




LIBRARY NEWS

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 publication

In this issue...

- New building at Albury-Wodonga
- AARLIN portal project
- Library Survey - valuable feedback
- Developing library leaders
- Indian census on Internet
- Online - radio and TV
- Electronic resources

Exciting new building opens at **ALBURY-WODONGA**



The opening of the new David Mann Library building "is a defining moment for La Trobe University, in its contribution to the Albury-Wodonga region and its relationship with Wodonga Institute of TAFE".

Earle Gow, University Librarian, spoke at the celebration on October 15 2002, commenting that it is particularly pleasing to see the culmination of 10 years of a remarkably successful joint library service. It has been a model of co-operation, serving the information needs of La Trobe University and the Wodonga Institute of TAFE.

Professor Michael Osborne, Vice-Chancellor of La Trobe University, said that the completion of the new building is the latest demonstration of the University's commitment to education in support of regional development. The University gives priority to its funding of libraries, and the David Mann Library is essential for attracting quality teaching staff and students.

Chancellor of La Trobe University, Emeritus Professor Nancy Millis, officially opened the library and named the new building for Mr David Mann, Managing Director of Mann Wodonga. She acknowledged the profound importance of his promotion of

the development of tertiary education in the region. Mr Mann has been a member of the Regional Advisory Board of the Albury-Wodonga Campus since its inception in 1991 and many of his community interests have provided important links in the development of the University's programs.

The visual impact of a two-storey building with a full wall of glass facing the mountains on the southern side, and cleverly placed windows on the remaining sides to catch views of the surrounds, create a delightful environment for both work and study. The library includes features which address the needs of changed study patterns and use of technology and take the library into a new era. The building was designed by architects Woods Bagot, and constructed by Zauner Construction, at a cost of \$5.5m.

A profile of the building can be viewed on the library's web pages at <http://www.lib.latrobe.edu.au/publications/aw-brochure.pdf>

Pat Pettit
Albury-Wodonga Campus Librarian

More pictures of the new David Mann Library building are featured on page five.



The arlin PORTAL PROJECT

AARLIN is the Australian academic research library network, conceived in 2000 with a vision - to create a single entry point to information resources via the World Wide Web, tailored to the needs of the research community in Australia.

As an example of what will be possible, within AARLIN:

a user searching for resources about "research and sleep disorder" would simultaneously search

- some catalogues of nearby libraries
- some databases
- a subject gateway OMNI, and
- the web service called Researchfinder,

all within one interface, using one search syntax.

Without AARLIN, by comparison:

a user would search each resource one at a time, and would first need to become familiar with the searching rules or syntax for each resource. The correct syntax for each resource will vary, and might be as follows:

- research and "sleep disorder\$"
- research (sleep disorder*)
- (research "sleep disorder+")
- research and sleep disorder#

If the user employs the incorrect search syntax, the results would be incorrect.

How does the scholar benefit?

The portal converts the syntax for each resource to a uniform syntax so that the user need only use one set of search terms. This greatly simplifies the searching process when looking for information across a range of resources.

The records retrieved are displayed in a uniform way, making it easier to navigate and interpret the results.

Library staff control the resources added to the portal, ensuring the quality of the content.

The user is able to link directly from a record about an article to the full text of that article in an electronic journal. There is no need to know how to check the catalogue to determine whether the library has the electronic journal in its collection.

A link can also be made from a record about a book to a pre-defined search of other libraries' catalogues, to see whether it is held elsewhere and if available to be borrowed.

The service extends to offering the user – two clicks away from the cited record – the chance to request an item through the Interlending and Document Delivery Service, without keying in the details of the item. The detail of the item is carried across to the request form.

The portal also allows the searcher to

- save a search strategy
- save records until a later log in
- modify a "favourites" list of resources.

The AARLIN Project aims to explore the technical issues, test the functionality and identify the relative usefulness to users of these other library portal features.

