How do we perform against other university libraries?

What do our clients consider important? How do we perform? The biennial Library Client Survey for all Australian university libraries is central to understanding these key measures, while providing an external reference point for benchmarking.

In 2010, 3,495 UOW community members completed the survey, and 1,801 people provided written responses to open-ended questions. Significant results reflect UOW's national position:

- Top quartile for 5 of the 6 best practice categories when compared to other university libraries;
- Improvement of overall weighted performance, compared to 2008;
- A jump to the top quartile for client satisfaction performance with “face-to-face enquiry services” and “accurate answers”, which can be linked to a targeted staff development program implemented in the previous 12 months.

Demand for computing facilities remained steadfastly high, reflected in the only statistically significant gap between performance and rating of importance.

The main opportunities for improvement related to the adequacy of the wireless network, computer access, noise, online resources, and the complexity of the Library catalogue.

Improvement actions already taken:

> Implementation of a new web-discovery platform, Summon
> 19 Quick Print computers installed to relieve pressure on study computers
> 8 extra Group Study Rooms on Level 2, fitted with LED TVs to enable collaborative work
> Noise barriers placed between quiet and group areas

From left: 25 February: University Librarian, Margie Jantti thanked all who were involved in preparing for and building the new Group Study Rooms; Cutting the ribbon with Deputy Vice-Chancellor (Academic) Professor Rob Castle.
The Library uses a range of strategies to support the generic and specific needs of students and staff; these include integrating and embedding online resources within the curriculum, providing resources targeted at beginning students to support transition to university and implementing an array of research training events.

**INFORMATION SKILLS DELIVERY**

- **StartSmart: Essential Academic Information Skills**
  Undergraduate students require access to a range of scholarly content in order to successfully complete assignments and exams. StartSmart is the Library’s online information tutorial and it instructs students how to recognise information needs, search for and evaluate resources, and write quality assignments. StartSmart should be completed by all new undergraduate students by Week 6, and a 100% score achieved in the quiz in their first session.

- **Library Guides**
  The online Library Guides connect staff, students and academics to scholarly information by acting as a starting point. They are particularly useful for undergraduates but also link into more advanced research support designed for postgraduates and research staff.

- **Online Help: Ask a Librarian**
  Online help is available from the Library website: “Ask a Librarian”. Responses to enquiries are answered by UOW Librarians within one business day. All previous questions and answers are published online, enabling many questions to be answered instantly.

- **Research Edge**
  This tutorial assists HDR students with developing literature reviews, strategies to underpin effective searching techniques and evaluation and management of scholarly information.

**COMING SOON! Collection to expand by 6 MILLION items**

The Library is joining BONUS+, a resource-sharing consortium with 12 other libraries in Australasia. Every UOW student and staff member will be able to borrow from a growing collection of over 6 MILLION books, starting next session.

BONUS+ enables users to search and borrow selected material from any of the partner libraries, including University of Melbourne, University of Technology Sydney and Queensland University of Technology.

- Request items that are unavailable through UOW Library or out on loan
- Books will be delivered in 4-7 days

BONUS+ will be available from July, look out the BONUS+ symbol. For more information, contact Associate Librarians Lisa McIntosh or Rebecca Daly.

There are a number of ‘scholarly information’ services available for students and staff:

**Online**

- **StartSmart: Essential Academic Information Skills**
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**Face to Face**

A range of library services support members of the UOW community who visit the Library’s physical space:

- **Information Desk**: Basic enquiries are answered at the Information Desk at each UOW Library site.
- **Research Help Desk**: Research Librarians help students and staff get started finding and using information for assignments and research projects.
- **Book a Librarian Service**: A 30 minute scheduled appointment with an information specialist targeting a specific issue or topic.
- **Research Consultations**: A 60 minute appointment offered to all postgraduate research students and academic staff members. A Research Consultation is a one-on-one service offering tailored advice on the scholarly content available in specialised fields.
- **Higher Degree Research classes**: Through collaboration with faculty staff and the Research Office, UOW Library provides tailored classes to HDR students to promote a deeper understanding of the content of their discipline.
- **Faculty workshops**: Customised workshops can be arranged by groups of academics or HDR students to target specific problem areas such as managing research outputs, increasing impact etc.

If you would like to inquire about the availability of these programs and services for your students or research staff please contact Lynda Cooper, Manager Liaison Services x3544 or Lesley Ngatai, Associate Librarian, Client Services x4176.
By anticipating faculty teaching and research needs and responding to new requests means that you have access to a continually expanding range of quality information resources. Some of the newest additions are:

