

NEWS@LIBRARY

Autumn 2009

inside

2

Rejuvenating *Resources for Assignments*

ILIP Revamp

Staff Profile

3

Client Satisfaction Survey

Start Smart Audio Tour

New resources for 2009

4

Science as art

Client Profile

Tempting the taste buds

Contacts

> Next generation library interface

February saw the launch of a new catalogue search page including a new resource discovery tool – **Search Guru**.

Offering easy navigation to Library resources, this initiative targets clients new to searching the catalogue or those who want to browse topics or subject areas.

Search Guru utilises the advanced *Encore* search interface (Innovative Interfaces Inc) and provides UOW Library users with a flexible and intuitive way of searching the Library's resources. The tool brings catalogue searching in line with Google web search engines and incorporates other special features of Web 2.0 technologies.



Feedback from students and staff shows that this innovative tool for navigating the Library's collections is a welcome addition to the range of search interfaces offered.

Go to: Library > Search > Catalogue

Special features

- > Search Guru helps the user easily refine search results using 'tags' - terms listed against items in the catalogue. These tags are displayed in a 'tag cloud' with more popular tags displayed in a larger font to give the user a pictorial representation of the collection.
- > Using the facets on the left side of the results page, clients can easily limit results by publication date, location, language or format.
- > The search engine sorts results by relevance; or the user can elect to sort by date or title.
- > Asks "Did you mean?", providing suggestions for spelling variations or commonly misspelled words entered into the search.
- > Suggests titles recently added to the collection based on the search criteria.
- > Allows the user to rate or tag items on the catalogue for others to view.

"I love the way that in the new catalogue search tool, you can filter search results ... after your search!"

"Congratulations on the new catalogue! ... [this] search portal is so easy to use and has streamlined my research..."

Rejuvenating Resources for Assignments

Students and staff have access to an unprecedented array of rich and diverse information resources. While the scope of collections is valued, it is acknowledged that navigating the ever-changing scholarly information environment can be challenging. A major revamp of the *Resources for Assignments* webpages focussed on improving the organisation and navigation of information, access to hints and tips and materials presented at information skills classes.

The guides cover a variety of subjects from Aboriginal Studies to Visual Arts, and help identify relevant databases, books, websites and other Library resources to use for research. The guides also include a new range of recently developed online learning objects.

These objects, each branded *Show Me*, provide students with a set



of brief, visual, step-by-step instructions on key information problems commonly experienced, e.g. Finding the full text of a journal article, and demonstrate time-saving search techniques. Every *Show Me* conveys the problem and the solution from the students'

perspective - by putting the problem into their own language and in the right context.

Show Me learning objects complement our existing text-based guides and have been embedded into ILIP. They are also utilised

in face-to-face information skills classes.

Take a look at our *Resources for Assignment* pages, try out a *Show Me* and tell us what you think:

www.library.uow.edu.au > Search > Resources for assignments

ILIP Revamp

The compulsory zero credit subject, Independent Learners Introductory

Program (ILIP) is instrumental in supporting the development of the UOW graduate quality of being an *independent learner*. Responding to feedback from UOW teaching staff on ways to improve the program, the learning modules and assignment have been updated and enhanced with interactive components. Other improvements include:

> Information in the modules is laid out in a more concise format, giving clear examples to support the text.

> Skills are demonstrated through interactive *Show Me* clips which support the instructional content by showing the student exactly what to do via screen-casting.

> Prior to starting the assignment, students are given a series of questions which prompt them to assess their skills, identify gaps and provides the option to review topics.

> Throughout the assignment there are links back to the tutorials so that the student can review topics they as needed.

STAFF PROFILE: KRISTEN BLINCO



I am the Wollongong College Australia Librarian

I have been working at the Library for just over three years. I started at UOW Library in February 2006.

In my role I am responsible for providing library services to Wollongong College Australia staff and students. This involves liaison with teaching staff, development and delivery of

information skills programs and selecting library resources for the College. A large part of my role involves teaching and interacting with many international students at the College. University can be very challenging for these students when they first arrive and I really enjoy assisting them with their transition to study in Australia.

The biggest challenge in my role is keeping up with the latest developments in technology in addition to my core teaching and liaison responsibilities. It is important to ensure that our Library is taking advantage of new technologies that can aid students' learning but it is often hard to find the time to find, evaluate and implement new tools when your day-to-day work schedule is very demanding.

