The Library welcomes Liz Burke

The Library welcomes Liz Burke as Associate Librarian Reader Services. Liz took up her position on 3 July.

Prior to starting at UWA, Liz was Reference & Information Services Librarian at La Trobe University in Melbourne. In this role, Liz managed a dynamic team that provided a wide range of information and reference services to clients at the Bundoora and City campuses. Liz was responsible for a number of projects, including La Trobe’s implementation of the AARLIN (Australian Academic and Research Library Network) service, evaluations of off-campus services, surveys of library use, and a review of staffing models.

In a career spanning 20 years, Liz has held a variety of positions in Australian academic libraries including libraries at Victoria University of Technology, RMIT and Phillip Institute of Technology. Liz holds a Bachelor of Social Science from RMIT, a Bachelor of Letters from the University of Melbourne, and a Master of Information Management and Systems from Monash University.

Having lived in Victoria all her life Liz is looking forward to exploring Western Australia. She and her husband, Andrew, drove across to Perth and loved the trip across the Nullarbor Plain.

CMO - make it work for you

Supporting the teaching and learning activities of staff and students, Course Materials Online (CMO) is a digital repository of recommended resources managed by the Library.

Unit coordinators and lecturers now have the option to change the way the CMO list is displayed to students, as well as adding and removing items without requiring assistance from Library staff. When logged into CMO as an editor, you can:

- Submit a request for the Library to digitise a new item for CMO
- Add alternative titles for your list, e.g. your unit’s former title
- Search either the Library catalogue or the Learning Resources System for new citations to add to your list
- Change the time period over which your list is visible to students
- Control which individual citations in your list are visible to students. Citations can appear or disappear automatically from the list on the day of your choosing
- Remove citations from your list

If you would like to take advantage of these features you can download an easy-to-follow guide from the Library Web site:

www.library.uwa.edu.au/library_services/course_materials/cmo_adding_editing_your_list

If you have any questions or require assistance with editing your CMO list, please contact a Reference Librarian in your Subject Library:

www.library.uwa.edu.au/about_the_library/contact_the_uwa_library

If you want to know more about CMO:

www.library.uwa.edu.au/library_services/course_materials
The Library seeks feedback

In October 2005 we surveyed our readers to invite feedback on our services, resources and facilities. The LibQUAL+™ survey was made available via the Library website. The survey has enabled the Library to benchmark internationally against other university libraries.

There were 3160 completed surveys from undergraduates, postgraduates, academics and general and library staff; 78% of these responses were from undergraduates.

Library users were asked to rate and comment on the range of service quality issues including:

- customer service
- collections and information resources
- ability to find information independently and remotely
- buildings and amenities

Survey findings

The results clearly indicated that:

- Respondents were generally happy with the Library’s quality of service
- Undergraduates considered personal one-on-one service of less importance than access to resources
- Printed matter is still considered important, particularly by undergraduates
- Availability of electronic resources from home or office was rated as a high priority
- Access to print and/or electronic journal collections was rated as a high priority

With regard to the Library’s facilities, the survey revealed how important the quality of the study environment in Library buildings was to respondents, with access to computers, spaces that inspire study and learning, and space for group learning and group study all considered of high priority.

There were also a large number of comments about the need for longer opening hours, something the Library has already responded to in 2006.

The next step

The LibQUAL+™ survey results have provided us with important information both on service areas we do well in and of course specific areas we can improve in. The next step is to focus on these areas for improvement and an implementation plan will be drawn up to address issues raised in the survey and to inform users of the improvements we make.

Some of the key priorities include improvements to:

- services to undergraduates
- access to electronic resources, particularly journals
- access to computers
- remote access from home
- providing spaces that inspire study and learning and space for group learning and group study

Additionally we shall continue to seek feedback from our users as part of our commitment to continuous improvement in Library services.

A full report documenting the findings of the survey will soon be made available via the Library’s website.

