New Research Help area launched

The Library's Research Help area was officially opened by the Vice-Chancellor, Professor Gerard Sutton, on Thursday 27 February.

Complete with new workstations and a research support help desk, the provision of this new facility is a response to feedback in last year's client survey showing a clear demand from students and staff for more computers and less queuing time. Survey feedback also showed appreciation of the expert advice of Library staff - a research help desk in the new area provides assistance close to users, focusing on in-depth assistance with literature searches and database usage. In addition to the new computers in the Research Help area, a further fifty computers have been located throughout the rest of the Library as well as extra printer workstations.

The Research Help area is also a response to the changed ways students are working and their expectations of library buildings and resources. More than ever, students need space to work with a combination of resources and to work with others.

At the opening Felicity McGregor, the University Librarian, paid tribute to the enormous team effort that enabled the Research Help area to be ready in time for autumn session. This team effort extended well beyond the Library and included the work of staff from Information Technology Services, Buildings and Grounds and the assistance of Glenn Barkley, the Curator of the University’s Art Collection in selecting, framing and hanging works suitable for the area.
New research area launched (Cont'd)

Other changes to the Library's ground floor include:
- an Information Point located directly in front of the entrance to the Library to take enquires which can be answered more immediately
- an Express Email area to free up workstations for research
- Express terminals in the foyer for access to the Catalogue
- Relocation of the Reserve Desk to the area formerly occupied by the Information Desk
- an improved study space for postgraduate students in the Postgraduate Room
- Relocation of Special Collections material including music and newspapers to the area formerly occupied by Reserve. Video and dvd material is now integrated with the Lending collection on the first floor and can be located on the Catalogue.

National winner

Naomi Riggs has won the major prize of a Palm Handheld PDA in a national competition conducted by ISI Web of Knowledge. Researchers were invited to use Web of Science and Current Contents Connect to answer a number of research questions to be in the running to win the Palm Pilot. Web of Knowledge covers the three citation indexes and allows researchers to follow a line of research by noting who cites whom or to see how many times their own work has been cited by others. UOW researchers can now access online data back to 1987.

Naomi is a doctoral student in Geosciences and her research involves geochemistry and trace elements in ostracods. Congratulations Naomi!
Client Satisfaction Survey

What you told us

"What I really liked was how our staff and students told us clearly what they wanted – and the 10% improvement in client satisfaction of course!" Margie Jantti, the Library's Quality and Marketing Manager, made this comment after analysing the results of the Client Satisfaction Survey which she coordinated late last year. The survey compared the Library's performance with other Australian academic libraries.

Margie said she was delighted with the amount of complimentary and constructive feedback provided by the 1,008 members of the University community who took time out to say what they thought about the Library. "The real value is finding out what people want in their own words. It was pleasing to note the very high levels of satisfaction with Library staff and the fact that we are situated in the best in class range across practically every satisfaction category. We can also analyse the results by demographics which will be very helpful".

Recognition of the Library's efforts to provide excellent service was reflected in the 10% improvement in client satisfaction (from 82% in 2000 to 92% in 2002) and 6% improvement in perceived quality of the Library (from 82% in 2000 to 88% in 2002). Results showed that the Library had established benchmarks in the following areas:

- Library staff provide clear and useful feedback to my queries
- Library staff act on my suggestions and ideas
- Library staff are readily available to assist me
- Library staff provide an innovative service
- Library staff clearly describe the services on offer
- Library staff take an interest in me and my needs.

The main improvement opportunities identified were accessibility and adequacy of information resources and the availability of computer workstations. In responding to feedback, the Library has:

- Installed 80 new computers
- Upgraded the network enabling increased connection speeds
- Provided a Research Help Desk service in addition to an information point
- Introduced an Email Express area
- Increased electronic resources (see item in this issue)
- Improved the Databases web page
- Implemented new signage to help with locating subject specific resources on the first floor

This is by no means an exhaustive list of planned improvement initiatives and, in particular, resource concerns will be the focus of extensive strategic initiatives in 2003. For more detail on the survey results, visit News on the Library website.

Overall Satisfaction with the Library

![Graph showing overall satisfaction with the Library from 1994 to 2002.](news@library)
New electronic resources

**Safari Tech Books Online**

An ebook service specialising in computing and business titles by leading publishers including O'Reilly & Associates and The Pearson Technology Group is now available following a very successful trial in 2002. Coverage of titles includes: network design and administration, desktop applications, web design and authoring, databases, e-commerce, hardware, graphics and multimedia, operating systems, security, and software engineering.

