

LIBRARY NEWS



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RESEARCH SUPPORT STEPS UP

As well as the traditional role of providing scholarly collections for research, the University Library provides many other services and resources to support researchers. These include everything from delivering classes and seminars to managing the research repository.

Exploring how the library can further develop these research support services has been the focus of a project, known as LibReST (Library Research Support Trial), undertaken during 2012. Designed to explore the feasibility of providing an advanced research support program by faculty librarians, the project outcomes contribute to key objectives in the University's *Research Plan 2012–2015* to increase the level of organisational support, assistance and advice available to researchers, and identify research training needs.

LibReST focussed on how librarians could contribute to research support for academic staff, researchers and research

assistants within the Faculty of Health Sciences who were conducting preliminary literature reviews for grant applications, or working on funded projects involving systematic literature reviews. The trial included conducting advanced literature searching and developing a customised request form for the service.

The trial identified a shift for faculty librarians to a broader role encompassing not just teaching and advising researchers about research skills but establishing the librarian as part of the research team through provision of expert searching for funded research projects and grant applications. This opens up opportunities for closer integration and liaison for faculty librarians, and has the potential to provide a valuable expert search service for researchers. The seven requests fully researched to date have been enthusiastically received.

[lib.latrobe.edu.au/services/
customised-search](http://lib.latrobe.edu.au/services/customised-search)

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FAREWELL AND WELCOME

Professor Ainslie Dewe retired as University Librarian in August. Jennifer Peasley will be joining La Trobe University Library as the new University Librarian in January 2013.



Professor Ainslie Dewe

AINSLIE WAS THE DRIVING FORCE BEHIND MANY OF THE IMPROVEMENTS IN THE UNIVERSITY LIBRARY OVER THE FOUR YEARS SINCE TAKING UP THE POSITION IN AUGUST 2008.

Professor Ainslie Dewe was only the fourth University Librarian at La Trobe, preceded by Dietrich Borchardt 1965–1981, Chris Hunt 1982–1985, and Earle Gow 1986–2008.

During Ainslie's four years at the helm of the library, she presided over the Library Functional Review that was part of the University-wide Administrative Change Program.

The new Library staffing structure implemented following the Functional Review in 2009 has served the University well to deliver improved client services and the greatly expanded availability of electronic information resources to support the University's teaching learning and research across all campuses. Electronic information resources and assistance with information discovery now appear as a matter of course in the Learning Management System. The Bundoora Library's refurbishment to establish a learning commons on the ground floor to support the Design for Learning curriculum changes has been highly successful and has greatly improved the student experience on our busiest campus.

Ainslie also contributed beyond the Library, in particular as Chair of the Learning Spaces and Technology Committee and as a member of the ICT Strategy Committee and the Education Committee.

Ainslie was also active in the library profession, firstly, as a Board member and then as President of IATUL, the International Association of Scientific and Technological University Libraries, and secondly, as the Deputy President of the Council of Australian University Librarians (CAUL) Executive. The extent and value of Ainslie's contribution to the profession was recognised in 2010 with the award of a Fellowship of the Australian Library and Information Association.

**WELCOME
TO JENNIFER
PEASLEY**



Jennifer Peasley will be joining La Trobe University Library as the new University Librarian in January 2013.

Jennifer comes from Macquarie University, where she has been Deputy University Librarian for the past eight years.

During her time at Macquarie University Library, Jennifer's role has encompassed the development and implementation of new services and strategies, quality and planning, IT, finance, training and development and project management. For four years she was involved in the planning and building of a new library for Macquarie University, and the development and implementation of a new service model to reflect changing client needs – a challenging project that provided a 'once in a lifetime' experience to build both the building and services from the ground up. She has also been responsible for the development of the University's digital repository and is a keen advocate for open access publishing. Most recently, she has worked with faculties and the University's Research Office to further develop library services to support research, particularly in the field of research data management. Jennifer's interests include the design and operation of learning spaces, quality assurance and evaluation and the application of technology in libraries.

