NEWS@LIBRARY
summer 2006

CLIENT SURVEY CONTINUES POSITIVE TREND

Excellent results have been achieved in this year's Library Client Survey. Feedback from the survey indicates that the majority of our clients are very satisfied with the Library, with 64% percent of respondents identifying their level of satisfaction as extremely high (a rating of 6 or 7 on a scale of 1 to 7). A further 28% gave a rating of 5. The score of 5.7 for overall satisfaction is an improvement over 5.43 in 2004. The overall quality of the Library was rated at 5.74 compared to 5.54 in 2004.

The Library performed highest in the category of *library staff*, with a score of 90%. Client satisfaction with the availability off resources has increased from 72% to 81%. Other significant increases have been noted in the areas of service quality and service delivery (including document delivery and library collection).

The score of 94% for overall quality of the Library has increased by 3% since the 2004 survey and is a very positive result. Across the board, the 2006 performance scores have increased since 2004.

At the time the survey was administered, 42 other Australian and New Zealand university libraries had completed benchmarking surveys. The *virtual library* category and other specific areas such as Library web pages, opening hours, and photocopying and printing facilities are comparable with the highest rank within the benchmarking database.

We are currently undertaking a more detailed analysis of the survey data including the large number of informative comments that were received. This will enable us to identify areas for improvement. Keep an eye on the Library website for further information.

INSIDE

Associate Librarian Technology Services, Neil Cairns and survey prize winners Joshua Lukins and Frankie Cardamone

Library
www.library.uow.edu.au

TAKING HISTORY ONLINE

The Cocks Photographic Collection – a valuable archive of the Illawarra region – has been made more readily available to researchers and the community. A collaborative project, led by the Library, has seen the digitisation of over 400 images, taken by Kiama based professional photographer Samuel Cocks and his associates from the late 1800s to the 1920s. These are now available via the Illawarra Images database, at:
http://illawarraimages.wollongong.nsw.gov.au/illaweb/scripts/home.asp

The Cocks images were used in tourist publications and postcards of the time, as well as subsequent local history books. They depict the physical landscapes, architecture and people of Kiama and the surrounding region, and provide an extensive research resource. The scenic photographs, in particular, help to illustrate many of the changes that have occurred in the region's physical landscape since the early 1900s, as well as highlighting features that remain relatively unchanged. The Cocks Collection, which has been on long term loan to the University Archives from the Weston family of Kiama, consists of over 800 fragile glass plate negatives, and complements historic local photographs held in other libraries. The project would not have been possible without the support of the Weston family, the IMB Community Foundation, Mr Michael Cole, Pillar Administration, the University of Wollongong and the Wollongong City Library.

Penny Williamson, Helen Mandl, Professor Rob Castle, and Susan Jones at the launch

RECOGNISING INTEGRATION OF QUALITY

The Australian Universities Quality Agency (AUQA) has recognised the Library's commitment to quality, requesting two good practice reports resulting from commendations received in the University's AUQA Report. Both reports have been included in the AUQA national Good Practice Database. This is a significant acknowledgement of the Library's achievements.

Embedding quality for library excellence outlines our approach to integrating quality principles into resource management (human, physical and financial) to achieve and sustain recognised excellence in information provision and services. The second report, *Developing graduate attributes: Information Literacies Introductory Program (ILIP)*, acknowledges the role of ILIP in providing a foundation for systematic and ongoing development of information literacy.

> *One aspect of the UOW library that has really impressed me is the number of workshops and tutorials provided to assist students in their use of library resources. I have found the staff's strong emphasis on assisting students in using electronic journals and databases very helpful.*
> (Qualitative feedback from a 2005 review of ILIP)

NEW ELECTRONIC RESOURCES

An influx of materials for the Graduate School of Medicine is keeping Library staff busy, with significant print and electronic resources now available to clients.

Access Medicine covers a range of resources, including:

- *Clinical Library* – 11 standard medical texts with the advantage of regular updates.
- *Lange Educational Library* – textbooks in clinical medicine and medical sciences, supplemented with self assessment tools and case files.
- *Current Consult Medicine* – diagnosis, treatment and practice guidelines for over 800 common disorders. Browse the image databank, access drug information or locate patient education information.

FIRST Consult allows access to continuously updated, evidence-based guidance on the latest in patient evaluation, diagnosis, and management – all written and designed for rapid access at the point of care.

BMJ Journals Online and **BMJ Clinical Evidence** cover more than 20 key peer-reviewed journals of the *British Medical Association,* including *British Medical Journal. BMJ Clinical Evidence* provides systematic reviews of current clinical conditions, based on thorough appraisal of available literature.

MD Consult provides a unique blend of medical content designed to help you find and use information efficiently. Content includes:

- nearly 50 leading medical reference books
- fulltext journal articles from over 70 medical journals
- current practice guidelines and clinical topic tours
- current content of the most influential weekly journals
- drugs by brand or generic name, indication or class
- patient education handouts
- medical calculators, a drug interaction tool and access to Mosby's Drug Consult

LWW@Ovid 100 Collection provides access to 100 key medical journals on the Journals@Ovid platform. These are seamlessly linked to Ovid products *Medline, Cinahl* and *Psycinfo*, to provide the most convenient access possible to our users.

