Ronald Klein Collection: new literatures in English

How a Collection Got Built

They say a journey of a thousand miles begins with the first step. Likewise, a collection of 3500 books begins with the first book. For this collection, that happened in 1994 in a bookstore in Kuala Lumpur, on my way back from Japan to Laos. I had a day to spend in KL and wandered around the city. As it was hot, I went into a shopping mall to get cool. There I found a bookstore, where I found, amid the normal Penguin classics and airport bestsellers, a shelf of Singapore fiction!

As someone who had studied literature at university, Beowulf to Virginia, and was an English teacher, the notion of any non-British, non-American literature was paradigm shattering. But there it was staring at me from the shelves. I bought a collection of Catharine Lim and Goh Sin Tub stories and jotted down the addresses of publishers in Singapore.

I freely admit that 40 years ago at my Ivy League university, the domain of English literature was exclusively British and American. Russian Lit was over there in another department, as well as French, German and all the others. The concept of World Englishes had not been introduced and Commonwealth or Post-colonial literature was yet to be born, much of it yet to be written.

Of course, the foundations of the new national literatures were already in place. Selvon, Harris, and Walcott were writing in the Caribbean; Achebe, Soyinka and Gordimer in Africa; Santos, Joaquim and Jose in the Philippines, before the colonies were post. But it wasn’t until the mid-60s that the new field attracted international academic attention, ACLALS (Association of Commonwealth Literature and Language Studies) was formed, and publishers obliged by printing works to be read, appreciated, and commented upon.

In Japan, the canon is even narrower, based on the fine tradition of grad students following their teachers’ specialties. The bloodline seems to have stopped with the Victorians, lurching from Jane Austen to Charles Dickens, with a sprinkling of American literature for the adventuresome. African, Caribbean, Asian English literature is completely off the map. Even today my friends and colleagues are amazed to learn that there are other literatures besides British and American. Typical response: “Indian English literature? What is that? You mean English people living in India? No? You mean it is a translation? No? You mean it is written in English? By Indian people?

It takes the role call of non-American, non-British Nobel Prize winners for the concept to sink in. But there they are: J.M. Coetzee (South Africa, 2003), V.S. Naipaul (Trinidad, 2001), Seamus Heaney (Ireland, 1995), Derek Walcott (Caribbean, 1992), Nadine Gordimer (South Africa, 1991), Wole Soyinka (Nigeria, 1986), Patrick White (Australia, 1973), Samuel Beckett (Ireland, 1969). In fact, Toni Morrison (African American, 1993), Saul Bellow (born in Canada, 1976) and John Steinbeck (1962) were the only Americans to win in the past 50 years! And William Golding (1983) was the only Englishman in 50 years until Harold Pinter won last year’s (2005) prize.

The Man Booker Prize, perhaps because of its more recent inauguration (1969), and being open to writers of the English-speaking world (except America) is even more embracing of writers outside of the center—Yann Martel (Canada, 2002), Peter Carey (Australia, 2001), Margaret Atwood (Canada, 2000), J.M. Coetzee (South Africa, 1999) Arundhati Roy (India, 1997), James Kelman (Scotland, 1994), Roddy Doyle (Ireland, 1993), Michael Ondaatje (Sri Lanka, 1992), Ben Okri (Nigeria, 1991), Peter Carey (Australia, 1988), Keri Hulme (New Zealand, 1985), J.M. Coetzee (South Africa, 1983), Thomas Keneally (Australia, 1982), Salman Rushdie (India, 1981), Ruth Prawer Jhabvala (India, 1975), Nadine Gordimer (South Africa, 1974), V.S. Naipaul (Trinidad, 1971); plus other marquee names who have been short-listed though the years—Chinua Achebe, Andre Brink, Anita Desai, Abdulrazak Gurnah, Doris Lessing, David Malouf, Rohinton Mistry, Timothy Mo, Alice Munro, Caryl Phillips, Mordechai Richler, Ahdaf Soueif, Tim Winton.

Clearly, writers of these “other English literatures” have been giving the locals a good run for their money—17 winners in the past 37 years!

