Opening the doors to knowledge

The doors to the new library facilities at Knowledge Village, University of Wollongong Dubai (UOWD) were officially opened by University Librarian Felicity McGregor in a recent visit to the United Arab Emirates. The UOWD library has grown with the student population, increasing from 3,000 items to over 14,000 items in less than five years. Books, staff, 21 student computers, 96 study spaces and three group study rooms are all accommodated in the spacious new library.

At the invitation of Jane Whiteside, Manager, Library Services, Felicity formally opened the facilities at a function attended by Emirates regional librarians, UOWD executive and staff, and University of Wollongong’s Vice Principal (International) and Pro Vice-Chancellor (Academic). The opening was also the occasion for presentation of a Vice-Chancellor’s Award for Outstanding Service to Jane Whiteside. Following a celebratory lunch, Lynne Wright, Associate Librarian Client Services, gave the occasional address on Client Relationship Management.

Felicity participated in preparation for UOWD’s AUQA visit with the PVC (A) and also conducted a session for Library staff on library-related issues which have emerged from AUQA audits.

A Client Service Skills Workshop, conducted by Lynne for about 15 UOWD staff, was very well received by participants. She also provided information literacy instruction for library staff and shared ideas on staff development. UOWD library staff valued the opportunity for information exchange, feedback and discussion with peers.

Above: UOWD building at Knowledge Village, Dubai

Right: Manager, Library Services (UOWD), Jane Whiteside (at left) and University Librarian (UOW), Felicity McGregor
New electronic research resources

HeinOnline provides access to a number of collections of legal material including Law Journals, Federal Register, Treaties and Agreements, U.S. Supreme Court and Legal Classics.


All HeinOnline resources are image-based and fully searchable, providing exact page images as they originally appeared in print, with all charts, graphs and photographs.

Other recent purchases

• *Annual Reviews*, providing access to titles in anthropology, astronomy, biochemistry, ecology, genetics, medicine, physical chemistry and psychology, with archival access to complete backsets.

• *Marine Ecology Progress Series*, a worldwide forum for all aspects of marine ecology, fundamental and applied.

• *Current Medicinal Chemistry*, covering all the latest developments in medicinal chemistry and rational drug design.

• *International Journal of Robotics Research*, providing multidisciplinary information on robotics research - from applied mathematics to artificial intelligence to computer science, to electrical and mechanical engineering.

Nature journals now online


Nature titles can be accessed through the Library Catalogue: library.uow.edu.au

people@library

Michael Organ

Project Officer, Digital Services and Archives

How long have you been working at the Library?

7 years, since 1996, with a 2 year “break” as the Federal Member for Cunningham in between. Between 1988-95 I was a research assistant, and spent a lot of time in the Library then as well. I can’t keep away from the place.

What does your current job entail?

Investigating the implementation of a content management system for use as an institutional repository, or digital archive, for the university. Quite different from my last job.

What question are you asked the most at work?

What was John Howard really like?

What question would you like to be asked?

What was John Howard really like?

What are you reading now?

Anything to do with the history of Australian cinema. I no longer read 5 newspapers every day.

What’s your favourite film?

Fritz Lang’s *Metropolis*, 1927. Amazing for its time, and a doorway to German cinema of the 20s.

What’s your favourite website?

Apart from Google and eBay, my own website, because it reflects where I’ve been: www.michaelorgan.org.au

What’s your favourite way to spend a Saturday?

A walk down the beach to Sandon Point for a swim and chat, then home to watch a DVD and have a cuppa and cake with the family.

If you had a magic wand and could change one thing about the Library, what would it be?

That it was three times the size, with more space for archives.
Advances in information literacy

The Library is committed to helping students and staff become:

• Successful, time-efficient navigators of information - able to locate and select authoritative information resources from the plethora of resources available in this information-saturated world
• Adept at critically evaluating information - equipped to produce excellent research and assessment tasks.

