BUILDING A BETTER LIBRARY

An exciting renovation project will transform the Library building into a vibrant campus hub. Local architectural firm, Graham Bell Bowman, are working closely with Library staff to develop a design for an extension which will provide expanded study, computing and collection storage space. Additional space will be created by extending the northern and eastern sides of the existing building.

The extension will allow for a more open and transparent structure, and will:

- Maximise study space and allow an increased number of computer workstations
- Provide additional space for the expansion of collections
- Update the building interiors where possible
- Create a flexible design to accommodate changes in learning styles and Library services
- Transform the current dull and heavy building into a transparent, inviting environment
- Continue to support the University in the attraction and retention of students

Construction is expected to commence in November, for completion by February 2008. All efforts will be made to minimise disruption to Library clients during the construction period.

For more information and regular progress updates visit:
www.library.uow.edu.au/about/building/index.html

Above and left: Architects’ impression of the planned Library extension
CONTINUING TO INVEST IN OUR PEOPLE

A surveillance audit against the international Investors in People (IiP) standard has resulted in successful re-accreditation against the existing standard, and confirmed the Library’s status as a best-practice employer.

The Library has a long and prestigious connection with IiP, after first being recognised as a top performing organisation under the standard in 1999. In 2003 the Library received a Silver Award in the inaugural Investors in People Awards for the category - State/Local Government or Institutions. This was bettered in 2005, when the Library won a Gold Award.

The assessors offered the following comment in 2003:

*What you will find is an energetic, totally client focussed team ready to help customers through a broad range of services supported by the latest technology. This is indeed an organisation that just can’t stop getting better, and as well as being clearly addicted to improvement, the Library positively revels in measuring KPIs such as client satisfaction, staff development, and leadership effectiveness.*

With re-accreditation, our organisation celebrates ongoing, demonstrated best practice in human resource management.

For more information on the Investors in People standard visit the website of accrediting body NCSI:


BENCHMARKING OUR PERFORMANCE OFFSHORE

UOW students in Hong Kong, Singapore, Malaysia and Dubai recently had the chance to shape improvements to offshore library services. An online Overseas Students Library Client Survey, conducted in March, gave students the opportunity to provide their feedback on the quality of library services. One lucky student from the University of Wollongong Dubai won an Apple iPod, offered as an incentive for completing the survey.

The survey - developed in collaboration with a number of Australian university libraries - allows us to benchmark our performance. Overall results were very positive, with UOW performance scores above the mean in the benchmarking database for the majority of variables for both local and online library services. Some opportunities for improvement include improving access to electronic books, expanding the range of electronic and hard copy resources available locally, and ensuring that local computing facilities are of an appropriate standard.

PEOPLE@LIBRARY

**Name:** Jen Lyons  
**Position:** Medical Librarian  
**How long have you been working at the Library?**  
Since 1995.  
**What’s the best thing about your job?**  
It’s such a dynamic environment – there’s never a dull moment! You get to meet a wide variety of people and there’s that great sense of satisfaction when you put someone in touch with the information they need.  
**What are you reading now?**  
I’m probably one of the last people to catch up with it but I’m reading *Year of Wonders* by Geraldine Brooks – the Plague is so compelling!  
**What’s your favourite film?**  
It’s hard to play favourites. While I’m tempted to say *The Librarian – Quest for the Spear*, I must admit I’m a sucker for anything by the Coen Brothers or a good Katharine Hepburn/Spencer Tracey movie. *Desk Set* inspired me to become a librarian!  
**What’s your favourite website?**  
Internet Movie Database (www.imdb.com) is a bit of a fave, but www.stuffonmycat.com can be quite diverting.  
**What’s your favourite way to spend a Saturday?**  
Checking out op shops and second-hand furniture stores for those elusive vintage bargains, then catching up with coffee and the papers. On wintry nights, it’s wonderful to curl up with a good book or movie.  
**If you had a magic wand and could change one thing about the Library, what would it be?**  
In an ideal world, it would be great to have unlimited resources and the space to put them in.  
**What question are you asked the most at work?**  
I know this is a silly question but …  
**What question would you like to be asked?**  
The winning $1,000,000 question on *Who Wants to Be a Millionaire*.  
**What qualities does a good librarian need?**  
Patience, approachability, sense of humour, flexibility, passion and an inquiring mind.
REPOSITORY OPENS UOW RESEARCH TO THE WORLD

UOW has launched Research Online (ro.uow.edu.au), an open access digital archive promoting the University’s research output.

