



news @ library

SUMMER SESSION 2004/2005

Library support for research strengths

Library support for the University's research and researchers provides immediate access to over 675,000 information resources, including 21,000 journals and additional indirect access (through document delivery and reciprocal borrowing rights) to research resources world-wide.

Following the identification and promotion of the University's research strengths, it was timely to review and document library support for these areas of research. The Library's Bernadette Stephens was responsible for conducting the review, interviewing all heads of research strengths and Faculty Research Committee (FRC) Chairpersons to obtain feedback on satisfaction with Library resources and services. Keyword lists were developed and refined during interviews and were used to establish current holdings and check lists of core journals provided by research centres.

Overall, the assessment demonstrated a high level of satisfaction with Library resources and services and general alignment of the collection to research needs. Areas to be strengthened have also emerged. Specific feedback revealed that UOW researchers:

- Greatly value access to resources in electronic format
- Are highly satisfied with improvements to the document delivery service
- Have a strong appreciation of the services provided by Faculty Librarians

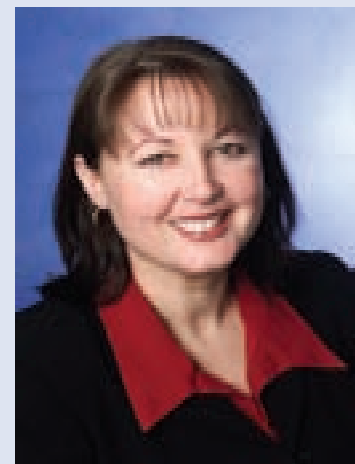
Core journals identified through the review and not currently held by the Library will be purchased as resources permit, with a number of additional resources available from 2005. Comprehensive reports have been compiled for the Pro Vice Chancellor (Research), Deans, Heads of centres and institutes and FRC Chairs. These will be updated on an annual basis.



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Lucia Tome has recently been appointed **Research Training Librarian**, after acting in the role for 4 months. Her experience as Engineering Faculty Librarian has provided her with an understanding of the Library training needs of students completing Higher Degree Research (HDR). Lucia works with Faculty Librarians to provide additional Library support and training for HDR students and supervisors. See page 2 for more details.



Research Training Librarian

The Research Training Librarian position was established 18 months ago to deliver research-specific resources and services to researchers. These include:

- Tailored research training programs such as *EndNote* (information management software), *Where do I publish?*, *Who's citing whom?* (citation indexes) and *Patents*
- Liaison with academic staff to determine research training needs of students
- The development of specialised online resources and links for postgraduate research

For more information please contact Lucia Tome by email: lib_researchtraining@uow.edu.au

Faculty Librarians continue to provide support for research students and staff through:

- Academic outreach for newly appointed research staff
- Consultation services for academic and postgraduate students
- Collection development expertise
- Information literacy training and support

Visit *Contact Us* on the Library homepage to contact your Faculty Librarian.

New electronic resources

JSTOR

The University of Wollongong has benefited from Australian Government funding which has provided access to the JSTOR Arts and Sciences Collections 1-3, for all Australian universities until the end of 2006.



JSTOR provides online access to archives of over 350 significant scholarly journals published in the arts and humanities, sciences and social sciences, music, business, mathematics and statistics. The purpose of the collections is to make complete journal archives available for research and teaching, with access back to the first issue of each journal within the database. In general, the latest five years of current titles are excluded.

Access to JSTOR supplements the Library's journal collection with backsets predating the establishment of UOW. Titles of interest include: *Acta Musicologica* (1931-1998); *American Journal of Sociology* (1895-2000); *Annals of Mathematics* (1884-1998); *Geographical Journal* (1893-1998); *Journal of Economic History* (1941-1998); and *Journal of Ecology* (1913-2000).

JSTOR can be accessed from our Databases web page, with all journals also available through the Library Catalogue.

Nature research and review journals

The Library has expanded its subscription of Nature journals to include online access to the Nature research and review journals, effective from 2005.

This prestigious group of titles includes: *Nature Cell Biology*, *Nature Genetics*, *Nature Immunology*, *Nature Medicine*, *Nature Neuroscience*, *Nature Structural & Molecular Biology*, *Nature Reviews Cancer*, *Nature Reviews Drug Discovery*, *Nature Reviews Genetics*, *Nature Reviews Immunology*, *Nature Reviews Molecular Cell Biology*, *Nature Reviews Microbiology* and *Nature Reviews Neuroscience*. The Library has existing subscriptions to *Nature*, *Nature Materials* and *Nature Biotechnology*.

Each of the new titles will be available through the Library Catalogue from early January.