Jennifer began her library career as a teacher librarian. Prior to joining Macquarie University, she worked at the State Library of New South Wales in a range of roles, including managing the document delivery service, policy assistant and most recently as Assistant Director, IT Operations.



POST-GRADUATE STUDY

The Postgraduate Study for higher degree by research students on Level 2 of the Melbourne campus library is now open.

The Study provides 45 spacious individual workstations with power points, as well as small meeting tables and an informal lounge area.

If you are a currently enrolled higher degree by research student, regardless of which La Trobe campus you are based on or closest to, you are welcome to make use of this space.

To enter, hold your student card over the card reader to the right of the entry door. (If this does not work, ask at the Enquiry Desk on Level 1.)

You don't need to book – it is first come, first served. The Study is open during normal library opening hours (but not during extended hours during semester).

lib.latrobe.edu.au/services/researchstudy

LISTENING TO THE VOICES OF LIBRARY USERS

Every two years University Libraries across Australia and New Zealand conduct a client survey. This provides library users with an opportunity to tell the Library team what matters to them and to provide feedback on how the Library is performing in those areas.

La Trobe University Library's performance across the benchmarked best practice categories significantly improved in comparison to previous years. This is a great result. The Library's overall score was 81.2%, which places La Trobe in the top 25% of libraries that have completed the survey over the last two years.

What did we learn? Our clients told us what we do well – customer service, collections, facilities, online services and resources. They also identified areas for improvement and gave some great suggestions.

Over the last few months, the Library team has analysed the data, suggestions and key themes, and have implemented a range of initiatives. Here are just a few of those initiatives:

- extra power points at Mildura, Bendigo, Melbourne and Wodonga
- longer weekend and winter/summer semester opening hours at Melbourne
- simplified processes for borrowing and reserving AV items
- larger rubbish bins
- collection gaps addressed
- more silent study spaces at Melbourne
- improved website (new website to be launched early 2013)

- new group study rooms at Bendigo
- reduction in photocopying and printing charges
- more e-resources
- new postgraduate lounge for higher degree by research students at Melbourne
- new carrels on Level 3 at Melbourne
- simplified inter-library loan processes.

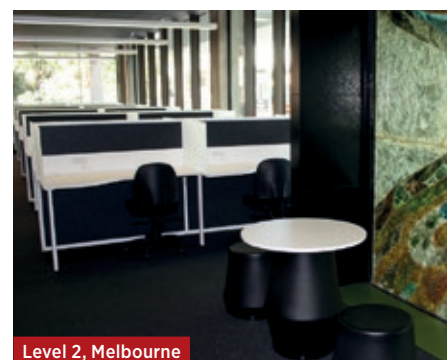
Work continues on addressing other key themes identified by our patrons. These include:

- more silent and group study spaces at Shepparton and Bendigo
- an efficient and easy-to-use room booking system
- SMS notifications for library notices
- improved signage for the Melbourne Library
- increased loan periods.

The Library team thank the La Trobe staff and students, TAFE borrowers and community members who participated in the 2012 Library survey.

lib.latrobe.edu.au/about/surveys

IN JUST FOUR YEARS LA TROBE UNIVERSITY LIBRARY'S OVERALL RANKING MOVED FROM THE BOTTOM 50% TO THE TOP 25% OF ACADEMIC LIBRARIES SURVEYED.



MAKING YOUR RESEARCH MORE VISIBLE

Academic staff and researchers now have the option to upload research publications directly into the University's research repository, Research Online, via a new online self-deposit form.

The repository aligns data from ResearchMaster, the University's Research Information Management System, therefore it may already contain a record for your research publication.

As of 1 July, the National Health and Medical Research Council (NHMRC) mandated that their funded research output be made available in an open access repository.

By adding your publication to the repository, your research is made more available via the published version,

as well as more visible via search engines such as Google Scholar which search across university repositories. More visibility offers the possibility of more citations.

Library staff always check for the necessary rights and permissions before making any item publicly available.

If you need help or have questions about this process, or Research Online, please contact your faculty librarian or repository staff.

latrobe.edu.au/researchonline

BUILDING CAPABILITY FOR STORING RESEARCH DATA

The Digital Infrastructure section within the Library has done significant preparatory work towards building the capability to assist fields of research at La Trobe where researchers do not currently have adequate means for storing, managing and disseminating their research data.

