



Issue No. 64, July 2008

NSW.net News

• Maximising Use of Online Databases - A Guide to Best Practice

NSW.net is working with NSW public libraries to develop a Best Practice Guide for maximising the use of online databases.

It was identified through login and search statistics collected by NSW.net that while public libraries have access to a number of full text online databases, each library has a different approach to listing and cataloguing these on their web sites. Further, there is variability in the way in which libraries present these resources on their web sites. By following a more structured and consistent approach, the uptake in accessing these resources could increase.

In response to these observations, NSW.net approached UTS Training and Development Services to:

- Facilitate two focus group sessions with a range of public library staff drawn from regional, rural and metropolitan NSW to elicit information on what would constitute a set of best practice guide for maximising use of online databases
- Develop a survey based on the output from the workshop sessions and send it to all NSW public library services for feedback
- Collate survey results and incorporate them into a final version of the Guide to Best Practice
- Provide a professional final version of the Guide for distribution to NSW public library services

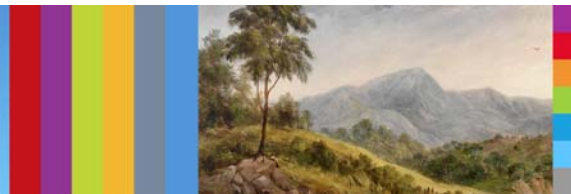
Two facilitated focus groups were held on 10 and 11 June 2008 in Sydney at the UTS Training and Development Services central office. Twenty staff from metropolitan and country public libraries participated in the focus groups. Feedback received from UTS about the focus groups was that there was a lot of consistency between the groups. A summary of focus group outputs was provided by UTS as well as a survey which was recently distributed to all public library services.

Public Libraries have until Tuesday, 29 July 2008 to respond. Please contact Joyce Azzopardi on 02 9273 1524 or send an email to jazzopardi@sl.nsw.gov.au for more information.

• Internet Sheriff

NSW.net has negotiated a new contract for the provision of Internet Sheriff Anti Spam, Anti Virus and Content Filtering Web Services with Soul Australia. The





current service provided and hosted by Verizon has limitations and can only be used by clients with Verizon connectivity services. The current service will not be available from 1 August 2008.

The new Soul hosted service is Internet Service Provider (ISP) independent which means that clients with Soul and Verizon connectivity services can use this service. NSW.net will contact existing clients prior to the current service's cessation about their site migrations to the new service. The new subscription will run from 1 July 2008 to 30 June 2009.

Please contact Joyce Azzopardi on (02) 9273 1524 or send an email to jazzopardi@sl.nsw.gov.au for further information.

NSW.net Consortium News

• Database Trials

Free trials were arranged for NSW.net members in April and May 2008 of databases from Oxford University Press and Alexander Street Press. From Oxford there were the two new gateways for art and music, *Oxford Art Online* and *Oxford Music Online*. These include the important Grove's databases on these subjects and *Oxford Music Online* has the new *Encyclopedia of Popular Music* as well. Trials were also available of *Oxford Reference Online: Premium Collection*, the *Oxford English Dictionary* and *Oxford Dictionary of National Biography*. Alexander Street Press provided trials of their music databases for listening and for reference information. These were the *Classical Music Library*, *Smithsonian Global Sound for Libraries*, *African American Music*, *American Song*, *Contemporary World Music*, *African American Music Reference*, *Classical Music Reference Library*, the *Garland Encyclopedia of Music Online*, and the *Classical Scores Library*. The last of these provides full-text access to over 8,000 scores, including the entire catalogue of the music publisher Boosey and Hawkes.

There are database trials running in July of *Ancestry Library Edition* (ProQuest), *MacquarieNet* (Macquarie Online), *Books & Authors* (Gale) and *General OneFile* (Gale).

• Statewide Databases for 2008/09

The NSW.net subsidised databases which are provided to all NSW public libraries by NSW.net for 2008/09 are: *Australia/NZ Reference Centre* (EBSCO Publishing); *MasterFILE Premier* (EBSCO Publishing); *Literary Reference Center* (EBSCO Publishing); *NoveList* (EBSCO Publishing); *Science Reference Center* (EBSCO Publishing); *Consumer Health Complete* (EBSCO Publishing); *Australian Standards On-line Public Library Service* (SAI Global).





• **NSW.net Consortium Database Offers for 2008/09**

The NSW.net Consortium Content Evaluation Working Party is offering subscriptions to selected databases for optional purchasing in 2008/09 by NSW public libraries at discounted prices. This year libraries may choose from 80 databases from 16 vendors.

Detailed information about the offers, including the pricing information, is available to NSW public library managers and database acquisitions staff in NSW public libraries from the NSW.net website (<http://www.nswnet.net/>) by password access only.

If you have any queries about the NSW.net Consortium database offers or require the password please call Jim Tindall on 02 9273 1639 or send an email to jtindall@sl.nsw.gov.au.

• **News from Database Vendors**

EBSCOhost 2.0, EBSCO Publishing's new search platform, is being released in July and online training sessions presented by EBSCO via the Web have been advertised for several dates during the month.

• **Database Training**

More than 360 NSW public library staff attended Statewide Database Training delivered by Kathleen Alexander this financial year. Twenty-seven sessions were offered at the State Library and 10 regional training sessions were held at Dubbo, Lismore, Port Macquarie, Singleton and Wagga. Thanks to all library staff who helped organise the regional sessions and to all staff who attended.