These resources are available via the **Databases** link on the Library homepage: **www.library.uow.edu.au**

RESEARCH ONLINE TOPS 1,000

An enthusiastic response from academic staff to the Research Online institutional repository has resulted in the recent loading of the 1,000th paper. Research Online is increasing the visibility and accessibility of UOW research, and during 2006 there have been over 40,000 fulltext downloads of papers.

Supporters include Professor Jennifer Seberry, who has contributed 101 papers in the area of computer security. Dr Mary Zournazi from the School of Social Sciences, Media and Communications is the author of the first book to be uploaded. Permission was provided by the publisher to add this work, which features interviews with philosophers and public intellectuals on the idea of hope.

The most downloaded papers cover areas ranging from financial analysis, workplace bullying and desalination to radio frequency identification (RFID) technology and computer control systems.

For more information visit: **http://ro.uow.edu.au/**

MAPPING INFORMATION LITERACY

The Library's Information and Research Services team have added a new string to the information literacy bow! Throughout 2006, the team have been using an innovative measurement tool to analyse the level and effectiveness of information literacy integration in UOW undergraduate courses. The tool was created by Judy Peacock at Queensland University of Technology, and is based on the Council of Australian University Librarians' (CAUL) *Best practice guidelines for information literacy programs.*

The adoption of this innovative new practice demonstrates Library commitment to the 2005 Australian Universities Quality Agency (AUQA) affirmation: *AUQA affirms the University of Wollongong's recognition of the need to further develop systems to ensure that its Graduate Attributes are embedded in its curriculum, teaching and assessment practices, and of the need to ensure that this recognition is shared by all staff.* (AUQA, Feb 2006, Report of an Audit of the University of Wollongong, p.19).

By using the tool to analyse subject outlines in core units, Faculty Librarians have been able to determine strengths and gaps, and to make appropriate recommendations for improving integrated information literacy instruction and assessment. Recommendations have been taken to relevant Heads of Schools/ Departments and Faculty Education Committee meetings for discussion and endorsement – with demonstrable success and cooperation. Endorsed recommendations will be rolled out in 2007. This ensures that the AUQA affirmation is acted upon, and that students are equitably provided with opportunities to develop competencies in information literacy (Graduate Attribute 7).

DATABASES UPDATE 2007

- *Compendex* will be available via EI Village from 2007. Moving to the native interface for this database will bring greater benefits to our clients, including a deeper backfile (to 1969 instead of 1987) and additional literature indexing. Clients with existing saved searches or alerts will need to create new ones on the EI Village platform.

- A subscription to *OneSource Global Business Browser Asia Pacific* has been purchased following an extended trial. This database provides information on 85,000 leading global companies and 260,000 public and private companies in the Pacific Rim. Client feedback was very favourable and we anticipate that this product will be popular. Thank you to those who took the time to use OneSource and provide positive feedback during the trial period.

- Due to the decision to subscribe to *OneSource Global Business Browser*, our subscription to *Mergent Online* will not be renewed in 2007. Information covered by *Mergent* is largely available via *OneSource*.

- *Capital Monitor* will not be renewed in 2007. This specialist product has had low use and the greater availability of government information on the web has lessened the usefulness of this product.

- Following an extensive trial of *Scopus* we have decided not to proceed with a subscription to this database. Factors that influenced this decision include: the availability of *Web of Science* and its enhanced citation features as our preferred citation index; our preference for fulltext resources, with *Scopus* being solely an abstracting and indexing database; and the significant subscription cost. We would like to thank those who provided valuable feedback during this trial.

ENGAGING IN HISTORY

Over 180 local high school students have benefited from UOW expertise at a half-day History Extension Seminar, hosted by the Library and the School of History and Politics. Lecturers, students, librarians and an HSC examiner presented sessions to students and teachers from 25 schools across the Illawarra, Sutherland Shire, South Coast, Macarthur and Southern Highlands.

The program introduced students to historiography, devising a research topic and sourcing information from the University's Library and other libraries within the region and beyond.

Feedback from students and teachers included *"Everything contributed to my understanding and knowledge"* and *"Thank you! An excellent and worthwhile day. Please continue these!!"*

Dr Glenn Mitchell engaging the audience at the History Extension Seminar

LIBRARY EXTENSION WORK BEGINS

University staff and students will notice the erection of fences and building equipment that signify the start of the Library's major extension. Stage 1 of the building plan will occur over Summer Session and involves Ground and First Floor interior changes, the development of a link through to the ITS labs in Building 17, and preparatory work for the exterior extension. During this stage, entry to the Library will be via a side door near the front of Building 17. To keep up to date with developments, check the Library website or the display on the Ground Floor.

UOW RESEARCH PUBLICATIONS NOW COLLECTED ALL YEAR!

Academic staff no longer have to wait to submit their research papers for the annual DEST publications collection. Using the University's new Research Information System (RIS), academics can submit details and a copy of their paper as soon as it is published or presented. Faculty publication officers will ensure the required evidence is submitted and then forwarded to the Library for final verification. The web based system links to faculty and personal homepages and verified publications are displayed on the academic's official publications list immediately.

Academic staff can access the Research Information System via the UOW Staff Intranet.