

Offshore services

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Methodology

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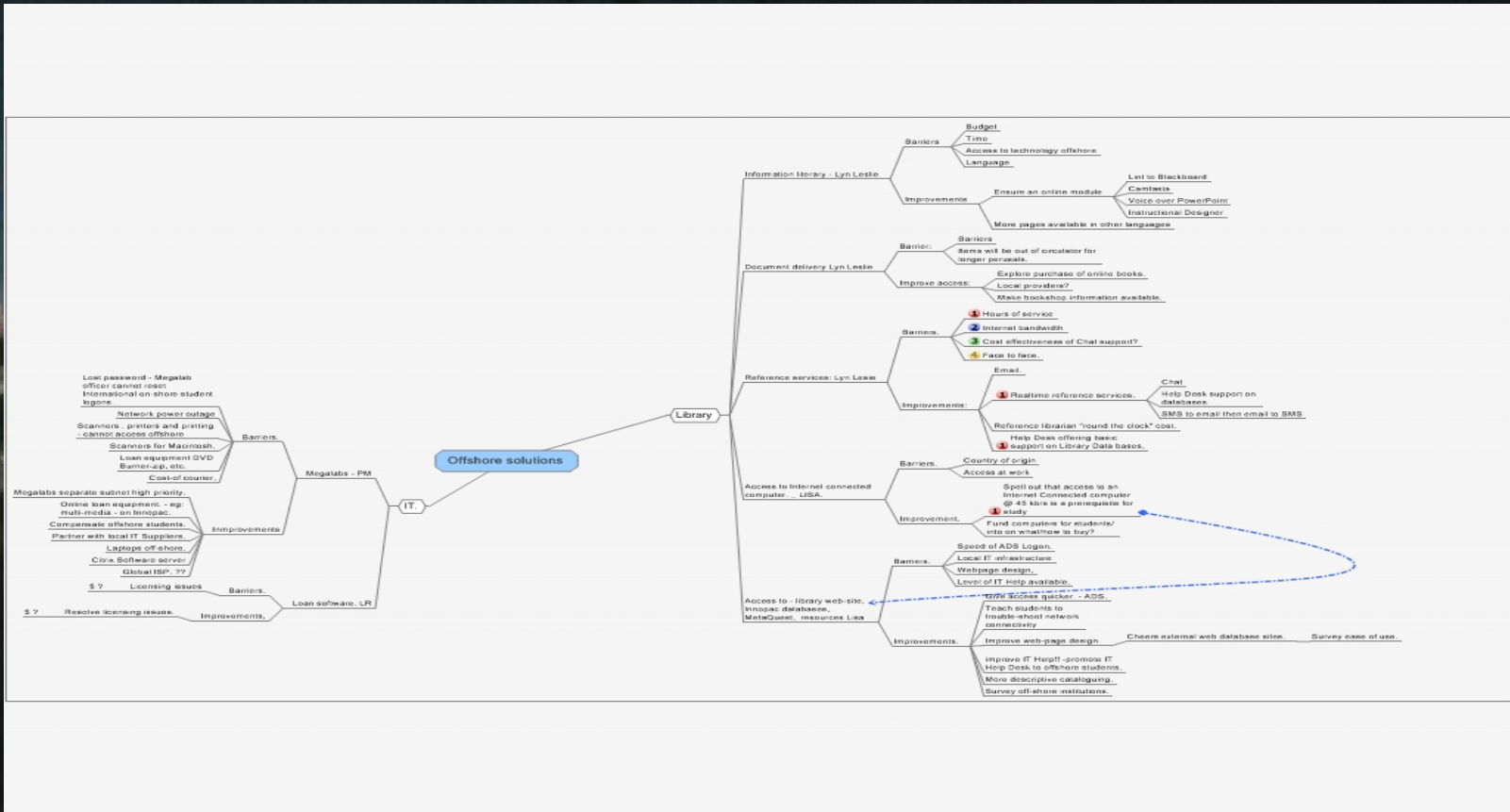
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- Identified services available
 - staff
 - students
- Mapped and measured services
 - measured e-Books for SCIS students
- Brainstormed improvements

Solutions Map

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Information Literacy

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- Barriers
 - budget
 - time
 - access to technology for offshore students and staff
- Improvements
 - further develop online module
 - link to Blackboard
 - use Camtasia (beware bandwidth)
 - use voice over PowerPoint
 - consult Instructional Designers
 - translate some of the online pages into other languages

ECU Library under construction at Joondalup

Document Delivery

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- Barrier:
 - items will be out of circulation for longer periods
 - courier/delivery costs
- Improve access:
 - explore purchase of online books
 - make bookshop information available and review against local availability

ECU Library Churchlands

Access to Internet Connected Computer

- Barriers
 - country of origin
 - access at work
- Improvement
 - spell out that access to an Internet connected computer @ 45 kb/s is a prerequisite for study
 - fund or assist with funding computers for students/
information availability on what/how to buy?
- Rural versus urban location
- Access via local partner institution

IBM X 360 server in production at Churchlands

Access to Web Resources

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- **Barriers**

- speed of ADS authentication – post out password
- local IT infrastructure
- webpage design,
- level of IT Help available.

- **Improvements**

- improve access time, ie: ADS logon
- train students to troubleshoot connectivity problems
- improve web-page design
 - external peer review of web page design
 - survey ease of use
 - limit document size for easy downloading
- promote IT Help Desk to offshore students
- more descriptive cataloguing
- survey offshore institutions

Liebert Uninterruptible Power Supply at Churchlands

Loan Software

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- Barriers
 - licensing issues
 - cost
- Improvements
 - renegotiate licenses for staff
 - use Citrix or Metaframe

Summary

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- eBooks measure, improve and advocate – CEIRC dataset coordinators
- collection development policy
- course entry pre-requisites
- report and monitor file sizes and Internet access issues
- examine and negotiate license issues
- reciprocal agreements?

Questions

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- Thank you and questions

