



Major projects informed by this information include:

- 2003 Purpose-built Information Common (Auchmuty Library)
- 2008 Information Common (Ourimbah Library)
- 2007/08 Redesign of the Auchmuty Library foyer
- 2008 Extension to the City Precinct Library and Information Common
- 2009 Refurbishment of the Flowers Reading room following roof damage (Auchmuty Library)

Planned for 2010/2011

- Huxley Information Common
- Ourimbah Library Extension

The success of our strategy has been reflected in increased usage statistics including door counts and loans statistics following the re-designs of significant areas of the library. This is combined with anecdotal evidence of satisfaction and improved ratings in the Insync and other surveys.

The University of Newcastle Library scores in the top 25% when benchmarked against the forty other Australian and New Zealand university libraries who recently participated in the Insync survey. The library also scored well against the IRUA library group with Newcastle ranked in second place for overall client satisfaction ratings and library service quality.

Much of the information in the surveys confirms knowledge gathered both anecdotally and in more formal ways such as student focus groups, post-implementation surveys of the Auchmuty Information Common and the Ourimbah Information Common, the Combined Student Questionnaire, and our online feedback tool (ASAP).

Results from the surveys show that even though the way students use space may have changed over time, the things students value in a library have remained consistent throughout the last decade:

#### What clients believe is important:

- library staff are friendly and helpful, treat clients fairly, and without discrimination;
- opening hours meet clients' needs;
- easy access to electronic and course-related resources;
- access to computers, printers, and photocopying facilities is adequate.

#### How the university is performing

While the university scores highly in the first two areas, (indeed UoN has the largest spread of hours of all CAUL libraries and three of our sites offer a 24/7 service), our lowest performing areas all relate to adequacy of infrastructure and facilities including:

- adequate access to computers to support study and research needs,
- the provision of facilities (including power outlets) for wireless access and personal laptops,
- adequate individual (quiet study) seating and facilities for group study.

#### How have these results informed our planning?

Our most recent refurbishment of the Flowers Reading Room in the Auchmuty Library – begun initially in response to the challenge of fixing a leaking roof – is an example of the way we've used the survey results to deliver what students need.

We've increased the number of computers in this area from 4 to 42, as well as providing 6 additional group study rooms, individual and collaborative learning areas, and dedicated postgraduate study facilities.

Formal group study rooms are set up with flat screens and presentation technology, while strategically placed lounges offer informal collaborative study areas.

Every individual and collaborative study space has access to power and data outlets – including lounges. The collection is situated to provide protection and noise reduction for individual study places along one exterior wall. Wireless connectivity is also available throughout the library.

Best of all, the inclusion of big picture windows create a light, inviting atmosphere that makes the room a great place to read, relax, and study.

An important driving strategy throughout the refurbishment has been the need to offer a mix of different spaces – recognising that students' needs will vary at different times, requiring different facilities and resources. Throughout the day students want to be able to move easily between formal and informal group study areas and from individual desk-style seating to comfortable reading chairs.

Careful analysis of the survey results including raw score data and free text comments has provided the confidence to design new spaces and refurbish existing ones, secure in the knowledge that we are doing what our clients want. It also provides tangible benchmarks and data to help communicate our vision for improving library infrastructure to university senior management. Survey data has also provided useful briefing points for discussions with architects and designers. But there is still a long way to go.

#### Future plans

We'd like to be able to extend a similar provision of amenity throughout our libraries. Plans and funding are in place for 2009/2010 to create an Information Common in the Huxley Library and to extend the Ourimbah Library. Each of these spaces is being designed with the needs and requirements of students firmly in mind. An additional reading room will also be refurbished as a Learning Lounge in the Auchmuty Library.

The library will continue to lobby for funding for a major furniture and infrastructure upgrade project to replace 1960s style study desks and carrels throughout our libraries. Current submissions also include a proposal for a major extension to the Auchmuty Library which, together with what we've already achieved, will help ensure that we continue to provide the facilities, collections, and services that are highly valued by our clients well into the future.

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## Edith Cowan University Libraries

With our new library building at Joondalup and recent major refurbishments of our libraries at Mt Lawley and Bunbury, students on all ECU campuses have access to fresh and innovative library facilities. Our award-winning library at Joondalup set the standard and all three libraries now offer bright welcoming entrances, warm and inviting colour schemes, variety of seating including group study and individual spaces, wireless and wired computer facilities, and accessible technologies rooms for equity students. The libraries provide social spaces as well as learning spaces. At Joondalup and Bunbury, an e-Lab providing 24-hour, 7-day-a-week open hours is available and a similar facility is planned for Mt Lawley in the near future. ECU Library recently received an Australian Learning and Teaching Council award. Part of this award

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was based on the collaborative work we did with the university architects and other sections of the university in providing and improving learning spaces in the library and strengthening the library's role in teaching, learning, and research.

