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brings you news of the latest resources and services available and tips to help you get the most out of your CSU Library.

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Library hours

<http://www.csu.edu.au/division/library/libabout/openhrs.htm>

Why does the Library keep asking questions?

In September 2002 and October 2004, CSU Library asked patrons to complete the extensive Rodski survey, aimed at identifying key client concerns.

The Rodski survey, used by university libraries in Australia and New Zealand, is a vital tool in today's dynamic teaching, learning and research environment, enabling CSU Library to:

- identify, prioritise and manage key issues affecting clients,
- measure and monitor our performance over time,
- provide clients with the opportunity to communicate openly and honestly with the management team of the Library,
- compare results with other university libraries so that performance can be measured against external standards.

Respondents were presented with 34 statements considered critical to the continuing success of Charles Sturt University Library: they were asked to rate each statement twice – firstly to measure the importance of each of the statements to them, and secondly to measure their impression of the library's performance on each statement.

So....how well does the Library perform?

For both 2002 and 2004 surveys, all ten of the variables ranked highest in performance relate to library staff – their *courtesy, fairness, availability, timeliness, clarity, accuracy, professionalism and overall quality of service*. The top 10 performance list contains six factors from the top 10 importance list for 2004 and five factors for 2002. Not only are these factors among the most important issues to clients of the library, they are also being performed well. At the other end of the scale are the lowest performing variables. The lowest 10 performance list has one factor in common with the top 10 importance list for both surveys, namely *the library collections are adequate (or appropriate) for my needs*.

October 2004 Top 10 Gaps	Score	September 2002 Top 10 Gaps	Score
The library collections are adequate (or appropriate) for my needs *	1.36	The library collections are adequate (or appropriate) for my needs *	1.83
Number of computer workstations is adequate	1.26	Number of computer workstations is adequate	1.55
Library catalogue provides clear and useful information*	1.04	Library catalogue provides clear and useful information*	1.29
Information resources (books, electronic, etc) are easily retrieved*	0.98	Information resources (books, electronic, etc) are easily retrieved*	1.25
New materials are made accessible when I need them	0.88	Access to electronic databases and resources is easily available*	1.14
Access to electronic databases and resources is easily available*	0.86	New materials are made accessible when I need them	1.10
Opening hours meet my needs	0.86	Opening hours meet my needs	1.07
Computers/printers are adequate for my needs	0.73	Computers/printers are adequate for my needs	1.03
Prompt action is taken regarding missing books, journals and videos	0.55	Prompt action is taken regarding missing books, journals and videos	1.03
Library staff provide clear, useful and accurate answers to enquiries*	0.52	Library staff provide clear, useful and accurate answers to enquiries*	0.79

*N.B. Factors marked * are also top 10 importance variables for that year.*

meet Keely Chapman

Recently appointed
Manager, Client and
Information Services -
Albury Campus Library



Where did you work before coming to CSU?

Deakin University Library at the Rusden, Burwood, Toorak and Warrnambool Campuses. Took a career break in 2004 and spent a brief sojourn in Japan on the English Teaching trail and this year have done casual work as an indexer at RMIT Publishing.

Do you have a favourite type of doughnut?

Jam, definitely jam.

What's the best professional advice you ever got?

Change is a part of life.

Does anything about your job drive you crazy?

Rosters and not knowing what I don't know.

What are you reading at the moment?listening to?

Lian Hearn's "Grass for his Pillow". Part 2 of her Otori trilogy. Wonderful escapist stuff! Recently finished "He's Just Not That Into You" and roared with laughter the whole way through. This title should be compulsory reading for the women of my generation. Listening to... the trains at Wodonga station. I always seem to live somewhere where I can hear trains. I can tell the XPT from a Vline passenger service now.

Any first impressions of CSU?

Friendly people, dedicated and passionate students, a great enthusiasm for technology (electronic diaries and the Polycom) and an undying love for cakes!

What would you do with a free million dollars?

Buy shares in Gale, ProQuest, Elsevier, Thompson ie all those big academic publishers we know are making a fortune! Buy life membership of the YHA and give some to charity (in Australia).

Do you think politics should be scrapped?

No, otherwise I would have nothing to laugh at on the evening news!

And what has the Library done with this information?

After each survey, the Library has examined Rodski's statistical results and comments to determine areas that needed action or further examination. Particular attention has been paid to those areas with higher gap scores that also rate as highly important.

After the 2002 survey:

- the number of student use computers increased,
- a Disability Access project was initiated,
- online forum was planned,
- staff attended a range of training programmes and conferences which have developed their knowledge and skills,
- additional tables, chairs and informal seating was provided in several areas,
- group working facilities were improved,
- upgrade of Ez-proxy access was upgraded and web site improved,
- ongoing improvements included:
 - opening hours extended at Wagga,
 - student printing added to Albury and Thurgoona,
 - access to library collections addressed,
 - access to video collections, equipment and desks improved,
 - movement of science collections to appropriate sites,
 - serials made "not for loan" to make the total collection is always available.

