



NEWS

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Virtual Library — Opening in your Neighbourhood Soon

THE VIRTUAL library is getting closer.

Pundits have been saying for a few years now that the book, as we know it, is dead, that the Internet is the public library of tomorrow, and that librarians are going to morph soon into 'cybrarians'.

The reality is a little less dramatic, and this issue of *Library News* is dedicated to the topic of the digital library.

As a comparison, only a decade or so ago everyone was predicting the demise of the movie theatre, as the home video soared in popularity. A Friday night visit to a mega cinema complex, as well as to the local video shop, shows that movies are still popular, both in the cinema and on home video!

The same is true for information. Rather than drive people away from libraries, the Internet has in many ways served as a 'wake-up' call to the value of information. Thanks to the Internet, people are now more alert to the wide scope of information sources that are available and are developing an understanding of the information literacy skills that one needs to be able to find and use information. The librarian is increasing in importance as someone who has the essential

skills to acquire, organise, find and use information.

Libraries are embracing technology as a process, and exploiting those digitised attributes that enable information to be stored and retrieved more competently.

We are seeing an integration of print and virtual environments in libraries today. Some in fact say that the present stage of development is not so much the 'Virtual' as the 'Hybrid' library. Indeed, Libraries such as ours are in the fortunate position

to combine the best of this hybrid form to serve the needs of the University community.

The following pages discuss the many ways the University Library is embracing electronic information for the delivery of a superior service both to the University and the broader South Australian community.

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This special issue of *Library News* concentrates on the Library's utilisation of electronic information sources to enhance its services.

It was edited by Ray Choate, University Librarian and Stephen Cramond, Electronic Information Resources Librarian, with the assistance of Judith Lloyd, Reference Services Librarian, Research Librarians Jane Wannan and Alan Keig, and Jan Gaebler, who is an Information Management Specialist

The Library's website

TECHNOLOGY makes it possible for librarians to develop collections of material and make 'personal deliveries' of information to your office, home or laptop.

The Internet allows access to an immense variety of information that is available throughout the world. At the same time, it demonstrates the frustration of sorting through masses of information, if one does not have the skills and expertise to search and retrieve precise information.

The digital environment means librarians can now provide a valuable service when the glut of information — across print, electronic and multi-media formats — is increasing at an exponential rate throughout the world.

Libraries are using the Web to make their collections easier to use and navigate. 'We're constantly exploring and then developing different ways of access,' says Bibliographic Services Librarian Patricia Scott. 'Our goal is to make it easier for people to get from their keyboard to the actual resource.'

The Library's website gives the user an easy to follow and informative overview of the Library

facilities and services. The welcome page provides an easy approach to catalogues, guides, electronic resources, services and details of new materials. Articles in this issue of *Library News* describe in more detail specific developments in the Catalogue, in Subject Guides and in Services.

Mention needs to be made, however, of an important new (now 'under construction') feature of the website — the 'Electronic Resources Collection [ERC]'. This is a browseable, searchable database of all electronic resources — e-journals, e-books and databases — that are available to the University community. Spun off from the Catalogue, the ERC has been designed to provide for the growing demand for quick and comprehensive access to e-resources available from the desktop. Once it is fully developed, the ERC will combine the comprehensive coverage of the Catalogue with the required focus on electronic delivery. It is searchable both by title and (though still at an early stage of development) by resource type and by broad subject coverage.

The Library's website is at:

<http://www.library.adelaide.edu.au>

The Library's Electronic Resource Collection is at:

<http://www.library.adelaide.edu.au/erc/>

'WebPAC' redefines traditional library catalogue

THE INTERNET has become the essential enabling technology for libraries, and so it comes as no surprise that the catalogue at the University Library has been adapted by creating a Web interface to the catalogue, called WebPAC.

WebPAC allows for direct links to electronic resources, whereas in the past one might have used a catalogue only to discover useful resources and then made a note of their location within the collection.

The Library is adding records for new electronic publications as part of its processing of material, with the objective that the catalogue will become a single database of

records describing the books, print journals and microfiche physically held by the Library, as well as records of over 2 000 electronic journals, databases and other selected Web resources with direct links to the full-text of the electronically stored information.

