

## Statewide Library Marketing Campaign in full swing

# 2004

@your library™

As an active participant in the Library & Knowledge Access field, the ECU Library is proud to announce it is a major participant in the 2004 @ your library marketing

campaign. This campaign is the most exciting, collaborative marketing effort ever mounted within Western Australian Library field, and includes participating libraries across the Primary, Secondary, and Higher Education sectors, local governments, and even private industry.

The key objectives of the campaign are to increase awareness of and support for libraries through communicating clearly and strongly the uniqueness and value which libraries have. Additionally, it hopes to modernise the image of libraries and library staff for the 21st century, along with sustaining and strengthening their relevance.

The program focuses around five central themes promoting the various services of libraries, including:

- Just Ask @ your library,
- Life is Learning @ your library,
- Your Future @ your library,
- Treasures @ your library, and
- Doing Business @ your library



Vicki Jones (Left) and Julia Gross (Right) helping students at the recent Mount Lawley campus library Just Ask Day

This major collaborative effort will be supported through a comprehensive state-wide publicity campaign, including mainstream advertising featuring print media, television, and radio.

These efforts are being supported by The Sunday Times and Channel 9 as major media partners for the campaign. ECU's efforts to driving this major campaign internally have included the formation of a campaign committee, which includes representatives from Knowledge Access Services (KAS) and Knowledge Resources & Organisation (KRO), the School of Computing and Information Science (SCIS), and staff from the Office of Marketing Development.

For information on the 2004 @ your library campaign, simply speak to the Library Staff on your nearest campus. For additional information, you can also visit the Library website;  
<http://www.ecu.edu.au/library/>

## LabInfo Online Launches

During February, Information Technology Support Services (ITSS) announced the launch of LabInfo Online. The new service has been designed to provide more information on the computing facilities maintained by ITSS or RPS IT Support.

Information available includes details on printing and scanning services, opening hours, nearest security phone, and details on Projection equipment and Snap2ECU Services where available. Staff can also use the service for logging faults. This will assist in delivering a streamlined fault reporting process to ensure that teaching and learning outcomes are not adversely affected through computer downtime.

To view the new service, visit the LabInfo Online homepage, located at:  
<http://labinfo.it.ecu.edu.au/>

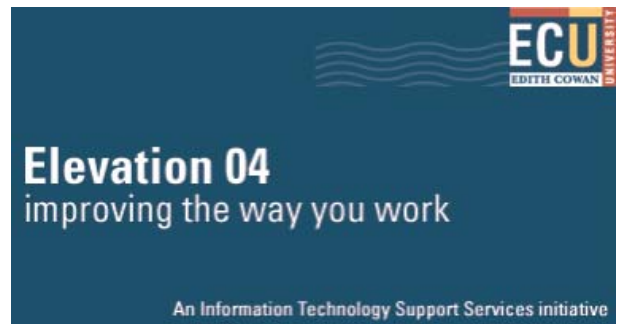
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# Standard Operating Environment MkII / Elevation 04 Update



Work on the SOE MkII Project has been progressing at a feverish pace over the last few months, with rollout of over 280+ laptops and 1,400+ new desktop computers now almost complete. Installation of over 80% of all computers supported by ITSS has been completed.

Before commencing the bulk of the rollout project, a pilot implementation program was undertaken during the 23<sup>rd</sup> to 27<sup>th</sup> of January in selected areas around the University. Areas participating in the pilot program included;

- Learning and Development Services Centre (Mount Lawley),
- Office of Research (Joondalup),
- Graduate School (Mount Lawley), and
- Knowledge and Information Technology Service Centre (Churchlands).

Feedback was solicited from user groups participating in the pilot, and was reviewed by the SOE Project Team to assist in fine-tuning the rollout to ensure maximum user benefit.

Already, the installation program is moving ahead. Staff in areas including School of Nursing and Public Health (CH), Business and Public Management (CH & JO), Management Services Centre (JO), Office of Marketing and Development (JO), and Faculty of Communications and Creative Industries (ML) have already received their new computers.

To further assist in the transition to the new computing environment, two additional support staff from Information Technology Support Services have been transferred to the project. Their role will be to assist staff with the changeover to their new computers, assisting with issues such as mapping of network drives, printer connections, and interface issues including browser favourites.