Meanwhile, back in Japan, I requested the catalogues and poured over the descriptions of Singapore literature. Intrigued by what I saw, I set out on an exploratory visit to Singapore to “discover” this “unknown” literature. With only the publishers’ addresses to guide me, I barged in on several editors—Shirley Hew at Times and Charles Cher at Heinemann. Both received my interest warmly and let me browse their stockrooms for anything I wanted to purchase. Thus, in two

Continued on page 3
Supporting Offshore Students

With the continuing increase in enrolments in Flinders University offshore programs the University Library has been addressing the challenge of providing high quality library support services for our students in these distant locations.

Flinders offshore partner institutions usually provide access to local print library collections. However as these collections were primarily developed to meet the needs of local courses taught by the local institution, rather than Flinders University courses, they are usually far from adequate for Flinders programs. Access to Flinders digital information resources, provided by the Flinders University Library, is crucial for our students.

The Library therefore provides access to a wide range of digital information resources including:

- essential high demand course reading list material in the e-reserve collection
- electronic books
- full text electronic journals
- electronic indexing and abstracting publications.

As well as providing access to digital information resources, in some cases, we supplement local print collections by locating print copies of relevant textbooks in a local library. A recent example was the location of print textbooks in the Singapore Social Services Training Institute Library for our students enrolled in the Bachelor of Education (Special Education) course in Singapore.

As many digital resources are quite complicated to use effectively, we provide access to online tutorials for the most complex. The tutorials, developed by Flinders Library staff, are known collectively as En-Route Tutorials and are available for:

- Biological Abstracts
- Cumulative Index to Nursing and Allied Health Literature
- Current Contents Connect
- Expanded Academic ASAP
- Proquest
- Medline
- Journals@Ovid Full Text
- Lexis.com
- Legaltrac
- PsycINFO
- Web of Science.

Offshore students are also made aware of the contact details of their relevant Liaison Librarian and encouraged to make contact by email if they need any assistance with library services.

The Library’s web pages contain a plethora of information much of which is of relevance only to our oncampus students. We therefore developed less complicated pages for our offshore students which focus on information directly relevant to their needs. An example of a simplified web page, designed for our offshore Health Services Management students may be found at:

www.lib.flinders.edu.au/resources/sub/healt
hsci/hsms.html

To ensure that we continue to meet the needs of our offshore students the Library has developed an online student satisfaction survey specifically designed for students located offshore. The survey will be conducted annually, and the questions will also be available in Mandarin for our Chinese students.
fell swoops, I acquired one of the largest collections of Singapore literature outside of Singapore. In the intervening years, Heinemann has withdrawn from Singapore but other publishers have cropped up to publish the explosion of new writers—Ethos, firstfruits, Landmark, Raffles, Angsara, and Silverfish Books in KL, and my collection of Singapore/Malaysian fiction has grown to over 400.

The next stop was Caribbean and African literature. That was relatively easy because about that time, both Heinemann and Longman began reprinting a series of Caribbean and African novels. I was able to get the catalogue and order much of the whole series.

Around this time, as the shelves in my office were filling up and I was ordering additional copies of some of these novels for my university library, I went through a crisis of cataloguing. On my shelves, I could separate the works by country of origin, but my university library was locked into the Nippon Decimal Classification (NDC) system, which puts British and American fiction together (933). Other English literature is often relegated to the “Literatures of Other Languages” category (990), which includes literatures in Greek, Latin and Finnish.

So while Geoffrey Chaucer and John Cheever were hanging out together on the same C-shelf, J.M. Coetzee was banished across the room, along with Margaret Atwood, Patrick White, Michael Ondaatje and the other “others.” I did a brief survey of 24 Japanese universities plus the National Library and discovered that there is no consistency of where these authors are located. So if you wanted to find a particular work by V.S. Naipal, you would need to check each library’s computer for classification number.

From Japan it is easy to visit other Asian Pacific countries, where I could mix book buying with research and sightseeing. On trips to Myanmar, I scoured bookstores, where I found tattered old copies of books written in English in the 60s. After the 10th ACLALS conference in Colombo in 1995, I went book shopping and sent home a box of new finds. In Dacca, I was lucky to chance upon a Book Fair and brought home a bag full of books.

I spent several trips to Manila stopping by Solidaridad Bookstore, going to several university publishers (University of the Philippines, Ateneo) and the National Bookstore chain, which is very well supplied. I went directly to New Day Publishers and trolled their stockrooms. During several trips to Australia and New Zealand, I think I went to every used bookstore in Sydney, Melbourne and Auckland—which is quite a lot! Paul Feain at Cornstalk Bookstore in Sydney was a constant source of books I was looking for.

