

FACING THE CHANGES

USER EDUCATION PROGRAMMES AS A WORK-IN-PROGRESS



Donata Pieri, Roberta Sato, Francesca Chinaglia, Stefano Lovison,
Pierangela Mazzon, Laura Meggiorin, Monica Ortolan, Anna Zilio

Università degli Studi di Padova, Italy

INTRODUCTION

Last 2006, SFX and MetaLib were selected for implementation across the University of Padova Libraries System. These products customization and implementation required the huge involvement of librarians and staff from technical services, collection development, library technology, and public services.

A specific working group (Glweb/Metalib) was created within the University of Padova Library System mainly for the following activities: resources selection and implementation, help and support, promotion and training. The librarians joining the working group represent all the disciplinary areas.

The Glweb/Metalib Group web page stores materials and tools (ppt presentations, tutorials, updates, statistics) that all the University of Padova librarians can freely access and adapt for programming their training sessions.

TRAINING

Portale AIRE promotion was spread throughout our University across all the existing media (email, faculty and libraries web pages, blogs, leaflets, posters, etc.) and different training programs were designed for:

a. Libraries staff

Training was offered in-house to all the libraries staff as the Portale AIRE replaced access points to e-resources. The Glweb/Metalib Group was charged to help colleagues for these activities.

b. Academic

Training sessions were tailored to disciplinary research resources accessible via Portale AIRE. The Glweb/Metalib Group is organizing in collaboration with Faculty library staff a calendar of workshops specially targeted to researchers and PhD students.

c. Students

A variety of different initiatives are in programme for students alphabetization to Portale AIRE resources:

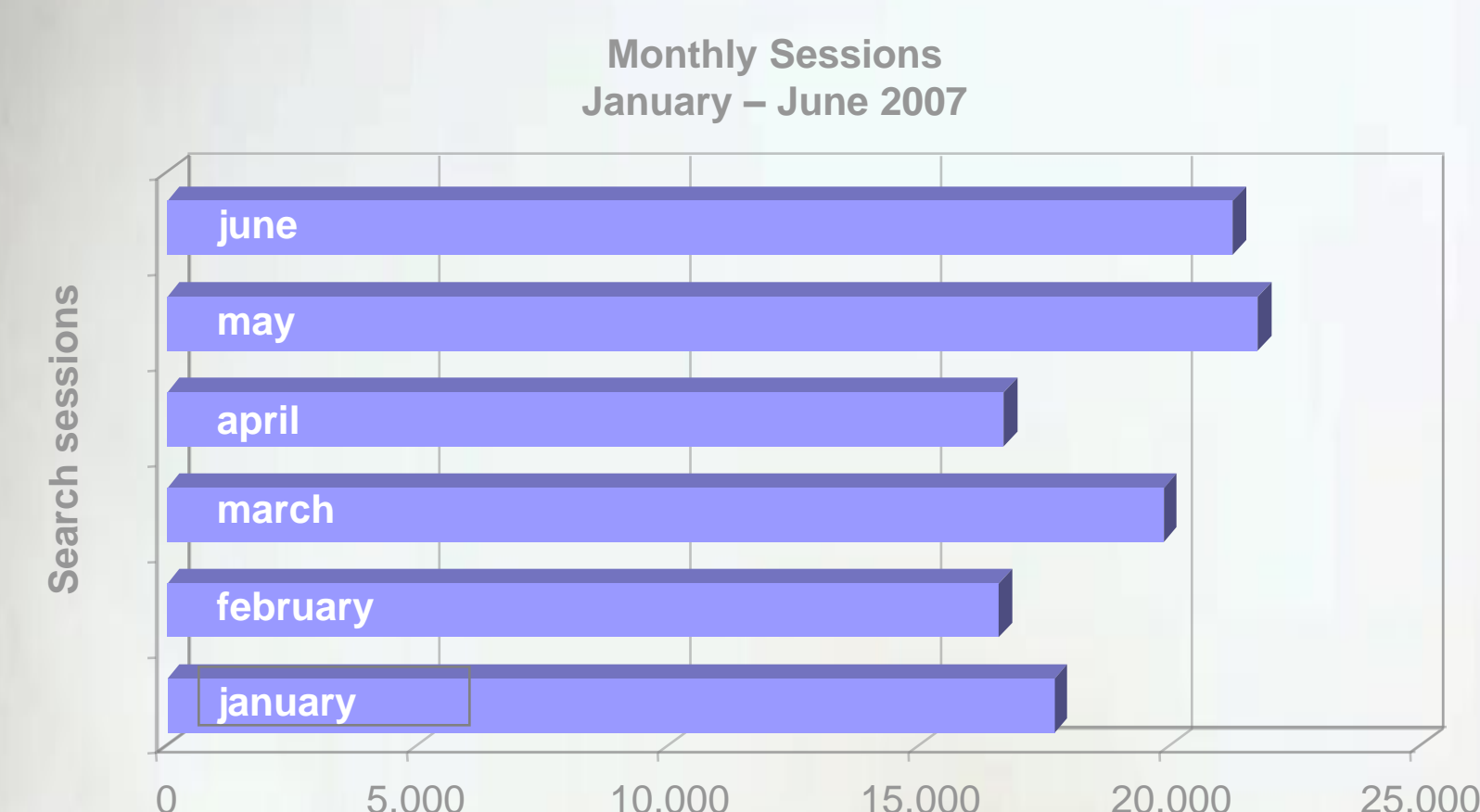
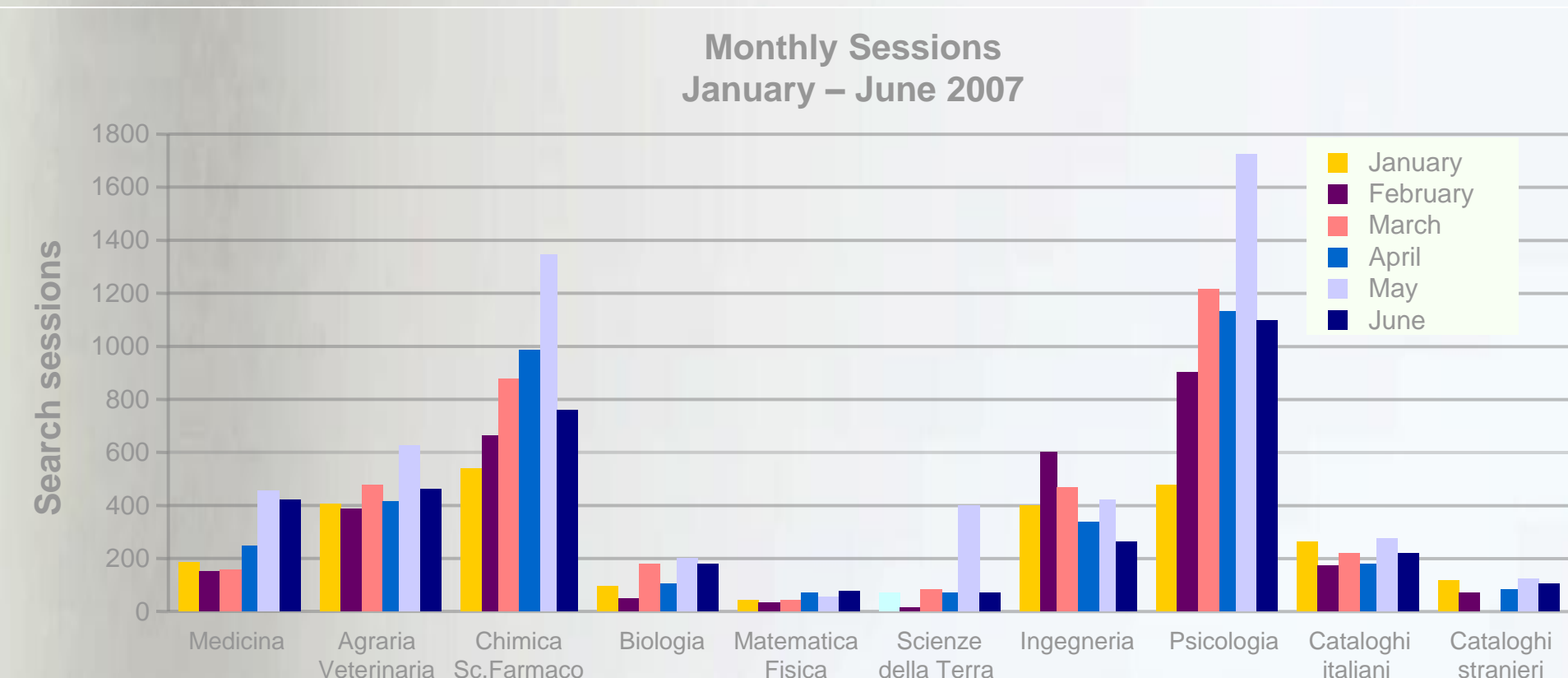
1. University Open Days
2. Presentations to new students
3. Library induction sessions
4. Courses. Librarians and teachers explored a range of strategies to ensure that their learning events include a variety of interesting activities focused on disciplinary courses.

DESCRIPTION

Portale AIRE is the public name of the Padova implementation of MetaLib. On June 2007, the resources included in the Portale AIRE are: 277 databases, 44 newspapers and journals, 97 ebooks and dictionaries, 32 library catalogues, 15 multimedia, 10 search engines, 12 e-prints and thesis and 32 subject gateways.

In particular, two important additional tools were added to Portale AIRE, besides the contextual help function: the online italian tutorial and the link to AIRE Helpdesk. They have been designed in order to help users, both basic and advanced.

The service was initially available to on-campus users only. Now after proxy server configuration has been completed, it is available with expanded service to off-campus users too.

