Curtin University Library recently hosted the Australian Book Designer Association (ABDA) 2016 Book Design Awards exhibition. From 26 September to 7 October the books provided welcome colour, art and variety to the Robertson Library.

The exhibition showcased shortlisted and winning titles in a variety of categories, such as ‘Best Designed Scholarly and Reference Book’, ‘Best Designed Children’s / Young Adult Series’ and ‘Best Designed Cookbook’.

The books were rotated through display cabinets and a ‘book of the day’ was singled out and displayed in the high traffic foyer. A digital exhibition presence was established on social media, and allowed the Library to connect with interested clients and publishers.

The ABDA exhibition is currently travelling through Australian university libraries with another exhibition expected to be touring for the 2017 awards next year.
Curtin Research Support Award

On Friday 2 September 2016 the Faculty Librarians were awarded the 2016 Curtin Research Support Award. This award recognises academic or professional staff members who support and enable research activity at Curtin University.

The University Library Faculty Librarian team play a vital part in supporting research at Curtin as they are actively embedded in the research activities of each Faculty. The Faculty Librarians take a solution orientated approach to facilitating research with both individual researchers and HDR students. The support they provide includes, but is not limited to, literature and citation searches, Faculty publication lists, assistance with NHMRC and other grant applications. They provide seminars and workshops such as literature reviews, copyright, publishing guidance and data management. The Faculty Librarians actively seek feedback from academics, researchers and HDR students and incorporate this as part of their philosophy of continuous improvement. In addition, they contribute their own research, attend conferences, present papers and work with other professionals across the sector to learn and share their expertise.

Feedback; the key to improvement

Curtin University Library values all feedback from students, staff and the community about our services and facilities.

As well as running regular surveys to track our performance such as Insync, LibQual and the Curtin Annual Student Survey, the Library listens to feedback all year round through our social media channels, blog and online Suggestion Box.

In semester two the Library also sought informal feedback from visitors through a ‘Wishing Tree’. Visitors were invited to ‘make a wish’ for the Library’s future by placing a leaf on the tree in the Curtin Library Makerspace.

The comments, suggestions and complaints gathered provide invaluable insights that can be used to track the Library’s service and facilities’ performance. The feedback also assists in developing new facilities and services.

Feedback has resulted in many improvements made this year, including the retirement of a noisy closing announcement, introducing ‘Click and Collect’ for easier book collection and more complex upgrades providing over 400 new power points, additional mobile device charging stations and re-imaged computers.

These improvements saw overall client satisfaction increase in our recent Insync survey from 78.5% in 2014 to 80.1% in 2016.

Listening is a critical part of our Library’s DNA. Every interaction is an opportunity for us to learn more about our clients’ needs and understand how we can make the Library better.

eReserve: looking forward

Fifteen years ago the Library introduced its innovative eReserve service to the Curtin University teaching and learning community. eReserve was an electronic system that provided library resources to students and addressed many challenges providing resources to online and distance students.

Available through the Library Catalogue, the eReserve service has proven to be a reliable support to academics and students alike.

On 25 November 2016, the Library officially retired the eReserve service. In its place is the new Reading List service, which aims to provide a better electronic reserve experience for academics and students alike. While the new service will continue to meet the needs of the teaching and learning community, access to new technology will provide academics with new ways to engage with students. A modern new interface and new software will provide access to many new features such as integration with Blackboard and the ability to send lists to the Library without using email, making Reading Lists easier to create and share with students.

Reading Lists are another exciting advancement in the electronic resource provision to students that the Library can enjoy for years to come.

“WE NEED QUIET SPACES TO STUDY.”

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