**Using Safari**

Fulltext information from the Safari titles subscribed to by the Library (around 150 titles) can be accessed in one of three ways: Search, Browse by Category or Find a Specific Book. Searching Safari as a database allows users to find answers to specific questions rather than reading texts at length. Users can also search for strings of code characters.

Academic staff may post up to two sections of a book on a university intranet, thus overcoming access issues associated with classes relying on a limited number of print copies. It is also permissible to reproduce photocopies of up to two sections of a book for the benefit of students. A section is defined as an individually viewable portion of the publication.

**Synergy - Blackwells Social Science and Humanities**

Fulltext access to almost 300 journals in the humanities and social sciences has been made available through Blackwell's Synergy database and greatly boosts the Library's electronic journals in these disciplines. Almost none of the titles have been held by the Library previously and are generally available from 1998. Icons indicate titles subscribed to by the Library. Limiting to subscribed titles is also an option. Users can browse journals by issue or search by keyword. Alerts may be established by users who wish to receive table of contents of relevant journals as they are published.

Disciplines covered include history, linguistics, philosophy, cultural studies, politics and sociology. Titles include *European Journal of Philosophy*, *History and Theory*, *International Social Science Journal*, *Political Studies*, and *Modern Language Journal*.
New Electronic Resources Cont'd

**AMERICAN CHEMICAL SOCIETY (ACS) JOURNAL ARTICLES**

Increased online access is now available to approximately 28 American Chemical Society journals via ACS Journal Archives. Articles are available from the year of first issue up to the current subscription. The searchable ACS Journal Archives is available in PDF format for 1995 and previous years and in HTML and PDF from 1996 onward.

Access ACS Publications from JournalSearch (enter the title of an ACS journal e.g. *Chemistry of Materials*), or from the Databases page, (select ACS Publications).

To access a journal's backfile:
At the ACS web page, click on the journal title from the list displayed, click on the link to Back Issues and choose decade, volume and issue OR
Select Search the Journals tab on the top menu bar; Fill in the search boxes; Select Search

Why not sign up for Table of Contents email alerts so you're informed when an article is posted to the web!!

**NATURE - now on JOURNAL SEARCH**

Nature, the international weekly journal of science, is now available online from 1997 (in print from 1974) and is searchable by keyword, author and date. Users can register to receive Table of Contents email alerts. Nature, with an impact factor of 27, publishes original scientific research reports, review articles, letters and commentary and brings readers rapid, authoritative news of topical and coming trends affecting science.

**ULA – a national borrowing scheme**

From March 2003, staff and students became eligible to participate in the ULA (University Library Australia) borrowing scheme and can now borrow in person from participating university libraries in Australia (most libraries are participants in the scheme). Borrowing privileges are valid to 28 February of the following year. A new authorised application form is required each year.

**How do you apply?**

You need to apply directly to the library you wish to borrow from. A fee is generally charged at the host institution and it is the responsibility of each person to establish whether a fee is payable. Academic and general staff, however, are exempt from membership fees. The exception is the University of Adelaide Library which imposes a $50 fee for staff outside South Australia.

Students must provide proof of current enrolment as well as a current student ID card. Staff need to provide proof of current employment with a current staff ID card.

For further information, contact Cathy Messer by email at cathy_messer@uow.edu.au or speak to staff at the Lending Desk in person or by phone 02 4221 3545.
Starting Out at University was the theme adopted by the Library for a promotional campaign launched at the start of Autumn Session. More than 2000 bookmarks conveying Ask Us, Tell Us, Do It, Use It messages were distributed throughout the first weeks of session in library classes and orientation sessions at most campus sites. The release of the Moving On bookmarks and posters in Week 5 signalled the second stage of the campaign with the emphasis on more advanced tips for students and messages that made better sense after a few weeks of immersion in class and assignments.

Moving On reflects the next stage in the student's journey through first-year university when they desperately need timesaving tips. Students can get these from the posters and bookmarks which invite students to Ask Us, Tell Us, Do It, Use It. Getting to the right information and asking the right questions has never been more important for students, battling with the demands of work and study. Students are also asked to suggest items for purchase, to renew items from home and to provide their email address for quicker notification of hold pickups, recalls and overdues. And there is a reminder on the second bookmark to turn off mobile phones before coming into the Library!