The largest single part of the collection (600 titles), however, comes from India. Originally I ordered books from South Asia Books, a book dealer in America, which specialized in fiction and non-fiction from the sub-continent. But then I began to travel to India, where bookstores are usually very well stocked. I got a lengthy backlist of books from ordering directly through Penguin India, which comes out with 20+ new titles a year. Also, the 13th ACLALS conference in Hyderabad in 2004 invited several publishers to show their wares, so I could stock up once again. Bookstores in Calcutta are always most accommodating.

And so, in a little over a decade, through return trips to Singapore, Kuala Lumpur, Manila and Calcutta I have been able to keep up with new titles and always find ones I didn’t have before. I always travel with my booklist and camp out in the aisles of bookstores consulting my lists to see if I already have a title or not.

I was lucky to begin my collecting when I did. It was the beginning of a golden age of national literatures coming out with many titles and reprints. But as happens in the book industry, the titles of last year are soon replaced on the shelves and stockrooms by those of this year. Starting when I did, I have been able to buy hundreds of books now out of print.

The collection grew and my shelves were sagging under the weight of double stacking. About that time, in 2003, I was at Flinders University, doing research in the library on Australian literary views of Japan. Visiting Sid Harrex, I was wide-eyed at the scope of the collection of books in his office. Feeling a sense of gratitude to the staff at Flinders for their help, I spontaneously decided that I wanted my collection to go to the CRNLE collection at Flinders when I retired.

Just as spontaneously, Sid walked me over to Bill Cations’ office, where we had a very brief but productive conversation, outlining the terms of my sending and Flinders accepting the collection. My hope was that my books would be part of a growing CRNLE collection, building a critical mass so that other academics in the field would also want to contribute their books to the collection.

My original notion was to consign my books to Flinders upon retirement. But when I returned to my office, I realized that I could begin the process immediately and shipped off four boxes of books. Three shipments later, approximately 1000 books have made the journey from Hiroshima to Adelaide, opening space on my shelves for more books to come.

I have been extremely lucky to work for a university that generously funds my research. It has paid for my travel expenses as well as book buying. I don’t retire for a few more years, time enough to round out the collection with old titles and keep up with the new. As someone who loves books and enjoys the “thrift of the chase” as a collector, I can think of no more welcoming place for my books than the CRNLE Collection at Flinders University, a place where I hope they will be used by scholars for years to come.

Ronald Klein
Professor Anne Edwards on ‘Books and Libraries in My Life’

The importance of books in the life of our Vice-Chancellor, as illustrated in an article in the Sunday Mail on 18 June 2006, was confirmed by her presentation on Friday 25 August. First she set out her literary ‘selection criteria’ for books she finds ‘intellectually impressive’: they must be ‘ingenious, informative, illuminating, intriguing, or inspiring’ to make the grade. Professor Edwards took us through an impressive array of books from her own library, illustrated by a superbly organised set of Powerpoint slides. She provided us with a virtual intellectual autobiography, introducing us to the seminal works which provoked her interest in sociology and feminist theory, from Karl Marx and Max Weber to Germaine Greer and Kate Millett.

However, her reading has not been confined to academic subjects. Some of the novelists she enjoys are Alice Sebold, AS Byatt, Lawrence Durrell and Tim Winton. The general run of detective fiction doesn’t interest her, but authors like P.D. James and Barbara Vine are Ingenious and intriguing enough to engage her attention. Professor Edwards’ talk was followed by a lively discussion with the audience who asked, among other things, what it was like growing up in a famous literary location like Bath. All in all, it was an informative, illuminating and inspiring afternoon.

Grey Literature

What is it?

Grey literature has been most commonly defined as “that which is produced on all levels of government, academics, business and industry in print or electronic formats, but which is not controlled by commercial publishers.”

