



# Library News

La Trobe University Library

## Subject librarians help students - online

### What are the key information resources for my subject?

Subject librarians prepare for this query by creating and maintaining subject resources web pages. These are made up of guides to reference books, journals, databases, Internet sites and more, and serve to help students to find their way around a particular field of study. The pages have been given a thorough overhaul and were relaunched in March 2006 for the start of the academic year. They now have key elements in common which allows students to move between them and benefit from the consistent layout.

In 2005 the library undertook a major redevelopment of its website, merging three campus library websites into one. As part of this "one library" approach, Subject Librarians from across all campuses met to discuss the purpose and elements of Subject Resources pages and voted on a consistent format. By working together on this exercise they are able to share their expertise and

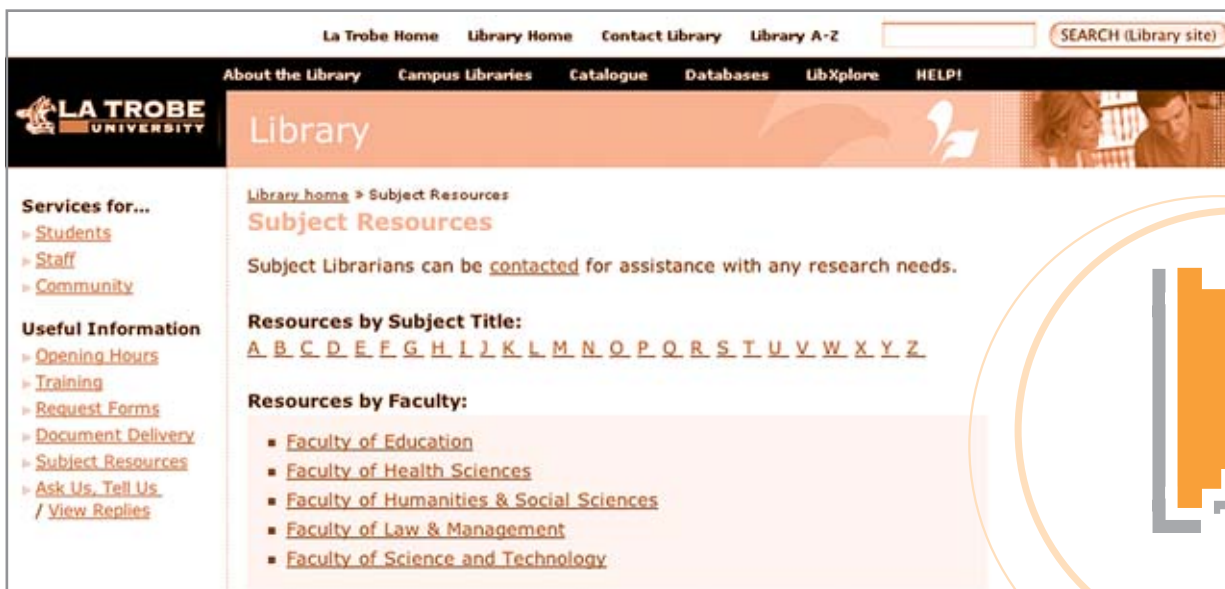
provide a valued service. Whatever their geographic location, students benefit from the easy access to specialist knowledge of key resources in their subject area.

Visit our new pages from the Subject Resource link on the library homepage, at <http://www.lib.latrobe.edu.au/help/subject-res/index.php>

Specific pages may be selected from an alphabetical list or from within broad faculty areas. Each main subject page provides information on Key Resources, Databases, Internet Resources, Writing and Style Guides and where to go and who to approach for further assistance. There is also a link to the library's online tutorials, Library Skills Online, and in some cases to additional student materials useful for study in specific units.

We trust you find these pages a useful supplement to teaching and learning in all subject areas.

Linda Sheridan, Beverley Forsyth, and Liz Burke



# Setting the direction



The library reviewed its strategic directions towards the end of 2005, and established the priorities for the year ahead. They sit within the framework of the library's Strategic Plan 2005-2008 and provide the structure for managing the challenges.

## Our Vision 2008

Dynamic and innovative, the Library extends beyond its physical boundaries.

As the key provider of quality information and related services, we are proactive and flexible in fulfilling information needs.

We work with La Trobe University students and staff to achieve teaching, learning and research goals.

## Our Mission

La Trobe University Library is committed to achieving the highest standards in the provision of information resources and services in order to advance the teaching, learning and research of the University.

The Library Strategic Plan 2005-2008 can be viewed on the library website at <http://www.lib.latrobe.edu.au/about/>

## Priorities for 2006

Aligning ourselves with the strategic directions outlined in the University's Strategic Plan for 2004-2008, the priorities have been grouped under corresponding headings.

