AUSTRALIA'S INFORMATION FUTURE

I recently attended a seminar: *Australia's Information Future: Securing the infrastructure for research and innovation*, held in Canberra on August 16, 2000. The Seminar was sponsored by the Australian Research Council, the National Academies Forum and the Coalition for Innovation in Scholarly Communication (CISC). Invited participants included representatives of more than 20 high profile research-related organisations including the Australian Vice Chancellor's Committee (AVCC), the Learned Academies, The Federation of Scientific and Technological Societies (FASTS), The Australian Research Council (ARC), CSIRO, the Department of Education, Training and Youth Affairs, and major Australian universities.

Chair of CISC, Malcolm Gillies summarised the outcomes of the Seminar as follows:

There was consensus on the importance of the relationship between economic prosperity and innovation and of the importance of a strong research base. The Seminar identified the need for strategic investment in national information infrastructure to underpin innovation in Australia’s research community.

In the context of the Canberra Seminar, there was also a strong affirmation of the importance of investing in the provision of quality access to global research information and knowledge to support the research community.

The Seminar was particularly timely in the light of the discussion paper, “The Chance for Change”, released on Thursday 17 August by the Chief Scientist, as part of the Science Capability Review.

**KEY RECOMMENDATIONS OF THE DAY WERE:**

- That earmarked funding be sought from the Government to underwrite national provision of digital information resources for research, particularly in the science, technology and medical disciplines
- That a pilot program be established to create a distributed digital pre- and post-print repository of Australia’s research output to provide more efficient digital access to and distribution of Australia’s research output
- That the AVCC address a range of issues relating to publication output, promotion, tenure and other institutional indicators as a means of facilitating change in the relationship between the research enterprise and the scholarly information industry.
• That a framework be established for the identification and development of the technological infrastructure required to support the proposed pre-print and post-print digital repositories of Australia’s research output and for the development of information resource sharing platforms and toolkits

• That the AVCC consider the means of coordinating the provision of improved statistical and qualitative analysis on the relationship between Australia’s research enterprise and the provision of digital information resources

• That the ARC establish a review of the guidelines associated with the development of library and the information infrastructure, taking into account the key criteria of interoperability and sustainability.

**ALIA Manager of the Year**

The University Librarian, Felicity McGregor, recently received recognition as Manager of the Year, an award made by the Australian Library and Information Association (ALIA), the national professional association of librarians and information scientists. Managers must be nominated and supported by their colleagues and the winner may be selected from any of the libraries covered by ALIA (University, TAFE, State, Public, School and Corporate). Award winners are selected on the basis of the following criteria:

- Demonstrated leadership
- Demonstrated excellence in management skills
- Establishment of successful communication and relations between the library service and its clientele
- Significant improvement in service delivery to the clientele of the library or information service, as a result of innovative management practices

When asked about her reaction to the Award, Felicity said that it was a complete surprise. “The most rewarding aspect for me is to know that staff have confidence in me and are prepared to take the time involved in preparing a submission”.

**New web based workshop: Evaluating Web pages & Citing Internet resources**

The Library is pleased to present the web based tutorial *Evaluating web pages and citing Internet resources*. This self paced workshop focuses on criteria to use when examining the value of a web site for research. Links to online sites showing how to reference electronic resources are included. To view the workshop point your browser to [http://www.library.uow.edu.au/helptraining/training/evalnet/](http://www.library.uow.edu.au/helptraining/training/evalnet/). Academic staff: why not include a link to this workshop from your subject outlines or your web site?

Staff and students who prefer to participate in the Library’s range of hands-on workshops should collect the Library Workshops Autumn 2001 brochure, which will be available at the beginning of 2001.
New Library Services for the South Coast

Library services for the South Coast Education Network (SCEN) are taking a major step towards making the 'virtual library' a reality, with students being able to explore new ways of accessing information, available at any place and any time. The University Library has extended its presence on the South Coast with collections of study resources in libraries at the Shoalhaven Campus, Batemans Bay Community Library, and Bega Valley Shire Library. The familiar elements of an academic library such as books and journals are complemented by a wide range of electronic resources accessible via the Internet.