Additionally, authorised users will eventually be able to use the catalogue directly to initiate interlibrary loans and intercampus loans via specially designed Web forms, a service that is already available from the Document Delivery page.

'It is feasible that future developments will activate smart technologies, such as suggesting alternative sources of information, and the

grouping of search results to indicate popular choices for particular sets of information,' said Stephen Cramond, Electronic Information Resources Librarian. 'In the short term, Library users can expect to see the introduction of 'broadcast searching', or the ability to search across the catalogues of all three SA University

libraries at the same time.'

WebPAC is accessible to all users, although extra functions such as using licensed information and requesting document delivery are restricted to University of Adelaide members.

Discover WebPAC the next time you visit the Library, or on the Web, at:

<http://www.library.adelaide.edu.au/catalogs/webpac.html>

Document Delivery Web page:

<http://www.library.adelaide.edu.au/uai/serv/docdel.html>

Links to e-journals, links to articles...

THE WEB browser interface now provides the Library user with a 'seamless' continuity between local holdings and electronic links.

'When the full text of an article comes up on a Catalogue Plus! terminal, the user doesn't really care whether we own that article in our collection, or whether we are accessing it off site,' says Electronic Information Resources Librarian, Stephen Cramond. 'They are not interested where the information comes from, so long as the information is provided as requested.'

A lot of work has been conducted behind the scenes and with software suppliers to ensure an efficient system that meets the service needs of the Library and of users. The result is that direct links to electronic journals can be activated not only from the Catalogue and the Electronic Resource Collection (ERC), but also from journal index databases such as Medline and Sociological Abstracts.

This can happen in two ways: firstly, through links from the article references in the databases back to the Catalogue to show which journals are held in the Library. Links such as these can show either the call number of the print copy in the Library and/or a live hyperlink to the journal home page on the

Web (provided that an electronic version of the journal is available and has been entered in the Library Catalogue).

Secondly, and more intimately still, links can be provided from the journal article reference direct to the article at the publisher site. This is more complex to create, involving a three-way arrangement between the Library, the database vendor, and the publisher of the journal. Inevitably, this extra complexity means that we can provide such article-level links for only a minority of references.

However, the number is increasing rapidly and includes titles from such publishers as Blackwell Science, Project MUSE and Elsevier, as well as

multi-publisher services such as SwetsNet and ingenta.

'Whereas in the past, the process might have been to locate the citation, then ascertain if there were local holdings, and if not, then find the text off site, we have now made smart use of technology to combine all these actions in a seamless interface for the user.' Stephen says

Developments such as these fit well with the Library's strategy of moving as rapidly as possible towards the electronic delivery of journals.

The Library's Electronic Resource Collection is at:

<http://www.library.adelaide.edu.au/erc/>

Subject gateways to Internet resources

Research Librarians use Web to advantage

ONE of the challenging characteristics of the Internet is that there are no real publishing controls — anyone can publish what they like, regardless of intellectual rigour. It is here that the skills of the professional librarian come to the fore in being able to evaluate and validate information sources.

In the early 1990s libraries began developing websites according to their key subject strengths — for example, art libraries throughout the country started up Web pages for art, business schools developed pages dealing with management, and so on. These were little more than subject bibliographies or guides to resources freely available elsewhere on the Web, transcribed to the computer screen.

The Library's Subject Guides have evolved over six years to become useful resources across a range of disciplines. The pages are customised to the University of Adelaide course curricula, with embedded links to sites throughout the world, and consistently prove to be relevant and useful resources for staff and students. The Research and Branch Librarians who maintain the pages take an integrative approach, describing and linking to print resources in the Library, as well as to

Web-based resources.

'Our statistics show a very high hit rate, with the French site, for example, receiving more than 3 000 hits, chemistry and nursing receiving about 1 000 hits each, and 17 other Subject Guides with more than 200 hits, during a 56-day period,' said Research Services Librarian, Margaret Emery.

Research Librarians take a proactive approach to developing the pages and keeping them up to date, and building the Library's virtual collection.

