Did you know that the Library website was viewed more than 2.7 million times last year? This makes us the second most visited website in the University.

Top of the list for popular pages were the Library homepage (926,227 views), the databases page (406,196 views), and our citation guides, which were viewed a total of 421,035 times during 2009.

The Library provides concise guides to eight different citation styles used by staff and students across all faculties. The guides are based on international standards and are an important resource for students struggling with the myriad of styles and complexity of correct citation in their assignments and research. It appears it is not only Murdoch students and staff who have discovered the value and quality of our citation guides. The IEEE guide, for example, was viewed more than 96,000 times. 70.8% of this traffic was referred by search engines, and more than 94% of the searches originated in countries other than Australia.

The Library website is a gateway to many other resources not included in these statistics. The databases page is the entry point for hundreds of databases and e-journal collections, each of which was accessed thousands of times during the year. For example, there were 75,500 connections to ScienceDirect and 42,800 connections to the CSA databases. The Library Catalogue, which lists everything the library holds in print and electronically, was searched almost 6.5 million times.

**Your library online**

The Library Document Delivery Service has undergone a major upgrade which will significantly improve the interface for all users. Changes include a new, cleaner interface with more intuitive menus and functions, ability to cancel and renew requests yourself, easy access to your requested documents through the My Requests feature, and improved search response times. The new service continues to be provided from the same link on the Library homepage, and with the same login and password as previously. Please check any bookmarks to ensure they are to this link: http://wwwlib.murdoch.edu.au/services/docdel

**New Manager Liaison Services**

Jan Rutherford has been appointed as the Library’s new Manager Liaison Services. In this role she is responsible for the Library’s provision of reference and information services, lending services, information literacy programs, and collection development activities.

Jan has been employed by Murdoch University at the Rockingham Regional Campus Community Library since 2005 in a variety of positions as well as taking acting roles as Deputy Campus Librarian and Campus Librarian. In addition to libraries, Jan’s career has spanned a variety of roles and sectors including Manager for a group of hotels, and Parliamentary Liaison Officer to a NSW Education Cabinet Minister. Jan will bring to the position extensive experience working in client service environments and knowledge and experience of the complexities of the Murdoch University user community.

Her primary focus is on ensuring that the services the Library offers are appropriate for its clients, and delivered in a timely way both in the Library and online.

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Partnerships excel at Rockingham

In 2009 a new innovative program of computing classes commenced at Rockingham Campus Library. The program is a partnership between the Library and a local private school Tranby College and involves ten Year 9 students mentoring senior citizens in computer skills.

The one hour sessions initially ran one day a week through Terms 3 and 4. The students assisted with a range of skills such as establishing an email account, sending and receiving email, downloading photographs, creating documents, conducting research on the Internet, arranging travel plans, paying bills and much more.

Teacher Angela Gileno commented that “This was one of those rare and memorable opportunities which existed to ‘bridge the gap’ between generations.”

In 2010 the classes will be running twice a week on Thursday afternoons and Friday mornings. The program has been very positively received with not only the residents learning important skills but also the students enjoying the interaction with older people. Both groups are keen to continue the learning opportunity and the Library is a key promoter of engagement in the Rockingham community.

Peel Library student profile: Helga Sebastian

Helga Sebastian became Murdoch Peel Campus’s first honours graduate with the completion of her thesis, entitled: Their experiences: Identifying the barriers to international nursing students in achieving their goals in a multicultural university setting. The findings of Helga’s thesis have attracted keen interest from Murdoch Peel staff because the study explores the social and academic experiences of international students and identifies barriers preventing them achieving their goals. The main recommendations emerging from Helga’s research are the creation of supportive programs that will assist international students including parallel English language workshops and workshops prior to clinical placements.

Helga has been a regular fixture in the Peel Library from when she first arrived from India as a Nursing Conversion student, through to the recent completion of her honours thesis. Helga’s research indicates the Library and Learning Commons are considered a significant focal point as a social hub and meeting place. Peel Library staff were also praised as being friendly, flexible and welcoming.

The one criticism of the Peel Library from the students interviewed, was the limited number of essential texts available and the short loan periods of these Reserve items. Many international students face financial difficulties and cannot afford to buy some of the texts, so are dependent on the Library’s resources.

