

UNIVERSITY LIBRARIES

University the library's willingness to take on new responsibilities is proving fruitful. Researchers trust the library and often have a long and positive history with it. They are willing to engage in discussions about their data that might not happen with more 'distant' support groups.

Early efforts at Monash University were prompted by involvement in national institutional repository projects. These projects offered a new career direction for some library staff, many of whom are now involved in ANDS. The library is exploring the concept of data librarianship further in an institutional context, by establishing a dedicated role, by providing staff with opportunities to add research data support to their portfolio of skills, and by working collaboratively with other groups.

In 2008, the library created a full-time Data Management Coordinator position in the Information Resources Division, where institutional repository staff are also located. The coordinator works across the institution on activities such as planning and policy, outreach, professional development, collaboration with other research organisations and national organisations like ANDS, and more hands-on data management initiatives with researchers.

The coordinator works with the library's faculty contact librarians. This group engages directly with researchers to improve the way research data is stored and managed. This requires tapping into their existing expertise and relationships, as well as providing opportunities to build new skills. Contact librarians learn about data management through attending regular meetings and seminars. Some conduct unstructured interviews to assess data management requirements and provide referrals for storage, management tools, and additional expertise. Others provide consultations with new PhD students and promote data services at faculty, department, and research cluster meetings.

The library works closely with the Monash e-Research Centre (MeRC). MeRC's Data Management Analyst has a library qualification and brings an information management perspective to this technology-oriented group. Contact librarians are working in project teams with MeRC staff on initiatives such as climate science and architecture. As part of a multi-disciplinary project team, librarians can provide guidance on data inventories and descriptive metadata standards, and contribute to communications and relationship management. MeRC staff focus on technical issues such as storage, data transfer, and the roll-out of software systems for managing and describing digital assets.

Professional development for researchers is a high priority. The Data Management Coordinator runs regular workshops with higher degree students. These sessions expose our future research leaders to data management concerns early in their careers. Next year some contact librarians plan to customise this workshop for their faculties. In the longer term the library may work with faculties to embed research data management within coursework, as has been done with other information literacy and learning skills. For more established researchers, professional opportunities are provided on an ad hoc basis at the request of the department or faculty.

At Monash University, data librarianship is evolving as both an opportunity for individual professional growth and as a way to support key institutional strategies. Our experiences suggest that librarians have much to contribute, including: familiarity with organising and describing information, reference interview techniques, an understanding of the methodologies and vocabularies used in particular disciplines, and teaching research and information skills. Personal qualities – curiosity, flexibility, and a genuine empathy with researchers and a desire to help them achieve their goals – are important also.

In a wider context, the future of data librarianship as a professional strand is not clear. Data management is not featured

in postgraduate library courses, and career structures within institutions and the higher education sector as a whole are not yet well-defined. These barriers will need to be addressed in the coming years. In the meantime, 'on the job' involvement in data management provides a 'taster' of this exciting new area, in which demand for skilled professionals is likely to increase rapidly.

Research data management at Monash: <http://www.researchdata.monash.edu.au>

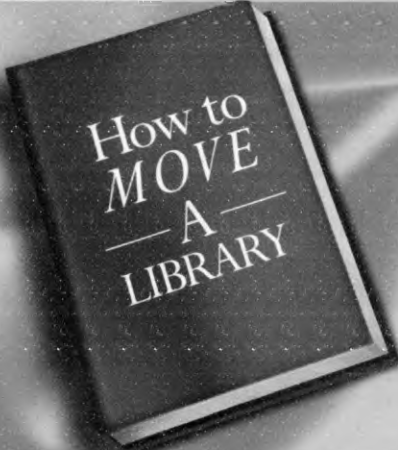
Sam Searle
Data Management Coordinator
samantha.searle@lib.monash.edu.au

Swan, Alma, and Sheridan Brown. *The Skills, Role and Career Structure of Data Scientists And Curators: An Assessment Of Current Practice And Future Needs*. London: Joint Information Systems Committee, 2008. <http://www.jisc.ac.uk/media/documents/programmes/digitalrepositories/dataskillscareersfinalreport.pdf>

Library design: giving the students what they want

In recent years the University of Newcastle Library has been actively using information gathered from client surveys to help shape library planning and design.

Since 1998, the University of Newcastle Library has been participating in a biennial customer satisfaction questionnaire, the Insync Library Client survey (formerly Ambit Insights and Rodski Survey Research). The library has been able to use the information provided by the survey and other customer service satisfaction markers to shape library planning and resource provision in ways that better meet the changing needs of our students.



At Chess Moving, we have the industry expertise and specialist equipment to make your next library move fast, simple, secure, and 100% reliable.

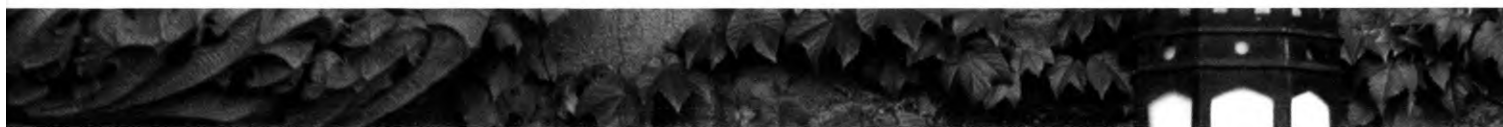
- Fully enclosed trolleys safeguard against loss
- Fixed height shelving prevents damage to books
- Rapid access contents during transport if required
- Efficient relocation and reinstallation
- Sequentially numbered trolleys preserve your library numbering system
- Purpose built plastic waterproof crates that offer complete security for books, files etc.

