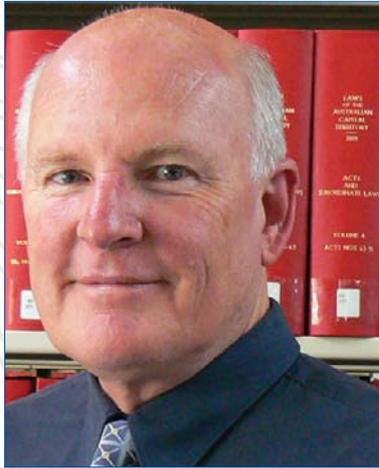


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## reference

Southern Cross University Library Newsletter | Number 33 | February 2009



## Welcome from the Director, Library Services

As a new academic year begins the SCU Library offers a warm welcome to all new and returning students, wherever you are located. We encourage you to visit us – in person at our Lismore, Coffs Harbour or Tweed Heads locations – or virtually via our web site, our blog, email, or our SMS enquiry service.

As the University prepares for the new campus at the Gold Coast Airport Development Park, so, too, the Library is working hard to deliver effective services in that area. We will be opening a new Library as part of stage one of the new campus as well as expanding the range of services and resources at our existing Brett Street operation at Tweed Heads. This is an exciting time for the Library – our goal is to provide you with the information you need – anytime, anywhere – along with library facilities that are inviting and inspirational, creating an environment conducive to study and research.

I am pleased to say that the feedback from our recent client satisfaction survey suggests that our users feel that our Libraries are providing good services in terms of facilities, resources and client assistance. As a result of your feedback, this year we will be focusing on improving how we communicate with you and other issues you have identified (see story below).

Our other priorities this year include the implementation of an exciting next-generation user interface that uses the latest search technologies and web2.0 tools allowing us to provide access to the full range of physical and electronic collections in one streamlined search process. It offers a single solution for the discovery and delivery of all local and remote books, journals, articles and digital content in an environment that many users now expect. We encourage feedback from students and staff – please let us know if we are meeting your needs or not. From all the staff at the University Libraries, enjoy your educational experience in 2009.

– **Des Stewart** Director, Library Services

## Library survey results – positive trend continues

In September 2008 the Library conducted the biennial client satisfaction survey which is a standard survey undertaken by most Australian and New Zealand university libraries. It is a web-based survey of client perceptions of the importance of a range of factors in the delivery of Library services and how the Library is seen to be performing. This is the fourth benchmarking survey of its kind undertaken by us, with the first conducted in 2002.

The 2008 results show a continued improvement over the previous three surveys, placing SCU Library in the top ten when benchmarked against other Australian university libraries. Overall results indicate clients are generally very satisfied with the services provided by the various campus Libraries with a noteworthy 80.2% satisfaction rating.

The Library is now analysing the data and the large number of user comments to assist in planning for services and resources across the three campus libraries. Responses to identified themes and the major gaps in performance will be posted on the Library website. A hard copy of the Detailed Data Report and the Summary Report are available in all campus libraries as well as a link from the website to the full electronic version.

### The top three factors which respondents ranked as of the greatest importance to them are (in order of importance):

- Library staff are friendly and helpful
- The library catalogue is easy to use
- Library staff treat me fairly and without discrimination.

### The top three highest performing factors are:

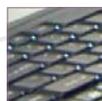
- Library staff treat me fairly and without discrimination
- Library staff display professionalism
- Library staff are friendly and helpful.

### The three lowest performing factors are:

- Library staff keep me informed about new services, resources and collections
- Access to computers to support study/research is adequate
- The Library collection is adequate for my needs.

### The top three areas which require improvement (based on the gap – or the difference between the rating of importance and performance) are:

- The Library collection is adequate for my needs
- Course-specific resources are easy to find and access
- Access to electronic resources is easily available.



## Inside

eBooks | Study spaces and places @ Lismore | EBSCO Mega File Premier Trial

Academic staff profile | Get growing during Orientation | Who's who in the Library?

# eBooks

Electronic books (ebooks) are a particularly effective way of catering, with limited resources, to the demands of large numbers of geographically dispersed students. The benefits of providing online access are obvious: resources can be accessed anywhere, anytime, and usually by multiple simultaneous users. For several years, the Library has provided access to a collection of almost 40,000 ebooks. This collection was recently enhanced by the addition of over 1,000 new titles: 63 nursing titles and 142 psychology titles from Wiley InterScience; and 884 business and economics titles from SpringerLink.

