

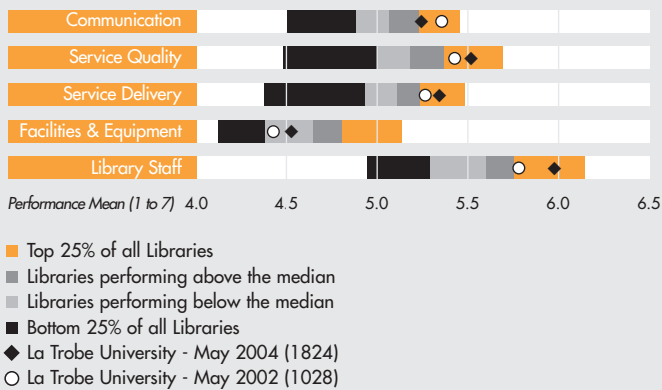


Library News

La Trobe University Library

Maintaining our standards

In May the library surveyed over 5,000 students and staff to obtain feedback on what library services were most important and how well you thought we were delivering the services. The survey repeated a similar initiative undertaken in 2002 and the results enable us to benchmark our performance against this earlier result. In addition, and because the survey instrument is now used by more than 35 Australian and New Zealand university libraries, we are also able to see how we measure up against similar organisations across the nation.



Of the 1824 respondents from all La Trobe campuses, 80% were undergraduate and postgraduate students. The high response rate was also sufficient for us to analyse results at a campus level.

Factors of highest importance

The adequacy of the library collection, including electronic resources, is ranked as the top most important factor. This is followed by the information provided via the library catalogue, the ease of navigation of the library website and the accessibility of information resources.

Library staff variables which were rated as important include fair and non-discriminatory treatment, providing accurate answers and delivering a quality service

The highest performers

Nine of the 10 top performing factors relate to library staff. Several of the staff variables are performing at or very near the top of the national database of all university library participants - a resounding endorsement of the quality and professionalism of the La Trobe University library staff.

What needs improvement?

Two related areas were identified as needing improvement overall and we are currently initiating major upgrading to be implemented by 2005. These are "the number of computer workstations is adequate", and "computer facilities and electronic equipment are adequate".

Individual comments, including those identifying areas we could improve, are currently being analysed. Respondents also took the opportunity to provide many positive comments:

- "excellent and consistently friendly"
- "the library remains a very well organised and excellent resource"
- "I love our library, wonderful service, wonderful atmosphere"

Quality and satisfaction

The survey indicated that the general level of satisfaction with the library is high, with 81% of respondents rating a level of satisfaction as 5 or higher (on a 7 point scale). Similarly the general assessment of quality of the library is high, with 85% rating this as 5 or higher (on a 7 point scale).

Helen King
Associate Librarian, Bendigo

La Trobe theses on the web



Tania Lienert - first to put her thesis on the web

La Trobe University post-graduates are now able to release the results of their research to the wider world, giving them greater exposure to new research and job opportunities. The University has recently joined the Australian Digital Theses (ADT) program which was created to provide easier access and broader distribution of Australian research.

The ADT team at La Trobe comprises librarians Lynette Brown, Dianna McClellan, and Dorota Pudlowski as Coordinator. We have been engaged in a publicity campaign to attract postgraduate research students to deposit their theses in the online database. The first volunteer, Tania Lienert, has been very enthusiastic about the program and her PhD work has become a test for the ADT team's reformatting, book marking and compression skills. Other challenges still to come include reformatting musical notes, mathematical formulae, and photographs.

To date, 20 volunteers have been registered for the reformatting of their theses and subsequent online deposit, representing a wide spectrum of disciplines from La Trobe faculties and schools. The contact email is adt@latrobe.edu.au

Technical and copyright issues, amongst others, prevent the online launch of the first group of theses. Prospective ADT volunteers are often concerned whether theses deposited on the web will be viewed by commercial publishers as prior publications and, as such, no longer be considered for inclusion in scholarly journals. Evidence so far suggests that this concern is unwarranted, but if required, theses can be withheld from the ADT database pending commercial publication.

The Library's ADT team aims in time to have loaded all La Trobe theses that are not specifically withheld. Supervisors of La Trobe postgraduates are asked to encourage any current or former research students who may be interested in the online deposit of their theses and have them send a message to our ADT mailbox, or phone Lynette or Dianna on (03) 9479 2924. More information about the program can be found at <http://adt.caul.edu.au>

Dorota I. Pudlowski
Metadata Services Librarian, Bundoora

"Library Skills Online" proves popular

The library released a suite of customised online tutorials earlier this year entitled "Library Skills Online", and students and staff have given it positive feedback.