My favourite Library resources at the moment are the new 'Show Me' videos that my team recently developed to teach students about searching for information and using library resources. The short videos provide a visual learning experience for our students and complement the Library's existing text-based webpages. I can see the potential for these videos in the future as the University provides more and more distance and flexible study options for students.

At the moment I am reading a book called *Leaving Microsoft to Change the World* by John Wood. John left a lucrative career at Microsoft to start a not-for-profit organisation, *Room to Read*, which promotes education in developing countries. I am big fan of the theatre, opera and musicals. I'm currently watching (for the 5th time) the Rodgers and Hammerstein musical, *Flower Drum Song*.

My ideal Saturday would be to get up early to read the *Sydney Morning Herald* over a cup of tea, visit my favourite bookstore, *Kinokuniya*, visit a museum or art gallery and then spend the evening at an orchestra performance of Holst's *The Planets*.

If I had an unlimited budget for the Library, one thing I would do is hire a large team of software programmers to continually develop new, state-of-the-art applications and online resources that would assist our clients in using the Library and searching for information.



CLIENT SATISFACTION SURVEY: SATISFYING RESULTS

The needs of Library clients are diverse, and trying to meet those needs can be both challenging and rewarding. This is one of the reasons why we survey our clients regularly; to see how well we are meeting expectations, and to identify opportunities for improvements.

The 2008 Client Satisfaction Survey was conducted in October and feedback received from the 3,655 respondents from across all sites and categories of students was extremely positive, with achievements including:

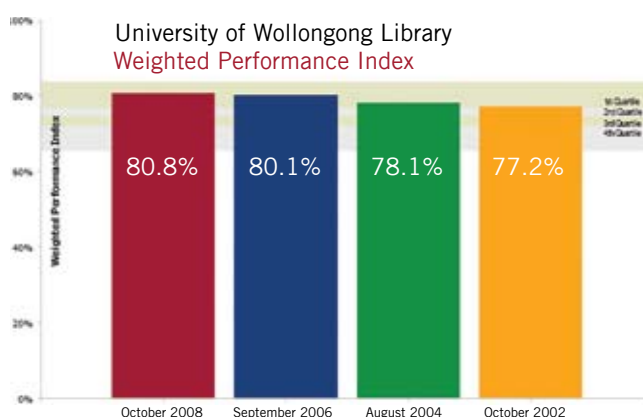
- > High performance scores (2008 weighted performance index of 80.8%)
- > Continued improvements on performance over the last 3 cycles
- > All 'gaps' between expectations, and how well respondents think we are meeting those expectations, were statistically insignificant

> High performance relative to other libraries (UOW Library outperformed 75% of 44 benchmarked libraries for all six best practice categories: communication, service quality, service delivery, facilities and equipment, library staff, and virtual library)

Nevertheless, there is always room for improvement. The most significant improvement opportunities relate to computer access, seating and noise.

Over 100 computers and 450 study spaces were added in 2007, however, it is clear that some clients are still having difficulty locating computers and seating during peak periods. Physical space limitations mean that we will have to manage resources effectively. We have installed laptop lock-plates in desks as the first step, encouraging more students to use their own laptops in the Library.

A by-product of group learning is noise, which can be distracting for clients trying to undertake quiet study. We have listened to clients and are looking at ways to better manage noise. For example, noisy areas have been rearranged on a trial basis to provide a buffer zone for the quiet study areas.



> Overwhelmingly positive written comments were received on Library staff, the Library building, and the Library's resources

Start Smart Audio Tour

A range of activities and resources have been created to help new students familiarise themselves with both the online and physical Library. New in 2009 is the Start Smart audio tour. Designed to give students a personal self-guided tour, the voice (Rebecca Rover) provides hints and tips on Library services and resources. The tour is supported by an accompanying map to provide help with directions. Mp3 players can be borrowed from the Short Loans desk for 2 hours any time during Library opening hours.