Some of the many forms of grey literature include:

- Conference papers
- Standards
- Patents
- Newsletters
- Brochures/pamphlets
- Research reports
- Policy statements
- Annual reports
- Business documents
- Dissertations
- Patient handouts
- Fact sheets
- Working papers
- Discussion papers
- Book chapters
- Bulletins
- Government documents
- Technical reports
- Scientific reports
- Bibliographies
- Non-commercial translations
- Trade magazines
- Best practice documents
- Repair manuals
- Preprints
- Eprints
- Memoranda
- Legislation
- Symposia
- White papers
- Survey
- Guidelines
- Toolkits

It’s often, but not necessarily, primary literature. It’s commonly produced by researchers and practitioners in the field but we need to be aware that these resources are often not subject to peer-review and so must be carefully scrutinised. And communication trends have introduced emails, blogs, wikis, RSS feeds and podcasts to the mix.

The widest definition of grey literature is that it doesn’t even have to be literature at all. Bichteler (1991) reminds us that specific disciplines have different grey literature. She writes of the uniqueness of geological grey literature which includes “aerial photographs, guidebooks, rock and mineral specimens, field reports, well logs, surveys and cores”

This puts the researcher in rather an uneasy position.

In the “old days” there was a fairly clear hierarchy of well defined resources which researchers could work through systematically and be reasonably confident of having covered all the bases. Now the Internet brings an awareness of such a vast range and number of possibly relevant resources that the mind boggles. And the irksome questions “How do I know when to stop searching?” and “How do I know when I’ve got it all?” threaten to undermine confidence.

Why is it important?

Grey literature is important for different reasons in different disciplines. Perhaps it’s easy to see the relevance of old theatre programmes for someone writing a dissertation, or of early student newspapers to a researcher exploring student activism in the 70s or of faded mimeographed copies of newsletters for someone investigating a local association but where do we draw the line – bus tickets? And what about the more scientific areas of research?

Published (and thus database-indexed) journal articles only account for a small percentage of research output. Wysocki (2005) reports that the journal Science gets 12,000 article submissions a year and publishes 800. Some may be published elsewhere but the other 11,000 odd will probably find their way into the grey literature.

Weber (1998) states “researchers are more likely to attempt to publish studies with positive outcomes (publication bias).” and “Much of the research submitted to scientific meetings is never published”.

The Cochrane Reviewers Handbook (Green, 2005), considered something of an international ‘bible’ for those doing systematic...
literature reviews in the health sciences, lists mandatory databases which must be searched before a systematic review can be considered for inclusion in the Cochrane Database of Systematic Reviews.

But then they also outline their method of hand searching to “facilitate the identification of all published trials”. They say “failure to identify trials reported in conference proceedings might affect the results or threaten the validity of a systematic review” and “Over one-half of trials reported in conference abstract never reach full publication”.

Access to this primary research, which is reported in conference papers, yet may never make journal publication, is described as “crucial to systematic and comprehensive academic research.”

Similarly in other academic disciplines working papers, discussion papers, research reports, monographs and the like are being published directly onto the web as open access e-prints. Some university departments and academics are launching their own journals (Wysocki, 2005) or developing digital repositories like our own Flinders Academic Commons (http://dspace.flinders.edu.au/dspace/), which has been designed to disseminate and preserve scholarly work created at Flinders University.

All this suggests that significant quantities of research materials may be better accessed outside the traditional published areas, or black literature.

Where do we find it?

Traditionally the greatest problem has been the process of identification of grey resources since there is limited indexing. The good news is, there is a huge growth in the organisation and archiving of this literature. Grey literature not indexed by major commercial databases will often be found via government sites, institutional repositories, conference sites, dissertation databases, educational and corporate sites and so on.

Researchers can use search engines like Scirus (www.sciirus.com) and GoogleScholar (http://scholar.google.com/) to search for scientific and scholarly grey literature.

Or use portals like GreySource and GrayLitNetwork: a science portal of technical reports.

There are countless subject-related paths which can be followed. The researcher must decide at each juncture which way to go, which leads to take, which organisations or people to follow up. With grey literature the researcher’s experience of resource discovery will be challenging. And it will also be unique.

A huge quantity of grey literature is held by the British Library in a vast storage area: “Deep down underground, nearly 400 miles of shelves hold more than 150 millions items: books, stamps, maps, musical manuscripts, love letters, lockable diaries, ship’s logbooks, plans for flying contraptions, recipes for pies and poisons.”

And quite possibly there somewhere, bus tickets …

*Definition adopted at the 4th International Conference on Grey Literature 1999.


