

NEWS@LIBRARY

autumn 2008

CELEBRATING OUR NEW LIBRARY

The University of Wollongong Library has risen from humble beginnings as an administrative annexe, to become one of Australia's most respected and awarded academic libraries. The Library's primary physical space – Building 16, Wollongong Campus – has grown over more than four decades to reflect this history, entering its fourth phase of extension in 2006 with completion in February 2008.

The extension process has transformed the building from bunker to beauty, adding 2,000 square metres of space across three floors and changing the façade from a heavy box to a light-filled, transparent space. The building itself is no longer nondescript and now commands a place at the heart of the campus.

The Library entrance has been reoriented to the north, leading into the building from a paved meeting area where a number of major pathways converge. The popular *Panizzi* café enlivens this shared space, drawing the campus community in for study, research and a well-deserved break. The building now acts as a true intellectual and physical hub for the Wollongong Campus.

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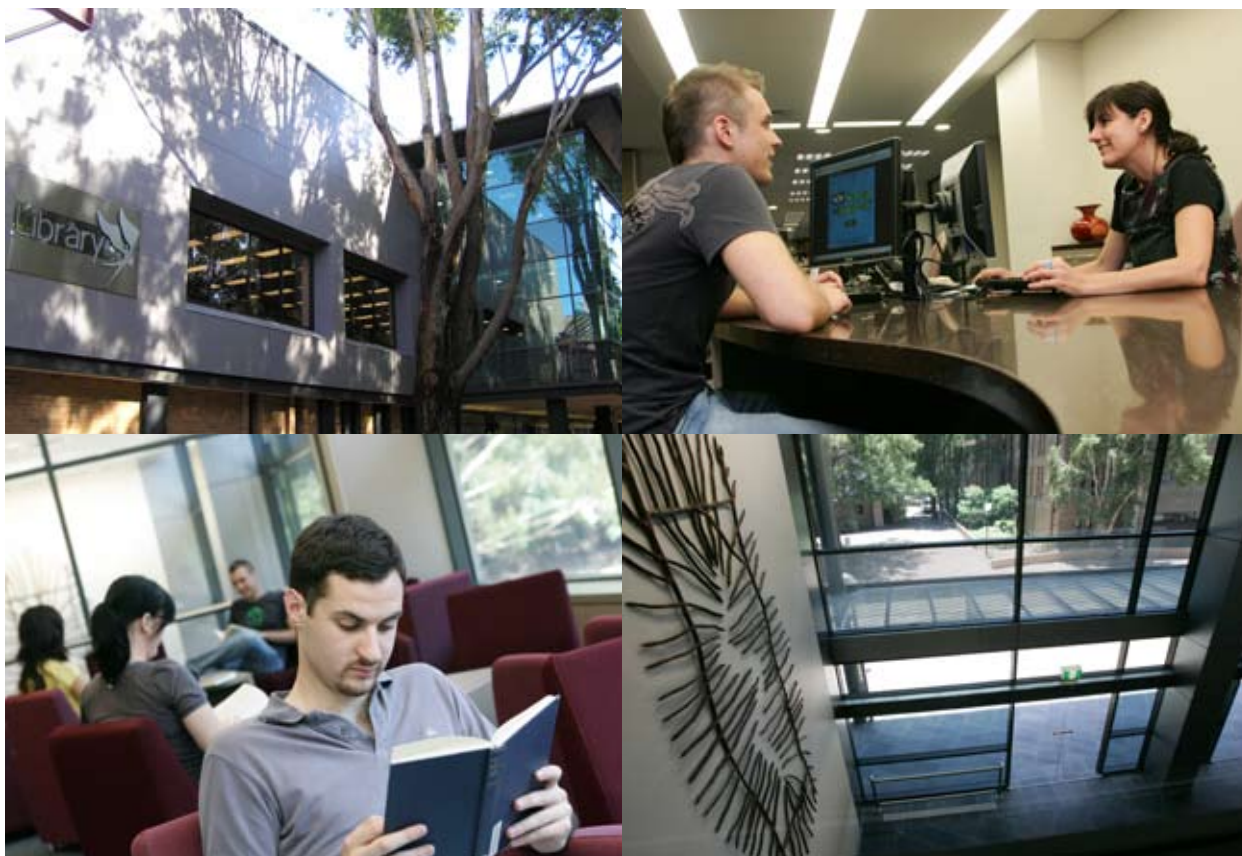
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Bringing books into Illawarra homes



Library staff are thrilled with the outcome of the extension project, and feedback from clients indicates that the feeling is mutual. The project has enabled the provision of:

- > additional space for growth of the existing collection (already more than 700,000 volumes)
- > 100 new fixed computers and 450 additional study places, 240 of which are equipped with power outlets for laptop use
- > many more group and informal seating areas
- > wireless network access throughout the building
- > a permanent link on Level 1 for easy access to the Student Central Computing Laboratories
- > multipurpose labs for information literacy instruction, private or group study
- > dedicated space for postgraduates and academic staff



In addition to the physical improvements we are providing ongoing service improvements. These include:

- > improved borrowing conditions – more items, more renewals
- > new Catalogue features such as *Preferred search* and *Reading history*
- > longer opening hours for key Short Loans services
- > online booking system for Group Study Rooms
- > additional laptop computers for loan

With the in-session buzz surrounding the Library, it's easy to forget where we've come from. Our clients have moved seamlessly into the new spaces, filling every nook and making the most of every available resource. We are busier than ever, reflecting the fact that the new Library heralds an era of ever-improving client service, teaching best practice and technological excellence.

Come in and visit or check out the virtual Library tour, with images of the new interiors, at www.library.uow.edu.au > **Help** > **Start Smart: Library orientation**

LOOKING BACK...

Despite the interruptions due to the building extension project, it was business as usual in 2007.

The Library:

- > assisted with 46,409 client enquiries including over 1,100 online questions
- > provided information literacy training to 18,672 clients
- > presented 34 research related workshops to faculty and Higher Degree Research students
- > averaged 16,000 downloads per month from publications available on Research Online
- > responded to 342 feedback comments
- > increased the number of laptop loans to 932
- > purchased 11,733 new books with 755 items purchased in direct response to client suggestions
- > decreased delivery times from book suppliers to 3 weeks
- > placed newly received items onto the shelves within 4 days
- > supplied 98% of document delivery article requests within 7 days
- > provided reduced rate memberships to 32 local high school students
- > assisted one TAFE and two University students with professional placements



**Need to escape the madding crowd?
Want a break from ringing phones and opening doors?
Looking for some peace and quiet for marking or research?**

No, it's not too much to ask! The Library's new Academic Space is just the place to get away. Located on Level 2, in the north-west corner of the building, this space is fully equipped with computers and wireless access. Its leafy outlook and view across the Communications Courtyard help make it an oasis away from the office.

Available to all UOW academic staff.
Ask at **Information**, Ground Floor, Building 16, for access details.

LOOKING FORWARD...

In 2008 the Library is supporting key UOW Goals through the following objectives and strategies:

UOW GOALS	KEY LIBRARY OBJECTIVES	STRATEGIES
Excellence and innovation in learning and teaching	Enhanced usage of services and facilities within the Library	<ul style="list-style-type: none"> > Review and implement changes to services and space to optimise the opportunities of the Library extension > Enhance access to and usage of materials via improvements to the Innopac (Catalogue) system > Develop a broader range of flexible learning instructions/products to support learning activities and reduce face to face teaching
Students engaged with learning and University life	Development of collections to align with teaching and research priorities and needs of students	<ul style="list-style-type: none"> > Develop collection policies that improve responsiveness to current trends in scholarly information access
Business capacity to advance the achievement of our Vision	<p>Common student computing environment in Library and central computer laboratories</p> <p>Enhanced printing and copying facilities for students and staff</p>	<ul style="list-style-type: none"> > Integrate Library applications and information access mechanisms into Information Technology Services (ITS) student desktop > Expand online printing and copying system into staff and student workspaces, including via wireless network

PEOPLE@LIBRARY

Helen Fletcher

Curriculum Resources Centre Officer



How long have you been working at the Library?

One year – after 13 years in the Commerce Faculty.

What's the best thing about your job?

The sheer variety of questions I'm asked by Faculty of Education students.

What's your favourite website?

Wikipedia (<http://en.wikipedia.org>). It will unfailingly deliver information on whatever topic you choose... although the actual reliability of the content is sometimes questionable!

What are you reading now?

'Digging it up Down Under' (I'm in the middle of a BA in Archaeology so textbooks comprise most of my 'leisure' reading). This book is actually very user-friendly – it even includes handy hints for overseas visitors on using 'dig-lingo'. As 2008 is the International Year of the Potato, I thought I would check out 'The Potato: from the Andes in the sixteenth century to fish and chips, the story of how a vegetable changed history'. Who would have thought the humble spud was so influential...

What's your favourite film?

This is a photo finish between 'Star Wars Episode IV' and 'Raiders of the Lost Ark'.

What's your favourite way to spend a Saturday?

Watching the latest movie releases on the big screen.

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

The new Library has just about everything for the discerning customer. Perhaps a theatre to show lunchtime movies??