In a project currently underway to establish a University-wide institutional 'metadata store' for research-related information, the Library's Research Online repository will store research-related metadata records and will deliver them into the national Research Data Australia (RDA) system.

The functionality of the repository system will be augmented for this purpose by integrating it with a research metadata generating application and a name-authority and vocabulary service. The repository system will be developed into an integrated research-related 'Source of Truth' portal for La Trobe's data collections, activities (particularly regarding grants), groups, publications, and researchers.

The current project will address the preparation of collection-level records for publishing and harvesting by RDA. It will also mesh with and complement other similar initiatives within the

University, in particular work being done by the eResearch Office. The work to achieve this outcome is being funded through the Australian National Data Service's Metadata Stores project, as ANDS project MS08.

This project has an institution-wide scope, intended to form the basis for an ongoing service of relevance to the whole university research community. Staff in Digital Infrastructure, in conjunction with faculty librarians, will work closely with Research Services staff and university researchers to bring together existing sources of information about the university's research and to record information about research data collections that have not previously been documented systematically.

The broader context for this project is to meet the objectives of making research data, in the terms used by ANDS, better managed, more connected, more easily found, and reusable. Additionally, ANDS has a clear objective of bringing greater consistency into the management of researcher identification, across institutions and across research projects, to which this project is also working.



Find out more about the work of the Digital Infrastructure Unit at:
latrobe.edu.au/ctlc/news-events/ctlc-staff-stories

THE CONTEXT FOR THIS PROJECT IS TO MAKE RESEARCH DATA BETTER MANAGED, MORE CONNECTED, MORE EASILY FOUND, AND REUSABLE.

Contact Roderick Sadler, ANDS Research Metadata Store Project Manager, Digital Infrastructure Services in the Library if you have further questions about this project.

r.sadler@latrobe.edu.au



OPEN ACCESS WEEK

International Open Access Week is a global event now entering its sixth year.

During International Open Access Week, the library celebrated with a presentation by Professor Hylton B Menz, NHMRC Senior Research Fellow, Lower Extremity and Gait Studies Program, Faculty of Health Sciences. Professor Menz (pictured above) spoke about his experiences with Open Access and in particular starting a new open access journal.

A new film produced by faculty librarian, Ross Schnioffsky, featuring interviews with several La Trobe researchers who have significant experience with open access academic publishing, was shown.

Open Access week is an opportunity for the academic and research community to continue to learn about the potential benefits of Open Access and help inspire wider participation to make Open Access the new norm in scholarship and research.

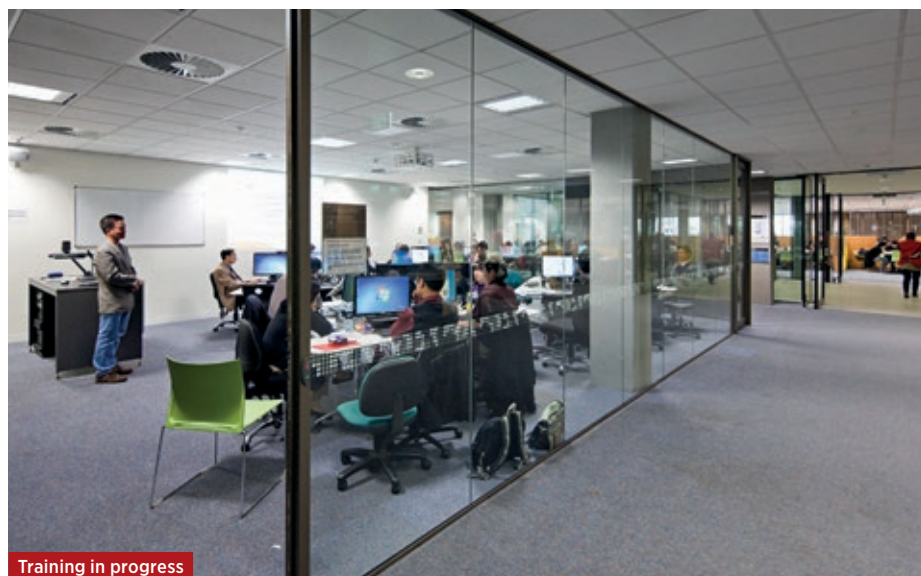
Open Access to information (the free, immediate, online access to the results of scholarly research), has the power to transform the way research and scientific inquiry are conducted.