Additionally in cooperation with the SOE MkII Project, the Professional Development & Training (PD&T) unit of Human Resource Services has produced a Survival Guide to be issued with all new staff computers covering the Elevation 04 Desktop environment. The guide covers various topics including how to log in, how to open programs, application locations, protecting your computer when away from your desk, burning a CD, and data storage. In addition to the survival guide, a full user manual has been developed to provide more detailed information to staff on the operation of the new computers. These resources are

also in addition to training courses which is be made available to all staff.

To find out more information on the progress of the SOE MkII Project, and to find information on the upcoming training courses being offered by PD&T, visit the SOE MkII Project Website:

<http://it.ecu.edu.au/projects/soe/>

Staff looking for further information on the project, please contact your SOE Customer Working Party Representative. Contact Details are available at:

[http://it.ecu.edu.au/projects/soe/working\\_parties/](http://it.ecu.edu.au/projects/soe/working_parties/)

## Library welcomes new students

As part of Orientation Week activities, staff from Knowledge Access Services have been welcoming new students and introduced them to the large number of services offered by their campus Libraries. Many hundreds of students took the opportunity of taking a library tour, and additionally sessions including guiding students how to use various resources available to them, including the library catalogue. It is hoped that many more students will take up these opportunities during the first weeks of each semester.

Not only were students introduced to the location of resources and services in each of the libraries, but also other basic functions on how to locate and borrow books, accessing computing resources, along with explaining on-campus printing and photocopying services.

In addition to the library tours, staff from Multimedia Resources were extremely busy issuing Student Photo ID cards to the many new students, along with advising new staff on the use of multimedia equipment for teaching.

For information on the services of your Campus Library, simply speak to the Library Staff on your nearest campus. For additional information, you can also visit the Library website;

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

# Director's Update



## IBM & ECU Alliance

I am pleased to acknowledge this important, strategic alliance ECU has entered into with one of the world's largest technology and consulting organisations. This opportunity has arisen as a result of our close co-operation with IBM through the implementation of both our desktop and server Standard Operating Environments (SOE).

We are also pleased to be working closely with IBM on the installation and implementation of a new information security application suite that will assist with the management and monitoring of electronic security strategies, as well as improvements to client interactions with our electronic access control platforms.

## CAUDIT Benchmarking

The Council of Australian University Directors of IT (CAUDIT) are close to delivering their first benchmarking instrument, designed to measure outcomes of IT services and systems, ie: service, reliability and stability. This very important initiative will enable ECU to monitor its services and make improvements based on good practice identified through the survey.

CAUDIT has also undertaken a benchmarking exercise of IT inputs thought 2003, and the information gathered will be used to assist with the planning of IT resources and requirements within the University.

## Development of KITSC Key Performance Indicators

To compliment the work undertaken thus far on benchmarking, managers from the various KITSC business units have recently participated in a series of workshops. The workshops were aimed at identifying measures that could be used to regularly monitor services and their delivery to ensure that they are meeting the needs of key stakeholders. The outcomes from these workshops are being implemented through the first half of this year.

## AUQA update

KITSC participated in a 'mock' 'audit late in 2003, and identified opportunities to improve service levels in areas including Megalabs, Teaching Laboratories, and external access to digital Library resources.

The University prepared in earnest from the beginning of the year for the arrival of the Australian University Quality Agency to undertake their audit of ECU during March 2004. The group, comprising senior executives of other universities and an audit director, spent four

days interviewing several hundred people about ECU's quality performance.

The panel praised IT's clear and strategic focus on improving access and reducing costs. The Library received special commendation for the way it inter-relates with Faculties. This model has been a great strength of the Library and one which has enabled the Centre to provide good service on limited funding. It was good to note that the Centre's work on quality, productivity and benchmarking was also noted.

KITSC staff received warm congratulations from both Professor Tony Watson, Pro Vice Chancellor [Technology & Information Services] and I on their strong preparation for AUQA as well as professionalism and dedication to productive, quality service.

Overall the Audit was a sound process and a complete report will be made available in a few months time.

