Satisfaction on the Increase—the 2008 Survey

In September – October 2008 the Library ran its two-yearly satisfaction survey. The results show a pleasing improvement on 2006, with the Library scoring in the top quartile of the 40 university libraries which ran the survey over a two year period.

The purpose of the survey is to enable the library to improve its services based on feedback from library users, and to assess its performance over time against a range of other university libraries. Detailed information about the survey is available from the Library website: http://wwwlib.murdoch.edu.au/about/survey/2008.

The lucky winner of the Nintendo Wii for participating in the survey was Bachelor of Communications student Kate Munro – congratulations to Kate!

Director to Student:

The Library Farewells Margaret Jones

Director of Library Services Margaret Jones bade us farewell on Friday 6 February 2009.

Margaret joined the library in 1994 and was appointed Director in 2002. She has been a highly intelligent and insightful leader who has brought to the position a depth of intellectual rigour. Margaret has a broad understanding of University wide issues as well as issues related more specifically to the Library profession.

During her tenure she established the Peel library, moved us into the digital world of full text, e books, repositories, Second Life and Web2.0 and most recently oversaw the establishment of the Learning Common.

Margaret leaves us to return to the student world.
Each year the Library presents the George Buick Library Staff Achievement Award to a staff member (or team) who has performed exceptionally well during the year. Last year an additional award with a specific focus on innovation was implemented, named after Murdoch’s former University Librarian, Nada Nadanasabapathy.

**2008 Nada Nadanasabapathy Library Innovation & Outstanding Service Award**

Nada attended the Library’s Staff Development Day held at the Peel Campus, to present the award to Kathryn Greenhill. Kathryn is the Library’s Emerging Technologies Specialist, a position that is shared with the University’s IT Services.

Kathryn also works closely with the Learning Technologies Steering Group as, providing information and training about new technologies of actual or potential value to the University.

**2008 George Buick Library Achievement Award**

The winner for 2008 was Pat Birrell from the Rockingham Regional Campus Community Library. Pat’s role includes management of the library’s major service point, which in 2008 was responsible for 217,000 loan transactions to public, TAFE and University library members.

Pat’s award also acknowledged her willingness to contribute beyond her nominal role, participate in the Library’s many functions, and help make the Library an inviting and engaging place for its staff and patrons.

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**LIBRARY SURVEY**

*(Continued from Page 1)*

The table below shows the aspects of library performance covered by the survey and results for the last two surveys.

A number of actions have already been carried out in response to the survey results. These include increasing the number of textbooks added to the Reserve Collection beginning this Semester; identifying appropriate locations for more power points to assist laptop users; investigating means of providing easier access to the 24x7 Learning Common area in the main library at the Murdoch Campus; and improving copying and printing facilities at the Peel Campus. Work on the survey outcomes will continue during the next months.

**Murdoch University Library Client Survey Results, August 2008**

**Weighted Performance Index**

<table>
<thead>
<tr>
<th></th>
<th>Communication</th>
<th>Service Quality</th>
<th>Service Delivery</th>
<th>Facilities And Equipment</th>
<th>Library Staff</th>
<th>Virtual Library</th>
<th>Weighted Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pat Birrell</td>
<td>73.8%</td>
<td>75.5%</td>
<td>74.8%</td>
<td>68.7%</td>
<td>72.8%</td>
<td>62.1%</td>
<td>66.3%</td>
</tr>
<tr>
<td>Median</td>
<td>73.8%</td>
<td>75.5%</td>
<td>74.8%</td>
<td>68.7%</td>
<td>72.8%</td>
<td>62.1%</td>
<td>74.7%</td>
</tr>
<tr>
<td>Highest Performer in Database</td>
<td>83.5%</td>
<td>85.0%</td>
<td>82.9%</td>
<td>78.0%</td>
<td>93.7%</td>
<td>75.7%</td>
<td>83.9%</td>
</tr>
<tr>
<td>Lowest Performer in Database</td>
<td>65.9%</td>
<td>57.5%</td>
<td>64.6%</td>
<td>53.4%</td>
<td>73.8%</td>
<td>62.1%</td>
<td>65.3%</td>
</tr>
</tbody>
</table>
Having implemented BONUS+ on a trial basis for a year, we are now implementing a further trial in resource sharing.

During 2009 the Library will evaluate the impact of providing document delivery services free of charge to Murdoch staff and postgraduate students (including Honours). However, the cost of some items will continue to be passed on to requesters – these include theses, other costly items, and requests for large numbers of items. More information about this trial is available from the Library web site: http://wwwlib.murdoch.edu.au/services/docdel/charges.htm

BONUS+ is a resource-sharing network of seven university libraries that enables Murdoch staff and students to request from over 2 million books held by the libraries free of charge. It has been operating since August last year. Between August and December 2008 we borrowed 527 items from other libraries, and supplied 961.