Find out how to engage with the University's digital repository, Research Online, to ensure research publications gain maximum exposure at: lib.latrobe.edu.au/researchonline

RESEARCHSMART: TRAINING FOR RESEARCHERS

ResearchSmart is an extensive program of classes, workshops and seminars developed to meet the needs of researchers. It is jointly managed and delivered by the Library and the Research Education and Development

(RED) Unit in Research Services and offers activities on all campuses. You can find the program of upcoming classes, and book online, via this page: lib.latrobe.edu.au/training/research-smart



E-RESOURCE LICENSE CONDITIONS OF USE

Electronic resources are provided by La Trobe University Library to University staff and students for the purposes of academic research and learning only.

The use of each electronic resource is governed by a specific licence agreement and all use must legally comply with the terms and conditions of the licence which may be obtained by contacting: serials@latrobe.edu.au

A summary of restrictions for use of an individual resource are displayed in the library catalogue entry for that resource under sections 'Permitted' and 'Prohibited'.

Prohibitions include:

- using the electronic resource for commercial purposes
- downloading of content including by software such as website crawlers or harvesters
- downloading excessive copies of the database for archival use
- distributing the electronic resource to another person

- infringing the intellectual property rights in the electronic resource
- modifying the electronic resource.

By accessing the electronic resource you further agree that:

- La Trobe University does not give any guarantees, undertakings or warranties, express or implied, including but not limited to the accuracy, completeness, non-infringement and up to date status of the electronic resource
- under no circumstances will La Trobe University be liable to you for any loss, damage or liability, direct or indirect, suffered or incurred by or attaching to you arising out of the use and reliance on the electronic resource
- use in breach of the above terms and conditions may result in action under the University's Statutes, Regulations and Policies.

library.latrobe.edu.au

LEARNING SPACES AND SERVICES



Level 3 silent study space, Melbourne campus

LEVEL 3 LEARNING SPACE UPGRADES

The silent study space project at the Melbourne campus library, designed to create improved silent study facilities for students on Level 3 of the building, was formally launched on Wednesday 18 July by the Vice-Chancellor, Professor John Dewar.

In November 2011 work commenced on Level 3 of the Borchardt Library to replace 4800 square metres (approximately 1.2 acres) of worn out carpet. The oldest carpet dated from 1967 when the Library stage 1 opened and the most recent was installed in 1986 when stage 3 was completed.

The silent study space project, managed by Infrastructure and Operations, involved the use of a jacking system to lift each bookshelf in turn to allow removal of the old carpet and the installation of new carpet tiles.

As space occupied by the old wooden study desks was cleared and recarpeted, 446 new study carrels were installed that provide a larger work surface and power outlets to each individual silent study space.

The new carrels easily accommodate the use of student's wireless networked laptop computers and other mobile devices along with print materials. The old chairs with

worn vinyl upholstery were replaced with ergonomic task chairs to complete each study space.

Feedback from students in the library's recent user satisfaction survey has been overwhelmingly positive about these changes to the silent study space, and the library is replacing the remaining 188 old-style study carrels this summer.

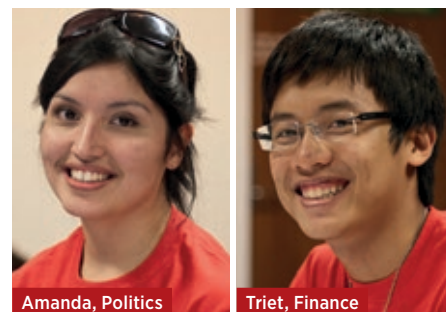
BALCONY SPACE AT BENDIGO

Students at the Bendigo campus now have new group study rooms and an outdoor study area in the library.