Over 400 articles have been uploaded since going live at the beginning of 2006, resulting in more than 8,000 fulltext downloads by external users, and an average of 800 downloads per week.

Academic staff whose research articles or conference papers are in Research Online benefit from wider exposure for their research, enhanced research impact and safe storage. Material in the archive is easily found by Internet search engines such as Google, and is accessible for people around the world, regardless of their access to libraries or journals.

We are currently seeking articles and conference papers from the period 2000-2005. The preferred version for the archive is the author’s final version, post refereeing. If you have digital copies of your published papers, visit the Research Online website for instructions on how to submit material.

For more information visit:
www.library.uow.edu.au/services/research/ro.html

NEW ELECTRONIC RESOURCES

Royal Society of Chemistry Journals

An extensive range of Royal Society of Chemistry titles are now available, with access from the first issue, including previous forms of the title.

• The Analyst
• Analytical Abstracts
• Catalysts & Catalysed Reactions
• Chemical Communications
• Chemical Society Reviews
• Chemistry World
• Dalton Transactions
• Faraday Discussions
• Green Chemistry
• Issues in Science & Technology
• Journal of Analytical Atomic Spectrometry
• Journal of Environmental Monitoring
• Journal of Materials Chemistry
• Lab on a Chip
• Methods in Organic Synthesis
• Natural Product Series
• New Journal of Chemistry
• Organic & Biomolecular Chemistry
• Photochemical & Photobiological Sciences
• Physical Chemistry Chemical Physics

OneSource – Global Business Browser: Asia Pacific Edition

The Library is offering trial access to this electronic resource until the end of 2006. It is relevant to commerce students and anyone with an interest in the Asia Pacific region. It includes information on 85,000 leading global companies, and 260,000 public and private companies in the Pacific Rim - Japan, Australia, Taiwan, Singapore, New Zealand, China, South Korea, Thailand, India, Malaysia, Hong Kong, Philippines, Indonesia, Pakistan and Vietnam.

Information covered includes:

• Annual reports
• Company overviews
• Executive listings
• Corporate parents and subsidiaries
• Industry information
• Analysts’ reports
• Significant developments
• News and articles
• Financial health and history
• Comparable data

WHO’S WHERE?

New opportunities have driven a range of staffing changes over recent months. Supporting her interest in human resource management, Lynne Wright has taken an internal secondment to the position of Director, Employment, Equity and Diversity. Margie Jantti was successful in her application for the position of Associate Librarian, Client Services and continues her management of the Information and Research Services and Lending Services teams. Library staff recently farewelled Craig Littler, the Remote Services Manager, who has accepted a position at Southern Cross University. The University benefited from Craig’s expertise and experience with satellite site libraries, offshore services, building projects and e-learning activities.
The Library's priorities support University Goals and build on our Key Performance Indicator of client and stakeholder satisfaction. Our focus on client service excellence is paramount.

Key directions for 2006 include:

Excellence and innovation in teaching practice and programs
- Human and information resources acquired to support Medical School programs
- Increased integration of information literacy into the curricula with a demonstrated level of impact

Excellence and innovation in research
- A research digital repository that is implemented, populated, promoted and evaluated
- Support for research activities, contributing to the University's research reputation

A University experience that gives all students the opportunity and skills to develop, grow and learn
- A design for an extension to the Library which will improve functionality and accessibility, increase computers, seating and teaching space; and provide for expansion to the collections
- Improved awareness of resources and services for clients at satellite sites

Skilled and informed staff who can respond creatively to challenges and opportunities
- Medical Librarian recruited with key identified skills
- Opportunities provided for younger professional librarians

Our Vision is to be recognised as a knowledge resources centre of distinction, integral to the realisation of the University’s Mission, Vision and Goals.

We will:
- Develop education and training programs to equip staff and students with the skills for lifelong learning
- Structure systems and develop gateways to provide integrated, convenient and client-friendly access to resources
- Foster staff to become innovative information specialists, skilled in providing exceptional service, customised to meet individual needs and preferences
- Contribute to the development and enhancement of a knowledge-based society

NEWSFLASH!

We will be running our next Client Satisfaction Survey from 28 August to 15 September 2006.

Keep an eye on the Library homepage for your chance to provide feedback, shape our services and win an exciting prize valued at around $500.