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## Bunbury

Bunbury, located south of Perth, is the smallest ECU campus with a population of around 1000 equivalent full time students, a number which is expected to grow significantly in the next few years. The overall intention of the refurbishment was to draw more students into the library by providing a variety of study spaces, especially group study spaces, a 24/7 computer lab, warm and inviting colours, a new service desk, and staff work areas. In addition library and IT staff were to be co-located providing students and staff with a central service point for these essential services. After many consultations with the architect, the final plans were drawn up in January 2008 with the refurbishment completed in early 2009.



One of the positive off-shoots of the refurbishment has been the weeding of parts of the collection and the purchasing of new items. Combining the IT Department and the library has been greeted with positive feedback from clients and staff and both library and IT staff are to be complimented on the manner in which they have

embraced this union. The new staff work-room is a wonderful work environment and complements the rest of the library.

During the refurbishment we provided full library services and I must commend the library staff for providing excellent service and a positive study environment during the many months of dust, cramped conditions, loan's desk space reduction, and lack of networks. We are extremely proud of the new look ECU Bunbury Library and all it has to offer the clients and the success of the refurbishment is shown by the increased number of students using the library and their positive feedback.

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## Mt Lawley

Mt Lawley campus has around 8000 equivalent full time students including those enrolled in the WA Academy of Performing Arts. The old library was not very welcoming with users confronted at the main entrance by a steep staircase to access the library on level 2 of the building. The collections were housed on shelving situated too close together and the colour scheme was bland with most seating in carrels. Computers were stuck in aisles and staff work areas were cramped and exposed.

Refurbishment began at the end of 2007 with major demolition and was completed at the end of 2008. The ground floor entry is now light, bright, and welcoming and includes a well-designed and efficient service desk, an art display area, and the bookshop. Level 2 is an attractive, welcoming, and vibrant library space which has become a meeting space for students. This level includes our extensive music and film/video collection and a lounge area. Levels 3 and 4 house the rest of the collection, and provide space for group discussions and quiet study. We thought relocation of the entire collection an impossible task but some clever work by removalists and the project coordinator resulted in the entire collection being relocated, new carpet installed, wider passages between shelves provided, and generally improved access to the collections.

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All in all it was a very interesting journey for our staff who must be acknowledged for their dedication and the continuous delivery of quality library services despite the inconveniences from the noise, dust, and smell from the heavy renovation works for the whole of 2008. We are proud to have a library that meets the needs of our 21st century clients.



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## Joondalup

Joondalup Campus is home to a population of around 7500 equivalent full time students. This campus is intended to be the main growth campus for ECU with a population eventually reaching 10 000.

Now two years old the Joondalup Library has proven popular with students and staff. This award-winning building, completed at the end of 2006, was based on the concept that the entire building would be a learning commons as well as a gathering place for students. On level 2 students have access to a student computing facility (e-lab), bookshop, and cafe. Library client enquiry points are located on this level (along with a small reserve collection/study area) as well as on Level 1 (Reference Assistance). The library print collection of approx 200 000 items is housed on Level 1 and Level 3.

Facilities include 11 group discussion and study rooms, 2 meeting rooms, a 25-seat training lab for library instruction, and 30-seat seminar room for presentations. In addition to the 150 computers in the e-lab, there are a further 105 computers within library collection areas along with printers, copying, and scanning facilities. A large outdoor courtyard seating area where students can study while enjoying the WA sunshine adds to the overall seating of 800 places in the building. The fourth level of the building houses the ECU Library's Collection and Access unit; Information Technology Services Centre staff and Student Services Centre administration, along with a boardroom and meeting rooms.



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## New models of service delivery @ University of Canberra Library

2009 has proved an exciting time for the University of Canberra Library, with increased student numbers, both local and international, greater uptake of online courses, and the reinstatement of library studies at the university. The delivery of the Master of Information Studies in Library Management (online) at UC is cause for celebration as recognition that our profession is thriving and surviving in our rapidly changing world.

An innovative program to support international students and new undergraduates was developed by the University's Academic Skills Program in conjunction with the library, and had its first run in