Space is at a premium in the Bendigo campus library. Over the last summer break relocation of lower use materials made room for some floor space on Level 2 to be reconfigured to provide new group study rooms for students.

These new areas were completed on 29 June. They include three group study rooms with seating for 26 students in total, and an outdoor balcony area with tables and shade (pictured right), seating for 20 students and wireless access.

The new spaces are popular with students, especially the outdoor area on a warm and sunny day!



Amanda, Politics

Triet, Finance

STUDENT LEARNING ADVISERS FINISH A BUSY YEAR

The Student to Student Learning Assistance Initiative is a collaboration between La Trobe University Library and the Academic Language and Learning (ALL) Unit. First piloted in late 2011, and fully operational in 2012, the initiative provides academic assistance to students through a peer mentoring system. Based on the idea that students are sometimes more comfortable seeking help from peers than academic staff, this program employs high-achieving and experienced students to provide academic assistance within all campus Libraries.

Throughout 2012, Student Learning Advisors (SLAs) handled almost 8500 enquiries from students across all campuses, and became a visible and respected fixture on the library landscape. Representing a wide range of study areas, and between them speaking thirteen languages, SLAs provide invaluable academic support for fellow students. SLAs are also trained to refer, where necessary, for further help. As an added benefit, SLAs uniformly report that their own studies have been greatly enhanced by working in this program, as they learn from the fellow students they are advising, and each other. Feedback about the SLAs has been overwhelmingly positive.



Balcony, Bendigo campus

RESOURCES

COLLECTION PROFILE

Ever wondered what treasures are held in your library's collections?

We have recently revamped the library's collections web pages to give you a better idea of the breadth and depth of the collections, including distinctive and unique materials held in special collections.

The web pages covering each collection include an overview, key links, and many are also linked to a more detailed LibGuide about that collection. Some examples of these include:

- India and South Asia
- Latin American
- Special collections.

We invite you to browse the collections pages to gain a sense of the breadth and depth of the library's treasures.

lib.latrobe.edu.au/about/collections



SOMETHING WE DON'T HAVE?

If there is a book or other resource you think the library should have, check the library catalogue first to make sure we don't already have it, then talk to your faculty librarian or make your request online.

lib.latrobe.edu.au/services/ordering-material

lib.latrobe.edu.au/contacts/faculty-librarians

DARDALIS ARCHIVES TO BE LISTED

The Dardalis (Greek) Archives of the Hellenic Diaspora, formally known as the National Centre for Hellenic Studies and Research (NCHSR, or EKEME in Greek), was established in 1997 and collected a large variety of Greek and English language materials on the social history of Greeks in Australia. After the closure of the Centre some years ago, the collection was shrink-wrapped and placed on pallets for safe storage in building EH2 after. The Library has recently been assigned responsibility for managing the sorting and listing of the Archives on behalf of the University, prior to their being housed. This project is under the supervision of the Library's Collection Development Manager who reports to the Greek Archives Project Committee.

EBOOKS GETTING EASIER

It is still early days for ebooks and other digital information resources, and there are different platforms and sometimes a few issues with accessing what you need.

Library staff have put together a guide to the Library's ebook collection which covers some of current issues with using them, the different platforms and formats available, and more. You might find this guide useful.

latrobe.libguides.com/ebook

If you are having issues accessing ebooks or ejournal articles, don't hesitate to speak with a librarian via the live chat service, email or phone, or talk to staff at your nearest library service desk.

We'd like to hear how you find using ebooks and other resources, and any suggestions you might have for how we can help.

lib.latrobe.edu.au/contacts



'E' CONTINUES TO GROW

Useage and availability of digital scholarly information resources is rising fast meaning we are all moving fast to keep up with the pace of change.

In the library's most recent *Year in Review* publication, a formal report on the libraries achievements against the strategic plan that is tabled each July at Library Committee (a sub-committee of Academic Board), you'll find some key library statistics for the three year period 2009–2011.

