



BROWNLESS GIVES STAFF A SENSE OF SATISFACTION



In 2010, the Brownless Biomedical Library at the University of Melbourne reopened after a dramatic rejuvenation. Along with the new look, we also realigned and improved our services to the Faculty of Medicine, Dentistry & Health Sciences (MDHS) staff and students.

An evolving library staff mix of highly experienced librarians along with new librarians and enthusiastic student library assistants has resulted in a keen focus on adopting new services and technologies, all with the aim of providing a more seamless experience for our users. We enjoy working at the Brownless and would like to share our experience of the library with you.

As you enter the building, the first thing you'll notice is the colour of the interior decoration (a lot of vibrant pinks!) and the standout feature of the architecturally designed refurbishment, the circular staircase with its encasement of pale pink perspex. On the upper floors you will find the MDHS Student Centre, and the Medical History Museum, together creating a precinct for the faculty. At our frontline service point, knowledgeable and friendly staff will welcome and assist you. Senior Library Service Officer John says he really enjoys the diversity of work this precinct design has created.

"We deal with different students and a variety of different queries, and we've become a hub of activity for our faculty's students," says John.

During semester the ground floor study hall, furnished with ottomans, booths, desks with computers, and group study rooms, is always abuzz with students and the design of this level means that even when the rest of the library and building is closed students can still use the study hall from 7am until 2am every day. The University-provided wireless network is also heavily used by people with laptops and an increasing array of other mobile devices.

On the ground and first floors, seven group study rooms with wall to ceiling whiteboards and LCD screens are used for study, interviews and other student support activities. A self-booking system for the rooms is largely self regulating, and students share these popular facilities well.

Student Library Assistants Gala and Nadi are both studying post graduate courses at the faculty of MDHS. Nadi loves the colours and the environment of the building but, like most students, she would like to see more computers available. She enjoys working with the library staff and when she is studying she often uses the group study rooms for team projects but also appreciates the attractively furnished quiet study rooms on the second floor provided exclusively for our post graduate and higher degree students.

Gala feels at home in the Brownless and also likes being able to study with a group in one of the project rooms or on her own at one of the PCs.

"I like the library's electronic resources. The staff are also friendly and helpful when I need assistance navigating my way through the databases and connecting to the wireless network" she says.

Self check-out and self check-in, a facility that has been rapidly adopted by many public libraries in Australia, is proving to be very popular at the Brownless, where students are able to collect high use books and items held for them directly from the shelves in the high use area and check them out using these machines.

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Liaison librarian Patrick loves the life science and medicine collections held at the Brownless. According to Patrick, "the library is leading the way for this material in Australia".

Our liaison librarians provide an increasingly embedded information literacy service, as well as research consultations, classes and workshops on the wide array of online specialised resources and bibliographic management tools that are vitally important to academics and students alike. The team is noted for going the 'extra mile' in supporting MDHS academic staff.

Academic staff member Dawn says, "I love my library because the staff are so efficient – whenever I have dealt with them I have had nothing but great service."

The last word comes from our newest liaison librarian Glenda.

"Surrounded by all these fabulous facilities and services, it's not hard to appreciate and enjoy the sense of satisfaction in what our library provides."

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