

U21 Information Services Group Newsletter

JUNE 2004

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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.

There were some outcomes from last years meeting (staff exchanges, benchmarking – they have been covered in previous Bulletins) which we might want to pick up on this year. We also agreed it would be good to try and take a theme this year. We've received two suggestions – **'the role of learner support in embedding e-learning'** or **'the role of major research libraries in supporting the emerging e-research agenda'**. Please contact Michele Shoebridge with your preferences on the main topic and any other suggestions for things you would like to see on the agenda.

If you plan on attending (and have not already responded) please notify Michele by **July 23rd**, so we can plan the meeting and commission papers/presentations.

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UNIVERSITY NEWS

LUND UNIVERSITY

LUND UNIVERSITY LAUNCHES PHASE 2 OF THE DIRECTORY OF OPEN ACCESS JOURNALS – NOW WITH ARTICLE LEVEL SEARCH

JUNE 3, 2004 - Lund University Libraries today launches the phase 2 of the Directory of Open Access Journals DOAJ (<http://www.doaj.org>). The new version of DOAJ now includes records at article level and a search functionality allowing users to search articles in potentially all Open Access Journals.

The directory now contains information about more than 1100 open access journals, i.e. quality controlled scientific and scholarly electronic journals that are freely available on the web. As of today 270 of the 1100 journals are searchable on article level and both numbers are growing. Researchers can now search almost 46.000 articles through the Directory of Open Access Journals and be sure to get access to the articles.

"As a dynamic inventory of open-access journals, DOAJ has already succeeded in demonstrating the broad and growing adoption of open access and has enabled libraries to systematically present open-access journals to their users," said Rick Johnson, director of SPARC. "Now, by adding article-level records, DOAJ is taking an important next step that will further expand use of articles published in open-access journals. SPARC is proud to support this ground-breaking work."

"The DOAJ provides a platform for open access journals to gain greater visibility and thereby increase their readership" said Melissa Hagemann, Program Manager, Open Society Institute. Libraries throughout the world have thus far been able to add 1,100 peer-reviewed titles to their collections, and no where is this more important than to libraries in the developing world, where access to journals is limited due to the high cost of most titles. With today's launch of phase 2 of the Directory, researchers will now be able to search, and have direct access to, the thousands of articles included within the DOAJ. OSI is pleased to partner w/Lund University Libraries and SPARC on this innovative project."

"With this new article level search functionality we have created an incentive for owners of Open Access journals to submit article level data to the DOAJ in order to further increase the visibility, reputation and impact of their journals", said Lotte Jorgensen, Project Coordinator for the DOAJ.

The goal of the Directory of Open Access Journals is to increase the visibility and accessibility of open access scholarly journals, thereby promoting their increased usage and impact. The directory aims to comprehensively cover all open access scholarly journals that use an appropriate quality control system. The DOAJ is funded by the Information Program of the Open Society Institute (<http://www.osi.hu/infoprogram>) and Lund University Libraries, and co-funded by SPARC (The Scholarly Publishing and Academic Resources Coalition, <http://www.arl.org/sparc>) and BIBSAM (the Royal Library of Sweden).

Information about how to obtain DOAJ records for use in a library catalogue or other service you will find at: <http://www.doaj.org/articles/questions#metadata> .

The database records are freely available for reuse in other services and can be harvested by using the OAI-PMH (<http://www.openarchives.org/>), thus further increasing the visibility of the journals. The article level records will be available for harvesting within 2 months.

Further information: contact Project Coordinator Lotte Jorgensen - lotte.jorgensen@lub.lu.se or Director of Libraries Lars Björnshauge – lars.bjornshauge@lub.lu.se .

INTERNATIONAL NETWORK FOR THE AVAILABILITY OF SCIENTIFIC PUBLICATIONS (INASP) AND LUND UNIVERSITY LIBRARIES TO JOINTLY DEVELOP THE ELECTRONIC LIBRARY INFORMATION NAVIGATOR (ELIN@) FOR LOW BANDWIDTH ENVIRONMENTS

University and research libraries participating in an INASP-facilitated Programme for the Enhancement of Research Information (PERI) to enhance access to electronic information resources have begun to overcome the 'first generation' access challenge to be able to query databases and indexes of journal articles and then to download needed full text documents. Alongside this access however, we see new challenges arising. Specifically, how can we maximize the use of limited and costly Internet connections - bandwidth - and how can we efficiently search across hundreds of resources and thousands of titles that are available through different packages and from different publishers.

