

UNIVERSITY LIBRARIES

was based on the collaborative work we did with the university architects and other sections of the university in providing and improving learning spaces in the library and strengthening the library's role in teaching, learning, and research.

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Bunbury

Bunbury, located south of Perth, is the smallest ECU campus with a population of around 1000 equivalent full time students, a number which is expected to grow significantly in the next few years. The overall intention of the refurbishment was to draw more students into the library by providing a variety of study spaces, especially group study spaces, a 24/7 computer lab, warm and inviting colours, a new service desk, and staff work areas. In addition library and IT staff were to be co-located providing students and staff with a central service point for these essential services. After many consultations with the architect, the final plans were drawn up in January 2008 with the refurbishment completed in early 2009.



One of the positive off-shoots of the refurbishment has been the weeding of parts of the collection and the purchasing of new items. Combining the IT Department and the library has been greeted with positive feedback from clients and staff and both library and IT staff are to be complimented on the manner in which they have

embraced this union. The new staff work-room is a wonderful work environment and complements the rest of the library.

During the refurbishment we provided full library services and I must commend the library staff for providing excellent service and a positive study environment during the many months of dust, cramped conditions, loan's desk space reduction, and lack of networks. We are extremely proud of the new look ECU Bunbury Library and all it has to offer the clients and the success of the refurbishment is shown by the increased number of students using the library and their positive feedback.

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Mt Lawley

Mt Lawley campus has around 8000 equivalent full time students including those enrolled in the WA Academy of Performing Arts. The old library was not very welcoming with users confronted at the main entrance by a steep staircase to access the library on level 2 of the building. The collections were housed on shelving situated too close together and the colour scheme was bland with most seating in carrels. Computers were stuck in aisles and staff work areas were cramped and exposed.

Refurbishment began at the end of 2007 with major demolition and was completed at the end of 2008. The ground floor entry is now light, bright, and welcoming and includes a well-designed and efficient service desk, an art display area, and the bookshop. Level 2 is an attractive, welcoming, and vibrant library space which has become a meeting space for students. This level includes our extensive music and film/video collection and a lounge area. Levels 3 and 4 house the rest of the collection, and provide space for group discussions and quiet study. We thought relocation of the entire collection an impossible task but some clever work by removalists and the project coordinator resulted in the entire collection being relocated, new carpet installed, wider passages between shelves provided, and generally improved access to the collections.

All in all it was a very interesting journey for our staff who must be acknowledged for their dedication and the continuous delivery of quality library services despite the inconveniences from the noise, dust, and smell from the heavy renovation works for the whole of 2008. We are proud to have a library that meets the needs of our 21st century clients.



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Joondalup

Joondalup Campus is home to a population of around 7500 equivalent full time students. This campus is intended to be the main growth campus for ECU with a population eventually reaching 10 000.

Now two years old the Joondalup Library has proven popular with students and staff. This award-winning building, completed at the end of 2006, was based on the concept that the entire building would be a learning commons as well as a gathering place for students. On level 2 students have access to a student computing facility (e-lab), bookshop, and cafe. Library client enquiry points are located on this level (along with a small reserve collection/study area) as well as on Level 1 (Reference Assistance). The library print collection of approx 200 000 items is housed on Level 1 and Level 3.

Facilities include 11 group discussion and study rooms, 2 meeting rooms, a 25-seat training lab for library instruction, and 30-seat seminar room for presentations. In addition to the 150 computers in the e-lab, there are a further 105 computers within library collection areas along with printers, copying, and scanning facilities. A large outdoor courtyard seating area where students can study while enjoying the WA sunshine adds to the overall seating of 800 places in the building. The fourth level of the building houses the ECU Library's Collection and Access unit; Information Technology Services Centre staff and Student Services Centre administration, along with a boardroom and meeting rooms.



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New models of service delivery @ University of Canberra Library

2009 has proved an exciting time for the University of Canberra Library, with increased student numbers, both local and international, greater uptake of online courses, and the reinstatement of library studies at the university. The delivery of the Master of Information Studies in Library Management (online) at UC is cause for celebration as recognition that our profession is thriving and surviving in our rapidly changing world.

