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Information Services News
is.uwa.edu.au

A new role to support UWA academic staff



FACULTY LIAISON COORDINATORS L-R: JACQUI MOONEY, PHILOMENA HUMPHRIES, CAROLINE CLARK, ALISSA SPATORE, KIT FARRELLY, NOLA STEINER, MATT STEPHENSON. PHOTO BY BELINDA IRELAND

Information Services is responsible for six libraries, IT infrastructure and services, telephone and audio visual services, a range of research and learning support services, and special collections. If you are an academic staff member at UWA, you probably use some of these services every day from your office, home or mobile device. But could you benefit from further support to enhance your teaching? Or some advice on information-related tasks so you have more time to think and write in your research area?

Information Services (IS) has recently made some changes to the ways we deliver research and learning support, with the aim of providing a more proactive support service to UWA academic staff.

In 2012, seven Faculty Liaison Coordinators (FLCs) were appointed to new roles supporting the Arts, Law, Business, Science & Engineering and Medical & Dental faculties. Based in the subject libraries, the FLCs have extensive experience and are available to help UWA academic staff to use research and learning support services provided by IS, in the context of their own personal research and teaching agenda. The IS vision is that FLCs will work as partners to achieve excellence in the quality of research and teaching.

Since being appointed, FLCs have been busy implementing the new Research Impact Measurement Service (RIMS). Mediated by Research Development Advisors in each Faculty, this service involves analysing and collating the impact of an academic's research into a comprehensive report, which can be used when applying for competitive grants. RIMS also provides academics with advice on maximising the impact of previous and forthcoming work. Feedback on this service has been overwhelmingly positive, with recipients grateful for the time saved and the depth of the research, with many being alerted to new citations of their work.

Another initiative from the Faculty Liaison Coordinators has been the creation of an Open Access Toolkit, to help academics understand their options with this method of publishing, and enabling compliance with open access mandates recently issued by the Australian Research Council and National Health and Medical Research Council of Australia.

Faculty Liaison Coordinators are available to academic staff for advice and answers, to collaborate on teaching and research projects and to receive feedback on services offered by IS which can inform future development. We look forward to working with you soon.

Faculty Liaison Coordinators can be your first point of call for help with a variety of services, including:

- Research Impact Measurement and maximising the impact of your research
- Complying with your Research Data Management responsibilities
- Assistance with finding information to support funding and grant applications
- Open access publishing and mandates for Government funded research
- Tools to support your teaching such as Course Materials Online and subject guides
- Workshops, seminars, or one-to-one sessions for academics and postgraduates in a range of research skills

Links:

Research Impact Measurement Service and contact details

is.uwa.edu.au/research/impact

Open Access Toolkit

is.uwa.edu.au/research/open-access-toolkit

We listen: surveys and suggestions improve services

The Information Services Client Survey was run in September 2012, gathering 2259 responses from UWA students and staff. This high response rate has given us very relevant and useful feedback on the services we offer, especially in the areas where we need to improve. We also constantly monitor and review the ideas and

issues submitted via our Suggestions webpage (**suggestions.is.uwa.edu.au**). As part of our continuing commitment to excellent client service, we have highlighted below some of the comments and our ongoing efforts to directly address your suggestions.

You said...

“I wish there were technical support staff at the Med and Dent Library.”

Postgraduate Medical student via Survey

“The fines are a bit heavy for only having the book for a few hours. We poor students need all the money we have.”

Postgraduate Engineering student via Survey

“I think you need to fix the ability to renew books online, it's really annoying having to renew them physically.”

Undergraduate Law student via Survey

“There are many of us who would gladly utilise the library all weekend if only it were open to us.”

Anonymous via Suggestions

“I know the library likes to show off its new books but I would like to be able to go to the library and borrow them straight away, not be forced to wait a week so the library can put it on display.”

Anonymous via Suggestions

We did...

Student IT Support now available at every subject library and online

Student IT support is now offered from the Information Desks in each of the six subject libraries so that you can get support with IT, lending and other IS services. In addition, we have a range of new online support materials to assist you: uwa.edu.au/askuwa

You can find additional ways to contact Information Services for student IT support on our Contact webpage: is.uwa.edu.au/contact

Changes to fines

Fines on Reserve items have been reduced from \$5 per hour per item to \$3 per hour per item. The fine is only payable when you accumulate \$24 or more in fines.

Recalled and 3 day loan items have also been reduced from \$5 per item per day to \$3 per item per day. More information is available on our Penalties and Payments webpage.

Unlimited renewals

We have now removed the cap on renewing all items. You can now renew all items as many times as you need, including Reserve items, 3 day loans, AV materials and anything from the main collections. Renewals are only limited when the item has been booked or requested by another borrower.

You can renew either online via My Library Loans or by contacting Information Services. For more information, please see our Reserve collection webpage.

Extended opening hours on the weekend

The Reid Arts and Business Library is now open from 7:30am – 2am Saturday and Sunday throughout semester, and 24/7 during examination periods.