After-hours access at Shoalhaven Campus Library

Following a successful trial in 2002, students at Shoalhaven have been provided with after-hours entry to the Access Centre, a computer lab located in the Shoalhaven Campus Library building. This enables entry on weekdays beyond normal Library closing (6.00pm Monday-Thursday; 3.00pm Friday) to 10.00pm each night. Students are appreciative of the increased opportunity to use the Library's electronic resources and to access other IT resources after hours. Carol Stiles, the Shoalhaven Campus Librarian, has been involved in providing students with training regarding the security of the building.
Increased backfile of Web of Science

Users now have access to an additional five years backfile of the Web of Science, the database which facilitates citation searching across Science Citation Index, Social Sciences Index and Arts and Humanities Citation Index. Coverage of the Web of Science database for University of Wollongong users now extends back to 1987.

The increased coverage follows a decision of the Australian Vice-Chancellors' Committee to allocate additional funding from the Systemic Infrastructure Initiative to the consortial agreement with ISI for the provision of the Web of Science. An objective of the Systemic Infrastructure Initiative, part of the government's Backing Australia's Ability package, is to expand access to shared facilities that will bring sector-wide strategic benefits and support research at Australian universities.

Staff news!

Margie Jantti receives prestigious award

Margie Jantti, the Library's Quality and Marketing Manager, recently received the CAUL Achievement Award which recognises staff who make an outstanding contribution to the achievement of the strategic agenda of CAUL (the Council of Australian University Librarians). Margie's work in the area of best practice and continuous improvement made her the front contender for this inaugural award worth $5,000. Margie was recognised for her formidable knowledge and expertise in business improvement and for her vigorous pursuit of alliances with local and national communities to identify opportunities to compare performance and practices with external organisations, both within and outside the library industry. Through presentations, staff development, meetings and seminars Margie has worked to promote continuous improvement and quality assurance in university libraries. Margie is currently a member of the University's Quality Assurance committees.

Brian Cox, University Copyright Officer

Brian Cox has recently commenced in the position of University Copyright Officer and will be responsible for the coordination of copyright management issues across campus in collaboration with the University Copyright Management Committee. Brian has previous experience of the University as a student and tutor and brings knowledge of legislation and compliance from his work at the Office of the Federal Privacy Commissioner. Enquiries regarding copyright should be referred to Brian on ext. 5295 or via email: brian_cox@uow.edu.au

Suzanne Lipu, Research Training Librarian

To support the University's goals of improving the management and training of research students, Suzanne Lipu has recently been appointed to the position of Research Training Librarian. Funding was made available for this position for an initial period of two years following a submission to the Pro Vice-Chancellor (Research) requesting resources for the Library to provide an improved research training environment for postgraduate research students. Suzanne will be sharing support for research students with the faculty librarians and looks forward to liaising with staff and students in the future. Suzanne is available on ext.4350 or via email: suzanne_lipu@uow.edu.au

Michelle Jones, Faculty Librarian, Education

Michelle Jones has been appointed to the Faculty of Education Librarian position vacated by Suzanne Lipu. Before coming to Wollongong, Michelle worked as a faculty librarian for Education at the University of Western Sydney, Bankstown. Michelle is available on ext. 4638 or via email: mijones@uow.edu.au
Social Science Data Archives

The Social Science Data Archives collects and preserves computer readable data relating to Australian social, political and economic affairs. Data holdings include all areas of Australian studies, longitudinal surveys, opinion polls and historical census data. Access can also be provided to similar international data archives. Data sets result from research by academic, government and private organisations, and individuals, and are available to research students and academic staff for further analysis.

UOW researchers are able to access the data sets at members’ rates. For further information visit http://ssda.anu.edu.au or contact Jen Lyons, Arts Faculty Librarian on x4175

Visit our New Books display

The Library foyer now includes an attractive new area dedicated to the display of New Books. Why not drop in and have a look!

All new items received are listed on our website monthly. Click on News from the Library homepage to access the New Books service or go directly to library.uow.edu.au/ftlists/

New publisher for Grove Art and Music


It Happened in 2002 ....

♦ Over one million people visited the Main Library
♦ Increase in visits: Main Library up 14%; CRC up 15%; Shoalhaven up 24%
♦ 1,996 electronic readings were made available
♦ 11,743 students and staff received information literacy training
♦ 49% increase in fulltext article downloads
♦ New Books service launched on website
♦ Web of Science database acquired
♦ Research Edge: postgraduate information skills tutorial launched
♦ Managing Information video produced
♦ UOW Higher Education Gateway launched on website
♦ Textbook Award established with sponsorship from book supplier

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