An innovative program to support international students and new undergraduates was developed by the University's Academic Skills Program in conjunction with the library, and had its first run in



Semester I, 2009. This 'Smart Study' program offered intensive information literacy training combined with a broad range of tips of how to get to know the university culture and what is required to study successfully. Numbers of students participating in this program were strong and a modified version was on offer for the beginning of Semester II. The library customised and integrated existing components of the library orientation program and learning support units to improve students' chances of academic success.

Our increasing numbers of students taking online courses and units will continue to prove challenging for library staff, as they ensure that these students find out about the resources available and how to gain access to them. In 2010 the university will move from a traditional two-semester program to include a winter term, a seven-week intensive study period that will allow students to fast-track the completion of their degrees. This will be an exciting time for the university and the library, as the library continues to focus on meeting the needs of students on campus, offshore, online, and mixing online with some on-campus delivery.

Bringing together library resources and students, educating students on the best and most effective use of the resources, and using the skills of experienced staff to fulfil these goals will continue to evolve as the university itself moves into a new and challenging era of education delivery. The library's priority is to ensure that the important link between the library and students – academic staff – are as keen as we are to promote access to valuable information resources and learning support services offered by the library. Our Academic Planning Librarians play an important role in this area, liaising between the library and academic staff and providing a strong flow of information to both areas.

As with service delivery in all libraries, we face many changes in our organisation that demand of us a high level of awareness of our clients' needs, and the ability to adapt to the evolving strategic and operational context of the university sector.

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Preparing for a career change

Changing career focus?

Gaining employment as a Liaison Librarian at Southern Cross University has meant an exciting and challenging learning curve for me. My previous work as a teacher librarian and as a special librarian gave me many skills that I have been able to apply in new ways. The ideas below are offered for librarians who are thinking about moving to a reference or liaison role in the university sector, based on my first year in my new role.

Use what you already know

Research skills from business can be transferred to the academic world, it's just that now you are sharing and demonstrating the knowledge on how to do the search. As a librarian in a university, you may conduct many classes on information literacy skills, reference manager software, and introductory library sessions to first year students. Teaching or training experience can be of great value: though the students are taller (I was used to primary school children)!

Experience with different computer applications such as Microsoft Office, email, and browser software will be appreciated by students who come to the desk seeking advice.

Use databases

If it has been a while since you have accessed databases, brush up on searching skills by using your National Library of Australia or your State Library membership card. This can give you access from home to database platforms such as EBSCO.

Be ready to learn new skills

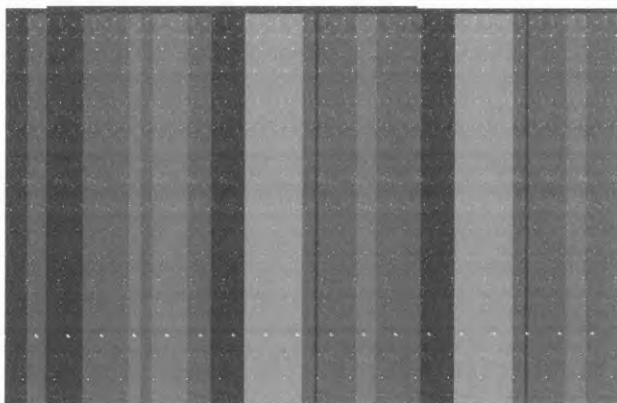
Read the guides that many universities supply on searching particular databases. Practise searching for resources on their catalogue. Find out what reference manager software (such as EndNote or RefWorks) is supported by the university where you would like to be employed. Download a trial version to work on. Become familiar with different reference styles used by different faculty areas by checking the university's website for guides. Keep up to date with information trends such as web 2.0 by reading journals and subscribing to RSS feeds or listservs.

Give yourself time

If you have succeeded in obtaining your new role at a university, give yourself time to learn the culture and procedures. For those, like me, making their first venture into higher education libraries, there is a whole new world of acronyms, job titles, roles, and policies to learn.

You are not the only one now!

It can be hard to let go of your past role ("we used to do it this way..."). You may not be the only 'expert' anymore; there will be other people you can call on. This can take some adjusting to if you're used to doing the whole range of library functions. Sometimes I have needed to remind myself to step back and not jump in to client-librarian conversations, simply because I know the answer. Guess what, so does my colleague!



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