After 2 ½ years of study, Helga has decided to hone her clinical practice skills by working as a registered nurse. However, given the positive feedback and encouragement of staff to Helga’s research, a return to Murdoch for further study may not be too far away.
Each year the Library presents two awards to staff who have performed exceptionally well during the year. Jane Jeleric, Cataloguing Librarian, received the George Buick Award for Outstanding Achievement. Jane is always extremely thorough, highly productive, and very willing to help other staff improve and enhance their skills. She also provides reference services to Library users. She is regarded by her peers as a valuable team member.

Gail Valencia, Acquisitions Supervisor, received the Nada Nadanasabapathy Award for Innovation and Outstanding Service. Gail became Acquisitions Supervisor early in 2009, just in time to oversee the implementation of two new systems for book selection and acquisition. These systems are now working effectively and efficiently and this is largely due to Gail working with each staff member in ways that suited that person’s learning and working styles.

Have you ever read a Mills & Boon novel? Would you like to? Now you can! And you will be guaranteed a happy ending to the story.

Murdoch University Library has acquired a collection of nearly 4,000 books published from the 1940s to the current century. Most were donated by Judy Anderson, a member of the Sydney Filmmakers Cooperative.

The name Mills & Boon has been associated with romance fiction for nearly 100 years. Grant Stone, currently a lecturer in Murdoch’s School of Media, Communication and Culture, and formerly Scholarly Resources Librarian, has said that Murdoch’s collection complements the Library’s other resources in Popular Literature and Women’s Studies.

More information about the collection, and a list of titles held in the Library, is at http://wwwlib.murdoch.edu.au/find/special/MillsBoon

Staff Profile:
Debra Broadbent
Deb, the Enquiry and Lending Services Coordinator, will be familiar to many Library users in her role coordinating services at the Loans Desk. The services are varied, including loans, document delivery, reserve and ECMS. Patrons include Murdoch staff and students, alumni, reciprocal borrowers from local universities and community borrowers.

Deb worked at Challenger TAFE Library before joining Murdoch University Library in 2002. She sees her role as the “go between” in solving sometimes complex problems relating to Loans Desk services. A recent example involved a request from an overseas library for a Murdoch thesis from the 1970s. Permission to copy the thesis was needed, but the author’s record was no longer on the Library system and it proved difficult to locate him. His old student record listed his daughter as next of kin and Deb successfully located her in country WA using the Telstra Online Directory – by luck her family name was listed. She was very happy to ask her father to contact the Library to approve copying the thesis for sending overseas.

Staff arrivals...
Shiarne Coole, Rockingham
Bernadette Gargan, Liaison Services
Jan Rutherford, Liaison Services
Monica Smith, Liaison Services

...and departures
Kate Freedman, Liaison Services
Grant Stone, School of Media, Communication and Culture
Kirsty McPhee, Collection Services
Vicky Reynolds, Rockingham
Rob Rochester, Institutional Research Repository
Kylie Tran, Liaison Services
Andrew Trigg, Rockingham
Mashup for external students

Library staff have created a mashup to help external students determine whether they are eligible for extended library services. Students can enter their address and immediately see on a map if they live within the 30km delivery zone. The idea for the mashup started with an entry submitted to the Government 2.0 Taskforce Mashup Australia contest. We didn’t win the contest, but the skills developed were put to use in the development of the external students eligibility mashup. Check it out for yourself at http://wwwlib.murdoch.edu.au/for/external/using.html

The Adam Matthew collections of manuscripts and rare printed sources are a wonderful resource for both scholarly research and undergraduate use and include Empire Online – Documents relating to Empire studies sourced from around the world; The Grand Tour – Study of travel from 14th to 19th centuries and Victorian Popular Culture: Circuses, Sideshows and Freaks – The world of travelling entertainment, as well as a number of other collections.

This series of high quality, peer-reviewed books published by the American Chemical Society covers a broad range of topics including agricultural and food chemistry, cellulose and renewable materials, chemical education, organic chemistry, polymer chemistry, materials, and many others. About 30 new books are added each year.

A UK legal search engine and citator that cross-references and links case law, legislation and journal articles to other UK resources, including Westlaw Australia and Lloyds Reports.

Math Solutions enables the Murdoch University community to read online a collection of ebooks on the teaching and learning of mathematics for primary and early secondary education.

The Times Literary Supplement Historical Archive includes more than 300,000 reviews, letters, poems and articles fully-searchable online and is a witness to the cultural revolutions of the last 100 years. It offers opportunities for tracking the views of influential opinion makers, the response of their peers, the controversies of the day and how they developed. The recent issues from 2006 onwards are also available in the Library in print.

This most prestigious science journal is now available online from volume 1, 1869.