The 2004 survey results indicated that we had improved our performance in a number of important areas; the Library continues to target issues of concern to our clients:

- ongoing improvement of the collection, targeting high demand subjects and increasing the number of electronic resources,
- Library web site - a new structure and look launched in 2005,
- the number of student use computers increased,
- launch of the *SmartSearch* and *SmartSkills* packages to make accessing information easier,
- the number of renewals increased, allowing longer loan periods for all CSU students and staff,
- start of the BONUS project to give access to the collections of 2 other University libraries

How do we compare with other Australian universities?

In 2004 CSU Library recorded an overall score of 792 points (79%), indicating a performance score in the first quartile when compared with other libraries. An improvement of 0.19 since the survey in 2002 is a significant change when results were already high.

Exceptional results were particularly evident in five variables that performed at the very top of the overall Australian survey:

- library staff treat me fairly and without discrimination,
- library staff give my enquiries appropriate time and attention,
- library staff are focussed on the needs of the users,
- service desk staff respond in a timely manner and
- library staff are readily available to assist me.

Overall, the results from the surveys are very pleasing and a credit to the dedicated library staff. There are areas where we need to improve as well as areas where we need to keep working to maintain our desired standards. How well we achieve the goals we set is measured by everyone who uses the library - so please continue to let us know what is important to you and how well we perform in providing it.

(continued from page 1)

Rodski Behavioural Research analyses the perceived difference - or 'gap' - between the *importance* and *performance* score for each variable. These gaps represent potential improvement opportunities for the Library. The table on page 1 reports the 10 variables with the highest gap scores.

Gap scores have in fact declined significantly between 2002 and 2004. None of CSU Library's gap scores are rated by Rodski as of significant concern (ie. over 2.00) however, the Library has addressed all issues of concern to our clients.

Current Developments in Copyright in Australia

Australian universities are allowed to copy material for educational purposes under statutory licences. The principal one of these, the Part VB licence, cost universities licence fees of eighteen million dollars this year. This money is paid to a collecting society, the Copyright Agency Limited, on behalf of copyright owners. The collecting society distributes this money to copyright owners such as authors and publishers, based on the results of surveys carried out at eight universities per year. These surveys monitor a representative sample of what is copied at universities and are conducted by an independent research company, AC Nielsen. Charles Sturt University is part way through one of these surveys at the moment.

The federal government is carrying out a number of reviews of copyright law this year, as a result of amendments it made to the Copyright Act arising from the Australia-US Free Trade Agreement (AUSFTA). The Act was amended as of the start of this year, to give Internet Service Providers immunity from claims for monetary damages for online copyright infringements, providing they follow certain Safe Harbour guidelines. The Attorney-General's Department is currently

reviewing whether to extend the Safe Harbour scheme to also cover other bodies such as universities.

A second review of the Act is being carried out by a parliamentary committee, which is looking at when people should be allowed to circumvent technological protection measures (TPMs). The government is required to review this as a result of the AUSFTA. TPMs are measures which restrict access to and copying of digital items. A common example would be region coding on DVDs.

The third review that is being carried out this year is an examination of the fair dealing rights under the Copyright Act. Fair dealing rights currently allow people to copy material for the purposes of: research or study; review or criticism; reporting the news; and the provision of legal advice. The Attorney-General's Department is considering whether to add further rights allowing people to copy material for a wider variety of reasons. Two examples of things that are being looked at are: making it legal to tape television programmes for later viewing, known as time shifting; and copying music from CDs onto other devices such as iPods, known as space shifting.

Journal impact factors and citation searching

Journal Citation Reports (JCR) is a tool for journal evaluation, using citation data drawn from 5,000 journals in the areas of science and technology and 1,500 journals in the social sciences. JCR includes information about the most frequently cited journals in a field and highest impact journals in a field.

The **Web of Science** citation databases contains the references cited by the authors of the articles. You can use these references to do cited reference searching. A cited reference search enables you to see how often authors and articles are cited.

Tip - use the ANALYSE features in Web of Science to sort search results according to a range of criteria including highest cited, most cited journal, country/region etc.

Both JCR and Web of Science are available from the ISI Web of Knowledge database. To access the ISI Web of Knowledge database, go to the Library Services page <http://www.csu.edu.au/division/library/> and select the Databases link.

eResources update

EBSCO Mega File Premier is now available for CSU staff and students. From the beginning of 2006 CSU is switching from ProQuest to EBSCO for multi-disciplinary searching and access to a wide range of full text resources. CSU trialled EBSCO in 2004 and 2005. The results of this year's trial indicated that EBSCO provides a better fit with CSU's subject profile and access to more scholarly journals. You can preview the EBSCO service by going to the Library's Databases page and clicking on the EBSCO link from the drop down menu. Library staff can provide assistance to academics and educational designers to change links they may have made in online subjects. Please contact Information librarians on your campus for more details.