VALA Scholarship to Murdoch Staff Member

Kathryn Greenhill, Emerging Technologies Specialist, has been awarded the VALA (Libraries, Technology and the Future. Inc.) Travel Scholarship 2009. She will be travelling to the United States to investigate open source Library Software between 10 March and 28 April 2009. During her travels, she is also undertaking research for a Masters of Information Management at Curtin University, as well as speaking at the Computers In Libraries Conference in Washington DC, Library Camp East in Connecticut and at the U Game U Learn Symposium in Delft in the Netherlands.

Screenrights—the Best Little Copyright Licence in Town

The Screenrights licence gives University staff access to copies of all radio and television broadcasts to use for educational purposes. Those copies can be played in recorded lectures, uploaded to Lectopia for individual viewing, copied to DVD, emailed – or snail-mailed – to students, and so on.

How can Screenrights be used?

Staff can record any program from radio and TV (including cable and satellite channels) and download podcasts and vodcasts of programs from a broadcaster’s website. As well as this the Library subscribes to two collections of recorded television broadcasts (from free-to-air channels). These are:

TVNews which provides online access to segments of news and current affairs programs, and some documentaries. Links to segments can be made from a unit’s LMS site, from the Library catalogue, or in Lectopia.

RequestTV records all programs broadcast by the free-to-air channels. DVDs to be added to the Library’s catalogue can be ordered from RequestTV by any member of staff. You can ask your liaison or subject librarian to order Screenrights licenced recordings. Broadcasts that have been made since July 2006 can be purchased, as well as a selection going back at least to 1999.

AVServices can also record a one-off program or a series – contact them at AVS@murdoch.edu.au with the program details and your account code.

If you record a program at home the Screenrights licence requires that you label the copy with the title and running time, the channel, and the date of transmission; the same information (plus the date of download) is needed for copies of podcasts and vodcasts. If you use a Screenrights recording during a lecture or have it uploaded to Lectopia by AVS, you must also enter these details in the Lectopia Staff Tool. You can record as much or as little of a program as you want, and you can make compilations – just remember to document the titles, etc., because this information is used to distribute royalties to copyright owners of works used under the licence.

About once every five years each University participates in a survey of their use of Screenrights recordings: Murdoch’s next turn is coming up in mid-April. During the six week survey a selected number of Schools will be asked to keep a tally of their use of these materials – more information and training will be given soon.

If you have any queries about using the Screenrights licence, please check the info sheets on the copyright website: www.murdoch.edu.au/copyright, or contact Kate Makowiecka, the university’s copyright coordinator, at copyright@murdoch.edu.au.
PACT to Improve Maths in Young Adults

A new collaboration called the Peron Alliance of Curriculum and Teaching (PACT) has been arranged between four local high schools and aims to improve educational opportunities for students within those schools. Staff have agreed to meet regularly to build the strategic and operational infrastructure that will allow students to work across the four school campuses and other community based sites including Murdoch University. Specialist Maths 3a/3b is the first course to be offered.

Students enrolled in PACT courses will have the opportunity to access a greater range of key expertise from both teachers at the four schools and the wider community. Murdoch University lecturers will work with the students throughout the year. This will provide students with access to a wide range of extra resources and support. Some of the classes will be held at the Rockingham Campus library in the e-library and the purchase of mathematics resources to support PACT has become a priority.

Young Adult Area Revamped at Rockingham

The commencement of PACT coincided with a recent survey conducted by library staff that identified the need to create an area where Young Adult readers could feel comfortable in a space of their own, meet their friends, read the latest teen magazines and novels and even find music and movies produced for their age group.

The City of Rockingham recently donated furniture to the library that has been utilized in a new and improved reading space for young adults. Colourful bean bags offer an alternative way to relax and read. Study desks are available for those who wish to take notes or complete homework and assignments, but stay connected to the informal reading area. Art work decorating the space was produced by local high school students and donated to the library by The City of Rockingham Station Youth Centre.

The Young Adult fiction collection had always been well maintained and responsive to the Library’s regular young adult readers but a new focus has been given to the Young Adult Non-fiction collection that has been expanded to address current teen issues and concerns and provide subject learning support to Secondary School Students.

Jean McKay
It is with great sadness that we farewell Jean McKay, Manager Liaison Services. Jean has been a fantastic contributor to the University Library for many years.

