research and teaching initiatives.

Developments of particular interest have been the delivery of video on demand for the health sciences, and audio lectures for Law and Legal Studies. The benefits offered by the online delivery of video material are becoming more apparent, allowing the library to provide a service complementing initiatives by the university to deliver education in an online environment. Research data captured on digital camcorders can be loaded on the library server and then accessed online, limiting it if required to a select group of clients.

Library Audio Visual Services ran a trial in 2000 providing on campus and off campus access to recorded lectures within 24 hours of the lecture. Students were heavy users of the system, allowing them to review and catch up on missed lectures, and the trial has been extended to 2001.

To further these developments the library is working with interested departments to add to the Library AV database and deliver to regional campuses as well as users at home.

## RESERVE COLLECTION SURVEY

**A survey of users of the Reserve collection at Bundoora campus library was undertaken in 2000 following the changes brought about by the implementation of the new library system and the conversion from a closed reserve to an open reserve. It was important to ensure that the section responds effectively to the needs of the users, and through questionnaires and consultative sessions the Reserve staff were able to find out about patterns of use and areas for improvement.**

The Reserve collection consists of essential material for undergraduate courses and is therefore a high use area. By creating a space in which users can check the catalogue, browse the books and copies of articles, and make photocopies, the facility has appeal for many users. The majority of the suggestions for improvement were regarding photocopiers and operation of the university's La Trobe Card, and facilities have been upgraded in response.



Olga Tilkeridis  
Deputy Reserve Supervisor, Bundoora

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