"I think your online library class is a great resource and has greatly lessened questions for me to answer," said Professor Annette Street, Director, La Trobe/Austin Health Clinical School of Nursing. Professor Evan Willis, Head of Humanities & Social Sciences at Albury-Wodonga reports that "All first year sociology students at Albury-Wodonga had to access 'Library Skills Online'. It became part of an integrated introduction to Study Skills run by our excellent library staff at A-W. I liked the fact that it was self-directed and I did not have to teach them!! The students liked the fact that they could work through it at their own pace".

Similarly, students have made comments such as "Thank you for being interested in providing a program which is based on helping us with our studies. I really appreciate it." "Easy to understand and a skill that will help me in my time here at La Trobe. Thank you".



Prof. Annette Street

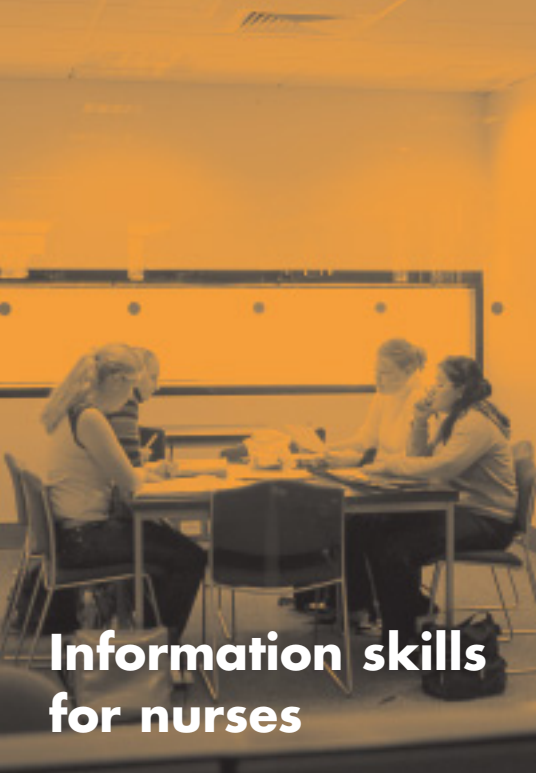
Each tutorial is designed to help students to learn basic skills in analysing a topic, identifying relevant information and in acknowledging those sources appropriately.

They are interactive, with instructions to complete basic exercises and an optional quiz at the end of each module.

Academics are encouraged to promote these self-help tutorials to students. When developing study guides or web pages, consider linking to an individual tutorial for developing specific skills, or the set. They can be viewed at <http://www.lib.latrobe.edu.au/libskills>.

Linda Sheridan
Campus Librarian, Albury-Wodonga





Information skills for nurses

A team of nursing lecturers and librarians from three campuses has delivered a subject into the Bachelor of Nursing designed to develop the skills required of nurses in information literacy, and in written communication and documentation. The subject is ongoing and is the focus of research by the Academic Development Unit as an exemplar of cross-campus teaching at La Trobe.

Jeanette Dazkiw, Beverley Forsyth and Bess Secomb from the Bendigo campus library attended the 3rd International Lifelong Learning Conference in Yeppoon in June at which Jeanette and Beverley presented a paper outlining their experience of initiating the library component into the Information Literacy course at La Trobe.

The theme of the conference was deliberately provocative with the intention to "highlight the multiple and competing discourses attending lifelong learning in the early 21st century". It inspired a diverse range of papers about the challenges of lifelong learning faced not only in the education sector, but also in the workplace and corporate environment. Topics included information literacy, plagiarism, knowledge management, graduate attributes and generic skills, gender issues, teaching and learning contexts, spirituality, and much more.

Many of the conference papers and presentations can be viewed online at <http://lifelonglearning.cqu.edu.au>, including Jeanette and Beverley's paper entitled "And the winners are students, academic staff and librarians: information literacy for nurses, a case study at La Trobe University."



Dr White being tutored on the cultural landscape by clan elders Tom Gunaminy Birdingal and Daniel Mangay Guyula.

Recording indigenous knowledge

Collaboration between the library and two La Trobe research partners has led to an improved understanding of how information technology may assist indigenous communities and La Trobe research generally.

On the project team were Ted Chrisfield, Dianna McClellan and Jason Schimming from the library at Bundoora campus, and representatives of two indigenous communities. Associate Professor Neville White has been working with the Yolgnu people of Arnhem Land for over thirty years, and he and Dr. Bernhard Schebeck from the Genetics Department represented these people. The Ngatjan community of far north Queensland was represented by Dr. Richard Cosgrove of the Archaeology Program. He has been working with the community for many years and more recently on an ARC-funded project.

