So far, over 150 consultations have taken place. 100% of students have been satisfied with the service. 95% of students have recommended the Library to others. 98% of students who used the Library would do so again. 100% of students who used the Library would recommend the Library to others. 87% of students who used the Library felt that they had gained valuable knowledge. 95% of students who used the Library felt that they had gained research skills. 93% of students who used the Library felt that they had gained communication skills. 92% of students who used the Library felt that they had gained critical thinking skills. 91% of students who used the Library felt that they had gained time management skills. 87% of students who used the Library felt that they had gained skills in using software. 85% of students who used the Library felt that they had gained skills in using databases. 84% of students who used the Library felt that they had gained skills in using plagiarism detection software. 80% of students who used the Library felt that they had gained skills in using academic writing software. 77% of students who used the Library felt that they had gained skills in using reference management software. 75% of students who used the Library felt that they had gained skills in using citation management software. 70% of students who used the Library felt that they had gained skills in using digital media management software. 65% of students who used the Library felt that they had gained skills in using multimedia creation software. 60% of students who used the Library felt that they had gained skills in using video editing software. 55% of students who used the Library felt that they had gained skills in using audio editing software. 50% of students who used the Library felt that they had gained skills in using graphic design software.

$\text{\textbf{Client Survey opens Monday 13 September}}$

Understanding the needs and experiences of students and staff has been pivotal in developing high quality learning resources, services and facilities. One way of making sure we can hear from as many students and staff as possible is to use the Library Client Survey. Not only do we get to know how you use our resources, your feedback lets us know how we compare to other Australian universities.

The next survey will be open to all students and staff, September 13 – 24 (Week 8 – 9).

Please take the time to provide us with your valued feedback. We analyze the results to determine and prioritize improvements to services, communication, facilities, resources and our website.
A growing collection of eJournals

In 2000, when the electronic prefered policy was endorsed, students and staff had access to over 3,000 ejournal titles. A decade on, the number of individual ejournals accessible has more than doubled in an effort to provide staff and students with rich access to academic information.

The ever-increasing demand for online access is reflected in the number of requests, exceeding 4,000 in 2009.

STAFF PROFILE: DONNA DEE, MANAGER, SERVICE QUALITY

I have been working at the Library for nearly 18 years. It is a role that I find very interesting; I am frequently involved in new and exciting strategies and projects.

As Manager for Service Quality, I am responsible for leading a team of 28 specialist staff to support clients at the point of need.

The team provides a high level of personal service to staff and students, with a focus on innovation and continuous improvement.

Recent acquisitions include:

- Oxford University Press: Back file content for over 157 titles with content ranging from 1869-1995 and covers areas in the humanities, social sciences, arts and humanities.
- Wiley Blackwell: A selection of 34 single title Back-files including Arts and Humanities, Psychology, Social Sciences, Education, etc.
- SAGE: A selection of 50 single title Back-files including Science and Technology, Business and Economics, Behavioral Science, etc.
- Springer: The full text backfiles of over 1,000 journals.

I like the diversity of my role, as it allows me to work with a wide range of clients and to support their research and learning needs.

The Library provides an essential service to the student body, and it is rewarding to see the positive impact of our work on their academic progress and success.

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Information Skills team scoop a Vice-Chancellor’s Award

The StartSmart Essential Academic Skills and Information Literacy program has firmly cemented the importance of teaching library skills and the expectation of students to become independent learners.

The introduction of the two-way radio communication tool has resulted in an Australian Learning & Teaching Council Citation (2008). The innovative program has been recognized and implemented in over 100 Australian universities.

The University has consistently achieved high rankings in national and international rankings, including in the Times Higher Education World University Rankings.

The ever-increasing demand for research content at UOW resulted in an Australian Learning & Teaching Grant (2006). The project has been recognized with a University Fellowship (2007) and a University Research Excellence Award (2007).

The most downloaded title is the feedback facility. The feedback tool is used to assist students in their academic progress and success.

StartSmart is an exceptional resource. It is outstanding in terms of its scope and quality. The program is widely recognized in terms of its impact and quality. It is also providing a basis on which academic staff can build progressively, as students continue to develop.