




# LIBRARY NEWS

a  
  
**La Trobe**  
 UNIVERSITY LIBRARY  
 publication

## In this issue...

- Information literacy
- Staff exchange with USA
- Major government grant
- Progress on AARLIN
- A model for reference service
- Enhanced resources
- Senior staff appointments
- Survey of opening hours

## DEVELOPING INFORMATION LITERATE STUDENTS

**Information literacy has been defined as "an understanding and a set of abilities enabling individuals to recognise when information is needed and have the capacity to find, evaluate and use the needed information effectively".<sup>1</sup>**

Librarians at Bendigo and Shepparton have been working with academics to develop the students' information literacy skills, and reports of these developments follow. Related developments at other La Trobe University campus libraries will be covered in forthcoming issues of Library News.

The initiatives are in line with key objectives of the Library's Strategic Plan, whereby Library staff are committed to actively participate in new learning and teaching initiatives in appropriate forums of the University.



### COLLABORATION AT BENDIGO

**The Library is playing a critical role in the development of research skills for students in the Faculty of Bendigo's Bachelors of Applied Science and Engineering. Beverly Forsyth, Science and Engineering Contact Librarian has collaborated in this venture with the course coordinator Dr Katherine Legge, Lecturer in the Department of Physical Sciences and Engineering, and staff involved in the delivery of the course.**

In 1999 a new subject called Group Research was introduced and now consists of a strand of six subjects offered over

three years. Described by the University's Academic Program Committee as an innovative and exciting new approach, it values the process as much as the content of the learning. It is designed to develop teamwork and generic skills which are seen as desirable attributes of a graduate but are not specifically taught in other more traditional subjects.

First year students in the Bachelors of Applied Science and Engineering investigate a topic of their choice within groups of about eight. Each group is supervised by academics from science-based disciplines and writing skills are introduced and supported by the Academic Skills Unit.

Continued on page 2

## DEVELOPING INFORMATION LITERATE STUDENTS

Continued from page 1

A key aspect of their investigation is their research and use of published information. Heyward Library staff play a vital role in introducing the student groups to the basic concepts of information retrieval as well as the more subtle task of critically evaluating both the information and its source.

Ms Forsyth has worked with the Group Research stream since its inception and ensures that each group has access to information literacy training several times a semester. The program caters for a variety of skills and a wide range of abilities, building on knowledge acquired and developing confidence in using and managing information.

Group Research provides a model of a collaborative information literacy program designed to integrate the development of generic information skills into the academic curricula. The course is a venture unique to La Trobe University and its success can be attributed to the collaboration of academics and librarians across the Bendigo campus.

A paper detailing the role of the Library was given at the inaugural Lifelong Learning Conference in Yeppoon last year. It can be accessed at

<http://www.library.cqu.edu.au/conference/2000/home.htm>

## LIFELONG LEARNING AT SHEPPARTON

**Library staff are also working actively with academics at Shepparton campus to promote the integration of information literacy into the curriculum.**

Iris Perkins, Shepparton Campus Librarian, presented a paper at a seminar devoted to this topic, held on campus in July 2001. Her approach is that by ensuring students can think critically, and by helping them to construct a framework for learning how to learn, the University provides the foundation for lifelong learning, a process that cannot be built into semester-length subjects.

Training people to use software packages or technologies does not produce the desired outcomes, and the librarian has a vital role to play by:

- co-ordinating the evaluation and selection of resources
- organising and maintaining collections
- providing advice and coaching students and staff
- offering generic orientation programs
- providing online as well as subject specific tutorials
- supporting research based assignments or courses.

Ms Perkins has recommended the adoption of standards established by the Council of Australian University Librarians. These standards promote the collaboration of academics, librarians and administrators to develop information literate people who have learned how to learn.

<sup>1</sup> Council of Australian University Librarians. Information literacy standards. Canberra: CAUL, 2001.



## STAFF EXCHANGE WITH USA LIBRARY



Barbara Lerch

**August saw the commencement of a twelve-month staff exchange between La Trobe University Library and the Library of the University of New Hampshire, U.S.A.**

Jackie Saunders, Head of the User Services Division at Bundoora and Barbara Lerch, Loans Librarian at the Dimond Library, University of New Hampshire, are exchanging jobs (and houses and cars...) for a year.

The Library has a record of supporting staff exchanges and similar developmental programs. Staff exchanges benefit both the individuals involved and the wider organisation. Previous staff exchanges have occurred both within Australia and with UK libraries. In addition to direct exchanges, Library staff have been encouraged and assisted to take up temporary secondment opportunities within and outside the University.

The exchange between Ms Saunders and Ms Lerch, the first management level exchange for the Library, has been set up by way of a formal agreement between the two universities with both participants retaining their substantive appointments and conditions at their home institution.

We welcome Barbara Lerch to the Library and look forward to the knowledge and experience of the U.S. university and library sectors that she will bring to her work with us over the next year.

Ms Lerch can be contacted in the User Services Division, Borchardt Library, telephone 9479 2950.

**Ian Smith**  
Senior Librarian (Personnel)

## LIBRARY AWARDED MAJOR GOVERNMENT GRANT

La Trobe University Library, as the lead institution in a consortium of Australian university and research libraries, has been awarded a \$2.8 million grant from the government's Systemic Infrastructure Initiative Scheme for the further development of the Australian Academic Research Libraries Network (AARLIN).

## PROGRESS ON AARLIN

Finding a way to integrate access to the myriad of information resources available to the Australian researcher has been the challenge for libraries in this country. The Australian Research Council funded project aims to develop a national system to provide personalised and seamless access to the collections and resources of Australian libraries and document delivery services from workstations of research staff and students.