SCEN students have access through their local library to University collections of required and recommended readings, reference materials, and audiovisual and multimedia resources. Electronic library resources are accessible 24 hours per day from SCEN access centres or from home. Assistance to students in locating and using information is provided by experienced library staff at each location.

The new Shoalhaven Campus Library is a joint-use facility of the University of Wollongong and the Illawarra Institute of Technology, providing services to students from both institutions. The Library is closely linked to a 24 hour access centre and videoconferencing room, and provides individual and group study spaces with spectacular views to mountains in the west. Two new staff members, Carol Stiles (Shoalhaven Campus Librarian) and Tracey Myers (Information Services Officer), have been enjoying the challenges of creating a new Library service, and building partnerships with students, staff and the local community.

At Batemans Bay and Bega, the University Library has established cooperative partnerships with local councils to incorporate academic collections and services into public libraries. The Batemans Bay Community Library is linked with the Education Access Centre in a single new building which integrates the activities of study, teaching, and access to information resources. The Bega Valley Shire Library is a short walk from the new Education Access Centre, and the local council has undertaken internal renovations to accommodate the University collection and study facilities. Such library partnerships are the first of their kind in New South Wales, and will provide benefits to local communities by making additional resources and services available.

Australian Statistics From Your Desktop!

An extensive range of Australian statistical data is now available online via the new AusStats database, as the result of a recent agreement between the Australian Bureau of Statistics (ABS) and the Australian Vice-Chancellor's Committee. AusStats includes:

- full text of all ABS publications from 1998 onwards in Adobe Acrobat (pdf) format
- over 2000 spreadsheets, including Time Series data
- 1996 Census Basic Community Profiles down to Statistical Local Area level

Unlimited access to AusStats data is available to all university staff and students across campus for academic research and teaching purposes. AusStats is accessible:

- directly from the AusStats home page at: www.ausstats.abs.gov.au
- via the link on the Library's Databases web page at http://www.library.uow.edu.au

For more information contact your Faculty Librarian or staff at the Library's Information Desk.
QUICKSILVER – a faster option for requesting interlibrary loans

Are you a postgraduate or academic? Want to obtain material from another library? Want to submit requests electronically? Yes? - Use the Library’s Quicksilver service! Your interlibrary loan/document delivery requests can be placed electronically and processed quickly. We deliver more than 50% of articles within 5 working days!

If you are suffering from writer’s cramp as you fill out each document delivery request form, then Quicksilver is the service for you. There is no need to write out your contact details on each request as they are transferred automatically once you register. Quicksilver also allows you to cut and paste citation details from database searches directly into the electronic request form.

All of this is available to you complete with the convenience of requesting interlibrary loans directly from your desktop.


Please complete the form, sign the copyright declaration and return the form to, Document Delivery Services, Library.

Note: Postgraduate students will require their supervisor’s name and signature before their registration form can be processed.

Once registered, you will be emailed a Quicksilver PIN enabling you to use the electronic request form available at: [http://www.admin.uow.edu.au/cgi-bin/cid/quicksilver](http://www.admin.uow.edu.au/cgi-bin/cid/quicksilver)

Note: Document Delivery Services intend to phase out paper-based document delivery request forms by the end of 2000.

In 2001 we will be installing a state of the art automated document delivery management system, LIDDAS (Local Interlending and Document Delivery Administration System). Some features of this new system include its ability to allow users to check the progress of their requests online and have documents delivered to their desktop via email or the web. We will be conducting information sessions next year before the new system is introduced.

Library wins Australian first in best practice

The University of Wollongong Library has become the first library in Australia to achieve the Investors in People (IIP) standard. This is a prestigious international best practice standard for the management and development of people to achieve organisational goals and is made under the auspices of NATA Certification Services International (NCSI). NCSI Chief Executive Officer, Mrs Sue Chapman, presented the award and highlighted the assessors’ high praise of the University Library, commenting that one evaluator who had assessed organisations in the UK and Australia said that the Library was one of the most impressive organisations he had visited. Their planning, he said, is a ‘work of art’.