The one-day session covered all Statewide Online Databases and examined the ways in which public libraries can match database content with client needs. One participant commented:

'Fantastic! Can't wait to open this huge new "book" for all our customers!'

Following this consolidated training, we are planning some focused sessions looking more closely at specific databases and groups of databases. In addition, some sessions focusing on EBSCO's new EBSCOhost2.0 interface are also planned.

Watch the PLN list and the NSW.net website for details on forthcoming sessions.

Internet Connectivity

• **Upgrades in Progress**

Nine Internet service upgrades are currently in progress.

• **Upgrades Completed**

Nineteen Internet service upgrades were completed since February 2008.



- **Library Network Upgrades**

Network upgrade proposals were provided to 23 councils/libraries.

- **Wireless Internet Access**

Implemented 11 wireless hot spots in public libraries.

- **Soul Australia Broadband Internet Services**

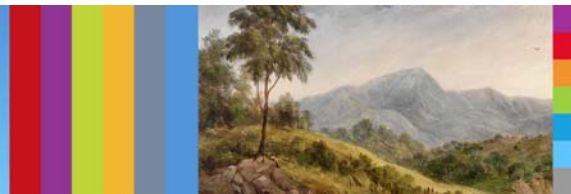
ADSL2, SHDSL, and some 10 Meg fibre services provided by Soul Australia have been implemented at a number of NSW.net libraries and councils. For internet connectivity quotes, please contact Joyce Azzopardi on (02) 9273 1524 or email at jazzopardi@sl.nsw.gov.au

- **SonicWALL Firewall Equipment Upgrade**

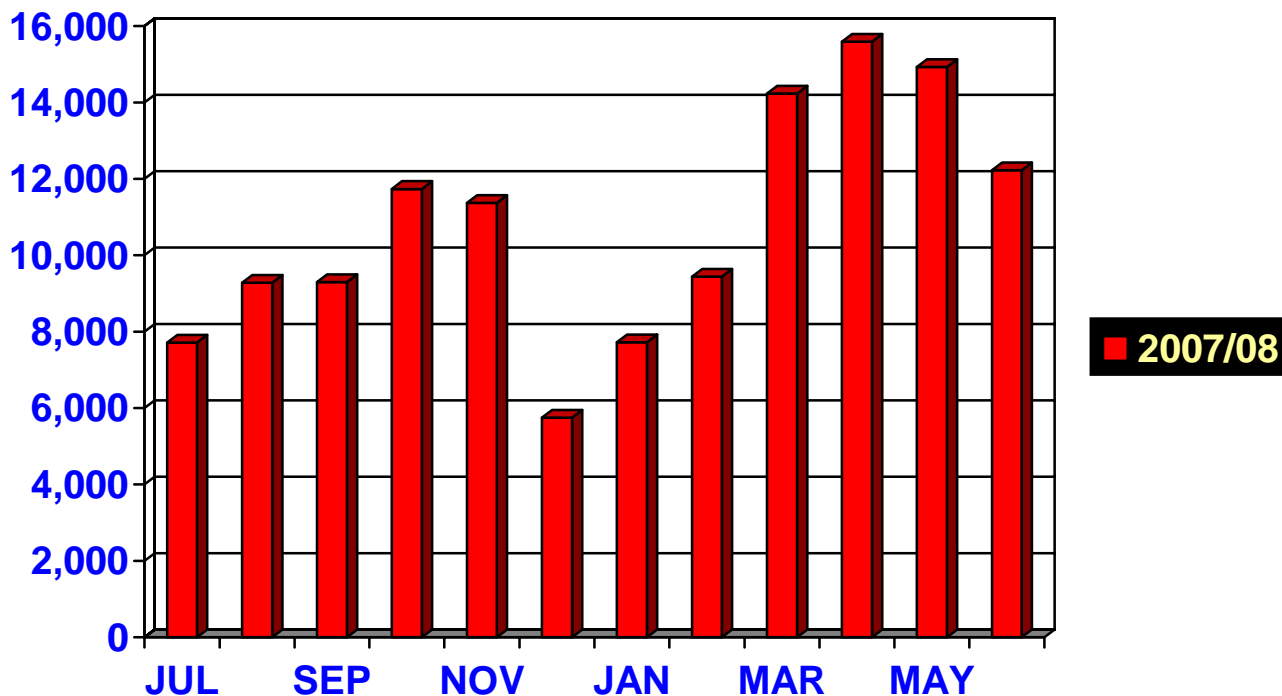
Following an announcement by SonicWALL to discontinue support for their TZ170 range of firewall equipment, NSW.net embarked upon a program to replace all TZ170's with PRO2040's. Over 45 units were replaced and the new units including a wireless interface, additional interface slots and SonicWALL's Global Management System (GMS). SonicWALL GMS offers a comprehensive solution for managing deployments of appliances that span SonicWALL's security platforms. Through a simple Web interface, IT administrators and managed service providers have access to:

- Centralized security, policy and network management
- Active device monitoring and alerting
- Intelligent reporting and activity visualization
- Centralised logging

Hitech Support is managing this service for NSW.net clients.



Database Statistics



The graph represents the total database searches for the following statewide databases from 1 July 2007 to 30 June 2008:

- Australia and New Zealand Reference Centre (EBSCO)
- MasterFILE Premier (EBSCO)
- Consumer Health Complete (EBSCO)
- Science Reference Center (EBSCO)
- Literary Reference Center (EBSCO)
- NoveList (EBSCO)
- Standards Australia Online Public Library Service

