Margie Jantti appointed University Librarian

When Margie Jantti joined the University of Wollongong Library as Loans Supervisor in 1993, the role of University Librarian would have seemed a very distant prospect. Within months of her initial appointment however, her leadership ability and appetite for driving change was noted through compliments from academic staff for her efficient management style and by the Library Executive for her vision for exceptional service.

Margie has been central to Library’s reputation for excellence, facilitating recognition against international standards and prestigious awards, e.g. Australian Business Excellence Awards, Investors in People and the International Customer Service Standard.

Her contribution to CAUL’s (Council of Australian University Librarians) strategic agenda for quality assurance was recognised in 2002 with the inaugural CAUL Achievement Award.

Known for her skill in fostering collaboration between academic and general staff, Margie is an active contributor to numerous committees and working parties across the University. In April this year, Margie was appointed University Librarian.

Margie draws on a wealth of experience to lead the Library; now and into the future. She has signalled a change agenda, with an emphasis on strengthening the Library’s position in supporting research; improving the discoverability of resources; participating in offshore developments and critically reviewing facilities and services in anticipation of growing student numbers. What will remain a constant she reassures, is the Library’s commitment to excellence in all its endeavours.

Complete the Library survey
See back page for details.
When asked to reflect on career highlights to date, Margie responded with the following:

- Sustaining the Library's enviable reputation for service excellence and innovation.
- Contributing to the University's quality agenda, including AUQA, institutional benchmarking projects, chairing the University's Quality Assurance Subcommittee of the University Education Committee (2006-2008).
- Being part of the review of the Graduate Qualities.
- Securing a University of Wollongong (UOW) Teaching and Learning Grant (2006). The project resulted in an Australian Learning & Teaching Council Citation (2008).
- Working with outstanding Library staff, who share common values based on commitment, initiative, collaboration, service excellence and continuous improvement.

A growing collection of eJournals

In 2000, when the electronic preferred policy was endorsed, students and staff had access to 5,000 ejournal titles. A decade on, the number of individual electronic journal titles either subscribed to or owned has increased to over 79,000; befitting an institution now widely recognised for its learning, teaching and research performance.

The value and uptake of electronic access is reflected in the number of article downloads, exceeding 4 million in 2009.

To date this year, the Top 10 most downloaded journals are:

1. Harvard Business Review
2. Medicine and Science in Sports and Medicine
3. Medical Journal of Australia
4. Australian and New Zealand Journal of Public Health
5. Journal of Advanced Nursing
6. Nature
7. American Journal of Clinical Nutrition
8. Journal of the American Dietetic Association
10. European Journal of Operational Research

STAFF PROFILE: DONNA DEE, MANAGER, SERVICE QUALITY

I have been working at the Library for nearly 18 years. In that time, I've held a number of interesting roles: Casual Staff Coordinator, Lending Services Coordinator, Collection Services Team Leader, Manager, Resources and have been in my current role for nearly two years.

As the Manager for Service Quality, I am responsible for driving strategic and operational service quality improvements in teams engaged in client and information services. This includes developing and applying client service policies, identifying training needs for staff, benchmarking activities and monitoring service performance against our standards.

Over the last year, I have worked with our client service teams to introduce a systematic competency-based approach to training, designed to keep our staff on the cutting edge of service delivery. It is a shift away from on-the-job training and supports staff in achieving a range of core competencies specific to client service in a library setting. More than 50 casual and permanent staff have completed the new training program across client, information, research and roving help services and we are achieving a higher degree of service delivery consistency.

I really enjoy the diversity of my role, it facilitates the opportunity to work with most teams in the Library and supports the delivery of top-shelf services to our clients. Knowing that my role has a broad and positive impact on clients and staff is extremely positive and rewarding.

