BONUS Plus: sharing content across New Zealand and Australia

BONUS Plus is an unmediated requesting system that enables the sharing of monograph resources among eight university libraries stretching from Western Australia to New Zealand. The initial consortium of six libraries from New South Wales and Victoria began in October 2007 after a two year pilot project. Deakin University, University of Ballarat, University of Melbourne, University of Newcastle, University of Technology, Sydney, and Victoria University were joined by Murdoch University, the first library from Western Australia, in July 2008. Massey University from New Zealand became the eighth member in July 2009, making BONUS Plus the first international system of its kind.

BONUS Plus uses the INN-Reach consortial borrowing software from library system vendor Innovative Interfaces Inc. It offers quick and seamless inter-library borrowing. Registered clients from any of the BONUS Plus member institutions may place online requests for any item that is not available in their local catalogues. With a simple click the software carries local searches across to the BONUS Plus central catalogue; there is no requirement to rekey searches. Clients are authenticated by their local system and the BONUS Plus software sends the request directly to a lending library with an available copy. To this point the process takes place without staff intervention. The requested item is retrieved from the shelf and delivered to the requester's library within 1–7 days. For the libraries in NSW and Victoria, regional groupings give priority to lending items from a library in which the loan was requested. This speeds up delivery of requested items within those states.

At the outset, BONUS Plus members decided to offer only material that is available for loan, primarily low-use monographs; serials and short loan items are not included. The libraries contribute selected records to the BONUS Plus Central catalogue **https://bonus.newcastle.edu.au/** at the point of joining; after that, the upload of new and updated records to the central catalogue happens in real time, as soon as they are added to the local catalogue, without staff intervention. Records on the central server include current circulation status and, if all items are on loan, a client may place a hold.

All staff and students, including undergraduate students, have access to an additional 3.5 million titles and 4.5 million copies held by the partner libraries, increasing the range and depth of resources available. Within the shared collection there is an overlap in content of about 30%, and loan statistics show that between 40 and 50% of requests are for material that is owned by the requesting client's library, but on loan, missing, or on short term loan. 70% of BONUS Plus holdings are unique, with one copy held by one library, reflecting the variation and strengths in the different partner collections. Member libraries report savings in purchasing budgets and a better use of their local resources.

The partners have found that being part of BONUS Plus promotes teamwork within their libraries. At Murdoch University, for example, the project has involved staff from Director to Collection Services, Lending Services, Liaison Services, library administration, Library Systems staff, and branch library staff. The whole BONUS Plus project is led by a Steering Committee of university library directors, and is managed on a day-to-day basis by a team of coordinators from each library. The central server is hosted and managed by the University of Newcastle. At a wider level the project has developed cooperation and collaboration among member library colleagues across the states of Australia that participate and between the two nations of Australia and New Zealand.

BONUS Plus is very popular with library clients. Since its inception in October 2007 to the end of June 2009 clients have placed 70 104 requests for items, with 62 402 fulfillments. Undergraduate students are the largest borrowing group, followed by academic staff and postgraduate students who are very enthusiastic about BONUS Plus because it gives them access to more specialised resources. The libraries do not charge a fee for the use of the system. Feedback, survey responses, and statistics indicate that it provides a service that complements traditional Interlibrary Loans and supplements individual library monograph collections. By providing unmediated access to a distributed collection across several university library collections, BONUS Plus offers an alternative to large scale duplication of collections, fostering true resource-sharing.

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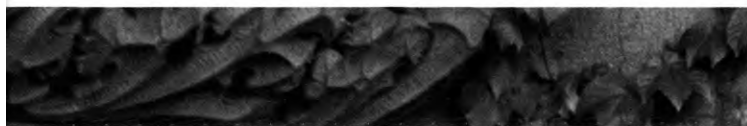**p.mccready@murdoch.edu.au**

Information literacy skills for undergraduates at Charles Sturt University

Unlike other institutions, Charles Sturt University (CSU) Library no longer offers face-to-face Information Literacy (IL) skills classes to undergraduate students. At CSU, the IL online program, designed by the Information and Liaison team instruction, recognises the student need for self-paced, point-of-need access to learning materials. The student body at CSU consists of offshore, DE, and internal students. Unlike face-to-face classes, the program is sustainable across the whole student cohort, providing a learning resource which is readily available online.

