

U21 Information Services Group Newsletter

AUGUST 2004

Compiler: Marian Farley

OUR WEBSITE: <http://www.universitas21.com/staff/InfoServices.htm>

U21 INFORMATION SERVICES GROUP NEWS

ANNUAL MEETING AT EDUCAUSE

The annual meeting of the U21 Information Services Group, will be held in Denver, Colorado at the Adams Mark Hotel (www.adamsmark.com) on Monday October 18, 2004 from 10am - 5pm. Lunch will be provided. The EDUCAUSE meeting starts on Tuesday October 19th.

Agenda items as of August 3, 2004:

"How our services are involved with e-learning and e-research in our home institutions".

Members planning on attending as of August 8, 2004:

Diane Koen (McGill University)
Stephen Whiteside (University of Auckland)
Michele Shoebridge (University of Birmingham)
Catherine Quinlan (University of British Columbia)
Helen Hayes (University of Edinburgh)
Angela Bridgland (University of Melbourne)
Linda O'Brien (University of Melbourne)
Isabella Trahn (University of New South Wales)
Karen Stanton (University of Nottingham)
Ann Horn (University of Queensland)
Karin Wittenborg or Mike Furlough (University of Virginia)

NOTE: FROM THE THIRD AGM OF UNIVERSITAS 21 LBG HELD AT THE UNIVERSITY OF QUEENSLAND ON APRIL 27, 2004

At previous U21 Information Services Group meetings, we have discussed the issue of U21 member libraries providing services to U21 Global students and faculty. Heather Kirkwood passed along this agenda item and resolution from the Third AGM of U21 LBG:

AGENDA

12. TO NOTE the request of Universitas 21 Global that the Board concur in a set of guidelines for its member institutions in the extending of library services to Universitas 21 Global students and faculty and

[1] TO RESOLVE to approve this request as per the recommended guidelines, OR

[2] TO RESOLVE to approve this request with alternative guidelines, OR

[3] TO RESOLVE to not approve this request as it exists in its current form.

MINUTE

14. IT WAS NOTED the request of Universitas 21 Global that the Board concur in a set of guidelines for its member institutions in the extending of library services to Universitas 21 Global students and faculty and **IT WAS RESOLVED** to not approve this request as it exists in its current form but to allow each member university to deal with Universitas 21 Global students on a case-by-case basis.

UNIVERSITY NEWS

UNIVERSITY OF AUCKLAND

AUSTRALASIAN EDUCAUSE CONFERENCE 2005

Janet Copsey is Programme Convenor for the Australasian Educause Conference which is being held in Auckland from 5th-8th April, 2005. The call for papers closes on 25th August but she says that she will be happy to accept late proposals from U21 members if any of you are planning a visit down to Australia and New Zealand around that time. More details on the conference can be found at www.educause2005.auckland.ac.nz
Janet Copsey: jl.copsey@auckland.ac.nz

UNIVERISTY OF BIRMINGHAM

SPECIAL COLLECTIONS

Special Collections has been presented with a important collection including early editions of the New Testament - belonging to James Rendel Harris, the first Principal and Director of Studies at Woodbrooke College from 1903 to 1918. The collection which dates back to the 16th century was donated to Special Collections by the Edward Cadbury Charitable Trust, which purchased the collection from the Woodbrooke Quaker Study Centre. The Cadbury family has been a long-standing benefactor of the University. James Rendel Harris (1852-1941) was a biblical scholar, orientalist and folklorist. The importance placed on our Special Collections has been identified by the University and we are embarking on a fund raising campaign to extend the space available for the collections. This, we hope, will enable us to receive further donations of important collections, which are invaluable to local and international researchers.

MY.BHAM.AC.UK

Summer 2004 sees the launch of the University Portal – my.bham.ac.uk – a brand new internet service for all students at the University. My.bham.ac.uk, provides a single integrated space on the web, to meet the growing expectations of students for online administration of their courses and to help develop online communities for academic and social interests. The Portal has allowed, for the first time, online registration for new students and all returning students for the new academic year. Through it's development, my.bham will provide students with access to a range of services from access to virtual learning courses, email, calendar, library resources and the ability to 'manage' their own account. My.bham is personal to each student, it is their view of the University, there is a single-sign-on and the ability to customise and add the channels of information they want to see.

