

university preparation

A note about the transcripts.

This is a transcript of exactly what the speaker has said. It is important to realise that spoken language is different to written language. When we speak we often make grammatical errors. We also tend to repeat ourselves, and to use short words or sounds like "um", "er" or "ah". These sounds are called 'fillers' because they are used to fill in the gaps while we're thinking of what to say next. These sounds are perfectly normal in spoken English. You probably use similar fillers in your first language; however they may be different sounds. In this transcript you'll notice that the speaker has used some fillers and that in some places the sentences are not always grammatical. This is often because the speaker is thinking about what to say next, or changes her/his mind in the middle of a sentence.

Transcript - Lisa

I'm a librarian. I work in the reference services at the library which means that I work with students giving them advice about how to find the best information for their essays and their assignments. I give them instruction on how to use the catalogue and the library databases and ultimately help them to develop strategies on how to do their research independently.

The best part about my job is helping students, talking to students solving their information problems. You get to work with a range, such a range of subjects and no two questions are the same, and, yeah, that's the best part. The most important aspect of my work is running the library classes, teaching information literacy skills, and that's another way of describing all the information skills that you'll acquire throughout your time at university. It's like an extra subject you'll come out with. It's not only how to find information, it's how to critically assess the information. You know, to know what's quality information and what's rubbish information. And that's very important when students have access to so much information on the Internet now.

A lot of students will come for help when they don't know how to start going about their research. And what we'll do, is help them break down their essay topic into the main concepts, talk to them a little bit about their topic. And that also helps students to focus on what the main concepts are. And, once we've done that, we can help them find key words and phrases to use in the online databases to conduct their searches. And that sometimes very difficult for students with English as their second language because it's very, it's a language-based task. And things that... are not..., sometimes they're not... the most common term isn't

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used in the catalogue and on databases, so films are not called films in the catalogue, they're called motion pictures. So we can help students find the right words, to use. And, also show them the best places to get the information, show them how to use the databases to get the best results. And then also they'll be able to come back all the time and ask more questions if they get into difficulty.

How important is the library for students?

All academic subjects need information when you're writing your assignments and your essays, you'll need to incorporate information from other sources, to comment on it, to analyse it and you'll need to get that information from our library resources whether it's in books, encyclopaedias, journal articles, so the library is the key to you, knowing how to use the library is the key to finding that information.

What difficulties to students have when they begin their studies?

The most basic difficulty is not knowing where to start. Not knowing how to begin your research, even where to look, to start off to, and how to use the catalogue or what databases to go to. And students can come and ask for assistance with this, and we can start them off and show them the steps to take.

Advice for using the library

Students can prepare themselves by coming to the library tours and library classes we hold at the beginning of each semester. This will help them gain confidence in knowing where things are and how to use our resources, so that when it comes to that first essay, they won't feel completely lost. And also to ask for help when they need it, come to the information desk, ah, we're there as their guides, and, you know, we really enjoy helping the students.