

## From the University Librarian

Last year saw a tremendous growth in use of the Cybrary website from outside the university environment. Of the over 30 million website pages used, branch library use remained about the same in numbers of pages but reduced in percentage terms to about 30%. Use from computers within the university network outside the libraries grew in both numbers and percentage terms to about 30%. The huge growth, however, occurred from students and staff at home (or somewhere away from the university!) and comprised 40% of the use. Our client survey found that 5% of our users do not come physically to any branch library – online is their method of access. 5% also reported not coming to the University at all, although this may not be the same 5%! The any place, any space, any pace, any time approach to education is becoming a reality. To support e-learning and online use, our online chat and AskCybrarian services have been extended. Assistance is available in-person in any branch libraries and also online for clients at home or work, both within Australia and overseas.

E-learning is also becoming m-learning – mobile learning. Perhaps students are learning on the run as the use of mobile phones changes our communication and way of life. Loading information on to a palm pilot or PDA (Personal Digital Assistant) may well be the way of the future. Our trial with use of PDAs in the University's medical program, reported on page 7, will indicate directions for the future. AskIT continues to provide help and training for both new students, who might be familiar with computer games and Google but have challenges finding quality research information, and older students who are unfamiliar with the use of information and communications technology. Ability to 'turn it on' is becoming central to the ability to 'turn it in'.

Plagiarism has become more of an issue with e-learning. Recently acquired software called *Turnitin* will facilitate detection and various training programs and provision of referencing software will assist students in their understanding of appropriate uses of scholarly information in their work.

The e-collections continue to grow. The acquisition of the *Derwent Innovations Index* supports research in every area involving the discovery of relevant patent information. Over 13 million inventions from over 40 worldwide patent-issues countries are included to help users identify technological advances and to find new ideas. As our services and collections grow and develop, please let us know how we can make them more useful to you.

Janine Schmidt, University Librarian

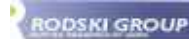


# In brief...

## Cybrary on track with clients

Once again the Cybrary conducted its biennial customer satisfaction survey, receiving 2474 responses, 1000 more than previously and most from the online web version. Performance responses were graded in five areas of satisfaction:

- Communication
- Service Quality
- Service Delivery
- Facilities and Equipment
- Library Staff.



The highest performance category was Library Staff and the lowest Facilities and Equipment, with the area performing least well the provision of computers. It is doubtful whether expectations in this regard can ever be met. However, the overall quality of the library *places the University of Queensland Cybrary higher than any other library surveyed in the last two years* and the general assessment of client satisfaction has improved slightly since the last survey. Comments included 'Library staff treat me fairly and without discrimination' and 'Requests for document delivery are followed through'. Gaps in performance highlighted in the survey will be further addressed. Full details are available at:

[www.cybrary.uq.edu.au/about/surveys.html](http://www.cybrary.uq.edu.au/about/surveys.html)

## Newspapers at your fingertips

A new gateway providing convenient access to free or subscribed print and electronic newspapers can be found at: [www.cybrary.uq.edu.au/database/ejournals.php](http://www.cybrary.uq.edu.au/database/ejournals.php) From *Dagens nyheter* (Sweden) to *Estado de Sao Paulo* (Brazil) you can read all about it in most languages from most countries.

## Authoritative access to Australian Literature



*AustLit: Australian Literature Gateway* provides information on hundreds of thousands of creative and critical Australian literary works relating to more than 77,000 Australian authors and literary organisations from 1780 to the present. Compiled by eight Australian universities and the National Library of Australia and managed at UQ, AustLit guides researchers to book reviews and critical essays and young and adult readers to poetry and novels at: [www.austlit.edu.au](http://www.austlit.edu.au)

## ePrints@UQ

ePrints@UQ, the deposit collection of papers showcasing the research output of UQ academic staff and post-graduate students, is going from strength to strength. There are now over 1000 papers. Searchable via Yahoo and Google, UQ's research output is being heavily used. Both Dr Mark Beeson (School of Political Science and International Studies) and Associate Professor Brian Lovell (School of ITEE) (*pictured at right*) have clocked up more than 11,000 downloads of their work. The 50th ranked author has 994 downloads! To find out more, see:



<http://eprint.uq.edu.au>

To add your papers contact your liaison librarian or Belinda Weaver on [b.weaver@library.uq.edu.au](mailto:b.weaver@library.uq.edu.au)

## Endnote 7 now available

The latest version of *EndNote* (7), purchased by the Cybrary in conjunction with the Office of Postgraduate Studies, is now available. All eligible members of the University can use the referencing software either at work or home to record their own personal libraries. Postgraduate students and staff can obtain gratis a copy of the *EndNote* software on CD after signing the licence agreement form. The CDs are available from branch libraries. Check: [www.cybrary.uq.edu.au/endnote/](http://www.cybrary.uq.edu.au/endnote/) for more information, including Conditions of Use. If there is a thesis or research paper in your future, *EndNote* will make your job easier.



## Finding it fast and Using it effectively

The Cybrary website updating continues. There are now 183 up-to-date *FindIts* (guides to specific subject areas, ranging from addiction to witchcraft) and 57 *UseIts* (guides to general topics and resources like copyright, patents and plagiarism). See: [www.cybrary.uq.edu.au/findit](http://www.cybrary.uq.edu.au/findit) and [www.cybrary.uq.edu.au/useit](http://www.cybrary.uq.edu.au/useit)

## Virtual Facts

The *Virtual Reference Collection*, a subject gateway of useful web resources—facts and figures—continues to expand its coverage with new headings such as Conferences and Events, Images and Pictures, Consulates and Embassies, Book Reviews, Translation Tools, Protocols (scientific) and Ask an Expert (including AskCybrarian). See: [www.cybrary.uq.edu.au/internet/vref](http://www.cybrary.uq.edu.au/internet/vref)