'They are actively searching for new quality resources to include on the pages, so that in a real sense the Subject Guides are living documents, constantly changing,' Margaret said. 'We strive to build on the functionality of existing Web resources, rather than reinvent the wheel, repeating information that is already accessible. For example, the Mental Health pages have links with embedded searches on discrete topics, such as Aboriginal Mental Health and Alzheimer's Disease. These take Library users directly to a list of continuously updated journal references in the authoritative Medline database in the US.'

Visit the Subject Guides at:

<http://www.library.adelaide.edu.au/guides/>

The Mental Health Journals Contents pages are at:

<http://www.library.adelaide.edu.au/guide/med/menthealth/mentjnl.html>

A cooperative 'Subject Gateway' to quality-assured agricultural information

WHAT happens when the amount of information generated on the Web outruns the capacity of a single institutional library to usefully select from, and describe it? The Web has opened up an apparently endless horizon of possibilities for libraries to develop cooperatively accessible resources.

The problem was recognized early in the UK where national funding provided for the creation of a series of high-quality subject-specific services. They were built on the premise that the most productive way in which

the explosive growth of information on the Web could be tamed was through the cooperative efforts of many institutions to create databases of carefully selected, academically credible and useful resources.

AGRIGATE was one of the first Australian Internet gateways to quality-assured resources, based on the UK model. Specialising in agriculture, it is an excellent example of the cooperation and shared funding that can now be achieved in a digital environment.

Organisations can now willingly share their expertise and combine funding because the resultant 'collection' can be available to all participants in the digital environment. It means more expertise, more money and greater quality assurance towards a single gateway to resources accessible to all, rather than duplicated guides to resources maintained by individual libraries.

AGRIGATE is the result of a partnership between University of Adelaide, Melbourne and Queensland libraries and CSIRO. Although aimed at Australian researchers, its usefulness extends to researchers, practitioners and students throughout the world.

The free Web-based agriculture information gateway allows users to find information by browsing a list of categories, by searching an index of subject headings, or through a free-text search facility.

Visit the AGRIGATE website at:

<http://www.agrigate.edu.au/>

AGRIGATE was made possible through the cooperation of the partner organizations, all of which have strong holdings of agricultural literature, and two successive grants from the Australian Research Council (ARC) in 1998 and 1999.

As a subject-based information gateway, AGRIGATE's purpose is to support the identification and dissemination of high quality research materials. An editorial review process of specialist librarians and agricultural researchers selects resources. As well, selected resources are reviewed at regular intervals to ensure their ongoing quality and currency.

The process is labour intensive, but is worthwhile because it results in a quality-assured database. The partnership of shared collection building and funding responsibilities has resulted in a quality digital resource that would not have been achievable in a 'bricks and mortar' environment.

Global cooperation to face a global challenge

THE LIBRARY Subject Guides operate successfully because they are tailored precisely to University of Adelaide needs, and avoid unnecessary duplication. Cooperative subject gateways like AGRIGATE work by using the subject expertise, at national or regional level, of librarians and faculty.

Arguably, however, the information overload problem exemplified by the Web is a global phenomenon that defies local or regional responses. Gateways like AGRIGATE can, of course, cooperate with similar initiatives overseas. However, libraries are also seeking to leverage their existing international networks to come up with a useful response to the problem.

Specifically, and this is a development the Library may be participating in over the coming weeks and months, there is CORC, the Cooperative Online Resource Catalog. This is an initiative of OCLC, a long-time provider of cooperatively produced catalogue records in the print-based world. CORC has the potential

to be the most significant library development of the new century, creating a credible and authoritative catalogue of the Web for academic resources, in a way that the general search engines and directories — like Alta Vista and Yahoo — cannot hope to match.

Unlike either the Library Subject Guides — based purely on the University Library — or AGRIGATE, which involves cooperation across five institutions within Australia, CORC relies on the cooperation and division of labour on a global scale, and across hundreds of libraries in the selection and description of Web-based information resources. CORC is designed to provide a framework for libraries to catalogue the large amount of digital material becoming available on the World Wide Web, and make this available to their library's users. This will mean that users will be able to retrieve precise and relevant information from the Web, confident that the resources they find have been carefully reviewed and selected by librarians and subject experts.

