Offshore services

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Methodology

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

• 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
Document Delivery

• **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
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**
Access to Web Resources

- **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
Loan Software

• Barriers
  – licensing issues
  – cost

• Improvements
  – renegotiate licenses for staff
  – use Citrix or Metaframe
Summary

• 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

- Thank you and questions