INASP has linked up with Lund University Libraries, Sweden to adapt and extend the existing Electronic Library Information Navigator (ELIN@) system so that it can be used by universities and research institutes in developing countries. ELIN@ facilitates end user access to electronic information resources and offers library staff easy administration tools to manage this electronic content. Via arrangements with many publishers and other information providers, ELIN@ compiles metadata from millions of information resources so they can be searched through a single user interface with cross-

searching and merged search results. The resources available can be tailored to fit the licenses and access rights of the individual institution providing the access.. A key characteristic is the use of open standards that allows all kinds of data sources to be accommodated in the system.

In the next few months, the current ELIN@ application will be adapted and optimized for (s)lower bandwidth environments and tested in several different situations in Africa and Asia. If the pilot proves to be successful, we plan to develop an open source version that can be freely downloaded and used by libraries in developing countries.

Carol Priestley, Director of INASP says “Programmes such as AGORA, HINARI and PERI are proving that providing affordable and sustainable access to information for scholars, researchers and practitioners in developing countries is no longer an insurmountable problem. However, the availability of thousands of journal titles from hundreds of publishers has become overwhelming. INASP is delighted to be working with ELIN in adapting their highly successful model, especially for areas where access to the Internet is costly and/or bandwidth limited. ELIN provides a user-friendly interface which will assist in the identification and utilization of relevant resources and at the same time offers the library staff easy administration tools for managing electronic content. “

Lars Björnshauge, Director of Libraries at Lund University says “We are proud to be able to work with INASP with the purpose to facilitate easier access for institutions located in areas with low bandwidth. The mission and services of INASP fits perfectly in our commitment to develop services for easy end-user access to scientific information and it is indeed challenging for us to engage in adapting our services for institutions on other continents”, says Lars Björnshauge, director of libraries at Lund University. “We certainly see our partnership with INASP as a promising undertaking with long term implications and potential for all parties involved”.

For more information contact Martin Belcher at INASP or Lars Björnshauge at Lund University Libraries.

Brief information on ELIN@ can be found at: <http://pluto.lub.lu.se/about/one.html>
INASP website <http://www.inasp.info>

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UNIVERSITY OF BIRMINGHAM

INFORMATION DOWN UNDER

Information Services hosted a visit by Rhonda Langford, Physical Sciences Librarian at the University of New South Wales, Australia.

Rhonda visited the University as part of a Universitas 21 (U21) Fellowship Project. Her project focuses on creating and sustaining major research libraries for the 21st century. As part of her fellowship, Rhonda also visited Hong Kong, Nottingham, Glasgow and Edinburgh Universities.

During her visit to the University of Birmingham, Rhonda met with Michele Shoebridge, Director of Information Services for an overview of the structure and operation of Information Services at the

University; Fiona Parsons, Assistant Director of Public Services and Charlotte Jarvis, Assistant Director of Planning and Administration.

Rhonda also met with other key staff to share knowledge and best practice these included staff from various teams including Academic Liaison & Collection Development; Centre for Education Technology & Distance Learning; the Learning Development Unit; Library Services and Corporate Web Team. She also met with staff from other universities.

Michele Shoebridge said “U21 allows the University and Information Services to share knowledge and best practice, it has been very useful to meet with Rhonda and to exchange information on our two different services.”

Rhonda presented an awareness session for Information Services staff, providing a background to the University NSW, her role, an outline of her project and the Universities she has yet to visit.

INSTITUTIONAL PORTAL

Information Services is involved in implementing the first phase of an institutional portal, which will involve rolling out a student portal. We have purchased two products from SCT to assist us in this – Luminus and one of their self-service modules. The portal, via a customised desktop, will act as the primary access point to a wide range of new and existing services.

RESEARCH LIBRARIES GROUP

Information Services hosted the Consortium of University Research Libraries (CURL)/ Research Libraries Group (RLG) Technical Services Forum for the RLG on 19th April 2004. Held in the University’s Learning Centre, twenty two representatives from UK national and academic libraries, all either Heads of Technical Services or Cataloguing from members of CURL attended the forum, which is held every two years.

Karen Smith-Yoshimura and Robin Dougherty attended from RLG. Karen, who is normally based in RLG’s headquarters in California, introduced details of the new interface to their RLIN database for cataloguers, and gave a presentation on the RLG RedLightGreen project, which aims to provide an easy-to-use interface to the database for library users, especially students.

Robin Dougherty said “The University of Birmingham certainly was a wonderful site to hold the RLG forum for CURL members, and we’re grateful for all of the support given.”

Michele Shoebridge, Director of Information Services said” I am delighted that RLG chose the University of Birmingham to host the forum this year. This has given us the opportunity to demonstrate our resources and to share knowledge with colleagues within CURL and RLG”.