DIGITAL LANGUAGE FACILITIES

A new state-of-the-art multimedia and language learning facility will be available from 2005 in the European Resource Centre (ERC). The Centre will combine the features of a traditional language lab, with facilities for listening, recording, playback and dialogue, with the full potential of digital sound, images and

the internet. There will be access to 40 work stations, for computer-based language learning and teaching. The facility will be open during library open hours.

ELECTRONIC RECORDS

Information Services is just about to appoint a consultant to advise us on strategy for managing the University's printed and electronic records. We have been managing a Modern Records Store for the past 10 years, but with the arrival of the Freedom of Information Act and the huge increase in born digital and digitally created material, we need to update our procedures.

RLG CULTURAL MATERIALS

Information Services have signed up to RLG's Cultural Materials services and will be making some of our digital material available via that route.

UNIVERSITY OF GLASGOW

WEB ACCESSIBILITY

Glasgow University Library has started work to make the Library web site more accessible to disabled users and easier to use. Over the coming months, the Library web site will gradually be reworked so that it complies with web accessibility guidelines.

Making web sites accessible is important to allow disabled users to access the information. Also, accessible sites are easier to navigate and use — which should benefit all users. And as a further benefit, accessible sites are more suited for use with alternative technologies such as text-only browsers, mobiles, voice browsers, etc.

But rather than only following the web accessibility guidelines, the web team at Glasgow University Library are starting from users' needs and experiences. They are investigating, for example, whether users find it easy to locate information on the Library web site, whether the Library web site contains the information they need and whether users experience problems accessing the information.

To investigate these issues, the Library web team has set up a web user panel of volunteers. Anyone who uses the Library web site, whether frequently or occasionally, can join the user panel. Volunteers come from different user groups such as undergraduate, post-graduate and distance-learning students, prospective students, academic and non-academic staff members, general interest Library members and visitors.

Questionnaires and user participation sessions are used to probe current problems and to gain a better understanding of users' goals and expectations. This analysis will be the driving factor in enhancing the Library web site and making it more accessible.

Anyone who would like to become involved in the web user panel of Glasgow University Library can either fill out the form at <http://www.lib.gla.ac.uk/accessible> or send an email to accessible@lib.gla.ac.uk.

UNIVERSITY OF HONG KONG

SMS TEXT MESSAGING FROM HKU LIBRARIES

The University of Hong Kong Libraries is about to inaugurate a new service for their patrons. From September 1st, we plan to send overdue and other circulation messages by Small Messaging Service (SMS) to our patron's mobile telephones. This will be in addition to the printed or email notices that they receive at present. In a city where mobile phone use has reached a high degree of saturation, it makes sense to use this additional and popular form of communication. We anticipate that much good will, will be generated by this new service, as well as some curious moments. The messages will go out to all mobile phone users

simultaneously three times a day. We imagine that for the first few times, the simultaneous vibrating or beeping phones will pause all life on campus.., for just a moment.
Tony Ferguson:ferguson@hkucc.hku.hk

UNIVERSITY OF MELBOURNE

\$2M TO SMOOTH UNIVERSITY ACCESS TO WEB LEARNING

By Christina Buckridge

The University of Melbourne is streamlining access to learning materials across the University community with a \$2 million implementation of a new learning management system.

The University has agreed to adopt the Blackboard Learning System to replace the legacy learning management systems, such as Webraft, now in use across the University..

Vice-Principal Information, Ms Linda O'Brien, says the University had been heading towards a proliferation of independently-developed learning systems with a lot of overlapping functionality.

"The move to Blackboard provides a common, centrally-supported platform from which all members of the University community can move forward in online teaching and learning from 2006.

"The advantages of a broad user-base are clear – for instance the new system gives us known costs and efficiencies while there were many hidden costs with the former arrangement.

"A key advantage of this system for the University is its curriculum-driven content management and content sharing system," she says.

Deputy Vice-Chancellor (Academic), Professor Peter McPhee, says a central goal of the University's educational program is to provide all undergraduate students with the opportunity to gain the knowledge and competencies available through online learning. "The new learning management system (LMS) will assist us to achieve that goal".