The Information Literacy Integration Policy was recently approved by the University Education Committee and Senate after extensive consultation. The initial implementation of the new policy will involve:

• Hosting an information literacy forum
• Collaborating with academics in subject/course planning and review
• Mapping students’ information literacy progress to target areas for improvement
• Improving information literacy assessment in integrated subjects/courses and measuring students’ information literacy learning outcomes
• Promoting information literacy across campus, including on University websites - Good Practice Case Studies and Teaching Strategies for Graduate Attributes.

Suzanne Lipu, Information Literacy Coordinator, will lead the implementation of the Library’s key information literacy strategies and coordinate professional development of the Information and Research Services team in teaching and learning issues.

Suzanne is a member of the Research Advisory Group of the Australian and New Zealand Institute of Information Literacy (ANZIIL) and has contributed to several publications in the information literacy field, the most recent being a book chapter in Information Literacy for Educators: Professional Knowledge for an Information Age (2004).

If you would like assistance with your faculty’s information literacy objectives please email suzanne_lipu@uow.edu.au or visit the Library’s information literacy web page: www.library.uow.edu.au/about/planning/infolit/index.html

You can find examples of good practice in information literacy under Graduate Attribute No. 7 at: www.uow.edu.au/about/teaching/attributes/

Did you know ...

The Library purchased over 18,860 new books in 2004. Consult your Faculty Librarian to incorporate new titles in your course and subject proposals, and in your teaching practice.

What else can your Faculty Librarian do? See our new web page, www.library.uow.edu.au/services/faclibs.html which includes a listing of the Library staff allocated to each faculty. You may even like to learn more about your librarian by checking their individual profile!
Faculty newsletters
Keeping up to date with new information resources and services is always challenging. The Library is producing a series of ‘what’s new for your faculty’ electronic newsletters. Designed to be concise, each newsletter features new books, databases and e-books as well as useful hints and tips. Go to the Library homepage and look under News: www.library.uow.edu.au

Do you have new subjects, new themes? Key research areas, updated publications? Faculty Librarians are actively ordering material for your faculty. Please contact them with requests to ensure student needs are being met.

Don't forget ...
The Library can support your research needs through:
- Extensive print and electronic resources (over 25,000 journals)
- Nationally and internationally sourced document delivery service
- ScienceDirect’s transaction access to journal articles

Postgraduate research students (Masters by Research & PhD students) can now apply for transactional access to journal articles not covered by the Library’s current subscription to the ScienceDirect database.

ScienceDirect provides access to journals across many disciplines, covering much more than the sciences. It includes titles in engineering, business, management and accounting, arts and humanities, and social sciences.

Students will be given their own ‘personal login’, providing them with access to the full text of journals not currently available as a subscribed title and to other features such as personalised alerts and journal lists.

To learn more about this service and to apply for access contact Neil Grant, Electronic Services Librarian (neil_grant@uow.edu.au; 4221 3547) or Pam Epe, Journals Access Manager (pam_epe@uow.edu.au; 4221 3165).

What's new for 2005
- New desks and chairs provide improved study facilities, with 900 seats available for study in the Library.
- More than 200 computers now available.
- Support for laptop users through the provision of 100 wireless network cards and a dedicated Laptop Connect area.
- Current journals display relocated to a comfortable seating area on the Ground Floor.
- See the World travel guide display area on the Ground Floor. Be inspired to study abroad.
- Two new plasma screens installed in the outer foyer, keeping you up to date with the latest Library news.
- Over 3,000 electronic books now available.
- 5,000 new books and information materials already purchased between January and March.

Remember ...
to take a moment to check the constantly changing New Books display in the Library foyer!

New Books per 100 EFTSU

<table>
<thead>
<tr>
<th>Year</th>
<th>New Book Titles/100 EFTSU</th>
<th>Add Items/100 EFTSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>2002</td>
<td>55</td>
<td>34</td>
</tr>
<tr>
<td>2003</td>
<td>59</td>
<td>40</td>
</tr>
<tr>
<td>2004</td>
<td>74</td>
<td>48</td>
</tr>
</tbody>
</table>
A new look for Library publications

With the support of the UniAdvice Marketing Coordinator, the Library’s brochures have received a new look. New publications include:

- The Library – here to help teaching staff: a comprehensive guide to resources and services for UOW teaching staff
- Find it – locating items in the Library: providing information on key material locations in the Main Library and hints for making sense of the Dewey Decimal Classification system
- Know how – online help: summarising options for research assistance via email and live chat.