IRIS Blooms

Introductory Research and Information Skills (IRIS) for science students

IRIS-Science is being developed as a collaborative effort between the Science reference librarians and CATLysts* from the Faculty of Life and Physical Sciences and the Faculty of Natural and Agricultural Sciences, Jan Dook and Jo Pluske.

Following the successful implementation of the Faculty of Arts, Humanities and Social Sciences, online information literacy IRIS unit, the two faculties asked the Library to assist in the creation of an IRIS unit for Science. After approval by the Faculty Boards, development work began with Ilze Jonikis appointed as project coordinator for the Library.

The course content for IRIS-Science is based on the IRIS modules developed by Jenny Golding for the Faculty of Arts, Humanities and Social Sciences. The Science reference team has substantially modified the unit to suit Science students and developed new quizzes for the course.

The Science unit is based on the Faculty’s IRIS modules developed by Jenny Golding for the Faculty of Arts, Humanities and Social Sciences, which have been substantially modified to suit Science students and developed new quizzes for the course.

Coordinators of the pilot units - Ms Julie Hill, Dr Cathy Sanders, and Dr Ben White - and other academic staff have contributed discipline-specific information for IRIS-Science. Attractive graphics - emphasising the colours of both faculties - have been created by DUIT Multimedia.

It is envisaged that the new unit will be available to all undergraduate students of the two faculties in first semester 2007. IRIS-Science will be trialled in second semester 2006.

Anyone wishing further information on IRIS-Science should contact Ilze Jonikis: ijonikis@library.uwa.edu.au

*The CATLyst Network consists of local appointees (CATLysts) within the Faculties who have broad responsibility for promoting teaching and learning within the Faculty and to work with others within the Network to promote teaching and learning within the broader UWA community.
Funding for expensive items

Now is the time to make your recommendations for purchases from the Expensive Items Fund. Each year the Library reserves a small part of its budget for the purchase of resources which cannot be easily funded from its faculty allocations. Such items may be large sets of books, reference works or research collections, with a cost of more than $1000. These special funds cannot normally be used for new journal subscriptions.

Titles ordered in 2005 from the Expensive Items Fund include:

Encyclopedia of biostatistics MED 610.21 2005 ENC
An international work, with coverage ranging from statistical issues pertinent to life scientists, health professionals and statisticians.

Language typology and language universals: an international handbook HSS 410.1 2001 LAN
Provides a comprehensive and thorough survey of our current insights into the diversity and unity found across the 6000 languages of this planet.

Inscriptions Graecae (vols 9, 10, 12) HSS Q 481.7 1873 INS
A massive, authoritative and ongoing collection of Greek inscriptions covering a broad sweep of time and location.

Dictionnaire de spiritualité ascétique et mystique: doctrine et histoire HSS 282.03 1937 DIC
A dictionary that is not limited to the history of Christianity. It is universal in its scope, and documented by leading authorities in their various fields.

Encyclopedia of statistics in behavioral science (online)
The principal aim of the Encyclopedia of Statistics in Behavioral Science is to present accessible, high quality articles that are lively and provide a rich mixture of the technical and practical that will appeal to a wide readership. Entries have been chosen to provide broad coverage of methods and applications in the behavioral sciences.

Index to legal periodicals (online)
Covers over 700 noted publications from the US, Canada, UK, Ireland, Australia and New Zealand. In addition to periodicals, also indexed are annual surveys of the laws of a jurisdiction, annual surveys of the federal courts, yearbooks, and annual reviews of the work in a given field.

Recommendations accompanied by a brief statement explaining that the title supports the research priorities of the University should be sent to Anne Evans, Coordinator Budget and Planning, Information Resources Access Management by 31 August 2006. Anne may be contacted at: aevans@library.uwa.edu.au

UWA Library first in Australia!

It is probably a little known fact, but just about every electronic resource is provided under a license agreement with a publisher.