More information about CORC is available at:

<http://www.oclc.org/oclc/promo/10520corc/>

The Information Commons

A TWO-YEAR project to maximise the access and retrieval options throughout the University's massive collection of information resources is starting to pay dividends.

Up until this decade, print and near print (such as microforms) have been the principle means of storing information in libraries, but this is now giving way to electronic storage and Internet access. Despite popular misconceptions, however, electronic information is only partially replacing print and other traditional formats.

University Librarian, Ray Choate, was impressed by an American academic concept of developing 'Information Commons' whereby users within the Library can find print and electronic information through a common approach, instead of separate pathways to this information according to its format.

Ray established a working party to consider whether the concept could be adapted to the University Library. After widespread investigation and consultation with staff, faculty and students, the Library has developed what is now a network of 'one stop shop' workstations for the Library's collections and facilities.

'Just because this information is stored differently as a result of its physical formats and the requirements for using it, does not mean that it cannot be organised and accessed within the Library by a common platform,' says Margaret Emery, Research Services Librarian, and a member of the working party.

'The major issues we faced were ensuring that students had the facilities they needed, while at the same time the public were not provided with information that contravened our licensing agreements as an educational institution; and that there was plentiful access to WebPAC, the Library catalogue.'

It was decided to provide numbers of PC workstations that could give the full complement of services and applications, and also PCs that were

designated Library Catalogue only, to ensure students don't have to compete for the WebPAC on computers that are being used by other students for lengthy research or project work.

Coincidentally, a looming Y2K problem in 1999 with the existing dumb terminals accelerated the Library's plans to replace the terminals with PCs, with an additional 28 PCs being purchased.

Investigations indicated there were three main categories of usage for the workstations

- catalogue use
- licensed information, the University's Intranet, and the World Wide Web
- e-mail, word processing, and office software applications

A bank of Library Catalogue PCs, notable by their blue screens, was established throughout the Library to provide easy searches for members of the public and other users looking for material in the collection. They can also reach the Library's website but not Web resources such as databases and e-journals.

In addition, 30 PCs are provided for student usage, giving access to e-mail, and Web resources, and providing

Microsoft Office application software for word processing, spreadsheet and presentation facilities. These PCs, which are all networked to printer facilities, require student ID authentication for use.

...users within the Library can find print and electronic information through a common approach...



Catalogue Plus! PCs, with yellow screens, provide access to the catalogue, including all unrestricted Web resources and direct links to subscription databases and e-journals, and also to library skills tutorials. Authentication is required for these PCs and usage must comply with the licensing requirements of the resource.

'On the surface this has been a sizeable capital investment for the Library,' Ray Choate says. 'But it is bringing us tangible dividends in terms of ensuring Library staff, students and faculty have the facilities and resources they need — when they need them.'

'We are also bridging the gap between content and process and redefining what we mean when we say Library collection. Technology is the process that enables us to defy the 'four walls' concept of libraries and unite the information resources of all our campuses, and beyond, through a common retrieval platform.'

If you visit any of the University's libraries, you will be able to use one of the 100+ terminals for electronic information.

The University Library wishes to acknowledge the generous contribution of Unibooks to the purchase of equipment for the Information Commons.

The Library's website — a wealth of information just a click away



Click on News for:

- News about Library services and resources
 - New books
 - This week's journals
 - New electronic resources
 - Recently changed pages on the Library's Web site
- or join NEWS, the Library's email subscription list, to receive the information by e-mail.

Library tutorials now Web-based

USING the World Wide Web for instruction is gaining in popularity throughout the world, as educators and trainers realise its potential as a teaching tool. The Library has followed this trend and, two years ago, initiated a pilot project to transfer its printed *Library Skills Workbooks* for incoming students, to an electronic environment.

The Science Library workbook was selected for the initial trial and the 1999 intake of 440 science students had a leading digital edge start to library skills development. Based on the favourable response to the initiative, it is being progressively expanded across arts, health sciences, and economics students.