User feedback on the extent to which these portal services enhance a researcher's access to information, at their point-of-need, will inform the future developments facilitated by AARLIN beyond the pilot. In the implementation and roll out phase, the AARLIN Project aims to match user needs more closely to their access to relevant information resources using "push" and "pull" technologies.

Background to AARLIN

The AARLIN pilot project is funded by an ARC grant along with contributions from 19 university libraries, and the National Library of Australia.

The Department of Education, Science and Technology gave a further grant of \$2.8 million in 2001 to continue development and implementation of AARLIN and to roll it out to all Australian university libraries over the next three years. This is indisputably the most substantial and significant library infrastructure project funded by the Government, with the La Trobe University Library providing leadership for the project.

The pilot phase of AARLIN has involved configuring and trialling portal software amongst participants from six universities, one of which is La Trobe. That trial ended in October.

Some of the key features offered by this software are:

- a uniform user interface to search a range of completely different resources
- a single search syntax to search a range of completely different resources
- simultaneous searching of many resources at once.

Vendors are currently being assessed for the supply of software for Phase 2 of the project. Kate Roberts, previously a Reference Librarian at Borchardt Library, is the Project Officer for AARLIN. La Trobe University Library's AARLIN team has been set up to implement the roll out of AARLIN to the University, and is headed by Liz Burke.

Earlier reports on AARLIN appeared in Library News in March and November 2001

Kate Roberts
AARLIN Project Officer

Valuable feedback from library survey

Thank you to all those who participated in the Library Survey in May this year. The survey canvassed opinions about services, resources and facilities at the Albury-Wodonga, Bendigo, Bundoora, Mildura, Mt Buller and Shepparton campus libraries – how important these are to you and how well we are delivering them.

The survey instrument has now gained acceptance as a national benchmarking tool for academic libraries in Australia and 34 such institutions are currently administering it. The results show that La Trobe University Library is currently performing in the highest quartile (top 25% of libraries) in the following categories – Communication, Service Quality, Service Delivery and Library Staff when compared to other libraries in the database.

Performance in the category, Library Staff, is very high and right at the top of the highest 25% of library results. This is extremely pleasing and confirms our anecdotal evidence that the quality of library services continues to be excellent. However there is still room for us to improve. In the category Facilities and Equipment, survey participants rated our performance less favourably.



The highest performing factors according to La Trobe library users are (in order of performance)

1. Library staff treat me fairly and without discrimination*
2. Library staff display professionalism
3. Library staff are friendly
4. Requests for inter library loans and documents are followed through
5. Library staff provide quality service*

In identifying areas for improvement, the survey analysis provides the library with the opportunity to prioritise strategies in terms of those factors considered in need of most attention by clients. The ones highlighted across La Trobe University Library as a whole are:

1. Number of computer workstations is adequate
2. Photocopying facilities are adequate
3. Computer facilities and electronic equipment are adequate
4. The library collection including electronic resources is adequate for my needs*
5. Prompt corrective action is taken regarding missing books and journals

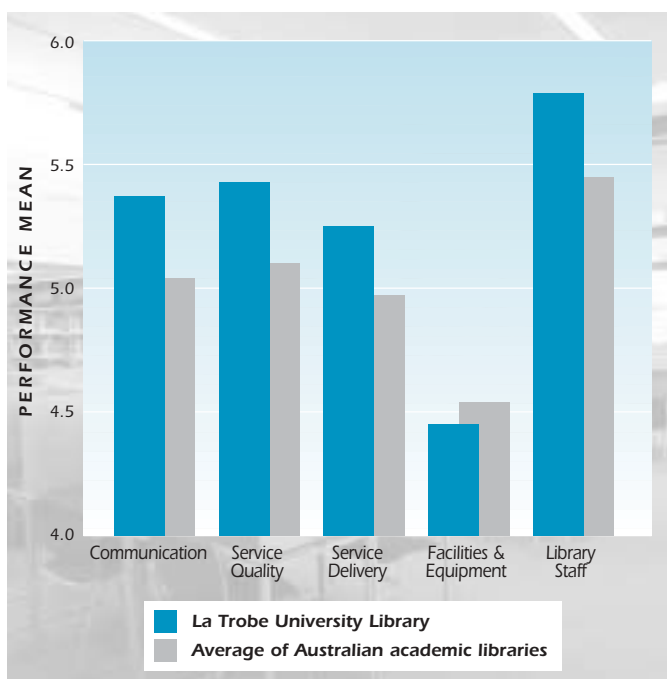
Factors marked * were identified in the top ten issues of importance to library users.