Over the last five years, the university has worked to design an instruction program which would be available to all CSU students irrespective of mode or type of study. The program had to meet the Information Literacy principles and standards of the *Australian and New Zealand Information Literacy Framework* and be pedagogically sound (Bundy, 2004). It should improve student learning through its relevance and contextualisation and be embedded within the teaching curriculum. How to achieve this when two-thirds of the target group are off-campus, including, in many cases, offshore, has presented challenges. The result is an online program which is compatible with the flexibility of the learning and teaching environment of the university, one of the largest distance education providers in Australia.

The changes to information seeking behaviour through the online delivery of information is most evident in the study behaviour of internal students who no longer need or, one could argue, want to visit the library to locate study materials. Their expectation of service delivery is evolving in light of the ease-of-use and availability of rapidly advancing web technologies. A user-centric delivery of service allowing for communication and collaboration is bound tightly with their overall internet experience, as is demonstrated by the popularity of social networking sites.

CSU Library's online IL instruction program has developed from a one-dimensional concept of face-to-face delivery to a flexible program offering self-directed instruction for independent learning. Running in all four faculties, this dynamic program is responsive to the changing needs of the academic environment. A key component of the program is the design of learning resources that encourage reflection on the learning experience and can be revisited by individual students as part of the learning process.

Through close collaboration between librarians and academics, online tutorials are customised for individual subjects and are embedded within the university's online learning framework. One-on-one help is available through Chat, Ask a Question, and the 1800 telephone number. Despite the introduction of Chat earlier this year and its popularity, the usage statistics for Ask a Question and the telephone have not decreased.

Available to the student *Any Where Any Time*, the tutorials offer all students an equivalent level of engagement and pedagogy. The offshore student studying psychology in India has access to the same learning resources as the internal student studying psychology in Bathurst and requires the same research skill competencies. The program introduces students to the fascinating world of information retrieval and evaluation. It empowers them to look beyond Google and embrace, with confidence, the satisfying and exciting information retrieval process in its entirety.

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Re-imagining the university library for the 21st century

Bond University is celebrating twenty years as Australia's first private, not-for-profit university by embarking on an ambitious building and renovation program that signals the growth and success of the institution. The opening of the award-winning Balnaves Foundation Multimedia Learning Centre (MLC) in May 2008, the extension of the main library and the opening of the first stage of the main library refurbishment by October 2009 have been key university initiatives. Driving all of these major projects is a re-imagining of the university library for the 21st century as a learning environment that meets the expectations of a new generation of students.

The main library and the Balnaves Foundation MLC (managed by the library) occupy the heart of the campus, situated in the two wings of the iconic Arch building. Transforming an under-used gallery space, the MLC incorporates a laptop bar, study booths, digital art displays, and includes a Collaborative Learning Room with state-of-the-art equipment including a Smartboard, HD projector, video conferencing technology, and game consoles. The MLC has become a hub of campus life with well over half a million visits recorded since the centre opened.

The main library refurbishment is a major project involving a transformation of the interior of the library as well as the construction of a new three-storey extension to accommodate all the staff office areas. The refurbishment is designed to optimise the use of the existing space and will incorporate new, adaptable learning spaces. The new extension was designed to blend in with the facades of the existing sandstone-clad buildings, and environmentally sustainable design (ESD) principles have been applied throughout. Bond University is a leader in sustainable design, as evidenced by the Mirvac School of Sustainable Development building, the first university building in Australia to achieve a 6 Star Green Star rating for design by the Green Building Council of Australia.

Internally, the refurbished library takes up a number of the outstanding design elements from the MLC which recently won the