

CUSTOMER SATISFACTION SURVEY - What you said and what we're doing.

Thank you to all staff and students who responded to the Customer Satisfaction Survey, telling us what you feel about Library services and resources.

These are the TOP TEN AREAS that you said we are DOING WELL:

- Library staff treat me fairly and without discrimination
- Library staff display professionalism
- Library staff are friendly
- Aids are provided for users with disabilities
- Requests for inter-library loans are followed through
- Library web pages provide clear and useful information
- Requests for information are followed through
- Library staff deliver on promises made to me
- Library staff respond clearly and accurately to enquiries
- Library staff provide quality service

These are the TEN MAIN AREAS you want us TO IMPROVE

Your valuable feedback has enabled the Library to target the areas you have identified for improvement in our quest to provide you, our clients, with the best possible service we can.

Library Opening Hours

The Library opening hours will be extended in 2005. See article on page 2. The full list of Library opening hours can be viewed at http://www.aut.ac.nz/library/library_services/opening_hours.shtml

Group Study Facilities

Computers have been installed in 5 of the group study rooms at Wellesley and these rooms can now be booked electronically through the **logme in** portal. Group study rooms will be available in the new Akoranga Learning Centre from Semester 2.

Individual Seating

Individual seating is at a premium in the temporary facility at Akoranga.



In an attempt to alleviate the problem the Information Literacy Lab (AB112) can be used when classes are not in session and extra study rooms have been made available during

Semester 1. The list of rooms is available in the Library.

Library Resources required for my needs

A further 12,500 volumes were added to the Library collection during 2004. Also, you can access over 2,500 e-books and 40,276 full text electronic serials titles

through the Library website. The advantage of the e-resources is that they are available 24 hours a day 7 days a week, you do not have to come in to the Library to access them.

Library Catalogue - clear and useful information

The "Learning with the Library" workshops held regularly during the first four weeks of each semester teach clients how to use the Library catalogue. If you miss these classes you can visit an Information Services desk where Library staff can assist you. Alternatively you can make an appointment with a Liaison Librarian. There are useful brochures beside the catalogue stations for you to use in the Library and take away with you.



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Easy Access to

information resources (books, electronic etc)

We are continually working to improve our signage and update our WebPages to ensure easy access to resources. Library staff are available to assist you if you are having difficulty locating the information you need.

Taking prompt corrective action regarding missing books and journals

Library staff are committed to re-shelving books and journals within 24 hours, to a high standard of accuracy. The shelves are tidied periodically and this helps locate items that have been misplaced. You can help us by placing the books you have used on the trolleys located on each floor or in the returns bin to ensure they are put back in the right places.

If you are unable to find the book or journal you need please ask the staff at the Lending desk to place the item on hold for you. We will search thoroughly for one week and if the item is not found in that time a replacement copy will be ordered if it is still in print.

The number of computer workstations, Computer facilities and electronic equipment and Photocopying facilities

These areas are outside the control of the Library so they have been referred to Information Technology Services for their attention. We can tell you that additional computer workstations were installed in the Wellesley Learning Centre at the beginning of Semester 2, 2004 and the Akoranga Learning Centre at will have a large open access computer lab.

Extended Opening Hours

In response to strong student demand, the Library opening hours on both the Wellesley and Akoranga Campuses have been extended from 78 to 84 hours per week during Semesters 1 and 2 in 2005. A further extension to 96 hours per week is planned for the last four weeks of both semesters.

The main changes for 2005 are the extension of opening hours from 6pm - 8pm on Fridays, and opening from 10am - 6pm on Saturdays, Sundays and most public holidays. For the last four weeks of semester, the opening hours will be extended to 11pm Monday - Thursday and to 10pm Friday - Sunday.

A complete listing of the Opening Hours in 2005 is available at http://www.aut.ac.nz/library/library_services/opening_hours.shtml

Akoranga Learning Centre

The new building is on track for completion during May 2005 with occupation planned prior to the beginning of Semester 2. Access to the collections will be closed for the duration of the move from the existing temporary premises into the new building, which is anticipated to take from 3 - 5 days. The Library has agreed to consult with key stakeholder groups during March to determine the best time for this move, in order to minimise the disruption to clients.

