



Library News

La Trobe University Library

Library survey results

Earlier this year, the library undertook the biennial Library Client Survey. This is the third time we have used this national survey instrument which is utilised by the majority of Australian and New Zealand university libraries to benchmark both internal and external performance in a range of service, resource and facility areas.

Nearly 4,000 online responses were received from staff and students at the Albury-Wodonga, Bendigo, Bundoora, Mildura, Mt Buller, and Shepparton campuses. The responses identified the importance of the range of services and facilities covered by the survey, and ranked the library's performance in delivering these, across all campuses.

The top three factors which respondents ranked as of the greatest importance to them are (in order of importance):

- The library catalogue is easy to use
- The library collection including electronic resources is adequate for my needs
- Library staff are friendly and helpful.

The top three highest performing factors are:

- Library staff treat me fairly and without discrimination
- Library staff display professionalism
- Library staff are friendly and helpful.

The three lowest performing factors are:

- Access to computers to support study/research in the library is adequate
- Library staff keep me informed about new services, resources and collections
- Group study facilities in the library are adequate.

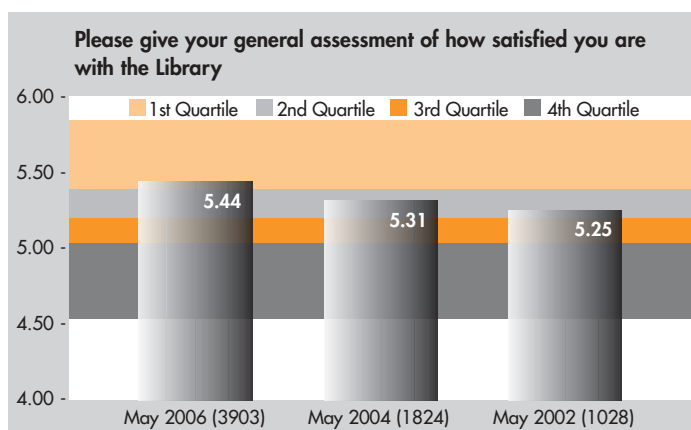
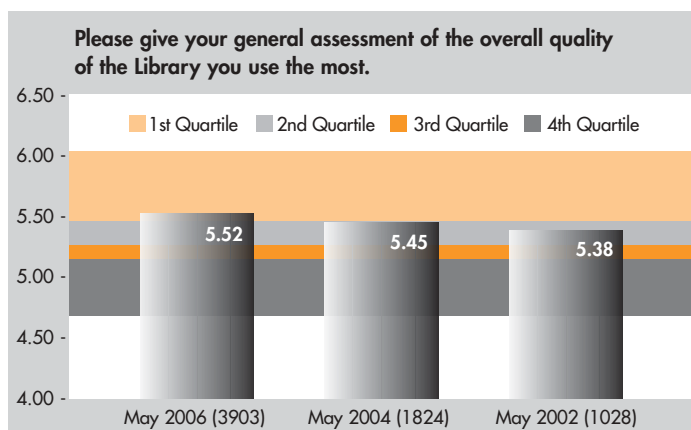
The top three areas which require improvement (based on the gap - or the difference between the rating of importance and performance) are:

- Access to computers to support study/research in the library is adequate
- The library collection including electronic resources is adequate for my needs
- Off campus access to electronic information resources and services is adequate.

Survey results, now available since 2002, are providing valuable trend data and it is pleasing to see that overall rating of quality of library services and respondent satisfaction levels have gradually improved over the three surveys, with the latest results elevating the library's ranking in both areas to the first quartile (or top 25%) when compared to other libraries in the database.

The library is now undertaking a more detailed analysis by campus, as there were some variations to the cross campus findings at the individual campus level. This will enable specific improvement strategies to be put in place at that level as well.

Helen King, Associate Librarian





Building enhancements

The Borchardt Library recently completed refurbishment work which has enhanced both public and library staff space. Two previously separate library staff teams – Monographs and Serials – are now co-located in an attractive refurbished area equipped with new workstations and other furniture. A working group produced a detailed brief to guide the architects in designing a new work space aimed at encouraging team member interchange and multi-skilling. Building works commenced in early December and were completed in early February, with staff operating from their new premises shortly after.

As a result of these changes, space became available for public use and was refurbished to improve its appearance and function. The upgrade encompassed new carpet and paintwork, additional open plan group study tables, more computers, expanded laptop access including extension to the existing wireless network, and attractive and colourful informal seating areas. The area has become an instant success with students.

Helen King, Associate Librarian

Nursing now at Shepparton

An undergraduate nursing course began at Shepparton campus in first semester this year with 28 students, 8 of whom are Division 2 nurses converting to the Bachelor of Nursing. Most are local, indicating the positive aspect of regional campuses that allows students to study without having to travel or relocate to city campuses. Federal Member for Murray, Sharman Stone was quoted in January as saying "We know that people who train in regional areas are more likely to understand and want to work in a country area when they graduate."

