Supporting local high schools

Local high school students can now get a serious head start on their studies. As part of an innovative support package for local schools, Year 11 and 12 students are now eligible to access and borrow from the extensive UOW Library collection. This opens up a range of additional research and study material to support HSC studies, particularly the more complex extension courses. By joining the Library during the later stages of high school, students not only support their current studies but also familiarise themselves with the academic library environment and increase their chances of a successful university career.

This new membership package supplements the annual HSC History Extension Seminar, hosted by the Library and the Faculty of Arts. This well-received seminar was held for the third time in November 2006, attracting approximately 180 students and teachers from high schools across the region. It provides a valuable means of supporting local students while also promoting the University’s History Department and extremely strong research capacity. This program will be developed further in 2007, with a full-day History program now on offer and a similar seminar for English Extension students under investigation.

Full details of HSC Library Membership can be found under Borrowing > Borrowing information at: www.library.uow.edu.au

People@Library

Jordan Goodison
Library HSC Member, Edmund Rice College, West Wollongong
How long have you been studying at Edmund Rice College?
Six years.
What's the best thing about Year 11?
Being with friends and learning.
What's your favourite way to spend a Saturday?
Reading, hanging out with my friends.
What are you reading now?
All Too Human, Friedrich Nietzsche
What's your favourite film?
Divine Moments Of Truth
What's your favourite website?
What's the best thing about the Library?
The wide range of books I wouldn’t normally find at other places.
If you had a magic wand and could change one thing about the Library, what would it be? Instantly finding the book I want on the shelf.
What question would you like to ask a librarian?
What books are you reading?
What qualities does a good librarian need?
General knowledge, friendliness.
CELEBRATING LIBRARIES

Library and Information Week is a national event, hosted each year by the Australian Libraries and Information Association (ALIA). The aim of the week is to communicate and promote the tremendous contribution libraries, information services, and information professionals make to educate, inform and entertain all Australians.

The theme of this year’s event was linking people with ideas. As ALIA states: Libraries link people with ideas every day. It’s a vital part of our commitment to promoting the free flow of information and sharing our expertise to help our clients achieve their goals. In short, it’s what we do. (www.alia.org.au)

Libraries: changing and dynamic places

Our Library is transforming into a more open and transparent physical location via a major extension. By February 2008 we will have a dynamic new teaching, learning and research space which includes:

- Updated interiors
- Additional room for the collection
- Expanded and more flexible study spaces
- More computers and improved wireless network coverage
- A permanent link to Building 17, providing even greater computer access and more seamless service
- A coffee shop

We have a vital role to play in supporting new technologies on campus and we do this in many ways, providing:

- State-of-the-art electronic resources of the highest quality: in excess of 200 databases providing access to 51,000 journal titles; 6,000 electronic books; extensive reference materials and more.
- Selected resources – screened for academic quality and relevance – available online via our Resources by topic and Resources by faculty/course web pages.
- Facilitation for the development of teaching and research tools in collaboration with other campus service providers such as the Centre for Educational Development and Interactive Resources (CEDIR).
- Laptops for loan within the Library and over 100 wireless network cards for clients to borrow and use in their own laptops.
- An email list – launched in Spring Session 2007 – which informs clients of new services and resources as they happen.

Libraries: places of opportunity

Our Library supports the development of the library and information sector, providing employment opportunities to young professionals and UOW students, as well as several professional placements to students each year.

- **Library professional cadetship program:** currently providing three graduate cadets with the opportunity to combine full-time employment with studying for a Library and Information Science postgraduate degree qualification. The program emphasises leadership, communication and team skills whilst providing a solid foundation of professional competencies.

- **UOW student employment:** currently employing 35 students across the Library in client service, reference, technology and lending roles. Students are employed on a casual basis, with flexibility to work around their study commitments.

We support new disciplines and opportunities for study and have recently acquired a range of resources to assist the new Graduate School of Medicine. This includes over 1,000 new books, 130 key medical journals, and a broad range of medical texts, reference items and support materials.

Libraries: a bridge to the world

Our Library provides a bridge to resources and services from around the world, encompassing:

- **Document Delivery,** which supports the University’s teaching and research. More than 10,670 items were received in 2006, with UOW supplying 2,338 items to other institutions. In April of this year alone, over 700 items were received from around the world to meet the needs of UOW researchers.

- **Access to over 10,000 news sources** from 152 countries, in 22 languages. This includes more than 370 continuously updated newswires.

- **Research Online,** the University's open access digital repository. Research Online brings UOW research outputs under one umbrella and allows it to be searched by Google and other search engines.

Libraries fire up the imagination, fuel creativity and inspire thinking by linking people with ideas. This year UOW students joined in the Library & Information Week festivities and produced a wealth of creative writing in response to this theme. The three winning participants in the Creative Challenge competition shared in prize money generously provided by major database supplier, Ovid Technologies. Alise Blayney, Sally Evans and Daniel East received first, second and encouragement prizes respectively.

Prize winners Daniel East, Alise Blayney and Sally Evans
LOOKING FORWARD LOOKING BACK...