Research Services Librarian, Margaret Emery, noted that the Web-based tutorials had many advantages over the printed self-paced workbooks. 'The Web version gives the student immediate feedback on answers and provides the ability to view overall results progressively, whereas the print version had to be submitted for marking and returned at a later date,' Margaret said. 'The Web version is also more flexible, giving students positive reinforcement as they work through it, and letting them set a pace that suits their

Library search and retrieval skills are integral to student success, across any discipline ...

student feedback provide an added quality dimension that enable us to spot any trouble areas and revise the tutorial

individual ability to complete the tutorial.'

Students still need to come into the Library and use Library materials to answer various portions of the tutorial, but most sections can be completed by the Internet-connected student from home. Students can do the tutorial in several sessions as it suits them.

The WebCT software used for the program allows for students to make comments online, and it provides useful statistical summaries of student answers.

'There may be poorly understood concepts that we need to explain better, or we may be placing too much emphasis on areas that are already well understood. The statistics and student feedback provide an added quality dimension that enable us to spot any trouble areas and revise the tutorial accordingly,' Margaret said.

'Library search and retrieval skills are integral to student success, across any discipline,' Margaret added. 'Our next step will be to move towards a more collaborative venture with academic staff to better integrate library skills with specific subject content, so that it can be customised with more relevant examples relating to the various disciplines.'

'We are also mindful of the computer literacy issues we face with mature age students, who may not yet be as comfortable with new technology. Although this is a temporary, transitional problem, we nevertheless will ensure that these students receive the support they need.'

The online tutorials are proving to be a win/win for Library staff and students. They save administrative time in terms of marking and recording results and the students clearly prefer the flexibility of the digital version.

Margaret has also developed an online tutorial for the use of EndNote, to help staff and students develop an understanding of this key personal bibliographic management software.



Visit the Library Tutorial pages at:-

<http://www.library.adelaide.edu.au/guide/tutorials.html>

The EndNote tutorial is at:

<http://www.library.adelaide.edu.au/gen/bibsoft/endtutinstr.html>

Digital drivers need licences, too!

THE TERM 'information highway' for travelling the Internet contributes to an appropriate metaphor to describe the traffic problems that come with digital users. Just as road travel needs stop signs, licensed drivers, and perhaps an overpass, toll gate, or bridge — the digital highway also raises all sorts of process and authentication issues.

For example, it is critical that the Library conforms with licensing agreements relating to electronic information and ensures that only authorised users have access to intellectual content owned by someone else. 'Authentication' — some proof that the potential user is indeed authorised to use the information — is therefore required. This authentication can be a request for barcodes and associated security PINs for staff and students to sit down and use a Catalogue Plus PC inside the Library, or proof of authorisation for a particular database or e-journal.

'Seamless access requires authentication mechanisms in order to merge external use with our systems for transparent access by the user,' says Stephen Cramond. Indeed, most of the time, at least for people in the Library or in their office on campus, use is 'seamless'. This is because most publishers are happy to use IP address recognition to authenticate users. In other words, if you make a request for information from the site of publisher X, and your PC is recognized as having an IP number within the range of numbers used by the University, you will be allowed access without challenge.

'The lack of seamlessness— indeed the tearing of the sometimes poorly-stitched digital fabric — is most obvious when we consider the problems people have when they are dialling in from home', says Stephen. 'Here we have a situation where a large number of authorised University staff and students are dialling in to the Internet via commercial Internet Service providers [ISPs], which are outside the University IP address range. Unless we can provide users with an alternative to IP address recognition — such as userid and password — they are not going to be able to use resources for which they are in fact authorised.'

So acute is this issue for Library users, that it was taken up at national level in 1999 by the Australian University Librarians and IT Directors. Their report concluded that there was no easy national solution yet available.

In the meantime, the Library has deployed a 'proxy server' which will allow authorised University members to dial in to the Internet via their ISP of choice and, where the ISP makes it possible, specify the use of the Library proxy to mediate their interaction with the Web. In doing this, users can appear to the e-journal or database publishers who require it, to be within the University IP range, and can therefore access electronic material as if they were in their University office or lab, or in the Library.

The Library proxy server may not meet everyone's needs, since it depends on users being confident enough to make changes to browser settings, and on ISPs allowing such changes to be made. We expect that, in time, the need for it will be overtaken by other developments. However, at the moment, it is one viable means by which many Library users can seamlessly access licensed Web resources from home.