Shepparton Campus Librarian, Iris Perkins, joined the successful team of nursing librarians at other campuses to deliver part of the Information Literacy for Nurses unit. The students were introduced to research techniques including database searching and correct referencing styles. The

availability of electronic resources has been especially useful for this first group of students as the library collection is being developed. They are also fortunate in having access to books at the Goulburn Valley Health Library.

Lectures and videoconferencing sessions are conducted at the Goulburn Valley Health Library, while clinical classes are held in University of Melbourne facilities. The students are encouraged to attend La Trobe Shepparton Student Union activities, such as breakfasts, to meet students studying other courses at the Fryers St campus.

In June, the appointment of a Shepparton-based course coordinator, Beverley Guest-Smith has strengthened the delivery of the course. She has been pleased with the students' excellent results.

Encouraging continual learning in the workplace

In order to retain an appropriately skilled workforce, libraries, in common with other large industries, share the need to offer continuing professional development to a diverse range of staff. La Trobe University Library has a very stable workforce, and one that is geographically dispersed across Victoria. These factors add to the challenge of developing effective staff development programs as staff are generally not receiving the professional stimulation of regular career changes and may not have easy access to a wide range of external skill development programs, particularly in regional areas.

It is these issues that three library managers, Liz Burke, Jeanette Dazkiw and Linda Sheridan addressed in April at the Continuing Professional Education Conference in Auckland. Speaking to professionals from a wide range of disciplines, they described the strategies the library has employed to develop a culture of continual learning at all levels of the organisation:

- acknowledge that continuing professional education is important
- demonstrate that commitment with suitable allocation of staffing and funds
- consider the professional development needed when setting strategic goals
- involve staff in the process
- encourage staff, at all levels, to participate
- share knowledge – utilise the skills already existing within staff - and reward effort.

The development of such a culture has assisted the library to meet the challenges of an ever-changing educational and workplace environment, and will continue to in the future.

Linda Sheridan, Albury-Wodonga Campus Librarian

New electronic resources

La Trobe University staff and students now have access to several major new information resources acquired in 2006. These 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.

Columbia International Affairs Online (CIAO) is a comprehensive source for theory and research in international affairs. It publishes a wide range of scholarship from 1991 and includes working papers from university research institutes, occasional papers series from non-governmental organisations, foundation-funded research projects, and proceedings from conferences.

Informit Complete
Of special interest due to its Australian content, this resource provides unlimited access to existing databases we currently license from Informit, plus the full text A+

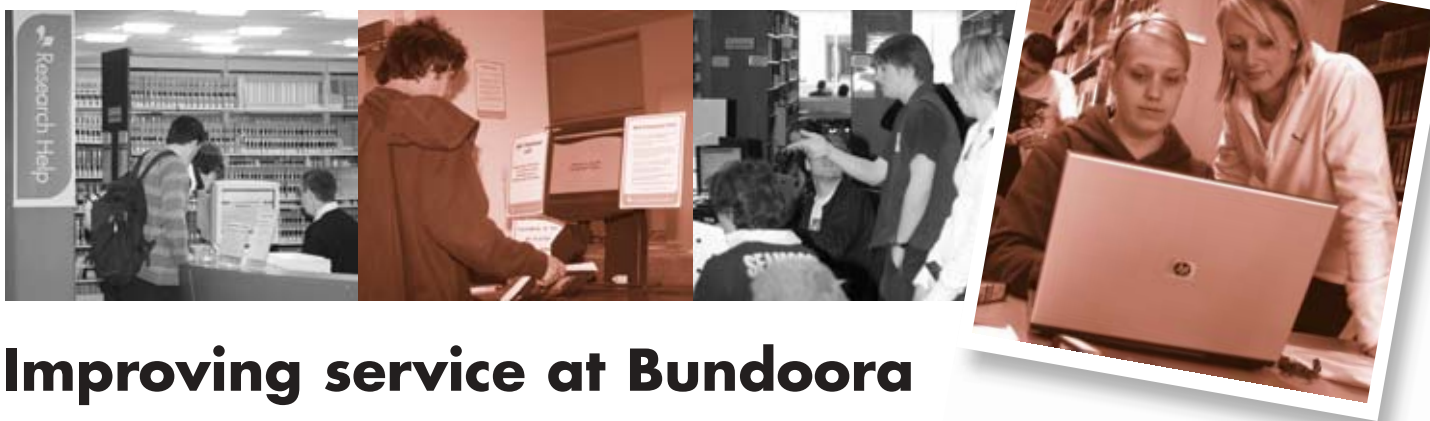
Education, an online collection of scanned images of articles from more than 130 Australian journals indexed in the Australian Education Index, Family & Society Plus, the authoritative Australian full text family information service, which provides access to published research materials as indexed by the Australian Institute of Family Studies, and Informit e-library, which includes dozens of Australian journals, monographs, conference proceedings, reports and other publications.

Nature and news@nature
Nature is a weekly international journal publishing the peer-reviewed research in all fields of science and technology on the basis of its originality, importance, interdisciplinary interest, timeliness, accessibility, elegance and surprising conclusions. Nature also provides rapid and authoritative news and interpretation of topical and coming trends affecting science, scientists and the wider public.