The library is now using this important client feedback in the planning of key development initiatives for 2003.

Co-ordination of the project is being undertaken by the Council of Australian University Librarians (CAUL) and the analysis is by the Rodski Behavioural Research Group. The full report can be viewed at

<http://www.lib.latrobe.edu.au/publications/librarysurvey2002.pdf>

La Trobe University Library Results





Internet versions of early Indian census reports

The library has contributed to a project which gives scholars on South Asia access to an invaluable resource on the Internet.

Dr. Peter G. Friedlander, Associate Lecturer in the Dept. of Asian Studies, reports on the initiative.

"The idea of an Internet version of part of India's early census data was conceived at the ECAI (Electronic Cultural Atlas Initiative) conference in Sydney in June 2001.

Professor Robin Jeffrey suggested that the initial work be carried out under the project funded by the Australian Research Council entitled "Internationalising South Asian scholarly data", which operates in conjunction with Curtin, Monash and New England universities. Funding at La Trobe consisted of contributions from the library and the Faculty of Humanities and Social Sciences.

The census reports are valuable not only as the first systematic collections of census data of India, but they were also influential in shaping the categories by which many aspects of South Asian society have been seen by scholars since that time.

The reports are now in the public domain and are no longer subject to copyright. They are therefore suitable for conversion to Internet based documents. When we began on the project however, the only copy of the 1871-72 report in Australia was a

badly scratched microfilm in the Baillieu Library of Melbourne University and the only copy of the 1891 report in Victoria was a modern reprint in the Sate Library of Victoria.

The process of digitisation, scanning and optical character recognition work was done at La Trobe, and I found that as the originals were late 19th century documents they had a number of features which required consideration in terms of conversion to HTML. There were quotations in Greek script, diacritics no longer in use, and tables which did not reproduce in HTML. The author presumed knowledge of a variety of European and other languages, including Japanese. Obsolete English spelling ("unfrequent" instead of "infrequent") and references to contemporary 19th century culture made it hard for modern readers to understand.

The website contains the full text of both the 1871-72 and 1891 reports. It consists of one HTML page to one page of the original to make referencing as simple as possible.

Feedback from users indicates widespread national and international interest in the census data. Users include scholars researching the history of health and education, and a large number of people interested in genealogical research. By August 2002 the website was attracting over 4,500 "hits" a month. The general conclusion is that the project has had a very positive outcome, demonstrating that the digitisation of this kind of data is a realistic task and that there is substantial demand for historical census data."

The URL for the 2 reports is: <http://www.chaf.lib.latrobe.edu.au/census/>

Developing Library Leaders

Ian Smith, Senior Librarian, Personnel, writes:
"Liz Burke – Manager of the library's Reference & Information Services Division – was chosen to participate in a national leadership development program: The Aurora Institute.



Liz Burke

This Institute is the latest in a very successful series which set out to provide education, development and training opportunities in leadership for the library profession in Australia and New Zealand.

Liz's participation is the most recent initiative in the ongoing program focussing on leadership and management development in the library."

Liz describes the Institute and her experience: "The Aurora Leadership Institute has been established to assist future leaders in the library and associated cultural and information industries to maximise their leadership skills and potential. The Institute's mission is to position leaders to be proactive and effective voices in a dynamic and sophisticated information environment.