Jess Tyndall
Liaison Librarian: School of Medicine
8204 5460
jessica.tyndall@flinders.edu.au

Jess runs “Accessing the Grey literature” as a 2 hour Staff Development and Training Unit workshop.

See http://www.flinders.edu.au/staffdev/courses/research/grey.htm for more information and to register for a place in the next workshop.

Or contact Jess directly;
Visitors to Special Collections

Jiao Jian Special Collections Librarian from the library of Sun Yat-Sen University, Guangzhou, China with Gillian Dooley, Special Collections Librarian, Flinders University. Jiao Jian took the opportunity to visit the Library in July while her husband was a visiting scholar in the Philosophy Department.

Rosalind Carrodus (left) with Gillian Dooley and Melissa Boyde (right). Rosalind is H.V.Evatt’s daughter and she was visiting Adelaide for the opening of the MAS: Mary Alice Evatt: Art and Politics exhibition in the Flinders City Gallery. Much of the material on display in the exhibition was from the Evatt Collection. The exhibition was curated by Melissa Boyde of the University of Wollongong.
The Document Services Unit is located within the Resource Management Division of the University Library on Level 0 and provides a high quality, high volume Document Delivery service and Flexible Delivery service. The Document Delivery service provides Flinders staff and postgraduate students with materials not held in the Flinders University Library and also participates in national and global resource sharing activities by supplying material held in Flinders Library collections to other institutions upon request.

The Flexible Delivery service provides library services to students studying externally and residing outside the Adelaide metropolitan area.

The global move to electronic forms of business communication has touched and totally transformed the Document Services Unit in the last two years. The service is now almost totally electronic and global in nature from the moment a patron requests an item via the Library webpage through to the final delivery of that request to their desktop. The unit handles over 24,000 document delivery requests and 4,600 flexible delivery requests annually.

The Library actively participates in extended reciprocal networks that operate internationally and this means we can request items quickly and efficiently from any supplier around the globe and then receive the item within hours. Many of our major and regular suppliers are located in Canada, Germany, UK and the United States as well as Australia and New Zealand. It is quite common for library staff to receive a patron’s request in the morning, send that request to Canada and then receive the fulltext of the request back from Canada all within 2-4 hours. Given the time difference most requests for articles (not loans) sent overseas are received and delivered to the patron’s desktop within 24-48 hours from the time the patron first requested the item.

Of course, we also receive many challenging and difficult requests to source for patrons and these can take a little longer! Often library staff will have to negotiate with small specialist libraries, individual authors or associations worldwide to locate a request. Some of our most challenging requests for example have been located in a small museum in Brazil, in a small public library in the Arctic Circle, on the desk of a manager in a small South African business firm and sourcing an unpublished table and illustration from a doctor in Boston. Our translation skills are also often tested in this process!

The quality of the service provided by the Document Services Unit has been publicly recognised by the Australian Library and Information Association in December 2005 when the section was presented with a “Star” award for outstanding service.

In the recent AUQA audit of Flinders University, the panel commented very favourably on the quality of the services provided by the Document Services Unit. Panel members indicated they had received some very positive feedback about the services from students.

The Document Services Unit has also received sustained and very positive comments from the recent Rodski survey conducted to obtain feedback about library services.

“Although Flinders often does not hold the journals I require, the ordering and delivery process of articles (most times electronically) is an excellent system.”

Document Services Unit staff:
Lynda Clarke, Subscriptions and Document Services Librarian
Sita Austin, Document Services Librarian
Tracy Barlow, Document Requesting Officer
Jane Cook, Document Requesting Officer
Johanna Hall, Library Assistant - Document Services
Dion Williams, Library Assistant - Document Supply
Lara Patritti, Library Assistant – Flexible Delivery

“the Document Delivery service is excellent (prompt and accurate)”

“I find the document delivery service offered by the library extremely efficient”

“I have used the document delivery system from time to time and have found that to be a useful and rapid service”
Kaye Baudinette Retires

Kaye Baudinette has retired from Flinders University following an outstanding career as Associate Librarian (Resource Management) during a period of extraordinary change and challenges for professional librarians.

Kaye was farewelled in a ceremony in the Noel Stockdale Room, Central Library on 24 August 2006, attended by the Vice Chancellor (Professor Anne Edwards) and many friends from the Library and other parts of the University.