Management & Organization Studies
This collection includes the full text of 38 journals published by Sage and participating societies, some journals going back 57 years, and encompassing over 10,000 articles in pdf format. Some examples include Action research (London), Asia Pacific journal of human resources, Business and society, Economic and industrial democracy, European journal of industrial relations, Group & organization management, and Human relations.

Standards Australia
Standards Online Premium is a web-based subscription service, providing full access to a complete database of over 7,700 national Australian Standards, plus access to over 34,000 international standards from ISO, IEC, ETSI and JIS.

Eva Fisch, Collections Librarian



Improving service at Bundoora

Several changes were introduced at the Bundoora Campus Library for second semester 2006, with the aim of both simplifying and improving procedures and services for clients.

We have introduced the Inquiry Desk, at which staff help with loans and general/information inquiries. This desk is also the collection point for books received via the interlending and document delivery service. The Research Help Desk is also new, and is staffed by librarians who focus on in-depth reference and research queries. These desks replace the former Loans/Reserve Desks and the Information Desk.

A number of other changes were introduced on a trial basis for second semester:

- Hold items, once available, are located in the Open Reserve area, on shelves designated "Hold shelf", allowing clients to collect their holds themselves.
- Hold items can be borrowed at a trial self checkout unit located in the Open Reserve area.
- Reserve material may be taken out of the library for the allocated loan period. It can be borrowed using the self checkout unit in the Open Reserve area.
- Library assistants are available during peak hours on week days to assist students at point of need. They move

around the building and provide technical support to students using workstations, assist with basic searching in the catalogue and with navigation of the library web site, and give directional assistance.

These initiatives were partly funded by University Quality Initiatives Grants. See "New initiatives attract funding" in this issue. Both the new service desk arrangements and the associated changes are functioning very effectively and have been positively received by staff and students. The trial services will be evaluated at the end of semester for potential full implementation for 2007.

Barbara Paton, Deputy University Librarian



Connect to full text journal articles The library is launching Article Finder, which will enable researchers to input details from an article citation and then link to the article online, if available. Article Finder will be available in October 2006 and will be accessible from the library's web page. For more information, contact the Information or Research Help Desk at your Campus Library.



Fiona Salisbury,
Reference and Information Services Librarian



Anthony Flack,
Library Web Manager

Senior staff appointments

The library has much pleasure in announcing two new appointments: Fiona Salisbury to the position of Reference and Information Services Librarian at the Bundoora Campus Library, and Anthony Flack to the position of Library Web Manager.

Fiona joined the Library on 21 August. Her role is to manage and develop reference and information services in the Bundoora Campus Library (encompassing reference resources and services and information literacy programs) in order to meet the learning, teaching and research needs of staff and students. Prior to taking up this position, Fiona was Director of the Academic Centre, St Mary's College and Newman College at the University of Melbourne. Earlier appointments included Leader of the Arts Learning and Resources Team and the Giblin Librarian at the University of Melbourne as well as senior positions in special libraries.

Anthony joined the library on 13 June, having previously been Computer Systems Officer at the Bendigo Campus Library. He played a key role in the redevelopment of the library web site over the last 2 years and he brings to the position extensive experience in web design and management. Anthony has responsibility for management of the library's public web site, which includes its ongoing development, planning, implementation, maintenance and evaluation.

Fiona and Anthony will work as members of the senior management team contributing to overall planning and development of the library's services. The staff look forward to the strong contribution they will make to leadership and management of the library.

Barbara Paton, Deputy University Librarian

New initiatives attract funding

The University grants extra funding for programs of merit, and it is pleasing that library staff have been awarded a number of these recently.

Self help for loans. Lea Beranek and Lorraine Chapman were awarded funds to carry out two trials, one to loan Reserve material through a self checkout unit and allow this material to be taken out of the library for the allocated loan period; and one for self collection and borrowing of material which is on hold (i.e. reserved by the particular borrower), by patrons themselves through a self check unit.

Help at computer workstations. Barbara Paton and Jenny Corbin received funding for a trial to provide mobile assistance to students at their point of need at computer workstations.

These two projects received funding under Quality Initiatives Grants. The trials have been in operation in second semester at the Bundoora campus library. The outcomes will be evaluated at the end of semester with potential introduction as services in 2007.

Anatomy images online. An award was made from the Quality Initiatives Grants to Ted Chrisfield and a group from the Faculty of Health Sciences to develop interactive online anatomy images in the Luna Insight Image Database.

Teaching materials for Psychology students. Lorraine Chapman, Donna Outtrim and Bess Secomb received an award from the Multi Campus Teaching Initiative Grants to develop teaching materials for information literacy training to be delivered via WebCT and in person for all first year Psychology students at the Albury-Wodonga, Bendigo and Bundoora campuses.



Library visitors

Librarians from the Innovative Research Universities Australia met at La Trobe in July.

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