Installation of the new system is now underway. LMS Project Director Dr Ric Canale, says the project team is working closely with the Academic Board's Teaching and Learning (Multimedia and Educational Technologies) Committee on aspects of the implementation which will be rolled-out progressively.

"A small group of 'early adopters' will present subjects on Blackboard for first semester 2005, scaling up to a larger group in second semester and finally full implementation at the beginning of 2006," he says.

Currently, around 2000 of the University's 9000 or so subjects are offered on the web to around half the student population. Dr Canale says that the new system gives the University the capability to present all its subjects on the web.

Melbourne has also purchased the Blackboard Content System which provides users – both students and academics – with better ways to track and navigate learning resources and to showcase the work products and milestones of their educational careers through e-Portfolios.

The University team will work with Blackboard Global Services to integrate the new system into the University environment, share deployment best practices, and support strategic change management activities at the University. It is believed that this collaborative approach will facilitate a smooth rollout of the Blackboard system while leveraging opportunities the new platform provides.

Blackboard is a leading US provider of enterprise software applications and related services to colleges, universities, schools and other education providers.

Updates on the implementation of the new learning management system can be found at <http://www.infodiv.unimelb.edu.au/telars/lms/>

MULTI \$M BOOST FOR IT INFRASTRUCTURE

A \$24 million major upgrade of the University's IT infrastructure is a key outcome of the University of Melbourne's 2004 Planning and Budget Conference.

Senior Vice-Principal, Mr Ian Marshman, said that the additional funding of \$7.5 million plus \$0.5 million a year for three years for the IT infrastructure upgrade will be based on the development of a comprehensive Information and Communication Technologies Management Plan.

Key priorities that have been identified include student IT laboratories, renewal of data networks, enhancement of the web hosting service, network management and teaching infrastructure, including a major new Learning Management System.

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Renewal of data networks is intended to ensure that staff and students are able to make innovative and unconstrained use of the internet for research and education, while University-wide network management and enhanced central web-hosting will free resources in faculties and departments for discipline-specific ICT support.

A major new student computer laboratory is planned for 2005.

ONLINE MULTIMEDIA INFORMATION SKILLS

Information literacy skills instruction at the University of Melbourne has been transformed by innovative uses of online interactive multimedia technologies. Additionally, all the projects below feature strong collaboration between librarians, academics, courseware development, and language and learning skills professionals to embed information skills instruction in core course content, rather than as standalone "library instruction" units. This gives students a meaningful academic context for the development of these essential skills.

LIST: LEGAL INFORMATION SKILLS TUTORIAL

Now in its second year as a compulsory "hurdle" requirement for first year law students, the web based *Legal Information Skills Tutorial (LIST)*, was developed by Legal Resource Centre law librarians working with Faculty. LIST aims to impart the legal research and writing skills needed for a law research essay. The online interactive nature of the tutorial, which uses animations, quizzes and real life web searches, caters for large first year numbers and different learning styles. *ALIS - Advanced Legal Information Skills* builds on LIST, embedding appropriate skills modules in each compulsory subject of the undergraduate law degree. The skills framework for both LIST and ALIS is drawn from the Australian Information Literacy Standards (AILS), informed by Faculty perceptions of the required skills for law students.

Project Sponsor: Nicki McLaurin Smith (n.mclaurin@unimelb.edu.au)

POST GRADUATE ESSENTIALS

Post Graduate Essentials is an interactive on-line non-credit bearing course which aims at equipping research postgraduates with information, study strategies and management tools essential for a successful start to the first 6 months of their PhD candidature. The course is a joint initiative of the School of Graduate Studies, the Language and Learning Skills Unit and the Information Division. The course uses video clips, quizzes, canned demonstrations of database searches and synchronous asynchronous communication to encourage and develop a community of learners. Information literacy skills instruction is embedded in the course at appropriate intervals.

Information Skills: Sabina Robertson (sabinar@unimelb.edu.au)

GILSA: GENERIC INFORMATION LITERACY SKILLS FOR ARTS

The aims of this project are to develop a series of generic online multimedia modules that will have wide applicability across the Faculty of Arts, designed to enable students to learn and master basic information literacy skills. Topics covered include: 1. Preparing for a tutorial (reading list) 2. Finding Research materials of an essay 3. Finding web materials 4. Plagiarism/citing correctly. Individual departments will be able to select the modules appropriate to the needs of their specific discipline and first year program.