Jean first joined us in January 1977 and was instrumental in building a new collection to serve the information needs of a growing young university. She worked as a Senior Law Librarian before taking charge of the Law and Business Library. In 2000 she left the University to take on a variety of other roles in local tertiary institutions such as Challenger Tafe and UWA before returning to Murdoch as the Manager Liaison Services in 2002.

Jean has been a committed, hard-working member of the Library Management team who has ensured that the teaching and research needs of the university have been met. Her colleagues wish her well in her new position as Law Librarian at the University of Notre Dame.

Library Workshops in Singapore
As part of an initiative by the Office of Educational Partnerships and SMA Singapore, Business Librarian Soun Wong from the library and staff from Student Learning conducted library research and study skills workshops in Singapore in January this year. New SMA students who enrolled for Trimester 1 2009 attended four study skills modules and one library module on a rotating basis.

The workshops, attended by around 135 students, were held on the weekend of Sat 17 Jan and Sun 18 January. The library modules covered library services for our off-shore students and staff, the Electronic Course Material Service, referencing, research strategies, and using the catalogue and databases to search for information. Very positive feedback was received from the students.
NEW RESOURCES IN THE LIBRARY

Hospitality & Tourism Complete

Murdoch staff and students now have online access to more than 440 full text publications in hospitality and tourism, including journals, company & country reports, and books.

These titles are included in the Library’s new subscription to the Hospitality & Tourism Complete database on EBSCOhost. The collection contains more than 749,000 records with full text coverage dating as far back as 1965.

CINAHL now with full text
The Library’s subscription to CINAHL has been enhanced to include many full text titles. CINAHL (Cumulative Index to Nursing and Allied Health Literature) now provides research papers on topics such as audiology, nutrition and dietetics, occupational therapy, physical therapy, respiratory therapy, speech-language therapy and consumer health. Coverage is from 1981 to present.

If a citation is not available in full text you can use the yellow button to check to see if full text is available elsewhere. The companion database Pre-CINAHL is a current awareness service for journal articles currently being indexed for inclusion in CINAHL. Up to 4 users may access CINAHL at any one time.

More physics content
IOPScience offers over 300,000 journal articles in physics and related areas such as astronomy, chemistry, energy, mathematics, nanotechnology and biological physics. Journal coverage is from Volume 1 in most cases. Also available are relevant e-prints, and news and analysis from the Institute of Physics’ community websites.

Request TV programs for the Library’s collection
Users may now request that the Library obtain DVD copies of free-to-air Australian television programs. These copies are licensed under Screenrights, and so can be used with Lectopia. RequestTV coverage complements that of TVNews: the latter provides online programs of news content from Australian broadcasters.

Biological images now online
Biology Image Library is an online collection of images, movies, illustrations and animations in biology and biomedicine for use in education and research. Material is peer-reviewed by academic editors before being accepted for publication. Subjects covered include development biology, histology and pathology, immunology, microbiology and parasitology, molecular and cellular biology, neuroscience and plant biology.

Users may also submit their own material for inclusion.

Theatre in Video
Produced by Alexander Street Press, Theatre in Video contains streamed video of performances of more than 100 of the world’s leading plays and more than 60 film documentaries representing hundreds of leading playwrights, actors and directors. It includes the complete works of Shakespeare as produced by the BBC and other theatrical companies and performances of plays by Henrik Ibsen, Eugene O’Neill, Arthur Miller, Samuel Beckett, Edward Albee, Luigi Pirandello, Harold Pinter, Bertolt Brecht, Peter Brook, and many more.
Quentin Quenda returned to Murdoch from Kanyana Wildlife Rehabilitation Centre last October after a period spent recuperating from the affects of residing in and around the Learning Common on the Murdoch Campus.

Quentin has matured since his experiences in the Library, and is now found in the Banksia Garden and near the Asian Food Van (some habits die hard).

**QUENTIN**

**STATISTICAL SNAPSHOT OF THE LIBRARY 2008**

<table>
<thead>
<tr>
<th>Library Collection</th>
<th>Sessions (logins)</th>
<th>Full text Downloads</th>
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<td>Royaumes</td>
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<td>JSTOR</td>
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<table>
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<tr>
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<th>2008</th>
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<tr>
<td>Number of sessions</td>
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<td>50,489</td>
<td>72,241</td>
<td>71,682</td>
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<tr>
<td>Number of Searches</td>
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<td>517,508</td>
<td>616,428</td>
<td>748,320</td>
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<tbody>
<tr>
<td>Number of visits</td>
<td>281,925</td>
<td>352,815</td>
<td>847,474</td>
<td>1,069,883</td>
</tr>
<tr>
<td>Number of pages viewed</td>
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<td>2,890,853</td>
<td>3,068,921</td>
<td>3,237,462</td>
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