The management of all this information has been hampered in the past due to the lack of ability to centrally store and access. In 2002 the Library, in conjunction with several other libraries around the world, partnered with US company Innovative to develop the world’s first Electronic Resource Management (ERM) system. ERM went into production in 2005 and we are the first Library in Australia to fully implement it.

The Library manages over 290 publisher license agreements through which approximately 37000 electronic titles are delivered to the UWA community. We review individual terms and conditions to understand what is required for compliance and to determine how they can be delivered through the University systems.

ERM expands the scope of the catalogue, bringing together all supporting information including license terms, searching, integration with EndNote, and viewer software.

When searching the catalogue, you will see links to electronic resources highlighted in blue. Adjacent to these you will find a More Information link. This leads to you to:

- Guides on how to use the resource
- Links to EndNote connection files if available
- Links to any software required to view the resource
- Descriptive information about the content of the resource
- Information about whether it can be accessed remotely
- Information on how many users can use the resource at one time
- Links to any related resources
- Complete list of all the titles delivered via that resource

Placing items in the print reserve collection

The majority of unit reading materials are made available via CMO. However, as it is not possible to digitise and place all materials online, each Subject Library maintains its own physical Reserve Collection giving students access to high use resources.

Your list of Reserve items can be submitted to the Library by filling out the 'Submission of Reserve items to the Library' form. This form is available online from:
www.library.uwa.edu.au/?a=6469

You can complete the form and return it via email to your Subject Library. For more information please contact the relevant Subject Library:
www.library.uwa.edu.au/about_the_uwa_library/contact_the_uwa_library

The Law Library introduces 24/7

Refurbishments to the Law Library have recently been completed and one of the new facilities available is our first 24 hour access area. The former Law Library training room has been revamped and expanded with the addition of more seating, computers and laptop desks as well as airconditioning.

From second semester this facility will be open 24 hours a day all year (excepting University Christmas shut-down) and accessible by all Law students by using their campus card.
Work experience a success

Learning Links is an innovative partnership programme between UWA and Shenton College, offering high school students diverse learning opportunities, including hands-on experience in university jobs.

The Library recently had the pleasure of having two work experience students from Shenton College spend a week in Administration. During this time they were expected to behave as if they were at work and observe all requirements for OSH, dress, punctuality, and productivity.

By all accounts this was a very positive and worthwhile experience for the students and the Library staff, and will continue in the future.

“During term one all students were offered the opportunity to apply for a five day Work Experience course. Out of all year ten’s, one hundred students applied and approximately 30 were chosen to be apart of the program. Fortunately for me, I was selected! The people I worked with in this particular area were very supportive and patient with all my queries and questions.”

“Annie Shreeve

“This is a great way for kids my age to get an insight into the work area, hoping that the decision will be easier when it come to choosing their occupation. Throughout the week I have been taking on some of the jobs that are done in Admin such as photocopying, tax invoices, distributing the mail and many other things that the Administration staff have taught me how to do. I have had a great time working here, and it will most certainly impact the decisions that I have to make in the years to come.”

Mina Davovic

Congratulations

The Library congratulates Medical and Dental Library Officer Kim Bell on receiving her Certificate IV in Library and Information Services from TAFE.

Recycled paper trial

The six week trial of recycled paper in the Reid Library was a huge success. Copying Services received a large number of emails from both clients and staff praising the initiative and the quality of the paper.

The trial went some way to dispel the myths surrounding recycled paper. During the trial there were no extra paper jams and no extra servicing requirements. Only five years ago copier and printer companies were recommending that no recycled paper be used in any machine. This year the Library’s service provider, Abacus, described it as a very positive step forward.

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Colour A3 scanner now available in EDFAA Library

Several comments made by users of the EDFAA Library in the LibQUAL+™ survey indicated that Visual Arts and Architecture students need a colour scanner in the Library in order to scan and colour-print illustrations.

In a response to this, an A3 scanner is now available in the EDFAA Library. It is very popular with readers and rarely remains idle. There is no charge.