Work will begin in 2009 to create a podcast version of the tour, downloadable from the Library website.

www.library.uow.edu.au > Help > Start Smart: Library orientation

NEW RESOURCES FOR 2009

Access to fulltext journal articles was expanded by the addition or upgrade of several significant databases:

- > Encyclopedia of Archaeology
- > Wiley Encyclopedia of Computer Science and Engineering
- > Optics Encyclopedia
- > Harrison's Practice - point of care diagnosis and management of medical conditions
- > American Institute of Physics journals
- > Institute of Physics journals
- > Academic Onefile - upgrade from Expanded Academic Index, Computer Database, Health Reference Centre.
- > ISI Proceedings Backfile
- > Geological Society of America - archive access to Bulletin of the Geological Society of America and Geology
- > Scriver's OMMBID - inherited disease chemistry

Science as art

The Panizzi Room extends opportunities to hold exhibitions which use visual art to showcase scientific and other research. The room faces out onto University grounds and contains 3 dual sided exhibition walls that can be manoeuvred within the room to create space to display artworks.

During Autumn Session the Library hosted two exhibitions, a photography exhibition by members of the Institute for Conservation Biology and Law and an exhibition of archival prints and artists books by Faculty of Creative Arts doctoral candidate, Mary Rosengren.

Diversity: Images of Nature

17 February – 6 March 2009



Photographers (left to right): Julie Wright, Sharon Robinson and Andrew Netherwood. Liz Tasker not pictured.

Diversity: Images of Nature presented photographs by four members of the Institute for Conservation

Biology (ICB). While the show was underpinned by scientific research, the images reflect a fascination with how animals and plants manage to survive and flourish in an incredible range of environments around the world.

The exhibition was opened by Felicity McGregor, University Librarian and Sharon Robinson, Associate Professor, Faculty of Science.

Mary Rosengren: an exhibition of prints and artists books

10 March – 3 April 2009

The exhibition was opened on 10 March by Professor Diana Wood Conroy who gave an interesting account of how Mary's work evolved and of the various collaborations that made it possible. Professor Wood Conroy is Mary's Doctoral Supervisor.



Pictured: Mary Rosengren with partner Hugh and Felicity McGregor

"The Real Thing", "Fruitingbodies" and "Digitalis" are limited edition archival prints and artist's books which combine references and images from botanical history with vivid contemporary visualisations of plant subjects.

CONTACTS

Coordinator, Promotions & Partnerships
University of Wollongong Library
Bldg 16, University of Wollongong
Wollongong NSW 2522
T: 02 4221 4330

CLIENT PROFILE: TIMOTHY MCCARTHY

I'm currently the Professor of Structural Steel and Design in the School of Civil, Mining & Environmental Engineering

I started at UOW in December 2004. I was previously a Senior Lecturer at the University of Manchester, UK.



I really enjoy the community atmosphere at UOW, you know more people and can form connections with academics in your own field and in completely different fields.

What's changed most since I started? Student numbers have almost doubled! The Faculty of Engineering has expanded commensurately with new buildings on the iC and the SMART Infrastructure Building currently being built on the main campus.

Right now I'm reading *Seven structural engineers: the Felix Candela lectures* edited by Guy Nordenson which compiles a series of lectures held in honour of renowned engineer Felix Candela. I'm also reading Ben Elton's *Blind Faith*.

On the web the Engineering geek in me loves www.structuralconcepts.org but I can always rely on *YouTube* for a bit of fun.

The best thing about the Library is the renovation completed in 2008. It has given the Library a new lease of life. The building now physically represents the Learning Centre of the University. The connection our faculty librarian has with students is fantastic, the classes that she teaches to our students are invaluable and they all know who she is.

The worst thing about the Library is that I never have to leave my desk! All the resources I need are available online and I can call Engineering Faculty Librarian Bernie Carr for assistance. Admittedly this is also one of the best things...

A good librarian is proactive and understands the needs of the academic community. They have a good understanding of the technology used in the information science industry and keep up-to-date so they don't get left behind!

If I could change one thing about the Library, I would keep it open longer especially on the weekend and install a cocktail lounge... imagine settling down in a comfortable lounge with good book and a G&T!

Tempting the taste buds



The popularity of our cake stalls prompted the Library's Wellbeing Committee to work with staff to design a cookbook to compile the cake stall recipes. The publication was ready in time for Christmas and launched with a cake stall on campus. The cake and book sales, thanks to the generosity of staff and students, raised almost \$3000 for the charity Books in Homes.

Research Help	02 4221 3548
E-Readings	02 4221 3331
Document Delivery	02 4221 3549
Curriculum Resources Centre	02 4221 3979
Shoalhaven Campus Library	02 4448 0810