They can be accessed via the Library catalogue or via the respective databases (Wiley InterScience and SpringerLink): from the Library home page, click on the 'Databases' link, select the appropriate letter from the alphabetical index, then click on the database title. You can then browse the book titles for the appropriate subject areas. (Please note that not all titles listed are included in our purchased collections.) If you would like to know more or need assistance, please contact your Liaison Librarian.

Whilst not seeking to replace print with online, the Library will continue to build its collection of ebooks in order to maximise the use of its resources and provide equity of access for all its clients. To this end, it has established for 2009 an agreement with a library supplier that will enable the purchase of titles in electronic format wherever possible and appropriate.



## Study spaces and places @ Lismore



Are you looking for somewhere to work with friends on a group project, practise an upcoming presentation or simply study without any distractions? Did you know that the Lismore Campus Library has the spaces and facilities to accommodate all of these needs?

Group Study Rooms are located on Levels 2 and 3 and contain a mix of equipment available for your use, including whiteboards, flat screen monitors, DVD players and overhead projectors. In addition to this equipment, a range of other items, including data projectors and laptops, may be borrowed at the Library Information Desk for use in the rooms.

These rooms are left open for walk-in use, however it is recommended that you book their use in advance at the Information Desk to ensure their availability when required. Bookings are limited to a maximum of two hours at a time and are not available on an ongoing basis, but you can make them up to a fortnight in advance.

To find out more about the Group Study Rooms and the facilities they offer, stop in at the Information Desk next time you are in the Library and ask the staff on duty there. In addition to these group spaces there are also several rooms on Level 3 for individual study or working quietly in pairs. These rooms are available on a 'first come, first served' basis.

## EBSCO Mega File Premier trial

The Library has negotiated a deal with EBSCO for a trial to Mega File Premier for 2009. This package of EBSCOhost databases contains full text articles and covers many subject areas, including business, education, health, IT, nursing, psychology, science, and social sciences.

In addition to the Library's existing EBSCO database subscriptions (AMED, Art Abstracts, CINAHL, ERIC, MEDLINE, PsycARTICLES, PsycINFO, SPORTDiscus, Hospitality & Tourism Complete), we now have access to:

- Academic Search Premier
- Business Source Premier
- Computer Source
- EconLit
- Health Business Full Text Elite
- Health Source: Consumer Edition
- Health Source: Nursing/Academic Edition
- MasterFILE Premier
- MAS Ultra (School Edition)
- Newspaper Source
- Professional Development Collection
- Psychology & Behavioural Sciences Collection
- Regional Business News
- Religion & Philosophy Collection
- The Serials Directory

The trial has been activated and all content is accessible via the Library website: from the Library home page, click on the 'Databases' link, select 'E' from the alphabetical index, then click on 'EBSCO databases'.

During the course of 2009, we will be evaluating the use and 'fit' of Mega File with the teaching and research conducted at SCU. Your feedback will be welcome – please use our online evaluation form available from the website via the database trials page and also as a *Feedback* link in EBSCO (on the top right of the page), or contact your campus Library.



# Academic staff profile

## Jenny McGuire – Head, Learning Assistance

### *How long have you been at SCU and what attracted you to working here?*

I commenced working at SCU in 1996 in administration at the Gold Coast University Centre located in Coolangatta. I was attracted by the small and friendly nature of the Centre and the way the staff took a personal interest in the students.

I began doing Learning Assistance work in tandem with administration and eventually, after moving to the Tweed Gold Coast Campus when it opened, was doing Learning Assistance full-time at that campus. I have recently been appointed as Head, Learning Assistance, after acting in this role since August 2007.

### *What are your qualifications?*

I have a Bachelor of Education from James Cook University and completed a Master of Education (Language and Literacy) at Deakin University through distance education while I was working at SCU, so I have a good understanding of what it is like to be working and studying at the same time.

### *What is the role of Learning Assistance?*

I see us as facilitators of student learning, and helping to inform students about what is expected of them, particularly in relation to assignments. We work closely with the Teaching and Learning Centre, the Schools, and the Library to assist students in their academic skills development. We also assist academic staff in developing assignment tasks.

We offer preparation courses prior to University admission, and offer assistance to undergraduate and postgraduate students through workshops, individual consultations, and online resources on our website. Since 2006 we have offered the *Preparing for Success*

program which provides an alternative pathway into university and introduces students to the skills they will need. The program includes an *Introduction to University Studies* unit which was developed in collaboration with Liaison Librarians who have written, delivered and assessed the unit.