New books now available for loan immediately

We have removed the waiting period for new books once they arrive in the subject libraries. As a result, new books are now available for loan as soon as they arrive instead of going on display for a week.

You can set up RSS feeds for new books arriving in your subject area and receive notification of these titles straight to your email inbox or via Google Reader. More information about setting up these RSS feeds is available on our New Books webpage.



UWA INSTITUTIONAL DATA CENTRE. PHOTO BY AMCOM

Securing UWA data assets

Significant progress has been made in securing data and servers that were dispersed in some 46 computer rooms across campus, all of varying standards, in the new UWA Institutional Data Centre (IDC).

In response to Senate Audit Committee concerns about risks associated with the devolved nature of UWA data

storage, and lack of data management standards, the Data Centre Consolidation project of the Business Investment Programme has provided this high standard and secure data centre service.

As at the end of March 2013, 75% of storage and server requirements managed by Faculty and Information Services IT teams are now served from the IDC. IT teams no longer need to procure, set-up and maintain server hardware, manage computer rooms, or back-up data. These services are

now provided by the IDC, releasing IT capacity in Faculties to focus more on added value IT functions to support teaching and research.

A similar high standard and secure facility will be launched soon, specifically to cater for the management requirements of the University's research data. Provision of secure remote access to enable external collaboration is a key component of the design for the new Research Data Store.



Jenny Wildy wins Chancellor's Medal

Jenny Wildy was awarded the prestigious Chancellor's Medal at the UWA Graduation Ceremony on 6 March 2013, in recognition of her sustained and outstanding service to the University. Jenny was Music Librarian at UWA for 42 years, starting in January 1970 and retiring in February 2012. This award is an acknowledgement of her commitment and contribution to the University Library over many years and specifically to the Music Library, and School of Music. Jenny was kind enough to share her thoughts on this honour with Information Services News:

"It was very memorable being part of the music students' graduation ceremony, and for them to be there for the medal presentation. It represented the close relationship the Music Library has always had with students and staff. I think we are very privileged as librarians to be in a position to provide services and resources which are valued so highly."

We all congratulate Jenny on this well-deserved recognition of her wonderful career at UWA.

Centenary Exhibitions in Reid Library

The Reid Library will host three exhibitions during 2013 to celebrate the UWA Centenary. The current exhibition, *A Century of Literature from UWA Graduates and Student Alumni* showcases selected works from 14 well-known authors such as Greg Egan, Dorothy Hewett, John Kinsella and Randolph Stow. The next exhibition, due to open in May, concentrates on University memorabilia collected over the last 100 years. The final exhibition, due to open in September, will be a history of Information Services.

Recent exhibitions at the Science Library

Professor Alex Reid (left) and Adjunct Professor Terry Woodings are pictured below with their reconstructed cabinet for housing the original console and typewriter for the IBM 1620 computer that was first installed at UWA in 1962. The cabinet was recreated to commemorate 50 years of computing at UWA and was displayed in the Science Library in the latter part of 2012.



In February and March this year students were invited to help build a magnificent Molecular Origami sculpture entirely out of recycled paper at the Science Library. Each participant folded an "atom" and connected their piece to the growing "molecule", part of which is shown below. Inspired by a Scitech event during National Science Week 2012, this project combined colourful art with an exploration of fundamental material structures.



Contact us Information Services

The University
of Western Australia
M209, 35 Stirling Highway,
Crawley WA 6009



Friends of the Library: 2013 Program

Reid Library Meeting Room, Ground Floor
Enter Reid Library via 1st floor stairs or ramp
or glass door-ground floor

The Victim Support Service

Tuesday 9 April | John O'Mahony

The Square Kilometre Array: its present and future

Tuesday 14 May | Peter Quinn

Hackett's buildings on the Crawley campus

Tuesday 11 June | John Melville Jones

Becoming an historian

Tuesday 9 July | Suzanne Welborn

The Calling: reflections on today and yesterday

Tuesday 13 August | Susan Prescott

Escape from Paris – Christine Morrow's unfinished story

Tuesday 10 September | Robin Adamso

An Australian Diplomat in East Berlin – as seen through the eyes of Stasi

Tuesday 8 October | Sue Boyd

What difference does a war make? – a case study of Western Australia

Tuesday 12 November | Lenore Layman

Christmas Party

3 December

Friends of the Library

Reid Library
The University of Western Australia
M209, 35 Stirling Highway, Crawley
Western Australia 6009
Tel: +61 8 6488 2356
Email: Shauna Ratta
shaunna.ratta@uwa.edu.au

Tel: +61 8 6488 2342
Regional students
within Australia: 1800 263 921
Fax: +61 8 6488 1012
Email: news-is@uwa.edu.au
Web: is.uwa.edu.au

 Facebook:
/uwainformationsservices
 Twitter: @uwa_is
Editor: Kael Driscoll

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