The Library will be introducing new technology into the Akoranga Learning Centre. Radio frequency identification (RFID) will be used for stock control and the issuing of material. This is an exciting new initiative for AUT that should result in improved customer service over time, as the potential of the technology is fully implemented and utilised.

ULANZ: University Library Aotearoa New Zealand

ULANZ is a national reciprocal borrowing scheme for staff and students at participating universities within New Zealand. An initiative of the Council of New Zealand University Librarians (CONZUL) the scheme is running for a 12 month trial period from 28 February 2005. (Note: the University of Auckland has elected not to participate in the scheme during 2005).

To participate in the scheme, staff and students must register, in person, at the Library they wish to borrow from, by presenting a photo ID card and proof of their current enrolment or employment. The policies of the lending library prevail and material must be returned directly to the owing library.

Interested parties are advised to check with the respective university library for details about registration and borrowing conditions.

Multisearch

Multiple databases - One search



Have you ever wondered exactly which database will be best for your subject area? Spent ages entering the same search in seven different places hoping for the right result? Help is at hand!

Databases tend to be subject specific, making searches a two-tiered effort. Firstly you need to identify the best databases to search (AUT Library subscribes to approximately 200 databases). Then you need to carry out your search ... and repeat it over and over again for each database.

In early April AUT Library will launch **multisearch** - a search interface which enables you to enter a single search into several different Library-subscribed databases. This will expose anyone using **multisearch** to more resources, particularly more full text journals. You will be able to survey the contents of many information resources, saving time and finding results faster.

The **multisearch** interface simultaneously searches the Library catalogue and a selection of databases drawn from a menu of more than 100 separate full text and indexing databases. It will also feature **linkfinder** which bridges the gap between citations and the online full text of articles.

Journal Loan Policy

In July 2004 the Library Advisory Committee endorsed policy changes for journal loans at AUT Library, to take effect on February 28 2005.

For historical reasons, there was a discrepancy between the loan policy for journals at Akoranga and Wellesley. At Akoranga journals were not available for loan, at Wellesley journals were available for seven-day loan to staff only. The new policy removes this discrepancy.

Journals may now be issued to AUT staff and postgraduate students for a three-day period. This will ensure that resources are shared amongst eligible borrowers in a timely fashion, and the latest issues of popular titles will be made available in the Library as quickly as possible.

Staff and postgraduate students may request the latest issues while they are on display, and will be notified by email when they are available for collection. Titles requested will be held at the lending desk for four days, and then issued for a three-day period.

The AUT Library currently subscribes to 42,985 serial titles, there are 2,709 print titles and the remainder are e-journals. This means that staff and students are no longer dependent on a small number of print titles to satisfy their information needs.



Information Literacy Update

Erin Foster was appointed Information Literacy Co-ordinator at the end of 2004 and a new position of Assistant Librarian, Information Literacy was also created in 2004. Suhasini Gazula has been appointed to this position.

A successful Database Week was held for staff and postgraduate students in February. It featured some of the subscribed AUT databases. In the coming months, a number of database sessions are planned for regular slots each week and will be advertised on the AUT notice board and the Library website. Staff and students are encouraged to come along to learn more about how to search databases subscribed to by the Library.

Over the next few months, Library staff will be offering a number of workshops. The 'Getting Started' booklet details dates and times for the 'Learning with the Library' and "e-Library Expertise" workshops.

Information is also posted on the Library website, under 'Training and help'.