In 2006 the Library:

- Welcomed more than 940,920 visitors, with 855,528 visitors to the Main Library, 66,250 to the Curriculum Resources Centre, and 19,140 to the Shoalhaven Campus Library
- Completed more than 415,168 loan transactions
- Assisted with more than 45,435 client enquiries
- Provided information literacy training to 16,390 clients
- Purchased 14,044 new books, with 700 items purchased in direct response to client suggestions
- Provided access to over 51,000 journal titles (print and electronic), an increase of 30,000 titles since 2004.
- Provided access to over 4,000 e-books
- Handled more than 15,520 document delivery requests, with requestors and suppliers from around the world
- Received 155 UOW Higher Degree Research theses for upload to the Australasian Digital Theses database
- Acquired human and information resources to support Graduate School of Medicine programs, including the appointment of the Medical Librarian and support staff
- Increased integration of information literacy in the curricula, with all undergraduate courses measured for level of integration and recommendations for improvement agreed with faculties
- Provided ongoing support for UOW research activities and contribution to research reputation. Demonstrated through increased training for academics, researchers and research students; the development of a publications module for the Research Information System (RIS); and ongoing increases in research outputs, as measured by DEST points awarded
- Implemented the Research Online (RO) digital repository with 1,294 items representing all faculties, generating 54,397 fulltext downloads and 89,621 hits
- Launched the Library extension project, including completion of design; securing of funding; appointment of builder and commencement of construction

In 2007 the Library is supporting key UOW Goals through the following objectives and strategies:

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<th>UOW Goals</th>
<th>Key Library Objectives</th>
<th>Strategies</th>
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| Excellence and innovation in teaching practice and programs | Increased student success in locating information relevant to their needs | Explore available technologies to complement approaches to information literacy education
| | | Trial a standardised information literacy skills measurement tool |
| Excellence and innovation in research | Library support for research activities contributing to an enhanced University research reputation | Collaborate with RaID and the research community to improve access to and preservation of digital research resources
| | | Provide expert assistance for the University’s RQF preparations |
| A university experience that gives all students the opportunity and skills to develop, grow and learn | Successful completion of the building project with improved functionality and accessibility, increased computer seating and teaching space and expansion for collection
| | | Plan client services to operate during each stage of the building program |
| | | Reshape the Library’s physical spaces to enrich clients’ Library experience |
| | | Develop a common student desktop interface in conjunction with ITS |

Want more from your Library?
Get the help you need – quick, easy and online
Join our email list and find out how!
Library info4u
Look under News at: www.library.uow.edu.au
You asked for a more convenient Library returns service and we’ve delivered!

A new after-hours returns bin has been installed at the back of the Library. It is located at the back of Building 17 (Student Central), across from the Post Office boxes, and closer to the car park. This service is available when the Library is closed.

WE KEEP GETTING BETTER!

Quality and service excellence are the cornerstones of the UOW Library’s commitment to continuous improvement and innovation. Client feedback on services and resources is an intrinsic aspect of our quality processes. Without it we would have no objective measure of how we are travelling – what we are doing well and what we need to do better. Our major biennial Library Client Survey is a key tool in gaining client feedback, and the results for 2006 show that we are on track.

The 2006 Library Client Survey demonstrated that the majority of our clients are highly satisfied with the Library’s services and resources. The overall assessment score of 94% for the quality of the Library was an improvement of 3% compared to 2004 results and 6% compared to 2002.

We also received consistently high rankings against all university libraries (approximately 23) which used this benchmarked survey tool in 2006. Strong rankings can be seen against all the survey categories below.

<table>
<thead>
<tr>
<th>Category</th>
<th>Ranking</th>
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<tbody>
<tr>
<td>Communication</td>
<td>4th</td>
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<tr>
<td>Service Quality</td>
<td>4th</td>
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<tr>
<td>Service Delivery</td>
<td>3rd</td>
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<tr>
<td>Facilities &amp; Equipment</td>
<td>6th</td>
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<tr>
<td>Library Staff</td>
<td>3rd</td>
</tr>
<tr>
<td>Virtual Library</td>
<td>1st</td>
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The survey was completed by 1,432 clients, who provided quantitative responses as well as a huge number of comments. These were particularly useful in providing more detailed information and highlighting areas for improvement. Areas that registered minor gap scores included access to computers and quiet individual study spaces. Such issues will largely be addressed through the Library extension project and the considerable improvements that the new building will introduce.

We welcome your feedback at any time. Lodge a comment, compliment or complaint online. Full details can be found under Tell Us at: www.library.uow.edu.au

PEOPLE@LIBRARY

Lynda Cooper
Information and Research Services Manager, UOW Library

How long have you been working at the Library?
Four weeks.

What’s the best thing about your job?
Meeting lots of new faces … and of course the people attached to them. I am very excited about joining the UOW Library team, and very pleased to be working with such a great bunch of colleagues.

What are you reading now?
Library files, policy documents, back copies of minutes – gee that sounds stimulating doesn’t it? While relaxing at home I am reading Anthony Trollope’s The Warden. I’ve just finished the last of the Harry Potter series, and I won’t breathe a word!

What’s your favourite film?
I like so many it’s hard to choose. Good oldies like Casablanca and The African Queen are ones I can watch time and again, but I also love a good comedy (I enjoy most of Woody Allen’s), a suspenseful thriller (The Usual Suspects) or an interesting science fiction/fantasy (Lord of the Rings trilogy).

What’s your favourite website?
At the moment the UOW Library page; I seem to be looking at it constantly lately!! Come to think of it I am using realestate.com a lot when I go home. I seem to have strange preoccupations at the moment.

What’s your favourite way to spend a Saturday?
Spending time with my husband; maybe going to a gallery, meeting friends for lunch or just going for a walk along the beach together. Close second is curling up with a good book.

If you had a magic wand and could change one thing about the Library, what would it be?
Well … it would be wonderful to wave the magic wand and have all the building works completed well ahead of schedule so that we can all start enjoying the marvellous changes the extensions will bring.

What question are you asked the most at work?
At the moment: Have you met …?

What question would you like to be asked?
I enjoy any questions that challenge, but don’t embarrass, me.

What qualities does a good librarian need?
Friendliness, patience, curiosity, good organisational skills, a sense of humour, and of course the ability to purse the lips, raise the index finger to a position in front of them and then make the stereotypical shushing sound.