Responding to the recognition that this award bestows, Felicity McGregor, the University Librarian, stressed that investing in training and development was a strategic decision, directly related to the Library’s vision of becoming recognised for the provision of exceptional information services. Staff skills, knowledge and attitudes are the foundations of a quality service, she said.
Connecting with the Engineering Faculty

Since early this year, Lucia Tome has been spending 2 hours each Tuesday afternoon in the Faculty of Engineering, providing support in her role as faculty librarian. The Dean has provided a space for Lucia to work with staff and students to assist them with accessing electronic resources.

Lucia comments on how she has found this new approach to service provision in the faculty.

As library staff, we recognise the value of a proactive approach in the Faculty as the nature of scholarly information is changing almost daily and academics wish to keep abreast of these changes. Forging relationships between the Library and the Engineering Faculty is proving to be enjoyable and has provided many opportunities to assist academics and students at point of need. Collaboration has meant working closely with some academics to provide direct links to relevant Library resources from the academic’s online subject. Students are also benefitting by having the Librarian in the Faculty to assist them with their information needs on a regular basis each week.

Suzanne Lipu, the Faculty of Education librarian, also spends time weekly in her faculty.

Information Literacy: recent publication and presentations by Library staff

Two Library staff recently presented papers at the Lifelong Learning: Development of Generic Skills in Higher Education conference, held in July in Rockhampton.

Beth Peisley, the Faculty of Science Librarian, presented a paper which had been co-authored with Dr Cath Milne (Tertiary Literacies Project Officer). ‘Coming to terms with information literacies: developing a university wide introductory program’ detailed the development of ILIP100, the University’s introductory information literacies program. Lynne Wright’s paper, co-authored with Assoc Prof Nita Temmerman (Faculty of Education), and entitled ‘Approaches to integrating tertiary literacies into curricula at the University of Wollongong’, covered the integration of tertiary literacies into curricula using the Education Faculty as a case study.

Following an invitation to contribute to an international publication on information literacy, Lynne Wright and Catriona McGurk were pleased to see the book released in July. Information literacy around the world: advances in programs and research includes a chapter on the University of Wollongong information literacy experience. The book is edited by Christine Bruce and Philip Candy who say in their introduction that the book “brings together what seem to us to be the important, contemporary, information literacy initiatives…. all of them ‘models’ which, we believe, are likely to inspire the information literacy community as it moves into the twenty-first century”. The experiences of librarians and academics from Australia, Singapore, Canada, South Africa, Sweden, New Zealand and the United Kingdom are included.

news@library is published in Autumn and Spring Sessions each year. Comments and suggestions on this newsletter should be forwarded to the Editor - Catriona McGurk by telephone on 02 4221 332 or by email to catriona_mcgurk@uow.edu.au
Where is she now?

Lacemakers at work juggle a myriad of bobbins linked to fine strands of thread which, once woven, present a piece of art. Drawing many strands together is part of the role of Helen Mandl, the Library’s Information Access Coordinator.

The Library is developing a detailed understanding of staff and student information needs, says Helen. We use everything - from the daily feedback we receive from Library users to the Faculty/Library profiles we have developed - to build a comprehensive picture. There are so many information products available that the only way to get the best bang for your buck is to choose resources which are relevant and which are also easy to access and use.

Helen previously worked as the Faculty Librarian for Informatics and is still a regular on the Information Desk. The client perspective which I see at the Information Desk carries through to the examination of database and electronic journal collection offers which the Library receives continually from publishers and suppliers. Our assessment and purchase of resources is heavily influenced by discipline relevance, client need and evaluation feedback from academic staff. In recent years this has resulted in more full text electronic resources becoming available for our students and academic staff, says Helen.

Ensuring staff and students know about new information resources and can access them easily involves Helen in working closely with the faculty librarians and the Library’s Promotions Committee. A range of issues - from authentication to enhancing flexible delivery subjects with web links to full text articles – are all part of her work.

There is always a new dimension to accessing information such as the impending arrival of electronic books or establishing a better understanding of the information needs of the University’s research centres.