The 2002 Aurora Institute was held at Thredbo NSW during the first week of March. Colleagues from Australian and New Zealand academic, special, public, national and state libraries came together to explore leadership concepts including vision, risk taking, creativity, communication, and styles of leadership. I found the experience demanding, challenging and exciting.

A key component of the Institute is the role played by mentors. Mentors are senior members of the profession who share their

personal and professional experiences, acting as facilitators, guides, sounding boards and role models. Their input was invaluable and inspiring, particularly as most mentors shared some of their failures and challenges and what they learnt from these experiences. I came away with a new vision of career planning and a commitment to contribute to my profession.

Another important outcome is the opportunity to develop an international network of colleagues from a range of library environments. In the months since I returned from Aurora I have sought advice and input from colleagues in New Zealand and across Australia, on some of the activities I am involved in at La Trobe University Library.

Participating in the Aurora Institute has been a landmark experience in my career."



Views of the David Mann Library

Online - radio and TV



“La Trobe University Library provides a model for expanded opportunities available under

the new statutory licence for audiovisual copying and communication agreed to by Australian universities and Screenrights”.

(Australian Library & Information Association's Incite, October 2002, p.15)

The library is now copying material from radio, television, cable and satellite broadcasts and making it available to campus libraries. If required, it can be

streamed online via the library's web pages, enabling students to access it at most University campuses, as well as from home.

The licence agreement is in place until December 2004, allowing the library to copy and distribute:

- programs on Foxtel – a subscription new to the library
- anything recorded over the past ten years under the old licence agreement
- programs recorded on request from TV, radio, cable or satellite

Ted Chrisfield, Divisional Librarian, Audiovisual Services, outlines the benefits of the service:

“Recently we recorded the BBC series, A History of Britain, and, under the Screenrights licence scheme, we can offer a range of delivery options to a lecturer in the Humanities at each campus library.

A number of copies could be made in order to allow a copy for each library. The lecturer could request that segments are edited out and made accessible in a digital form online. The library can then add this material to our video server and the academic could write a document about the period and cite the segments for replay within the document. This can be modified and updated as required each semester”.

The material can be accessed via the library catalogue, and via the library's AV Online web site, at <http://avonline.lib.latrobe.edu.au>.

Contact Ted Chrisfield (9479 2137) in the Bundoora campus library's Audiovisual Services Division for more information regarding the new service options.

Electronic resources - developments in 2002

In spite of a continually challenging budgetary environment the library has successfully responded to identified resource needs in research and teaching at La Trobe with the initiation of new subscriptions to four vital electronic services in 2002.

Two of these are full text resources, **Global Marketing Information Database (GMID)** and **Nexis NEWS**. The other two resources are the important research tool, **Web of Science**, and its allied database, **Journal Citation Reports**. All four services are available to staff and students at all campuses of La Trobe and are available for authenticated, off campus access.

Web of Science is the electronic equivalent of the three print indexes, Science Citation Index, Social Sciences Citation Index and Arts & Humanities Citation Index, and provides data from 1997 onwards. **Journal Citation Reports** ranks scholarly journals in all

disciplines based on objective data about the citation patterns and citation frequency of the papers published in these journals. JCR is linked to Ulrichsweb, the electronic version of Ulrichs Periodicals Directory to which the library also has a subscription, so that La Trobe users may move easily between the two services.

Global Marketing Information Database provides up to date statistics and descriptive materials on a wide range of consumer products for most countries and regions of the world.

Nexis is a very large database of international electronic newspapers and business information. It provides access to the text of all the major Australian newspapers such as the Australian, Herald-Sun, The Age, Sydney Morning Herald and the Australian Financial Review as well as to selected Asian newspapers and the newspapers of record in the United States, Britain and Europe.

These new services may be accessed through the library's Databases web pages at : <http://www.lib.latrobe.edu.au/databases/subject.html>



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