Find out more about using the Library proxy server at:

<http://www.library.adelaide.edu.au/proxy/>

Holding a mirror to the classics

ONE of the milestones of Internet history is Project Gutenberg, established in 1971 with the aim of transcribing printed texts in the public domain — anything from Homer to J.S.Mill — into electronic format. Michael Hart, who conceived the project, worked on the premise that anything that can be entered into a computer can be reproduced indefinitely.

Volunteers have, for years, scanned or keyed in the texts so that the general public has easy access to read, cite, and search classic out-of-copyright works.

Given the American inspiration for Project Gutenberg, and the abundance of American voluntary labour supporting it, the titles available are inevitably U.S.-centric, but still include much valuable historical and political content.

In Australia, the University of Adelaide Library provides a mirror archive for Project Gutenberg. Steve Thomas, Senior Systems Analyst, says that 'as well as providing the mirror, I have also built an enhanced search interface, so users can search for texts by keyword. We've also added catalogue records in our WebPAC for each of the Gutenberg titles. This has proved particularly useful because many of the Gutenberg titles are ones that we have relegated to our Library Store. Users now have the option of immediately searching the e-text, rather than requesting the printed text from the store and waiting 24 hours to access the volume,' Steve says.

Additionally, the Library has created its own pilot collection of electronic texts, to demonstrate online delivery of this material, by creating classic works that are readable from the computer screen. While the Gutenberg project uses plain text format, Steve has opted for HTML to enhance the readability of the collection. Since the texts are already being delivered from the Library's Web server, users accessing the site would already have

the necessary software to view them. An unexpected but added advantage is that readers can alter the font size, thus enabling a larger typeface for those who may require it.

The E-Text pilot and the Gutenberg mirror are already attracting 2 000 visits a day and so, clearly, there is scope to further develop this form of information access.

The Library was also the first in Australia to provide a mirror to the Los Alamos National Laboratory archive of physics and mathematical research. The mirror was a cooperative venture between the US National Science Federation and the University of Adelaide's National Institute for Theoretical Physics, Department of Physics and Mathematical Physics, and the Library. The mirror provides valuable access to scholarly research that has yet to be published in print format. Since much of this research originates overseas, the mirror provides a valuable and cost-effective opportunity for Australian researchers to stay ahead of the scholarly publishing in their fields. Abstracts of forthcoming work are provided, as well as a range of search options and the ability to create subject and author bibliographies.

The University of Adelaide Library intends eventually to digitise selected works from its own collection. The main constraints to building e-text collections continue to be copyright law, currently under review in Federal Parliament, and the availability of source texts.

Already the Library has experimented with digitising some Special Collections materials with very successful results. As well as proving to be a useful and helpful guide to the collections, it has some full text content available which gives an indication of future scope for this project.

Further information about online books and electronic texts at our Library is at:

<http://www.library.adelaide.edu.au/~stthomas/ebooks/colls.html>

Digitizing from Special Collections can be viewed at:

<http://www.library.adelaide.edu.au/digitised/federation/index.html>

Visit the Project Gutenberg Mirror at:

<http://www.library.adelaide.edu.au/etext/pg/>

Visit the Los Alamos E-print Mirror at:

<http://xxx.adelaide.edu.au>

Are you being served? services available to the wider S.A. community

THE ADVENT of electronic resources, and the Internet, has expanded the service capabilities of the University of Adelaide Library. In addition to our core client groups of students and faculty, we can now expand services to other areas of the community.

Our service agreement with the SA government to provide services for mental health staff is a good example. We have a strong mental health collection and specialist professional staff knowledgeable across mental health, nursing and related topics. Our service agreement has resulted in the opportunity to develop and expand the range of print and electronic resources available to both parties, to the mutual benefit of our University community, and the government sector staff working in mental health areas across the State.

Such an agreement becomes easy to manage in a digital environment, where staff across Government areas can use the Library from their desktop, and communicate via e-mail. With the increasing availability of books and journals in electronic format, problems of distance can be all but overcome with access to the Internet.