Helen is also responsible for the Library’s Scholarly Communication web site. Libraries and academics have a symbiotic relationship and the format of scholarly communication is facing many changes. The growth of preprint servers and difficulties in publishing Australian scholarly monographs will result in alternative methods of communicating research results. Both parties need to be aware of possible futures and be part of influencing the outcomes.

As a sideline, Helen will be putting her professional skills to work as a volunteer during the Olympic Games. I’m part of the Research Service in the Main Press Centre which will run 24 hours a day serving the 5,500 journalists who are covering the Games, she says. Despite some midnight to dawn shifts, it’s going to be a buzz to be part of this huge event.

Helen welcomes comments and questions on all issues relating to access to scholarly information, She is especially interested in receiving information on the needs of our researchers.

helen_mandl@uow.edu.au

NEW! Emerald Intelligence + Full Text

http://www.emerald-library.com/EMRsearch.html

Our latest electronic subscription is to this full text collection of journals with coverage of management, marketing, engineering and other areas. All titles are published by MCB University Press.

Journal titles may be browsed or a search feature is available for access by topic to very up-to-date articles in HTML and PDF. Emerald is available from off campus as well as on campus and can be linked to from our databases web page.
Database Usage Off Campus
- popular and on the increase!

Students and staff love to access our wide range of databases from off campus, at a time and place convenient to them. If this is at 3am in the morning, well, that’s just time management 21st century style!

**What You Are Using Remotely**
Ovid and ABI/Inform are proving the most popular databases for remote access.

Remote use of Ovid databases peaked this year in April at 2423 sessions, which was 35% of total Library database use. Some of the most heavily used Ovid databases are in the health-related area, with Medline receiving the highest use remotely, followed by Current Contents, Psycinfo and Cinahl. Use of other Ovid databases such as Inspec, Compendex and ERIC is also very healthy.

With most Ovid databases, access is limited to a set number of concurrent users and the subscriptions costs depend on the number of concurrent users. When databases are due for renewal, we will use our statistics to help us decide whether to reduce or increase the number of concurrent users in any single Ovid database.

ABI/Inform has continued to have high use this year. By the end of July, users had accessed 158,500 full text articles in various formats. During June, generally a low use month, about 50,000 articles were retrieved by remote users from ABI. The remote percentage reached a whopping 70%. In regular months it hovers around 30% usage.

**Where Is Usage on the Increase?**
New services introduced this year are proving popular. 2816 full text articles were accessed via Journals@Ovid during its first five months. Biosis, which was networked this year, was accessed 1100 times this year to the end of July.

ScienceDirect, introduced this year, is a platform for Elsevier journals. In addition to the core range of titles accessible by all our users, academic staff and research students may access extra titles for which we do not hold a print subscription. 2,700 articles have been downloaded from the titles we subscribe to and an additional 642 from other titles.

If you are an academic staff member or a research student and would like to access ScienceDirect off campus or to gain access to the full text of unsubscribed titles, contact Neil Grant (neil_grant@uow.edu.au).

**Academics - Would You Like to Make Links Directly to Journals from Your Own Web Pages or Online Subjects?**
If you are preparing web pages for student access, you may be interested in linking directly to the article level of electronic journals. For example, from your web page, perhaps within a subject outline, a student could click on the name of a journal we hold electronically and would be presented with a list of citations for this journal within Expanded Academic Index, Science Direct or other provider.

We can also help you to embed prepared searches in web pages so that users will always access the latest results, keeping up with the database updates.

If this sounds like the way to go, Library staff can help you get started. Contact your faculty librarian for more information.
What's new in the Foyer?

Have you noticed the new location of the New Book Display area?
We have added comfortable seating as well as a Leisure Reading section. In response to feedback from clients, we have introduced this small selection of leisure reading with the UniShop sponsoring the purchase of extra titles. Please place suggestions for other titles available from the UniShop on the forms located next to the display.

In a hurry? Use our Express Terminals
New Express Terminals are proving popular with search time limited to 10 minutes. Clients can

- Search the library catalogue
- Use JournalSearch to access current journal titles
- View their circulation record
- Read their e-mail

And there's more..........

Extra self checkout units
Due to the popularity of self checkout units and their increased usage we have introduced extra so you can borrow without queuing.