What question are you asked the most at work?

Do you have a Big Book on...

What question would you like to be asked?

Is that a golden statue under your trowel?

What qualities does a good librarian need?

Versatility, stamina and tenacity to find the right answer.

CHRISTMAS FOR ALL CREATURES

It's no secret that most librarians are avid animal-lovers. So when the chance came to provide a better Christmas for our furry friends, UOW Library staff sprung into action.

During December 2007 the Library's Wellbeing Committee invited the campus community to contribute to a giving tree for one of the recipients of the UOW Cares workplace giving program, the Royal Society for the Protection of Animals (RSPCA). A display – highlighting the goals and activities of the RSPCA – was set up alongside a festive Christmas tree and donations of goods such as pet food, bedding and toys were actively encouraged.

The volume of donations was staggering, with four library trolleys required to move the hundreds of items collected. Donations were delivered just prior to Christmas and the local RSPCA team at the Unanderra shelter were overwhelmed by the quantity, quality and variety of items provided.



ATTAINING INFORMATION SKILLS

Over 18,600 UOW students received information skills instruction in 2007, with faculty librarians presenting training as part of 571 subjects. However numbers alone mean little unless learners are able to actively generate meaning from their own experiences. Increasing the number of subjects where information skills are linked to an assessable task has been a key goal for the Information and Research Services team.

Work over the past year has included improving awareness of the University Information Literacy Integration Policy; partnerships through collaboration with academics to achieve improvements in student research skill levels; and involvement in tertiary literacy working parties within the faculties. The identification of core subjects within courses has allowed skills training to be effectively targeted. As a result 73% of classes taught by Library staff have an integrated information literacy component.

The positive impact of this practical experience is significant. Evaluations showed that 79% of participating students felt their skills had improved as a direct result of the class. Follow-up surveys with academic staff reinforced this, noting an increase in students' reading beyond the reading list and improved confidence in locating and evaluating resources.

Comments included:

An effective and appropriate class – research in some parts of this subject is difficult, and this session helped address that.

This has been an essential task for our students undergoing a research task and very professionally and competently executed by library staff. It has been particularly well tailored to the needs of this largely international cohort.

Following the opening of the Library extension, faculty librarians are making use of the new labs on Level 2. Seating 30 and 40 students respectively, the labs provide a hands-on teaching and learning environment. When not in use for classes, they are open for general computer access.



ELECTRONIC RESOURCES

The Library is currently enjoying a 12 month trial to the American Geophysical Union (AGU) electronic archive. This provides access to more than 100 years of earth and space science research and encompasses all AGU journals from their first issue to 2002. Available journals include:

- > Journal of Geophysical Research (1896+)
- > Geophysical Research Letters (1974+)
- > Water Resources Research (1965+)
- > Tectonics (1982+)

Look under **Database trials** for access:

www.library.uow.edu.au > Databases: journal articles and more

Feedback on this trial is encouraged and can be sent to:

neil_grant@uow.edu.au

DOUBLING THE BENEFITS TO THE LIBRARY PROFESSION

Recruitment challenges are widely acknowledged within the library and information services field. With an ageing workforce to manage and pervasive stereotypes to combat, attracting the right recruits can be difficult. The UOW Library's professional cadetship program takes an innovative approach to both building the workforce and developing appropriate skills and attributes in new graduates.

The cadetship program aims to:

- > attract recent graduates who are committed to further study in the library industry
- > equip cadets for a sustained and satisfying professional career
- > improve recruitment success and succession planning processes

This proactive approach is paying off, with the program now two and a half years old and approaching its fourth round of recruits. Current cadets Rebecca Daly, Kristen Rumsey and Kristy Newton are enthusiastic about the diverse professional experiences the program has made available to them.

In return for a three year commitment to the program, the Library offers cadets:

- > good conditions and support, including study leave and fee/textbook assistance
- > learning and development across all Library teams and functions
- > development of personal attributes and skills

The benefits to both sides are clear, with the cadetship model gaining great interest from other university libraries and industry professionals. A recent presentation to the Council of Australian University Librarians by UOW University Librarian Felicity McGregor met with an enthusiastic response.

Further information is available via Research Online:

<http://ro.uow.edu.au/asdpapers/68/>

http://conferences.alia.org.au/newlibrarian2006/programme_files/daly_r_paper.pdf

Professional Library Cadets Rebecca Daly, Kristen Rumsey and Kristy Newton.



2,000 AND RISING

Research on love, sex and husbands, railway sleepers and hobbyist RFID chip implantees comprise some of the papers added recently to the University's research repository.