Research Librarian Maureen Bell has developed user-friendly starter packs that will set even the most reluctant Library Web users confidently on their way to online use of the Library catalogue, databases, and electronic resources. It includes a diskette, designed for the complete novice, which introduces new users to the Library's electronic resources.

Web pages for subject information relevant to nursing, mental health, psychology, and public health are valuable sources of further information. The mental health page, which had over 23 000 hits in 1999, has been specifically designed with the remote user in mind, and access is given to the full text of articles, reports, books, legislation, and consumer information. PubMed subject bibliographies, which allow easy access to current information,

are automatically updated as new data are loaded into the Medline database. There are also links to journal publishers' sites, and contents and abstracts on Medline. For those who want to perform their own searches, there is a wide range of appropriate databases — all accessible electronically.

As part of the service agreement, mental health staff have access to most of the Library member privileges, and can request reference and research enquiries by telephone, fax, e-mail or site visits. Document delivery staff provide rapid turnaround of requests for both journal articles and books, which are delivered by courier, post, or fax to units throughout the state.

Library orientation tours are provided to interested groups. Database and Internet training sessions are available within the Library, or off site at individual work units.

The service agreement has provision for an advisory committee of representatives from the SA Mental Health Service to meet regularly with the University to monitor the services provided and to keep up to date with new initiatives. The Research Librarian for Mental Health provides an annual report to both the University Librarian and to the Director of the SA Mental Health Unit.

University Librarian, Ray Choate, said the Library has also developed similar service agreements with Primary Industries and Resources South Australia (PIRSA) and SA Research and Development Institute (SARDI), and is prepared to explore the potential for service agreements should they be complementary to the Library's collecting scope and service parameters.

'We have one of the finest collections in the southern hemisphere,' Ray said. 'Service agreements are useful when they are to the clear advantage of both parties, and offer the opportunity to achieve more with limited financial resources without sacrificing service quality.'

...problems of distance can be all but overcome with access to the Internet...

Visit the Mental Health website at:

<http://library.adelaide.edu.au/guide/med/menthealth/>

The PIRSA and SARDI websites are at:-

<http://library.adelaide.edu.au/ual/waite/pirsa.html>

Electronic 'paperwork' saves time and trees

E-MAIL is changing communication processes and streamlining administrative tasks across a range of Library functions, which in turn have positive results for Library users. Lending Services Librarian, Robina Weir, highlights an example with the way Reserve lists are now prepared.

'At the end of each year we used to have a huge printed list of items on Reserve and it was necessary to print multiple copies of the lists and send them to all the faculty and then follow up with phone calls to find out what needed to stay on the list and what could be returned to general use within the collection,' Robina said. 'Now it is all done by e-mail, and in half the time it used to take us. Faculty are sent the lists by e-mail with an online response form that is easy to complete and encourages a quick response.'

'The e-mail process is all streamlined and the academics appreciate the timesaving aspects of just filling in the online form, compared to the old printed lists which were really quite cumbersome.'

The result is that many now respond as soon as they get the e-mail, whereas in the old days we would be chasing the printed lists for weeks with repeat phone calls and visits.'

'We also save a few trees, since we don't need to print the lists any longer, and the revisions required for the Reserve Collection can be sent by e-mail directly to the relevant administrative areas of the Library. Titles can then be added, retained on Reserve, or deleted and reshelfed in the general collection, whatever the case may be.'



Another good example of how electronic communication has made administrative work easier is the management of annual exam papers. The Library attempts to maintain a collection of these in electronic format. It is now possible to transmit exam papers by e-mail and file them on the Library website for student access. Again, it saves time compared with the acquiring and organising of corresponding paper copies of exams, and it means students can now have online access to exam papers from both within and outside the Library.

The Library encourages Departments to make their examination papers available to students electronically on the Library's online Examination papers Web pages — ask your Research Librarian for details of how best to do this.

Visit Electronic Reserve at:

[http://
www.library.adelaide.edu.au/eres/](http://www.library.adelaide.edu.au/eres/)

Visit the subject list of past exam papers at:

[http://
www.library.adelaide.edu.au/eres/
list.html](http://www.library.adelaide.edu.au/eres/list.html)

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