### Students

- develop and implement a plan for marketing library services to on shore international students
- integrate the multiple database searching tool LibXplore into the resource discovery and retrieval process
- further develop the collection of electronic books

### Learning and teaching

- create a more seamless interface between clients and resources
- continue to expand Library Skills Online, the library's online tutorial for acquiring basic research skills
- participate in the implementation of the University's lecture streaming service
- expand the EndNote training program

### Staff

- identify major staff development needs for 2006 and beyond

### Research and research training

- strengthen and promote the role of the library in skilling higher degree students

- review relevant services and resources to support the research directions of the University
- improve support for services such as EndNote and LibXplore

### Regional development

- prepare a brief for a new Bendigo Campus Library

### Internationalisation

- continue assessment of services to offshore students and identify strategies to improve the delivery of appropriate services to these students
- continue to assess and plan services in conjunction with clients to meet their identified needs
- support the University's participation in the International Network of Universities (INU)

### Community engagement

- assess and plan services in conjunction with the alumni of the University which best meet their needs

### Management

- undertake the Rodski library client satisfaction survey
- review the library's Client Charter
- develop space management strategies for all campus libraries, including reconfiguration of existing space to meet emerging needs
- take a lead role in establishing an institutional repository, in particular as an information management tool to assist in the University's implementation of the Research Quality Framework



- participate in the planning for the University's new electronic charging system for photocopying and printing
- maximise the performance of library systems to optimise information access by library clients
- participate in the Innovative Research Universities Australia Libraries' (IRUAL) benchmarking projects identified for the year
- develop a model for provision of library services in the Argus building
- plan the implementation of extended opening hours at the Bundoora Campus Library in 2007.

Comments are welcome and can be addressed to Earle Gow, University Librarian, (03) 9479 2920 or email [e.gow@latrobe.edu.au](mailto:e.gow@latrobe.edu.au)



Sharon Karasmanis

## Document delivery clients benefit from training online

The library's major new interlending and document delivery system was released to staff and students in April 2004, allowing them to manage their requests via this web based document delivery system. It enables them to search, order, and track the progress of their books and articles. Documents are delivered electronically to their desktop. Training was provided on site, but a more flexible approach was required to enable all clients, both on and off campus, to access training when and as often as necessary.

Sharon Karasmanis, Interlending and Document Delivery Services Team Leader at Bundoora, developed online tutorials for this purpose, and she presented a paper at the VALA Conference in Melbourne on 10th February outlining the method for providing a simple training solution for all end users of the new system. Using audio and video formats, the tutorials demonstrate the interaction between the library's web site and the document delivery system. The client views professional videos of PC desktop activity in real time.

The first tutorial was developed in house using Camtasia Studio screen capture software, and was made available for

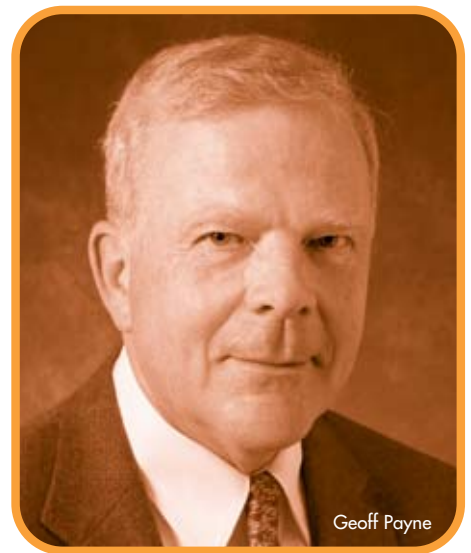
Bundoora on campus staff and postgraduate students. Subsequent tutorials were produced, and tailored for user groups at various campuses.

Sharon reports that a number of benefits have been identified: "the audio function enables librarians to talk to clients and explain the functions and processes of the system; video format is easy and comfortable for clients to click, listen and learn; and the tutorial takes three minutes, is available online 24 hours per day, and can reach an unlimited number of users at any given time.

Clients have given positive feedback, and the saving in staff time in training and helping clients has been very worthwhile. However, the major benefit has been the improvement in the delivery of training to clients in a flexible and easy format, whether on campus, off campus or off shore."

The tutorials can be viewed from the Document Delivery web page:

<http://www.lib.latrobe.edu.au/document-delivery/user-guides.php>. A full copy of the paper is available on the VALA web page: <http://www.vala.org.au>



Geoff Payne

## New appointment in corporate planning

I am pleased to announce the appointment of Mr Geoff Payne to the position of Director, Library Corporate and Financial Services. This position will strengthen the important areas of corporate planning and financial services in the library, by providing effective coordination of human, physical and financial resources at the disposal of the library.