<table>
<thead>
<tr>
<th>Category</th>
<th>Database/Collection</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts</td>
<td>SociINDEX with Full Text</td>
<td>Claimed as the world’s most comprehensive high quality sociology research database.</td>
</tr>
<tr>
<td></td>
<td>Political Science Complete</td>
<td>Worldwide focus, reflecting the globalisation of contemporary political discourse.</td>
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<tr>
<td></td>
<td>Humanities International Complete</td>
<td>Full text for more than 1,200 journals from the Humanities International Index.</td>
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<tr>
<td></td>
<td>ACLS Humanities ebook Collection</td>
<td>Ebooks in Australasia/Oceania, film &amp; media studies, historical studies, literary studies, medicine, performance studies, philosophy, political science and Science/Technology</td>
</tr>
<tr>
<td>Arts &amp; Journalism</td>
<td>Communication &amp; Mass Media Complete</td>
<td>Numerous journals in communication, mass media, and other closely-related fields of study.</td>
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<td></td>
<td>IBISWorld</td>
<td>Australian industry research reports.</td>
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<td></td>
<td>Passport GMID</td>
<td>International industry and company data, market performance and company profiles.</td>
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<tr>
<td></td>
<td>OSIRIS</td>
<td>Financial data from the world’s publicly quoted companies.</td>
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<tr>
<td>Business</td>
<td>ASTM Standards</td>
<td>12,000 standards from the American Society for Testing and Materials.</td>
</tr>
<tr>
<td>Medicine &amp; Health</td>
<td>Medline Fulltext</td>
<td>Most comprehensive source of full text for medical journals, providing full text for more than 1,470 journals indexed in MEDLINE.</td>
</tr>
<tr>
<td>Medicine &amp; Health</td>
<td>CINAHL Plus with Full Text</td>
<td>World’s most comprehensive source of full text for nursing &amp; allied health journals.</td>
</tr>
<tr>
<td>Science</td>
<td>Royal Society Excellence in Science Collection</td>
<td>Eight leading science journals published by the Royal Society, e.g. Proceedings of the Royal Society A: Mathematical, Physical &amp; Engineering Sciences and B: Biological Sciences and the archive back to 1665.</td>
</tr>
<tr>
<td>Science</td>
<td>GreenFILE</td>
<td>Includes scholarly content on global warming, green building, pollution, sustainable agriculture, renewable energy, recycling and more.</td>
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ScienceDirect is not just science
Here is the proof. The top 3 journals by fulltext download in the last year were:
1. Social science and medicine
2. Accounting, organizations and society
3. Critical perspectives on accounting
many people are hesitant to use, or at least don’t use to its full potential. Last year, I completed my Bachelor of Applied Science in Library & Information Management, by distance over 3 years through Charles Sturt University.

What do you like most about your profession? Being a Librarian is similar to being a detective, digging up all the information researchers need. I enjoy the variety of topics I can work around in any given day and the wonderful people I am surrounded by.

If you had unlimited budget, what would you change about the Library? I would hire more librarians and research assistants so we can offer a new service to manage UOW researchers’ literature reviews, leaving them to cure cancer (and other important research)!

How do you spend your weekends? My fiancé and I have just moved into our new house so I’m spending a lot of my weekends at the moment painting, organising and decorating! When life settles down a bit, I’d like to spend more time socialising with family and friends, riding my horse, and playing with my other pets.

Rachel has recently taken up the position of Liaison Librarian for the Faculty of Engineering. Up until a few weeks ago, I was working at the Australian Nuclear Science and Technology Organisation (ANSTO) in Lucas Heights as a Liaison Librarian for the Institute of Mechanical Engineering and ANSTO Life Sciences. Additionally, I established and maintained the Institutional Repository – ANSTO Publications Online (which is similar to Research Online) and was the Web Services Librarian.

What do I have to offer UOW? At ANSTO I regularly assisted the researchers with their Prior Art and literature searches for patents and innovations, therefore I’m familiar with the key terms and subject areas of engineering and sciences, particularly Materials Engineering. I delivered training in Web of Science, Compendex and IEEE, databases I know inside out, and also Endnote, a hugely time-saving tool that

Summon: Beyond the basics

While discovering books, journal articles and many other types of information is the core benefit of Summon, there are some excellent features designed for researchers. These tools help you manage your citations, and make searching efficient and comprehensive:

> Automatically receive new results matching your search criteria as they become available through RSS. Find out:
  - When a book is reviewed
  - when your publications are cited
  - when a new book is added to the library
  - when a respected author is mentioned
  - or when something on your specialty is published or added to Summon.

> Search beyond our Library’s collection, then request through Document Delivery.

To learn more, click ‘What is Summon?’ on the Library homepage or make an appointment with a Liaison Librarian, phone ext 3548.

What is the most searched for term in Summon?

Australia policy “climate change”

... 1100 times
Find every critical piece of research to complete the puzzle is often difficult, with so many sources and so many different tools to choose from. We can save you time. Book an appointment at a time that suits you.

Book a Librarian, it will make all the difference. This service is on trial until the end of Autumn Session.

Tell your students to book ahead!

If “booked out each day” means something is popular, then the Library's Group Study Rooms are just that. The new Group Study Rooms on Level 2 have new LED TVs installed so that users can plug in their laptops, or borrow laptops from the Short Loans desk.

Encourage your students to think ahead, rooms can be booked online up to 2 weeks in advance.

One snap can take you there

QR codes are gaining popularity as a tool to launch students directly on to a webpage, text or any other type of information using a Smart Phone device. The Library is trialling their use for booking Group Study rooms on the fly and linking clients to relevant websites using signs in some areas like the Curriculum Resource Centre (CRC).

More information on QR codes can be found at: www.uow.libguides.com/qrcodes

www.library.uow.edu.au
What did UOW look like in the 60s, 70s & 80s?

As part of UOW’s 60th Anniversary celebration, over 1,000 vintage UOW photos from the 1960s, 1970s and 1980s of staff, students and the campus have recently been digitised. The Library has loaded images to a publicly accessible Flickr site to showcase the rich and varied range of UOW related historical photographs held in the University Archives collection.

The Library invites you to visit the Flickr site to explore the collections, pass them around, and add comments and tags to specific images to help us build a richer history of the University. More information is needed so we can help more people find and use them.

Go to www.library.uow.edu.au/archives and follow the links.

Book & DVD Swap: Fundraiser for Indigo Foundation

Staff and students from all over campus took part in the Library’s Book & DVD swap held to raise funds for the Indigo Foundation. Indigo volunteers Ali Reza, Project Advisor for the Afghanistan project and scholarship recipient Annelyse were on hand to explain all the good work Indigo is doing around the world. All swap participants went into the draw to win an Apple Ipad, kindly donated by University Librarian, Margie Jantti. The event raised $490 for indigo foundation.