Chess Moving also specialises in relocating your office and corporate executive, and in providing short and long term storage.

Phone Australia wide
13 14 69

Branches Australia wide

Chess
moving



Major projects informed by this information include:

- 2003 Purpose-built Information Common (Auchmuty Library)
- 2008 Information Common (Ourimbah Library)
- 2007/08 Redesign of the Auchmuty Library foyer
- 2008 Extension to the City Precinct Library and Information Common
- 2009 Refurbishment of the Flowers Reading room following roof damage (Auchmuty Library)

Planned for 2010/2011

- Huxley Information Common
- Ourimbah Library Extension

The success of our strategy has been reflected in increased usage statistics including door counts and loans statistics following the re-designs of significant areas of the library. This is combined with anecdotal evidence of satisfaction and improved ratings in the Insync and other surveys.

The University of Newcastle Library scores in the top 25% when benchmarked against the forty other Australian and New Zealand university libraries who recently participated in the Insync survey. The library also scored well against the IRUA library group with Newcastle ranked in second place for overall client satisfaction ratings and library service quality.

Much of the information in the surveys confirms knowledge gathered both anecdotally and in more formal ways such as student focus groups, post-implementation surveys of the Auchmuty Information Common and the Ourimbah Information Common, the Combined Student Questionnaire, and our online feedback tool (ASAP).

Results from the surveys show that even though the way students use space may have changed over time, the things students value in a library have remained consistent throughout the last decade:

What clients believe is important:

- library staff are friendly and helpful, treat clients fairly, and without discrimination;
- opening hours meet clients' needs;
- easy access to electronic and course-related resources;
- access to computers, printers, and photocopying facilities is adequate.

How the university is performing

While the university scores highly in the first two areas, (indeed UoN has the largest spread of hours of all CAUL libraries and three of our sites offer a 24/7 service), our lowest performing areas all relate to adequacy of infrastructure and facilities including:

- adequate access to computers to support study and research needs,
- the provision of facilities (including power outlets) for wireless access and personal laptops,
- adequate individual (quiet study) seating and facilities for group study.

How have these results informed our planning?

Our most recent refurbishment of the Flowers Reading Room in the Auchmuty Library – begun initially in response to the challenge of fixing a leaking roof – is an example of the way we've used the survey results to deliver what students need.

We've increased the number of computers in this area from 4 to 42, as well as providing 6 additional group study rooms, individual and collaborative learning areas, and dedicated postgraduate study facilities.

Formal group study rooms are set up with flat screens and presentation technology, while strategically placed lounges offer informal collaborative study areas.

Every individual and collaborative study space has access to power and data outlets – including lounges. The collection is situated to provide protection and noise reduction for individual study places along one exterior wall. Wireless connectivity is also available throughout the library.

Best of all, the inclusion of big picture windows create a light, inviting atmosphere that makes the room a great place to read, relax, and study.

An important driving strategy throughout the refurbishment has been the need to offer a mix of different spaces – recognising that students' needs will vary at different times, requiring different facilities and resources. Throughout the day students want to be able to move easily between formal and informal group study areas and from individual desk-style seating to comfortable reading chairs.

Careful analysis of the survey results including raw score data and free text comments has provided the confidence to design new spaces and refurbish existing ones, secure in the knowledge that we are doing what our clients want. It also provides tangible benchmarks and data to help communicate our vision for improving library infrastructure to university senior management. Survey data has also provided useful briefing points for discussions with architects and designers. But there is still a long way to go.

Future plans

We'd like to be able to extend a similar provision of amenity throughout our libraries. Plans and funding are in place for 2009/2010 to create an Information Common in the Huxley Library and to extend the Ourimbah Library. Each of these spaces is being designed with the needs and requirements of students firmly in mind. An additional reading room will also be refurbished as a Learning Lounge in the Auchmuty Library.

The library will continue to lobby for funding for a major furniture and infrastructure upgrade project to replace 1960s style study desks and carrels throughout our libraries. Current submissions also include a proposal for a major extension to the Auchmuty Library which, together with what we've already achieved, will help ensure that we continue to provide the facilities, collections, and services that are highly valued by our clients well into the future.

Catherine Moffat
Senior Librarian, Intellectual Property and Promotions
catherine.moffat@newcastle.edu.au

Greg Anderson
University Librarian
greg.anderson@newcastle

Edith Cowan University Libraries

With our new library building at Joondalup and recent major refurbishments of our libraries at Mt Lawley and Bunbury, students on all ECU campuses have access to fresh and innovative library facilities. Our award-winning library at Joondalup set the standard and all three libraries now offer bright welcoming entrances, warm and inviting colour schemes, variety of seating including group study and individual spaces, wireless and wired computer facilities, and accessible technologies rooms for equity students. The libraries provide social spaces as well as learning spaces. At Joondalup and Bunbury, an e-Lab providing 24-hour, 7-day-a-week open hours is available and a similar facility is planned for Mt Lawley in the near future. ECU Library recently received an Australian Learning and Teaching Council award. Part of this award