### *What are your research interests?*

I'm interested in evaluating Learning Assistance programs and am currently preparing a conference paper on the evaluation of our services. I'm also interested in researching students' experiences of the transition to university and the first year of study.

### *What are your interests outside of work?*

I enjoy spending time with my family, reading, and taking long walks along the beach at Kingscliff where I live.

### *What do you like most about the Library, and how do you make use of its resources and services?*

The Learning Assistance offices at Lismore and Coffs Harbour are based in the Library, and the physical proximity builds a collegial relationship. I've enjoyed working with librarians on the *Preparing for Success* program and, through our collaboration, have found them extremely professional, knowledgeable, accommodating and generous. I have found the Library staff at all the campuses to be very helpful and I like the friendly and professional atmosphere that has been created. I use Library resources, especially online databases, for my own research and study.





## Get growing during Orientation

Southern Cross University's 'Get Growing' Orientation program encompasses Orientation Week itself, and continues for the first three weeks of semester.

### Tweed Gold Coast

During Orientation Week, which runs from Wednesday to Friday 18–20 February, students can participate in a range of social, sporting, and cultural events, as well as attend Course Information Sessions, campus tours, and IT and Library presentations. *Introduction to Your Library*, from 12.30–1.30 pm on Wednesday 18 February, provides students with an introduction to the resources, services and facilities of the SCU Library.

Over the following three weeks, students can access on-going support with their university studies and campus life through a series of activities including student mentoring, yoga, soccer, club sign-ons, free lunches, and IT and Library drop-in sessions.

### Coffs Harbour

Coffs Harbour Campus will be conducting *Get smart* Library information sessions throughout Orientation Week. The tours will run in O Week (16–20 February) from 10 am Monday to Friday and 1 pm Monday to Thursday and are an introduction to the Coffs Harbour Campus Library services.

### Lismore

Lismore Campus will be conducting numerous information sessions during Orientation, details of which are available from the Orientation website <http://www.scu.edu.au/orientation> or from the Library website calendar <http://www.scu.edu.au/library> (follow the links to the calendar).

The themes of the sessions are:

- **Get around** – a tour of the Lismore Campus Library.
- **Get virtual** – an overview of Library online resources.
- **Get in touch** – a tour of the Lismore Campus Library and overview of services for locally-based distance education students.

During O Week (16–20 February) *Get around* and *Get virtual* will be run from Monday to Thursday at 11 am and 11:30 am respectively. Over the next three weeks we will continue to run tours, including *Get in touch* evening sessions for locally based distance education students. Times vary so please check the programs available on the Library and Orientation websites listed above or contact the Library on 1800 659 460 or 6620 3752.

## Who's who in the Library?

### Andrew Winchester, Library Technician, Coffs Harbour Education Campus

Andrew recently commenced work as a library technician in the Lending Services team at Coffs Harbour. Andrew has come from Penrith City Library, and prior to this worked as a shelver at UWS Hawkesbury Campus Library. Having recently completed the TAFE Diploma in Library and Information Services, his sights are now set on gaining a degree in library and information management from CSU.

As a very recent arrival, Andrew is discovering that the transition to the country has provided a number of challenges - wireless black spots, shared accommodation and finding your feet in a new city. On the upside, an early morning surf may now be a possibility.



## Contacts

	web	email	phone
<b>General</b>	<a href="http://www.scu.edu.au/library">www.scu.edu.au/library</a>	<a href="mailto:libdesk@scu.edu.au">libdesk@scu.edu.au</a>	1800 659 460
<b>Lismore</b>	<a href="http://www.scu.edu.au/library">www.scu.edu.au/library</a>	<a href="mailto:libdesk@scu.edu.au">libdesk@scu.edu.au</a>	02 6620 3752
<b>Coffs Harbour</b>	<a href="http://www.scu.edu.au/library/chec">www.scu.edu.au/library/chec</a>	<a href="mailto:coffslibrary@scu.edu.au">coffslibrary@scu.edu.au</a>	02 6659 3232
<b>Tweed Gold Coast</b>	<a href="http://www.scu.edu.au/library">www.scu.edu.au/library</a>	<a href="mailto:goldcoastlibrary@scu.edu.au">goldcoastlibrary@scu.edu.au</a>	07 5506 9205