DIGITAL LIBRARY

The autumn term sees a new generation of our library catalogue, we will also be implementing Talis Prism. The Digital Library is a rolling programme of projects that will deliver new library services like Talis Prism, and integrate these and existing services into the web-enabled campus through the institutional Portal. The result will be flexible services available anytime anywhere.

UNIVERSITY OF GLASGOW

DAEDALUS PROJECT LAUNCH GLASGOW EPRINTS SERVICE

The DAEDALUS Project has recently held a successful public launch of the University of Glasgow ePrints service (<http://eprints.gla.ac.uk>). DAEDALUS is funded under the JISC Focus on Access to Institutional

Resources (FAIR) Programme, and is concerned with building institutional repositories for Glasgow and informing staff on issues relating to scholarly communications and open access. The ePrints service holds scholarly research material produced by members of the University, and was built using the ePrints software. Material in the service can be searched locally, and is also being harvested by OAI harvesters such as OAIster and search engines such as Yahoo and Google. Preliminary statistics reveal that the papers in the service are attracting high levels of access. The launch event was attended by academic staff from a wide range of departments, and is part of an ongoing programme of advocacy events and publications which are aimed at encouraging staff to contribute content to the service. A new leaflet advertising the service is available at <http://www.lib.gla.ac.uk/daedalus/docs/eprintsleaflet.pdf>

THE WORLD OF CHAUCER: MEDIEVAL BOOKS AND MANUSCRIPTS FROM GLASGOW UNIVERSITY LIBRARY

Currently on view at Glasgow University's Hunterian Museum, this major exhibition showcases over thirty medieval manuscripts and early printed books from the rich holdings of Glasgow University Library's Special Collections. Focusing on the works of Chaucer and his contemporaries, the medieval books on display explore the world of the late Middle Ages. As well as demonstrating the growth of literacy and literature in the Fourteenth and Fifteenth Centuries, the exhibition concentrates on the central themes of medicine, magic and monks, and leisure, law and learning. The star exhibit is Glasgow's unique fifteenth-century illuminated copy of Chaucer's courtly love poem 'The Romaunt of the Rose'. Other highlights include the only surviving manuscript copy of the bawdy French work 'Les Cent Nouvelles Nouvelles' illustrated with lively miniatures, a late copy of 'The Canterbury Tales' with fascinating scribal errors, and a fourteenth-century compilation of philosophical texts featuring outstanding full page pictures by the Master of the Taymouth Hours, lavishly illuminated with gold leaf. The exhibition has been mounted to coincide with the major international conference of the 'New Chaucer Society' being hosted by Glasgow University in July. However, it also provides a rare opportunity for the general public to view some of the most significant, unique and beautiful artefacts in our keeping, normally only available to scholars and researchers. The exhibition is on display in the Hunter Room of the Hunterian Museum until 28 August 2004; for those unable to make a visit in person, the exhibition website and on-line catalogue is available at: <http://special.lib.gla.ac.uk/exhibns/chaucer/index.html>

UNIVERSITY OF MELBOURNE

"TIPS" AT THE UNIVERSITY OF MELBOURNE - A "ONE STOP SHOP" LIBRARY/IT SERVICE

At the University of Melbourne, the Client Services department within the Information Division has embarked on a process of enabling library and IT service points to answer common queries outside their area of expertise. This is seen as another step along the road to a truly integrated Information Division, providing seamless and consistent support regardless of the nature of the query.

This project, known as TIPS (Technology and Information Points of Service) aims to assist students and staff on the spot with their common IT / library queries rather than needlessly re-directing them to other Information Division service points in different physical locations on campus.

This new integrated approach operated very successfully within the Legal Resource Centre's new high tech library in University Square in 2003. Legal Resource Centre (LRC) library staff at customer service points assisted students to use their laptops to browse the internet via our Student Plug-In Network (SPIN) and MUWIRELESS. LRC staff also provided information on setting up email and dial-in accounts.

LRC clients responded enthusiastically to these services, particularly laptop support, borrowing wireless cards over 1,600 times, and laptop cables over 2,000 times between April and December 2003. During 2004 the TIPS project is extending to library and IT service points on campus. Key project resources are

an internal website to give frontline staff easy access to key web services and internal experts, a “bookmark” style handout for clients, an awareness session for all client serving staff, and a program of coaching and customer service excellence training to support staff through the change. The TIPS project supports the vision of the Information Division, which is “that all members of the University will be able to use sophisticated information easily and well.