Bookings for tailored sessions may be requested by lecturers to provide an introduction to the skills and resources required for a particular project or assignment. At Wellesley, these sessions are held in the Library's Information Literacy Lab located in the Learning Centre, or, in Faculty classrooms or computer laboratories. At Akoranga, the sessions are held in the AF block computer laboratories, or, in the Library teaching room. For further information contact Suhasini Gazula on ext 7343 or suhasini.gazula@aut.ac.nz or visit http://www.aut.ac.nz/library/training_and_help/workshops.shtml

An online Information Literacy Tutorial (ILT) is now available from the Library homepage http://www.aut.ac.nz/library/training_and_help/ilt.shtml. This valuable tool teaches you how to recognise different sources of information, how to choose the best sources for your research and how to find these sources. The tutorial can be completed in your own time, at your own pace, at your own place. It can be accessed at any time if you need a refresher.



NEW DATABASES...

Commercial Law Online

(available through *Butterworths/LexisNexis online*) is written by a team of academics and practitioners and contains commentary and legislation on separate practice focus points including coverage on Contract Law, Competition Law, Insolvency, Personal Property Securities Act, Electronic Transactions, Fair Trading and Agency. It contains links from text to New Zealand Law Reports and All England Reports.

A+ Education is based on the Australian Education Index (AEI), providing access to the scanned images of published material on all aspects of education. Source documents include journal articles, monographs, research reports, theses, conference papers, legislation, parliamentary debates, newspaper articles, tests and web. Subjects include curriculum, educational research, information science, librarianship, management, policy administration, psychology, sociology, teaching and training. Over 700 hundred journals are indexed and over 200 journals are in full text.

Encyclopaedia Britannica Online includes the complete print encyclopedia, as well as Merriam-Webster's Collegiate Dictionary and Thesaurus, Britannica Student Encyclopedia and the Britannica Book of the Year. It contains more than 118,000 articles, over 14,000 illustrations, including photographs, drawings, maps, and flags; and more than 215,000 entries - including definitions, pronunciation guides, and word histories. EB Online can also be used to search an Internet directory that includes more than 300,000 links to Web sites selected, rated, and reviewed by Britannica editors.

IIPA Full Text (International Index of Performing Arts) draws its content from more than 220 scholarly and performing arts periodicals, and also indexes a variety of documents such as biographical profiles, conference papers, obituaries, interviews, discographies, reviews and events. IIPA covers a broad spectrum of the arts and entertainment industry, including dance, film, television, drama, theatre, stagecraft, musical theatre, broadcast arts, circus performance, comedy, storytelling, opera, pantomime, puppetry, magic and more.

InfoSci-Online is a full text collection covering research trends and developments in information science and technology such as IT management, end user computing, data mining, knowledge management, e-commerce, multimedia databases, telecommunications, and distance learning. It combines book chapters, journal articles, case studies and conference papers of over 200 publications from the Idea Group Publishing.

Lecture Notes in Computer Science (LNCS), including its sub-series Lecture Notes in Artificial Intelligence (LNAI) and Lecture Notes in Bioinformatics (LNBI), is a medium for the publication of new developments in computer science and information technology research and teaching. The LNCS series, reports the latest results from all areas of computer science and information technology research, development, and education. It provides full text access to over 3,000 sets of notes.

Mergent Online consists of 4,000 U.S. and International Company Data, Archives, Annual Reports, Factsheets Plus, Factsheets Express, Institutional Holdings, Insider Trades, Expanded Long-Term Debt, Equity Portraits, and Corporate Bond Portraits. The Database also includes Country Profiles with basic data on countries and Industry Reports, covering such industries as Commercial Banking, Aviation, Biotechnology, IT & Technology, and others.

OSH References, published by the Canadian Centre for Occupational Health and Safety, contains over 500,000 references to international sources (including New Zealand) of OSH-related information.

Ovum, an analyst and consulting company, provides access to research reports on telecommunications, IT, media and information management topics. "We advise our customers on the impact of technology and market changes and we have a real strength in advising on the developments where telecoms, software and IT services interact".

Sage Full-Text Collections include the full text of 15 journals published by SAGE and participating societies. It covers such subjects as: high performance polymers; molecular modelling characterization and evaluation of polymers, polymeric drugs and drug design; polymeric functionalization ; natural polymer modification; enzyme modelling by polymers; membranes for biological use; liposome stabilization and cell modelling.