Geoff Payne, a graduate of La Trobe University, began his career at the Borchardt Library. Since then he has had a distinguished career in the library and information industry, holding positions of Executive Director, CAVAL Ltd, General Manager, Information Services at Vision Australia and, more recently, Project Manager, of the ARROW Project at Monash University – a \$4 million DEST-funded project aimed at facilitating the development of the best in institutional repositories for Australian universities.

Since 1991, Geoff has also been the Managing Director of RMG Information Consultants Pty Ltd which provides library automation consulting services in Australasia.

Earle Gow, University Librarian



## Bequest builds for tomorrow

Over the past fifteen years one of the library's major benefactors, Ms Eunice Davies, has contributed annually to a Book Fund for the development of collections in the areas of politics and literature, in memory of her late father and mother.

The University was informed recently of Ms Davies' death, and notified of a major bequest in her Will, amounting to half of her entire estate. It is given to the Borchardt

Library of La Trobe University for the ongoing development of the book collections.

The library staff is saddened by the news of Eunice Davies' death and appreciates greatly the strong support it has received from her over a long period. Her commitment to supporting the library and its role in the education process will be of continuing benefit to current and future students and staff.

Earle Gow, University Librarian

# Library expands its electronic resources

**La Trobe University staff and students now have access to several major new information resources acquired in 2005.**



We are particularly pleased to have purchased some significant collections of backsets of electronic journals as these are in high demand. Read about these in the first items below.

The resources are available at all campuses and for authenticated access, anywhere in the world, 24 hours a day. Access the collections via the library web site under Databases and select from the alphabetical list, with the exception of *bmj.com* and the Lippincott Williams & Wilkins collection which must be searched as individual titles in the Catalogue.

## **Web of Science backfile, 1987-1991**

This extends the library's digital holdings of Science Citation Index, Social Sciences Citation Index, and Arts & Humanities Citation Index back to 1987 (previously 1992). It enables clients to search current and retrospective multidisciplinary information from approximately 8,500 of the most prestigious, high impact research journals in the world.

## **Wiley Interscience backfiles**

Backfiles of journals in electronic format are now available in the categories of Analytical Sciences, Cell and Developmental Biology, Chemistry, Genetics and Evolution, and Neuroscience.

## **ScienceDirect (Elsevier)**

All current 270+ Elsevier journal titles are now available in equivalent online versions at all campuses. It includes a 5-year accumulating backset, 2001-.

For more details on the following resources, go to <http://www.lib.latrobe.edu.au/new/2006-newelectronicresources.php>

**PsycArticles**, from the American Psychological Association

## **Sage Education Journals**

## **British Education Index online**

## **Oxford Dictionary of National Biography online**

**The Times Digital Archive**, 1785-1985, with facsimiles. Fully searchable.

**The Nation Archive.** A US weekly publication, full text from 1865 onwards.

**Nursing Books@OVID** – 28 key nursing texts

## **British Pharmacopoeia**

**Clinical Evidence**, from BMJ Publishing Group. Complements Cochrane Library

## **Martindale: complete drug reference**

**bmj.com** - The British Medical Journal in full text, 1994-

**American Chemical Society (ACS) package.** Extended to include a number of key titles.

**Lippincott Williams & Wilkins collection** now includes 60 health sciences and science electronic journals.

Eva Fisch, Collections Librarian

## Success in finding materials

The library surveyed clients in August 2005 to find out whether they are able to find the items they are looking for, and the reasons for items not being found. It also gave us feedback on how successful we are in developing the collections and helps us to improve services, resources and facilities.

The 2005 survey tells us that 81% of clients were successful in obtaining what they were after on the day they searched for the item. This is an improvement over 2003, when the success rate was 77%.

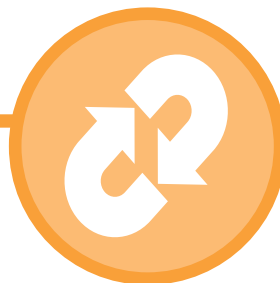
La Trobe University Library compares well with other Australian university libraries which have published data from their materials availability

surveys; success rates at these libraries range from 69% to 74%.

Averaged over the 3 campus libraries at Albury-Wodonga, Bendigo and Bundoora, 98% of items sought were actually held by the library, but items could not be found on the day due to client error, the item missing from the shelves, or the book was on loan or at another campus library. More details can be seen under Materials Availability Survey at <http://www.lib.latrobe.edu.au/about/surveys.php>

We would like to thank the students and staff who participated in the Did you find it? survey.

Eva Fisch, Collections Librarian



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