Look out for the full brochure range in the Library foyer.

Bert Flugelman’s ‘Winged Figure’ continues to provide inspiration for the Library’s logo. This sculpture – located on Mount Keira and overlooking the University – celebrates the development of human flight. The Library’s aspiration is to be a knowledge resources centre of distinction, promoting the intellectual freedom that knowledge can bring, just as the knowledge of flight delivered an unprecedented physical freedom for human beings.

Here to help teaching staff

A summary of the expert Library services available to support the needs of teaching staff is now available in a colourful brochure. Titled The Library – here to help teaching staff, the brochure outlines key services and resources, such as:

- Purchasing teaching and research material
- Linking subjects to Library resources
- Incorporating information literacy into your subjects
- Electronic readings
- Online help
- Managing your information
- Document delivery

Learn how our expertise can support teaching and research and keep you up-to-date with the higher education environment. Pick up a copy of the brochure today and ensure that you are getting the most from your Library.

A brochure on services for researchers is currently in press.

Commitment to excellence: reviewing our Client Service Charter

The Library’s commitment to quality and service excellence is encapsulated in the Client Service Charter. Although service standards have been in place since 1996, the Client Service Charter (first published in 2002) formalises our collaborative approach to improving and maintaining service excellence. The Client Service Charter was reviewed in late 2004 with the aim of establishing new and improved benchmarks in meeting the service needs of the campus community.

In addition to internal measurement of performance, you can help us to measure and evaluate our performance by giving us feedback, participating in Library surveys and improving our collection by recommending resources for purchase.

Use the Tell Us link on the Library homepage: www.library.uow.edu.au
Excellent libraries: a quality assurance perspective

UOW Library’s experience in implementing a quality management framework and subsequently winning an Australian Business Excellence Award has been recognised within the professional literature. University Librarian Felicity McGregor was invited to contribute a chapter to Elsevier’s Advances in Librarianship, a long-standing monographic series which addresses a wide range of library-related issues. The chapter, titled ‘Excellent libraries: a quality assurance perspective’, discusses the benchmarking of libraries from the perspective of quality standards. Examples are based on practical experience, with publication of the chapter coincidentally marking the 10th anniversary of the Library’s adoption of the Australian Business Excellence Framework. Reviewers commented that the chapter ‘is a fine balance of theory and practice and is clear and well written.’

Does your research have impact?

A number of recent international surveys ranking universities have used citations as a major indicator of research quality. The Web of Science database published by ISI concentrates on providing citation information for the articles it indexes. A research trail can be followed back in time through ‘Cited References’ or forward in time by the ‘Times Cited’ links.

Citation data from the Web of Science has been utilised to produce journal impact factors which can be explored in the database Journal Citation Reports. The impact factor is a measure of the frequency with which the average article in a journal has been cited in a particular year. Identification of high impact journals can be important when considering in which journal to publish.

To learn more about who’s citing whom and identifying high impact journals, follow the link from Additional Services > Researchers on the Library homepage, or contact the Research Training Librarian: lib_researchtraining@uow.edu.au.

For more on journal quality and impact see Research Discussion Paper No. 6 – Indicators of journal quality: www.uow.edu.au/research/management/discussion/

Helping researchers research

Over Summer Session, two Faculty Librarians worked with the Centre for Health Services Development (CHSD) on a research project aimed at examining health priorities for children (Vic KIDS).

CHSD employed Chris Brewer and Nadine Harwood to research the key project areas, develop a database of relevant citations, and work with researchers to develop their skills in searching databases and web resources. The project was extended to include assisting researchers with EndNote software.