In his farewell speech, the University Librarian, Mr Bill Cations said that Kaye had worked in the Flinders Library since 1975 with the exception of 3 years in the late 1980’s when she was Librarian at the Waite Research Institute. Kaye took up the senior post of Associate Librarian in 1989.

Amongst the principal changes in the Library managed by Kaye were moving from a print library to an electronic library and from a print catalogue to Dynix and Voyager. She had had oversight in major building extensions, both the Central Library Building and the University Research Repository South Australia were extended twice in the last 15 years.

Collaborative arrangements in which Kaye took a leading role in representing the Flinders Library were with regard to University Research Repository South Australia, Australian Academic and Research Libraries Acquisitions Consortium and Adelaide Theological Library.

Mr Cations said that Kaye had been an outstanding Associate Librarian and served the Library and the University with great distinction. She would be greatly missed.

Kaye was then presented with a Flinders University Fortieth Anniversary Commemorative Glass Piece as a memento of her time at Flinders.

Caption: Kaye Baudinette and University Librarian, Bill Cations at her farewell in the Noel Stockdale Room on 24th August
Electronic Resources

Science

The recent purchase of the full backfile of the journal Science has extended the electronic coverage for Flinders staff and students back to vol. 1, 1880. Previously, only volumes from 1997 to the present were available online.

For access go to:

Nature

The Library recently purchased the Nature Archives. This now provides users with online access to all back issues of the journal from January 1950 to the present. Previously only volumes from 1990 on were available electronically.

For access go to:

Statistical Accounts of Scotland

The Statistical Accounts of Scotland, covering the 1790s and the 1830s, are among the best contemporary reports of life during the agricultural and industrial revolutions in Europe. Learn more about the area in which you or your ancestors have lived, or use this key source to study the emergence of the modern British State and the economic and social impact of the world’s first industrial nation.

Based largely on information supplied by each parish church minister, the original (first) Statistical Account and the New (second) Statistical Account provide a rich record of a wide variety of topics: wealth, class and poverty; climate, agriculture, fishing and wildlife; population, schools, and the moral health of the people.

For access go to:

Hein online

The Hein Online archival collection of law journals offers a comprehensive collection of full text scholarly US law journals and American Bar Association journals and an expanding collection of international law journals and of law journals from other common law countries. Each journal is available from the very first issue up to the archival limit year.

Other important archival legal materials collections in Hein Online include the US Supreme Court Library, the Treaties and Agreements Library, the Federal Register Library and U.S. Attorney-General Opinions from 1791 onwards.

For access go to:

Premium news online

Flinders staff and students now have access to all news articles published by CCH Australia through its Premium News service. CCH News provides information on the latest legal news and policy developments as well as legislation and case up-dates on key areas of law.

Headlines can be accessed through the CCH website or as a convenient daily email alert or RSS feed.

For access go to:

Poster Printing Service now available

The Central Library has recently installed a wide format colour printer. The printer, funded jointly by Humanities and the Library, is located in the Multimedia Unit and is able to print images up to A0 size (917 mm width).

The primary role of the printer is to produce poster prints for conferences but it is also capable of producing high quality photographic enlargements.

Posters can also be laminated or mounted on to foam core board if required.

Enquiries should be directed to Ashton Claridge ext 12625 or Jonathon Guppy ext 15215.

Jon Guppy and Ashton Claridge in the Multimedia Unit, Central Library, with the new wide format colour printer.
The results of the 2005 Survey continue to show improvements over previous results.

1. What is the Rodski Survey?

The Library, in order to ensure quality outcomes, regularly consults staff and students as to their satisfaction with its service, facilities and staff performance. The Rodski survey is the mechanism employed.

Flinders Library joins other Australian University Libraries in the use of this survey. It is an annual, national benchmarking survey designed and analysed by the Rodski Behavioural Research Group. It enables libraries to both monitor their own performance over time and measure it against that of the other participating libraries.

In October 2005, the Flinders Library received 4397 responses to its online survey, which was the third Rodski survey undertaken at this institution.

Many of the responses also contained additional comments commending the Library for its services. These comments, together with those which identified areas for improvement in service provision have been incorporated in a database developed for this purpose. The database is a valuable resource in planning library services for the future.

2. Summary of Outcomes

The results of the 2005 survey again were positive for the Library with a great increase in numbers participating, and the Flinders overall benchmark score exceeding that of earlier years.