Digital theses: A world-wide audience for research outcomes

A recent examination of Library website usage has highlighted an interesting development, with the University's collection of digital theses now attracting a large number of hits. Digital theses files were viewed over 150,000 times from January to October 2004. Leading the table is Zoran Sterjovski's PhD thesis entitled 'Investigation of Postweld Treatment Pressure Vessel Steels' which has consistently received over 2,000 hits each month. Other theses regularly in our monthly top five cover topics as diverse as intervention programs for parents of adolescents with problem behaviour, the conservation of molluscan resources and the automatic identification industry.

The ability to locate theses and UOW research outcomes via an Internet search engine such as Google means that a worldwide audience can access the full text of each thesis. A researcher from Tunisia has already sought further details from the author of a civil engineering digital thesis that was only made available one month ago. As the digital thesis collection grows, the statistics provide an encouraging indication of the increased visibility of UOW's postgraduate research.

www.library.uow.edu.au/theses/index.html

Increased membership benefits for UOW Alumni

The new year brings exciting changes to Library services for University of Wollongong graduates. Selected online resources are now available to Alumni Library members, with the full ProQuest 5000 database suite accessible remotely. This development brings a new level of service to Alumni clients, who can now access a wealth of resources for personal study from their home or office.

The development of this new service has encouraged a closer partnership between the Library and the UOW Alumni Network. The Network has noted an increased demand for online information and believes that database access is valued highly by graduates from across Australia and overseas. This matches the Library's experience, with advance memberships for the new year surpassing 2004 memberships!

The Library plans to build on existing services in 2005 and encourages Alumni to remember that finishing their studies at UOW doesn't mean missing out on Library resources and expertise.

www.library.uow.edu.au/services/alumni.html

people@library

Lucia Tome

Research Training Librarian

How long have you been working at the Library?

9 years

What's the best thing about your job?

Books, books and at least one tome!

What are you reading now?

The God of Small Things by Arundhati Roy

What's your favourite film?

Desk Set

What's your favourite website?

<http://www.librarianavengers.org/worship.html>

What's your favourite way to spend a Saturday?

At the gym for 2 hours followed by a visit to the coffee shop to eat cake

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

Add a coffee shop and gym

What question are you asked the most at work?

Where can I find

What question would you like to be asked?

A question that I can find the answer to

What qualities does a good librarian need?

A sense of humour and an inquisitive mind

Get the latest resources for your reading list

Is it time to update your subject reading lists? Are there more current editions of your recommended materials and texts? Have the experts in your field published new material?

The Library can help you to make the most of the latest resources with the 25,000 new items purchased over the past two years. The majority of these have been requested by academic staff and are available for inclusion in your reading lists.

Please contact your Faculty Librarian if you would like to know more about making best use of new resources.

Excellence in client service

Library Client Satisfaction Survey

A total of 2,724 students and staff took the time to let us know how they feel the Library is supporting research, teaching and learning through the provision of services and information resources. The Library Client Satisfaction Survey, an instrument endorsed by the Council of Australian University Librarians (CAUL), encourages benchmarking and comparison of performance nationally. The Library was rated by the University community as a high performer across all of the assessment categories and, at the time of surveying, set a new national benchmark for the category of 'Communication'.

Improvements implemented after the last survey have been valued by students and staff who acknowledged continuing improvement in the overall quality of the Library (3% as compared to 2002 data and an improvement of 9% as compared to 2000). The Library was overwhelmed by the amount of complimentary and constructive feedback received and will act on areas requiring improvement during 2005.

For more detail on the survey results, visit *News* on the Library website.

Setting a new standard in client service

The International Customer Service Standard was selected as a good practice standard to evaluate the effectiveness of the services the Library offers to the University community. After a comprehensive self-review, the Library underwent a certification audit in October 2004. The certifying party, the Customer Service Institute of Australia is a peak customer service body which helps organisations to develop and sustain a customer ethos through improvements to the design, delivery, quality and effectiveness of customer service strategies, policies and systems. The Library successfully met all the criteria of the Standard and is now a certified International Customer Service organisation.



Investing in people

The Library was successful in achieving re-certification against the Investors in People Standard after a triennial audit in November 2004. This is a prestigious international best practice standard for the management and development of people to achieve organisational goals and is made under the auspices of NATA Certification Services International (NCSI). The auditors noted a *'high standard of excellence in care, development and management of all people working in the University Library'* and that interviews with staff made a strong case for the Library's ability to demonstrate that *'the development of its people has improved the performance of the Library, work teams and individuals'*.



news@library is published 2-3 times each year. Comments and suggestions can be forwarded to the editor - Claire Collett, telephone 02 4221 4330 or email claire_collett@uow.edu.au