Nicki McLaurin Smith
Head, Legal Resource Centre
Information Division
The University of Melbourne

UNIVERSITY OF QUEENSLAND

PERSONAL DIGITAL ASSISTANT (PDA) TRIAL AT UQ CYBRARY

Innovative Strategies using new forms of information and communication technology (ICT) have been used by the UQ Cybrary to deliver an extensive range of health information to support the medical program. Whilst some information is still in print, a growing percentage of the content of books and journals is available electronically.

“In the past, when students have undertaken clinical placements outside Brisbane they have had limited access to up-to-date information and relied on small rural hospital libraries or the personal libraries of clinicians,” said University Librarian, Janine Schmidt. “While dial-up access from PCs has allowed access to ever growing amounts of medical information stored online through the UQ Cybrary website, there have been ongoing problems. However, with the mobility and flexibility provided by Personal Digital Assistants (PDAs), students have had equitable access to authoritative, reliable and accurate information at the point of need, regardless of location and time.

“PDAs are small and relatively inexpensive and can store data or facilitate access using cordless technology. Both teaching and learning resources can be delivered at the point of need and diagnostic tools “The pilot was a great success,” said Andrew Heath, Senior Liaison Librarian at Herston Medical Library, who coordinated the trial. “We had all types of medical staff, not just students, clamouring to be involved! So much so that we have extended the pilot to project phase for 2004 and are including over 90 participants located in six different rural and remote communities.”

The project is sure to be a success if pilot feedback is any indication. “The PDA saved me a lot of time – I was able to look up resources immediately”, “It helped me address diagnostic questions effectively”, and “Good experience with learning to streamline and manage my information gathering skills: I looked up more than I normally would” were just some of the student comments made during the pilot.

“PDAs are quickly becoming mandatory tools required to support the teaching, learning and clinical information needs of students in such respected medical schools as Harvard and UCLA,” continued Andrew. “For example, UCLA has two primary reasons for requiring students have a PDA: ‘to enable ‘point of contact’ access to information resources; and to prepare students for practising medicine in the 21st century.’”

Some services that can be made available on PDAs include:

- Clinical information products such as drug information, textbooks, Clinical Guidelines and medical calculators
- Timetables and lecture schedules
- Lecture notes
- Study materials, class notes and readings
- Hospital case log notes and learning portfolios.

For more information about this project, please contact Andrew Heath at Herston Medical Library, Brisbane, at: a.heath@library.uq.edu.au.

UNIVERSITAS 21 GLOBAL

PUBLIC AFFAIRS IRELAND ANNOUNCES NEW E-MBA PROGRAMME IN PARTNERSHIP WITH UNIVERSITAS 21 GLOBAL

First internationally focused e-MBA programme

Public Affairs Ireland is proud to announce a highly significant partnership agreement with Universitas 21 Global. The latter is an alliance of 16 of the world's top universities together with Thomson Learning, and offers an e-MBA course which is backed by all 16 of the constituent universities in the alliance. The partnership agreement with Public Affairs Ireland will enable their e-MBA programme to be offered in Ireland. This is an exciting new development and complements very well the existing activities of Public Affairs Ireland, which produces the influential Public Affairs Ireland monthly journal, the weekly electronic Public Affairs Ireland Update and many public interest conference and seminar offerings.

The new e-MBA programme is now open for enrolment. Individual modules begin at designated dates throughout the year and "class" sizes are kept to about 20 students. The course is flexible and adaptable and offers many advantages over traditional "bricks and mortar" university courses. Public Affairs Ireland will organise face-to-face information and orientation sessions for applicants.

Decentralisation is likely to heighten the need for e-learning courses in the public sector. This course will enable managers to decentralise without losing out on the opportunity for career advancement, which an MBA typically offers.

The e-MBA course offers a large selection of modules. It can be partially tailored to the choice of the individual student. While there are 10 core subjects, there are another seven electives, which enable selection of relevant modules. For example, for public sector students, courses such as Strategic Management, Performance Management, Human Resource Management, Project Management, Finance, Financial Reporting, Organisational Behaviour, Data Analysis for Managers, etc, are available which fit very well with the Strategic Management/Public Service Modernisation programme. The final section of the course is a research project, which could relate to one's area of work.

Broadly, it matters little in which area of the public or private sectors one works, a full appreciation of managing organisations is an essential requirement for any individuals who wish to advance their managerial careers. It happens that decentralisation may make this an attractive option for persons in the public sector, but this course will ideally suit persons in any sector considering an MBA option. Now one can combine work and family commitments with an attractive option to pursue further third-level education at one's own pace, in one's own time and in one's own home, regardless of where the nearest third-level college is located.

This is the first MBA programme in Ireland, which cuts across all traditional barriers of time and space.

Public Affairs Ireland website at www.publicaffairsireland.com or contact Public Affairs Ireland (Emer Liston at 01 2845300).

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