One of the most remarkable trends these statistics show over the period 2009–2011 is the huge growth in eResources:

- electronic serial titles grew from 43,891 titles in 2009 to 123,194 titles in 2011
- ebooks grew 34,947 in 2009 to 313,258 in 2011
- in 2011 there were more than 350,000 ebook downloads and 3.3 million ejournal article downloads by La Trobe University students and staff.

These statistics reflect the rate of change that is occurring in scholarly information publishing, and publishing generally. However, it is also interesting to note that while downloads of ebooks and journals have grown significantly along with library website visits, physical visits to campus libraries have also grown.

lib.latrobe.edu.au/about

DON'T MISS NEW RESOURCES RELEVANT TO YOUR FIELD – SET UP AN RSS FEED!

Keep up with new titles that arrive in the library each week. Find all new titles, listed by discipline, campus and format, at: lib.latrobe.edu.au/rss/new-titles

Set up your personalised RSS feed at: lib.latrobe.edu.au/rss

It's your library

SECONDARY SCHOOL STUDENT MEMBERSHIP

The library now offers an extended service and special membership category for senior secondary school students and staff. The only cost involved is \$10 for a library card which means students can borrow books from the library's General Collection. VCE students are also welcome to use campus libraries as a quiet study space.

lib.latrobe.edu.au/services/community

DATABASE ACCESS FOR ALUMNI

The list of online databases the library has been able to negotiate access to for registered borrowers who are alumni has been growing over the past 12 months. It now includes Emerald Full text (35,000 articles covering management disciplines) as well as OECDi, Project Muse and AustLit. Alumni library members can also find a longer list of databases not requiring a login on the alumni information page.

lib.latrobe.edu.au/services/community

OFF-AIR RECORDING SERVICE

Did you know that the library provides an off-air recording service? If you'd like a TV or radio program recorded for teaching or research, you can request this via the online form.

The University is able to record off-air broadcasts under provisions of the Copyright Act by being a member of Screenrights.

lib.latrobe.edu.au/forms/off-air-recording



LUNCHTIME SEMINARS

Faculty librarians for Humanities and Social Sciences continued their series of lunchtime seminars in second semester. The varied topics on offer have included 'Burlesque and the female trickster', '19th century female crime writers', 'The secret history of the Tango' and 'Reformers or Rebels: women professors in New Zealand' allowing researchers to share their knowledge and insights to a broader audience.

OPENING HOURS EXTENDED

In response to feedback from students, during the latter part of Semester 2, the library at the Melbourne campus ran a trial of extended weekend opening hours which have proven to be popular with students.

From just 347 students on Saturday 20 and 486 on Sunday 21 October, the figures on the first weekend of November climbed to 834 students on Saturday 3 and 1015 on Sunday 4 November.

Summer opening hours have also been extended with the library now opening later during weekdays, on Sundays in December and on both weekend days in January and February.

lib.latrobe.edu.au/hours



AUSTRALIAN FILMS A DISCUSSION STARTER

During Semester 2 a series of classic Australian films were shown in the Library Seminar Room at Melbourne campus as a way to encourage conversation practice and discussion for International Students around language and Australian slang. The mini film festival, instigated and catered by Student Learning Advisers working with the Academic Language and Learning Unit (ALLU), included titles such as *Red Dog*, *Bran Nue Dae* and *Priscilla Queen of the Desert* and finished with a trivia competition on the topic.

STAFF LOAN PERIOD EXTENDED

The Library Executive recently approved a proposal to extend loan periods for staff from 28 days to 90 days. This change will come into effect early in the New Year. More information about this change will be posted on the Library website in January.

NEW LIBRARY WEBSITE

The library website has been redeveloped from scratch, thoroughly user tested, with new content and information architecture, and moved into the University's Content Management System. After testing and final changes, the new site is due to go live in early February 2013. We will send out further information closer to this time and look forward to your feedback. URL redirects will be in place during the transition to the new site.

STAY IN TOUCH

Stay in touch with the Library:
lib.latrobe.edu.au/blog
or set up an RSS feed.

You can also follow the Library on
Twitter: twitter.com/LTULibrary
latrobe.edu.au/library

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