SCOPUS is Elsevier's newly released abstract and indexing database covering scientific, technical, medical and social sciences resources. CSU is participating in an extended trial of this database until December 2006. SCOPUS will be of interest to students and researchers because of its breadth of coverage and focus on peer reviewed titles. Access SCOPUS from the drop down menu on the Databases page.

Electronic journals: CSU Library provides access to more than 17,000 full text electronic journals

We are continually adding to this number and have converted a large number of titles, previously held in print, to electronic format this year. Individual e-journal titles can be searched via the CSU Catalogue and through the Library's *SmartSearch* portal. Individual titles can be searched by name or a full, alphabetic listing can be browsed in *SmartSearch's* Ejournal List. The Catalogue and SmartSearch are available from the Library's website.



What is BONUS:
"something given or
paid over and above
what is due" Macquarie
Dictionary

(Books Of New South Wales UniversitieS) is a new and innovative resource-sharing project of Charles Sturt University, the University of Newcastle, and the University of Technology, Sydney. It allows CSU staff and students to make online requests for, and to receive, selected library materials that are held by the other two universities. It's a free service; there are no charges.

To access the BONUS catalogue, go to <http://bonus.newcastle.edu.au>

For information about BONUS, see the CSU Library webpage: <http://www.csu.edu.au/division/library/services/ill/bonus1.htm>

Ontario Campus Classes began 29th August

CSU staff from Australia and Ontario have worked to ensure Library systems are in place and resources available for loan or online access by the Bachelor of Education students



*Professor Tom Lowrie
[Courtesy photo supplied by the
Burlington Post, photographer
Ron Kuzyk, Burlington Post]*



*(Left) Lecture
Room*



*(Right) Ontario
campus foyer,
looking towards
the Library*

Bathurst Campus Library supports Kelso High School

In a devastating blow to the Bathurst community Kelso High School was burnt to the ground in August with almost total loss of teaching resources and student works, including HSC major works awaiting final marking. Included in the loss was Kelso High's well established library. A support initiative was immediately launched by CSU Bathurst. Students from years 8, 10 and 11 were accommodated on Bathurst Campus with Year 12 students located at the nearby TAFE Campus. Students from other year groups were housed in classrooms at other Bathurst schools.

Library Services extended its Schools Borrowing Agreement to enrol students from Years 10 -12 as borrowers and provided library tours and information assistance for students and teachers. Kelso High teachers have been enrolled as honorary Community Borrowers giving them access to a wider range of services than they would normally receive under the Schools Borrowing Agreement.

Teachers and students returned to modular classrooms, including a modular library, on the Kelso High site at the beginning of Term 4. CSU borrowing privileges for Kelso High teachers and students will continue until the end of the 2005 teaching year. One benefit for the students located on campus has been their exposure to university life and the extensive resources of CSU Bathurst Library. We expect that many of these students will re-enrol with the Library under the Schools Borrowing Agreement in 2006.

around the campuses

Albury Campus Library moved 10,000 Education items

During the 2005 mid year break the Murray School of Education relocated from the Albury City to the Thurgoona Campus. At the same time, Albury Campus Library moved related education resources (more than 10,000 library items) from the Albury City Library to Thurgoona Library.

This complex and lengthy process involved:

- identifying those parts of the collection to be moved
- collecting statistics to determine workloads associated with "education"
- looking at patron counts to see how students use the library
- planning for the respacing of the collection at both Albury and Thurgoona
- providing library staff with refresher training in manual handling
- extending and renovating Thurgoona Library
- moving the selected books, videos, reference items, journals, and kits
- "scanning" each item to change its "location" on the library system

The physical move has been accompanied by other changes at both libraries including a restructuring of staffing arrangements, a change in opening hours and trialling a new Closed Reserve area in Thurgoona Library.

Wagga and Bathurst Campus Libraries launch Assistive Technology rooms, 31 Aug 2005

These rooms have been specifically designed to cater for library clients with a disability and include screen reading software, scanning/reading software, voice recognition programs, voice synthesis to convert text into spoken audio, USB microphones and Pro-Optical Character Recognition Software as well as adjustable height desks, ergonomic chairs and internal phones.



*Kerry Lavicka(Disability
Liaison Officer, Wagga),
Kerryn Amery, Katherine
Jackson, Julia Ryder*

Wanted ... your feedback



- *are we telling you everything you want to know about the Library?*
- *like to comment on anything you've read in this publication?*

Email your comments and feedback to: sbishop@csu.edu.au

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*Ronda Tester,
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with expertise in
assistive tech-
nology software,
demonstrates
voice recogni-
tion software to
the launch
audience at
Bathurst*