The Australian Academic Research Libraries Network is the outcome, and Kate Roberts, a Reference Librarian from Bundoora campus, was appointed as Project Officer in April this year.

The project is managed by the AARLIN Implementation Group,



This grant, which covers the period 2002-2004, will enable the AARLIN portal project, funded in 2001 by the Australian Research Council and a consortium of 19 Australian university libraries and the National Library of Australia, to proceed from the pilot prototype stage to a fully operational system.

chaired by the University Librarian, Earle Gow, and comprises the University Librarians of Canberra, Monash, Tasmania and Victoria universities and Directors of Information Technology from La Trobe, Monash and Ballarat universities.

Ms Roberts reports that Stage 1 of AARLIN is almost complete. It entails trials of software that will enable parallel searching of databases, library catalogues, and web pages, as well as links to journal articles and document delivery services.

Stage 2 will involve a sample of academics from the Faculties of Humanities and Social Sciences, and Health Sciences, and they will trial the AARLIN gateway at the beginning of 2002.

**Kristine Valenta**

AARLIN Liaison Officer, La Trobe University Library

## A MODEL FOR REFERENCE SERVICE



Three members of the Borchardt Library staff, Barbara Paton, Eva Fisch and Rosemary Cotter, together with David Cunnington from University of Melbourne Library, are currently conducting practitioner workshops on performance measures for reference services.

A national workshop in Canberra was run during October 2000. Nearly 50 participants attended representing more than twenty libraries from across all sectors. The theme for the day was "Making Reference Work: Evaluating Your Reference Service". The facilitator was Isabella Trahn,

a member of a CAUL Project Team which recently produced "Guidelines for the application of best practice in Australian university libraries: intranational and international benchmarks".

The workshop focussed on evaluating reference and information services using the ASK model, and the outcomes from that session are available at [http://www.caval.edu.au/parties\\_and\\_research/working\\_parties.html](http://www.caval.edu.au/parties_and_research/working_parties.html). The model was derived from earlier research, and the final report is available at the same web address.

From the twelve performance indicators in the ASK model, participants identified three key indicators:

- interpersonal skills of library staff
- knowledge of resources
- integrating services into the institution's programs.

Virtual, electronic, online reference was in the spotlight during the latest workshop

held in October 2001 in Melbourne. Building on the outcomes of last year's workshop, participants focussed on the key indicators and explored the possible performance measures for service provision in the virtual environment.

**Rosemary Cotter**

Administration Librarian

### The ASK Model



## ENHANCED RESOURCES ACROSS ALL CAMPUSES



The Library continues with its commitment to the University's policy of equitable access to resources for staff and students. Recent upgrading of the following subscriptions provides access to all campuses as well as off campus:

- Connect 4 Annual Report Collection on the Web offers the complete annual reports of the top 500 Australian publicly listed companies, based on market capitalisation. Reports can be downloaded and printed from the desktop. Access via the Library's Business, Management and Economics Databases page at:

<http://www.lib.latrobe.edu.au/databases/sjg-dbbmec.html>

- Bibliography of the History of Art in electronic format. Access via the Library's Humanities Databases page at:

<http://www.lib.latrobe.edu.au/databases/sjg-dbhuman.html>

- The complete Butterworths Online is a collection of Australian primary and secondary law materials. Newly available materials include Halsbury's Laws of Australia, Australian Law Reports, Victorian Reports and New South Wales Law Reports, as well as journals and subject reporters. Access via the Library's Law & Legal Studies Databases page at:

<http://www.lib.latrobe.edu.au/databases/sjg-dblaw.html>

For searching off campus, see instructions at:

<http://www.lib.latrobe.edu.au/services/rs-wamproxy.html>

Christine Maher

Electronic Information Services Librarian

## SENIOR STAFF APPOINTMENTS

La Trobe University Library has great pleasure in announcing two appointments to the Library management team at the Bundoora campus.

Alison Bates has been appointed to the position of Divisional Librarian - Acquisitions. In this role, she has as her primary focus the management of acquisition operations for all non-serial information resources for the metropolitan libraries. Ms Bates has a strong background in this area, having acted in this management position for a period of twelve months and prior to this working as

part of the Acquisitions team for more than ten years.

Liz Burke joined the Library on September 10th in the role of Divisional Librarian, Reference and Information Services. Her role is to manage and develop reference and information services in the Bundoora Campus Library (encompassing reference resources and services, information skills programs, and interlending and document delivery services) in order to meet the learning, teaching and research needs of staff and students. Prior to taking on this role, Ms Burke was the City Campus Librarian, Victoria University. Her previous experience in providing information

services in academic libraries has been at the RMIT and Phillip Institute of Technology libraries.

In addition to their specific management roles both Divisional Librarians will work as members of the Library's senior management team contributing to overall planning and development of the Library's services.

The Library staff look forward to the strong contribution these two will make to the leadership and management of the Library.

Barbara Paton

Deputy University Librarian



L to R:  
Alison Bates  
and Liz Burke

## SURVEY OF OPENING HOURS

"Thank you" to those Library users who recently took part in a survey to assess the most useful and convenient opening hours for the Albury/Wodonga, Bendigo and Bundoora campus libraries.

The background to this survey is that there have been requests for some time to extend or alter library opening hours. Current funding levels do not allow an extension of the hours overall, but it may be that some reorganisation of opening hours during the year could achieve significant improvements for library users. The review is timed to allow for consideration of any changes for 2002.

Barbara Paton

Deputy University Librarian

Library News is published by  
La Trobe University Library's  
Public Relations Committee.