3. Flinders October 2005 Results

(a) Response Statistics

<table>
<thead>
<tr>
<th>Library</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>4397</td>
</tr>
<tr>
<td>Library</td>
<td></td>
</tr>
<tr>
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<td>Law</td>
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<td>Medical</td>
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<tr>
<td>Sturt</td>
<td>814</td>
</tr>
<tr>
<td>Unspecified</td>
<td>6</td>
</tr>
</tbody>
</table>

(b) Overall Benchmark Scores

(c) Quality of the Library
d) Satisfaction with the Library

\[ \text{Graph showing satisfaction levels of library users.}% \]

\[ \text{1. Extremely Dissatisfied} \quad \text{2. Extremely Satisfied}% \]

\[ \text{Axes: 1-7, Y-axis: 0-90%}% \]

\[ \text{Bars: 2005, 2003, 2002}% \]

e) Highest Performing Factors at Flinders University Library

1. Library staff treat me fairly and without discrimination
2. The lighting is good in the Library
3. Library staff display professionalism
4. Library staff are friendly
5. Library staff acknowledge and handle problems in a professional manner.

f) Issues of greatest concern at Flinders University Library and corrective action since taken by the Library

1. There are sufficient copies of the books in my area of study
   The Library targeted additional funds made available from the University to its book vote, enabling 3,000 additional copies of core text books to be purchased for the collection.

2. The books in my area of study are up to date
   The identification and selection of new books for the collection was improved. Liaison Librarians and academics were trained in online selection using a database supplied by the Library’s major overseas book vendor.

3. The journal collection in my area of study is adequate
   Additional journals were purchased to support the University’s new ASRI’s (Areas of Strategic Research Investment). In addition, the Library upgraded licenses for three of its most heavily used electronic resources in order to improve access for users.

g) Lowest Performing Factors at Flinders University Library and corrective actions since taken by the Library

1. Library staff keep me informed about new services and collections
   A large screen display system is being piloted in the Central Library to provide a dynamic way of informing users about new services and collections. The Library has participated in the development of the iFinders student portal and hopes to use this as a vehicle to communicate more effectively with users in the future. RSS feeds have been established to provide an extra mechanism to inform users about developments in the collection.

2. There are sufficient copies of the books in my area of study
   As mentioned previously, 3,000 copies of core texts have been purchased.

3. Library staff act on my suggestions and ideas
   All suggestions are considered by the Library Executive Group. The Library endeavours to act on all suggestions and ideas for improvements to Library services within the limits of its budget, staffing and facilities.

4. Actions taken by the Library in response to the Survey
   All areas identified as needing attention are being investigated and solutions developed. The actions described above have already been taken to address high priority issues.

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Library Patron Profile

Robert Phiddian

Position: Director Flinders Humanities Research Centre, Ass. Prof. in English

Research interests: Satire: Australian political cartoons and literary satire, especially eighteenth-century

Special interests: Renaissance and eighteenth-century literature, Australian political history

Library branch most commonly used: Central

Favourite journal: Australian Book Review

Favourite database: Oxford English Dictionary online

Best thing about the Library: Places to hide from my email where I can actually get some reading done (I’m not sure that wireless computer access is really progress)

Worst thing about the Library: Dirty windows on the north side spoiling the view

Current recreational reading: The good thing about teaching English is that you get to read good books for work, while the bad thing is that no reading is entirely recreational. I’m enjoying the new biography of John Wilkes, the eighteenth-century rabble rouser, by Arthur Cash; I suppose it counts as recreational, because I’m not reading it for any particular research project.
A Selection of Recent Acquisitions

Central Library

**Humanities**


**Social Sciences**


Economics of affirmative action/ edited by Harry J. Holzer and David Neumark. Cheltenham, Edward Elgar Pub., 2004 331.133 E19 Central - Books


Gender and prisons / edited by Dana M. Britton. Aldershot, Ashgate, 2005 365.6 G325 Central – Books


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It contains the full-text of over 1,200 scholarly U.S. law journals and American Bar Association Journals, as well as an expanding collection of international law and criminological journals. Many journals from other common law countries, including Australia, are also included. Each title is available from the very first issue up to the archival limit year – sometimes as recent as 2005.

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