The project investigated the indigenous cultural heritage recorded over some time and devised a method for archiving, documenting and restoring it to the communities. Library staff have considerable experience in capturing, indexing and storing a variety of materials, and by using these techniques the communities could be provided with access to digital facsimiles of the maps, sound recordings, video recordings and images comprising their heritage.

The project has led to discussions and collaboration with other Australian research communities. A report was provided to the Library Research and Development Committee and a paper presented at the Computing Arts 2004 conference in Newcastle in August.

Ted Chrisfield
AV Digital Projects and Services Librarian

Library subscribes to

JSTOR

Staff and students of La Trobe University at all campuses can now access the multi-disciplinary Arts and Sciences collections I, II and III of archived scholarly electronic journals in JSTOR. JSTOR is a non-profit organisation dedicated to creating and preserving a digital archive of scholarly journals.

To browse each title or to search across all titles in these three collections go to: <http://0www.jstor.org.alpha2.latrobe.edu.au>

Detailed descriptions of the content and lists of titles in each of these three JSTOR multidisciplinary collections can be found at: <http://www.jstor.org/about/collection.list.html#multi>

Please note that JSTOR does not provide access to current issues of electronic scholarly journals.

Christine Maher
Electronic Resources Librarian

Goldrush library reveals its secrets

What do Sidney Myer, John Pascoe Fawcner and Sir John Quick have in common? These illustrious names all feature in a research project being undertaken by Peter Thompson, the Information Systems and Resources Librarian at the Bendigo campus library.

The Heyward Library at the Bendigo campus houses the remaining volumes of the Sandhurst Mechanics Institute Library. The research began as a project to develop an online catalogue database of the old library, comprising some 5500 volumes.

"The library opened in the goldrush era of the 1850s, and closed in 1946. The books in the collection range from the late 1700s through to the early 1900s. Some are rare and obscure, but generally the strength of the collection is in the picture it presents of the reading interests and library management practices in the 19th century" explains Peter.

As well as cataloguing the books, Peter is recording in the database details of book-sellers and binders stamps, presentation notes, marginalia and anything else which might provide information on how the library interacted with the local and wider society.

There have been some surprises along the way: "A seven volume set of Napoleon's memoirs, published in 1823, came to light. There are a couple of other sets in Australia, but the surprising aspect of our set is that it was once owned by John Pascoe Fawcner. It was part of his personal library when he auctioned it in 1868".

And what about Sidney Myer and Sir John Quick? "Now that the database is under way, I've started looking at a further project based around the borrowing records of the library, which we hold from 1900 to 1946. Myer and Quick both have entries, along with hundreds of other local people. Early analyses of sample entries suggest this will be a very interesting project".

The ever-growing database can be seen at <http://library.bendigo.latrobe.edu.au/sandhurst>

Peter is certain there will be more surprises as the old library reveals its secrets and finds a new role in the 21st century.



Conquering information overload

"Are you conquering information overload, or sinking fast under the avalanche?" This was the catchphrase of the library's Winter Series, a program of presentations and workshops held in July 2004 which assisted academic staff and postgraduate students to stay on top of an increasingly virtual and complex information environment.

Two weeks of classes were delivered at the Albury-Wodonga, Bendigo, and Bundoora campus libraries. Over 150 participants attended hands-on sessions revealing more about the catalogue and e-journals, the document delivery service, multi-database searching (La Trobe's AARLIN service, now named LibXplore), searching the web, citation indexes, web trackers, health databases, searching techniques for evidence-based medicine, and finding statistics, photographs and other visual arts resources. To raise awareness of the way in which the library can support teaching and student learning, other sessions covered the Library Image Database, the recorded lectures online, the digital video collection, and the incorporation of online library tutorials into the curriculum.

For those who missed the program, view the presentation notes at <http://www.lib.latrobe.edu.au/information/sp-winterseries2004.html>. For further information, consult your subject librarian at your campus library.



Acknowledging expertise

The La Trobe University Gerontic Nursing Clinical School has invited Helen Ivankovic, a subject librarian from the health sciences team at Bundoora, to participate in their expert reference panel for systematic reviews conducted by the Australian Centre for Evidence Based Aged Care. Helen has been commended for her advanced search techniques and search strategy formulation – key components required for the rigours of evidence based searching.

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

Online version
<http://www.lib.latrobe.edu.au/publications/bf-newsreports.html>

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