Information Skills: Jenny Ellis (j.ellis@unimelb.edu.au)

BLACKBOARD

In addition to the above information literacy skills initiatives, the University of Melbourne has chosen Blackboard as its enterprise Learning Management System. The staged implementation will commence in 2005 and it is planned that Blackboard will be available university-wide in 2006. It is intended that the work described in the programs above will be further enhanced in the Blackboard environment and that training academic staff to use the system will provide further opportunities to encourage effective use of ICT in teaching and learning.

LMS Implementation: Angela Bridgland (a.bridgland@unimelb.edu.au)

MS LINDA O'BRIEN HAS JOINED THE UNIVERSITY OF MELBOURNE AS VICE-PRINCIPAL

Ms O'Brien was previously Vice-President (University Services) at the University of Newcastle. She holds a Masters degree in public sector administration and is a qualified librarian with more than 20 years of management experience across four universities.

As Director, Information Technology, at Newcastle she successfully led the integration of library and IT across the University.

At Melbourne, Ms O'Brien will head the Information Division which comprises the former University Library, Information Technology Services and the Multimedia Education Unit.

She will have primary responsibility for developing strategy and policy on information-related management and planning to support both the academic programs and administration of the University.

The University's Senior Vice-Principal, Mr Ian Marshman, welcomed the appointment, saying that Ms O'Brien "will bring a wealth of technical and management talent to the University, and I am sure she will

UNIVERSITY OF QUEENSLAND

CYBRARIANS CELEBRATE AT UQ

The knowledge and enthusiasm of The University of Queensland Library staff members has been acknowledged with prestigious professional awards.

Staff from the University of Queensland Cybrary have won this year's top Australian Library and Information Association's (ALIA) National and Queensland awards. The Board of Directors of ALIA recently conferred the [distinction of Fellow](#) on Janine Schmidt, UQ's University Librarian. The title of fellow is awarded to long standing members in recognition of the attainment of an exceptionally high standard of proficiency in library and information science and a distinguished contribution to the theory or practice of library and information science. With creative, intelligent approaches and a commitment to excellence, Mrs Schmidt has consistently given of her time and energy to drive change for the benefit of libraries and their clients and the profession.

ePrints@UQ Coordinator Belinda Weaver won ALIA Queensland's *Library Achiever of the Year* and Social Sciences and Humanities Library Assistant Anna Drew won *Library Technician of the Year*.

Ms Weaver is an expert in finding information on the Web. She helps Cybrary staff and the wider community with her monthly *What's New on the Web* service. She uses her online expertise in regular contributions to the Courier Mail's e-Mail section, the Online Currents journal which reviews and analyses online information, and has also recently written a book, *Catch the Wave: find good information on the Internet fast*.

Ms Weaver also established the award-winning website *Guide to Information Sources for Australian Journalists*, the weblog *journaloz: updates for Australian Journalists*, and *OZCAR*, an online mailing list on Internet and computer based resources and research for Australian journalists and journalism.

University Librarian Janine Schmidt praised Ms Weaver's achievement. "Belinda's contribution to the library profession at large has been extensive and wide-ranging," Mrs Schmidt said. "She has played a significant role in transforming the role and image of the librarian."

Anna drew was awarded Library Technician of the Year because of her dedication and skill. Working in the Loans, High Use and multimedia areas, Ms Drew is also a Web writer and provides back-up and relief assistance to the psychology liaison librarian, the Remote Students service and other branch libraries as required.

Ms Drew said she felt her work at UQ greatly increased her winning chances. "I believe that the training and experience I have gained at UQ were the chief reasons for my selection for this prize," she said. UQ also succeeded in taking the QUT Faculty of Information and Technology ALIA Queensland Prize.

Biological Sciences Librarian, Wendy Furlan received the prize for achieving the highest aggregate result in the Graduate Diploma in Library and Information Studies for a part-time student. Ms Furlan was the only person to be on the Dean's list for second semester for 2003.