The final report was well received by the Victorian Government, with Chris and Nadine acknowledged in the author list.
people@library
Holly Tootell
Associate Lecturer, Faculty of Informatics.
Recent Informatics Faculty recipient of the Vice-Chancellor’s Award for Outstanding Contribution to Teaching and Learning.
How long have you been working at the Uni? 5 years.
What do you like most about life at Uni? Being able to be involved with many different groups for different purposes across campus.
What’s your favourite way to spend a Saturday? Digging in the garden followed by dinner with friends.
What are you reading now? I tell my PhD supervisor it is ‘Social Theory and Philosophy for Information Systems’… but I am enjoying biographies of (in)famous Australians in my spare time.
What is your favourite film? Anything with Colin Firth in it.
What’s your favourite website? Perfect for time-wasting - www.tickle.com
What’s the best thing about the Library? The quality of resources – both books and electronic.

Surfing the Library
• Online and want to ask a question? www.library.uow.edu.au/helptraining/askus.html
• Looking for resources for your subject? www.library.uow.edu.au/eresources/index.html
• Looking for specialised research resources? www.library.uow.edu.au/services/research.html
• Want to know what’s new on the shelves? library.uow.edu.au/ftlists
• Want to know what’s happening in the Library? www.library.uow.edu.au > News
• Wondering how the Library can support your teaching? www.library.uow.edu.au/services/staff.html
• Need to keep up to date with the higher education environment? www.library.uow.edu.au/about/news/gateway/index.html

Vice Chancellor Professor Gerard Sutton with Holly Tootell

If you had a magic wand and could change one thing about the Library, what would it be? Unlimited access to all the databases – no quotas on the number of concurrent users.
What question would you like to ask a librarian? How do you decide on which database to use when?
What qualities does a good librarian need? Patience, humour and the ability to mind-read.

Don’t forget …
We welcome your feedback on:
• Ease of use of our website
• Requests for new resources
• Library services relevant to you.
Look under Tell Us: www.library.uow.edu.au
The Internet: the medium or the message?

Surfing the Internet is a way of life for university students – they have grown up with it, used it at school and always known it as an integral part of their lives. The Internet is used as the medium for accessing who and what they need to know.

When faced with the need to find information for their academic studies, the Internet, or actually the World Wide Web, is the first port of call for students. However, for every good website with quality information there are thousands of websites with inaccurate, misleading or false content. Many websites do not have an intermediary or editorial process to determine quality information, so a Google search across the public web - that collection of hyperlinked documents - pulls up the good, the bad and the ugly.

The part not often seen by a surface trawl by Google is the deep web – content stored in searchable databases that only produce results dynamically in response to a direct request. It is estimated that the total quality content of the deep web is 1,000 to 2,000 times greater than that of the surface web.¹ To make the most of what is available, scholars need to broaden their searching.

Many students confuse searching the Internet, the public World Wide Web, with using the Internet as the medium to access Library resources. The Library’s databases utilise the technology of interconnected networks to provide access to a wealth of academic, scholarly material that has gone through an editorial or a peer review process. While Google may count its trawled pages in the billions, it is worth realizing that fulltext articles held within Library databases number in the millions. Databases such as Science Direct and Expanded Academic Index contain approximately 2.6 million and 6.5 million fulltext articles respectively. Add the material on the Library’s catalogue, including 472,000 scholarly books, 3,000 e-books and over 25,000 journals, and the volume available is substantial.

As educators of the next generation, the University must ensure students understand how to make the best possible use of all types of resources.

Researchers have explored the contrasts between academic libraries and resources and the behaviours of net generation students.² A one-stop Google-type search across all academic resources was identified as the ideal solution.

Libraries and researchers are developing this type of search technology. In the meantime students can develop skills and benefit from:

- Learning how to interpret and evaluate information on the web
- Understanding academic and research information
- In-person and virtual assistance when they need help
- Online tutorials to be completed at their own pace
- Guides to quality information sources and web sites
- Information literacy instruction integrated with assignments and tasks.

Although we can’t imagine life without the Internet, it’s worth remembering the difference between the medium and the message.