The introduction of the two-way radio communication tool is something I'm proud to have been involved in. Staff can radio requests for client assistance between service delivery points, providing timely service responses for clients. More than 2000 client interactions have occurred on the airway this year, which means that we are reaching our clients at the point of need. The take-up of this new initiative by staff has been overwhelmingly positive; it is a 'feel good' achievement.

The most important Library tool to me is the feedback facility on our homepage. It's a window to endless opportunities for service delivery and innovation. It provides our clients with a voice to contribute their view on our services and to inform the development of future services.

Right now, I'm reading Eat, Pray, Love by Elizabeth Gilbert — would I recommend it? A bit slow and drawn out so I would suggest you wait and see it at the movies.

My Saturdays usually start and finish with a coffee at the Deli in Gerringong. I try to touch base with family and friends in between completing a walk in my local area with the dog. Although, you might find me shopping if the weather isn't great.

If I had unlimited budget and could change one thing in the Library, I would develop information and research service hubs on each level of the Library with roaming service and specialist staff to support clients at the point of need.

www.library.uow.edu.au
The ever-increasing demand for research content at UOW confirms the need for widespread accessibility provided by the online format. To further enrich existing collections, a key focus for 2010 is the acquisition of deep archive online backfiles.

**Recent acquisitions include:**

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<tr>
<th>Publisher/Media</th>
<th>Description</th>
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<tr>
<td><strong>Pion Press Archive</strong></td>
<td>This archive set provides access to the 5 journal titles published by Pion Press. These titles are Environment and Planning A-D and the journal, Perception.</td>
</tr>
<tr>
<td><strong>The Economist Historical Archive 1843-2006</strong></td>
<td>Delivers a complete searchable copy of every issue of The Economist from 1843 to 2006. The archive offers a primary source of research covering the 19th and 20th centuries and includes exportable financial tables, full colour images (including the front covers) and the original advertising.</td>
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<tr>
<td><strong>LWW Nursing and Health Professionals Journal Archive</strong></td>
<td>This collection, from publisher Lippincott Williams &amp; Wilkins, includes Back-file content to over 77 titles in the nursing and health professions area. Titles include American Journal of Nursing, Clinical Nurse Specialist, Infants and Young Children, MCN: American Journal of Maternal/Child Nursing, Medicine and Science in Sports and Exercise and Nursing Research.</td>
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<tr>
<td><strong>SAGE Journal backfile</strong></td>
<td>The Sage backfile collection comprises the backfiles of over 380 titles in the business, humanities and social sciences as well as medicine, science and technology disciplines. The backfile comprises volume 1 of each title to 1997, with our current subscription covering the period 1998 onwards. Titles included in the collection are Australian &amp; New Zealand Journal of Sociology, Educational and Psychological measurement, Human Relations, International Journal of Robotics Research and Journal of Industrial Relations(Australian).</td>
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UOW Fellowship for Felicity McGregor

Recently retired University Librarian, Felicity McGregor was made a Fellow of the University during Autumn Graduation ceremony on Friday 23 July. A Fellowship is the University’s peak award for service to the University and community.

Felicity has been recognised by the University for her outstanding service to the research, teaching and learning community, for attaining national and international recognition for innovative and sustained approaches to Library management and for her demonstrated and long-standing commitment to the growth and success of the Library and the University. Through her vision and leadership, she developed a world-class Library, befitting an institution now widely recognised for its learning and teaching performance and its position in the top 2% of universities world-wide.

At the ceremony, the Vice-Chancellor, Prof Gerard Sutton concluded the citation by noting that ‘Felicity’s vision for the Library and the University has always been dynamic, imbued with the energy of human potential and achievement.’

Information Skills team scoop a Vice-Chancellor’s Award

The StartSmart: Essential Academic Information Skills program has firmly cemented the importance of teaching Library skills and the responsible use of information to students transitioning into higher education. The Information Skills team (pictured right) who developed and implemented the innovative program were rewarded with the Vice Chancellor’s Award for Outstanding Service on June 11, 2010.