Last month Research Online celebrated the loading of its 2,000th fulltext paper. An increasing number of academics are choosing to self-archive a manuscript/postprint of their published work, taking advantage of increased visibility and accessibility. If you'd like to know more about the benefits of the repository, such as enhanced research impact and safe long-term storage, please contact:

Michael Organ, Repository Manager on **02 4221 3108**.

A WORLD OF TECHNOLOGY

Life in the modern library is far removed from the quiet, solitary setting of yesteryear. To walk through the UOW Library is to glimpse a whole new world of technology. The majority of clients are busy at a computer – whether it's fixed, a borrowed laptop or the client's own. Other electronic devices are in use everywhere – phones, mp3 players and personal digital assistants. Technology is here in a big way and it is here to stay.

As clients' use of technology changes, so do their expectations of library services. In-house technology and accompanying support services are in high demand. Technology Services and Roving Help staff meet hundreds of requests for assistance with technology issues at the beginning of each session and into the academic year. Clients are eager for help with new equipment, wireless network connections, printing and copying.

The Library offers clients direct support for their technology needs through:

- > expert technology staff on hand during business hours
- > rovers available at point-of-need throughout session, including extended hours in peak periods
- > support for wireless connection – practical guides and hands-on assistance
- > improved wireless access and wireless printing throughout the Main Library
- > wireless access now at Shoalhaven Campus Library
- > offering more laptops for loan than ever before, with 30 available from the Main Library and 12 from the Curriculum Resources Centre (CRC)

For more information about Library technology and support, visit:

www.library.uow.edu.au > **Information about** > **Using your Library**



MAKING MORE OF THE LIBRARY CATALOGUE

The Library's Catalogue is one of the most useful websites available. Use it to search all UOW collections, check your Library record and renew items before their due date. Now you can make even more of the Catalogue using new advanced features.

Reading history allows you to keep a record of all the items you've borrowed from the Library. Simply log in to your borrowing record and opt in to this service.

<http://library.uow.edu.au/patroninfo>

Preferred search allows you to save Catalogue searches and set up email alerts. You'll then be notified by email when new material matching your search terms is added to the collection. To start, simply log in to your borrowing record, set up a Catalogue search, then click the 'Save as Preferred Search' button at the top of the screen.

<http://library.uow.edu.au/patroninfo>

BRINGING BOOKS INTO ILLAWARRA HOMES

There's no doubt that the Library is the hub of learning and information literacy within the vibrant University of Wollongong campus, attracting close to a million visitors each year and providing hands-on information literacy training to almost 20,000 clients. However Library staff commitment to literacy and learning extends beyond the campus they work on and into the broader community. Active and enthusiastic fundraising over the last three years has seen significant contributions to local, national and international causes, with a focus on literacy and learning.

The Library's Wellbeing Committee has driven activities including raffles, auctions, competitions and the popular annual cake stall. Previous years have seen significant funds raised for the National Library's book drive for Aceh as well as local charity, the Para Meadows Foundation. In 2007, fundraising was directed towards Books in Homes Australia (BIHA).

BIHA aims to alter the journey of young children growing up in disadvantaged circumstances in Australia, working on the premise that being born into a disadvantaged or isolated community should not exclude any child from achieving their potential. This is achieved through improved literacy - something most of us take for granted! Children living in less privileged circumstances often lack ready access to books. A love of books is something that lasts a lifetime and can make a significant difference in the lives of disadvantaged children. Once given the chance to develop confidence in reading, it is recognised that children gain greater benefit from their schooling and more opportunities to live a productive and rewarding life.

There are currently 10,000 children in the BIHA program, including 107 disadvantaged school communities across New South Wales. Every participating child is able to select a number of quality books each year, allowing them to build their own home libraries and share the experience of reading with their families. In addition to supporting individual families, BIHA donates a *Preview Pack* to each school library involved in the program.

Money raised by the Library was allocated to helping a local school in dire need. Kemblawarra Public School burned down in 2002 and was rebuilt by late 2004. This small school consists of only four classes and about 85 children. Representatives from the Wellbeing Committee were delighted to be a part of the school's recent Book Giving Assembly. The pleasure on each child's face as they received their pack was evidence enough of the value of the BIHA program.



TOP: Christine Beazley, from the Library Wellbeing Committee, presents a Kemblawarra Public School student with a pack from Books in Homes Australia.

MIDDLE: The BIHA book pack.

BOTTOM: Students from Kemblawarra Public School Classes 3, 4 and 5G with the school librarian Fiona McKay.

The Library will be continuing its support for Books in Homes Australia, and staff are delighted that fundraising is helping needy children in the Illawarra. More information on Books in Homes Australia is available via their website:

<http://www.biha.com.au/>