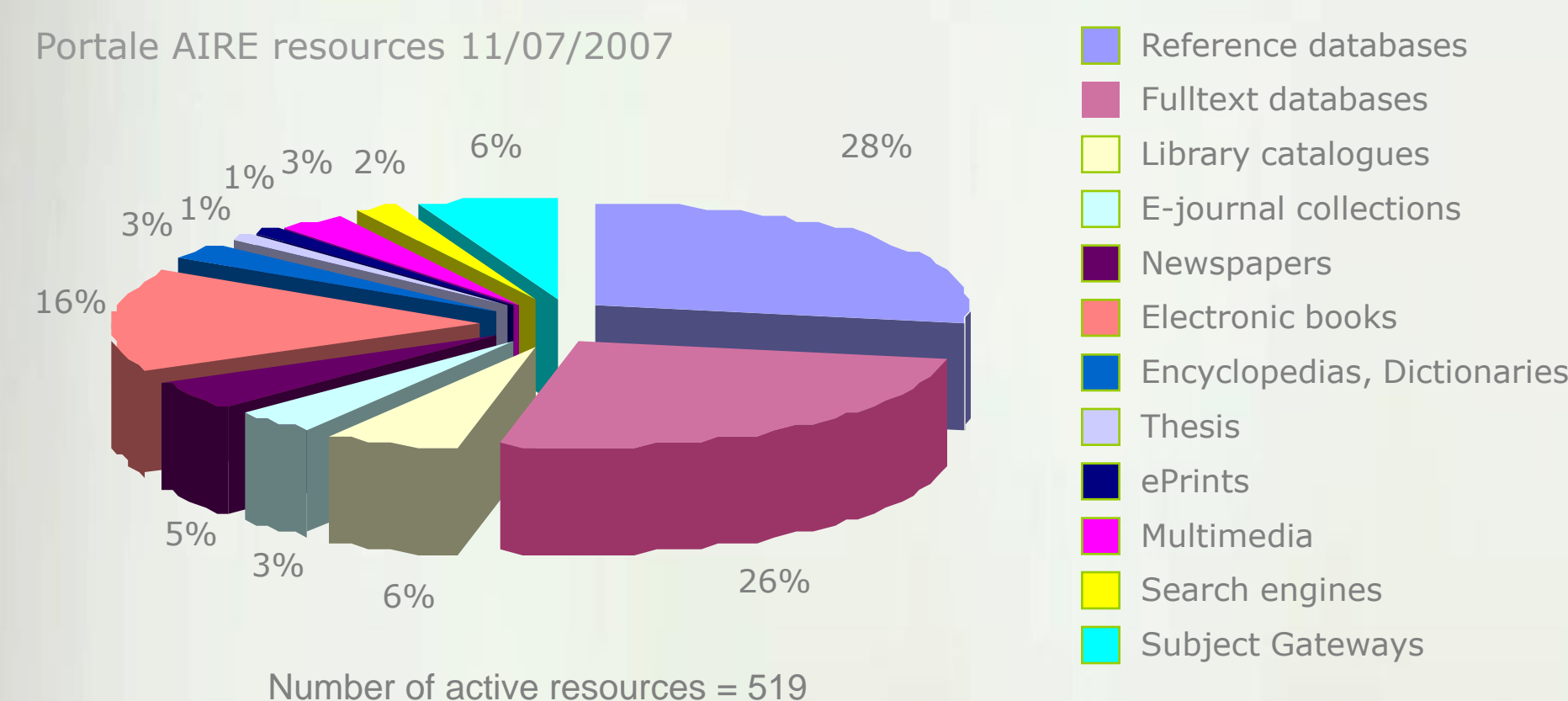


USAGE STATISTICS

Since Portale AIRE launch, the Glweb/Metalib Group is monitoring usage statistics provided by MetaLib. The analysis is available from the working group web page and can be extremely useful for strategic planning purposes.

The graphs show the monthly trend of disciplinary Quickset use (from October 2006). In Quickset, the resources available to users are databases purchased by our University. At a first glance, the analysis of data suggests mainly that the increasing trend use is particular evident in the area where librarians paid attention to basic training. This training activity started at the same time with the Portale AIRE launch.

Portale AIRE resources 11/07/2007



CONCLUSIONS

Successful end-user training leads to an increase in the effective use of information within an organisation. It also means that end-users become more self-reliant and improve their information skills.

For the future activities, we think that user's feedback and portal statistics will be very useful for suggestions in how to best structure education sessions for academic staff and library users. In particular, users' feedback is interesting for mapping the emerging new information needs and the best way for libraries to fit them.

REFERENCES

- Bruns T., Dentinger S., Kindschi A. The Implementation of MetaLib at the University of Wisconsin-Madison [powerpoints on the Internet]. In: Academic Libraries: Pointing Toward New Directions. Wisconsin Association of Academic Librarians ; 2006 March 28-31; Stevens Point, USA. Available from: <http://www.wla.lib.wi.us/waal/conferences/2006/>
- van den Brekel, G. Into the user environment now! How users have changed and how libraries can adjust. Journal of the European Association for Health Information and Libraries 2007; 3(1):8-16. Available from: http://www.eahil.net/newsletter/journal_2007_vol3_n1.pdf
- McDonald RH, Chuck T. Disconnects Between Library Culture and Millennial Generation Values. EDUCAUSE quarterly 2006;4:4-6. Available from: <http://www.educause.edu/apps/eq/eqm06/eqm064.asp>