Pauline Lysaght, Sub Dean Education supports the program whole-heartedly, “From an educational perspective, StartSmart is an exceptional resource. It is outstanding in terms of its scope and quality.” StartSmart provides first year and international students with a sound foundation in the development of their academic information skills as well as an understanding of academic integrity. It also provides a basis on which academic staff can build progressively, as students continue their studies.

Nina Moreno also received her 25 years service award on the evening.

RSS

RSS is a simple and flexible way of receiving alerts of regularly changing web content. Many databases offer RSS feeds of newly published material according to your personalised search criteria.

The Library now offers real time, RSS feeds for information relating to your borrowing record (including holds) and New Books.

You can choose to receive the updates in a reader (or aggregator), in online facilities you already use such as iGoogle, via email or even in your web browser. These readers collect the updates you have subscribed to in one place for you to read when it is convenient for you.

For more information about alerts and RSS, go to: www.uow.libguides.com/keepuptodate

QUICK TURN AROUND FOR PRINTING

When students wish to print off their lecture notes or assignments, they want to be in and out as fast as they can. The addition of 5 more Print Only computers will help achieve this. A total of 9 Print only computers are now available on the Ground Floor and Level 1; students can pick up their job at any printer on the Follow Me printing system.

www.library.uow.edu.au
Reaching out

Are you a permanent academic? Have you had a visit from your Faculty Librarian? Your Faculty Librarian would like to meet with you, make your appointment today.

Consultations are designed to target Library resources and services you may unfamiliar with, but remain customisable to your needs. While you may feel you do not have any time, we can help you to save time with your teaching and research and it is worth squeezing us into your busy schedule.

So far, over 150 consultations have taken place. 100% of staff who have completed an evaluation reported that the visit was relevant to their research and teaching needs.

The most useful topics were...

![Chart showing the most useful topics during consultations.]

StartSmart update

StartSmart is designed to prepare new students for their first assignments by introducing them to academic integrity, and teaching them how to find and then cite information to use in their assignments to avoid plagiarism. For this reason, it is imperative for students to complete StartSmart in the first weeks of session.

Subject coordinators who recognise the benefits of completing StartSmart early are further encouraging students by allocating a small portion of their first assignment mark to students who submit their StartSmart completion certificate with their first assignment.

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www.library.uow.edu.au
Client Survey opens Monday 13 September

Understanding the needs and expectations of students and staff has been pivotal in developing high quality services, resources and facilities. One way of making sure we can hear from as many students and staff as possible is by using the Library Client Survey. Not only do we get to learn how you rate us; your feedback lets us know how we compare to other Australian university libraries.

The next survey will be open to all students and staff, September 13 – 24 (Week 8 – 9).

Since the 2008 Client Survey, the Library has improved:

| Access to Electronic Resources | > Expansion of the online journal collection to 79,000 titles > Improved access to a wider range of ebooks, over 10,000 |
| Service delivery | > Improved access to staff and help through new communication initiatives > New approaches to staff training to ensure standards and expectations are met |
| Facilities and equipment | > Opening hours extended during the exam period > Expanded support for wireless access with dedicated help services at the start of each session > Access to power available at almost all individual study carrels (with security lock-plates) and most group study tables. > Addition of 32 new powered individual study carrels > Installation of digital projectors in two group study rooms > Addition of over 40 computers > Implementation of the Follow Me printing system to reduce print queues > Addition of print-only computer stations to reduce print queues and waiting times |
| Online Library | > Revised search page to promote different methods of searching for resources > Article Finder, a federated search platform > SearchGuru, a simplified catalogue search platform > User-friendly Resources for Assignments |

Please take the time to provide us with your valued feedback. We analyse the results to determine and prioritise improvements to service, communication, facilities, resources and our website.

EVENTS IN THE PANIZZI ROOM

Love & Compassion: Reverend Juening opens the exhibition on 2 August 2010.

Poet Christine Paice reads for National Science Week on 17 August, 2010.

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