## Annual Review

During February, KITSC discussed its performance portfolio with members of the University executive. A detailed review document was presented to members, and outcomes from this meeting will include KITSC addressing the following additional themes through 2004:

- Continual monitoring of service levels in computer laboratories
- Analysis of service levels for student cohorts groups including post-graduate, oversees students, external students and other relevant areas
- Review the roles, functions, and representation of the Strategic Information Management Steering Committee (SIMSC), Library Consultative Committee, and the IT Standards Committees.



CSESS Faculty Librarian Julia Gross with ECU students in Singapore. Article Pg. 4

# News in brief

## Library visits Singapore

As part of the ongoing commitment to the quality of ECU's offshore programmes, staff from Knowledge Access Services' (KAS) recently returned from visits to the University's offshore partners in Singapore. In partnership with the Faculty of Community Services Education and Social Sciences' School of International, Cultural and Community Studies, KAS staff conducted workshops for staff to help improve skills and delivery of services.

During a recent visit to Singapore partners Advent-Links/SAUC and the Academy of Human Development during February 2004, Faculty Librarians conducted various workshops including library research skills.

## Wireless Network

IT Infrastructure staff in conjunction with staff from the School of Communications and Multimedia and the School of Computing and Information Science have successfully implemented a wireless (802.11b) pilot network. Approximately 10 access points have been installed across all campuses of the University – and have well received by both staff and students.

A Strategic Initiatives Fund bid has been submitted for continuation of this project. It is anticipated that the new Intel SOE (specifically the laptop, which has built-

in wireless capability), and newer PDA hand-held devices will increase demand for this service.

## Library "Ask Us" Service

Getting answers to your library questions is as simple as visiting a website. Available 24 hours a day, 7 days a week, The Library "Ask Us" enquiry service can be used to get answers to questions about using the Library's collections, resources and services. Available for use by all ECU staff and students, it is as simple as visiting the Library website clicking the Ask us link on any page.

Users can ask questions on a whole range of topics, including;

- Borrowing items, joining the library, overdue fines, photocopying
- Locating a library item or a journal article, how to use a particular database,
- Reporting problems accessing our library systems and databases such as "why can't I access your database?"

For information on the Library Ask Us, simply speak to the Library Staff on your nearest campus. For additional information, you can also visit the Library website; <http://www.ecu.edu.au/library/>

## KITSC Management Team

Director  
Jeff Murray  
jeff.murray@ecu.edu.au  
08 9273 8823

Business Manager  
Terry Smith  
t.smith@ecu.edu.au  
08 9273 8184

Executive Officer  
Kamal Bhabra  
k.bhabra@ecu.edu.au  
08 9273 8720

Snr. Administration Officer  
Anne Simpson  
a.simpson@ecu.edu.au  
08 6304 2510

Manager, Knowledge Resources  
& Organisation (KRO)  
Glynis Jones  
glynis.jones@ecu.edu.au  
08 6304 5204

A/Manager, Knowledge Access  
Services (KAS)  
Dan Archibald  
d.archibald@ecu.edu.au  
08 6304 5205

Manager, IT Support Services (ITSS)  
Mark Ridge  
m.ridge@ecu.edu.au  
08 9273 6211

Admin Officer: Nicole Manolios (08) 9370 6511  
n.manolios@ecu.edu.au

Manager, Information Delivery  
Systems (IDS)  
Rick Movick  
r.movick@ecu.edu.au  
08 6304 2322

Manager, Information Security  
Sue Kennedy (IS)  
sue.kennedy@ecu.edu.au  
08 9370 6767

Manager, IT Infrastructure (ITI)  
Steve Johnson  
s.johnson@ecu.edu.au  
08 6304 5500

Admin Officer: Nirja Bhattarai (08) 6304 5166  
n.bhattarai@ecu.edu.au

For organisation chart, please visit: <http://www.ecu.edu.au/KITSC/>

## Knowledge & Information Technology Service Centre Newsletter



KITSC is responsible for service areas including Library & Information Services, Computing Support, Enterprise Applications, and Network Infrastructure within Edith Cowan University.

For further information regarding KITSC, please contact;

Kamal Bhabra - Executive Officer

Telephone: +61(08) 9273 8720

Email: k.bhabra@ecu.edu.au

Internet: [www.ecu.edu.au/kitsc/](http://www.ecu.edu.au/kitsc/)

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