Changing our Service Interface to Support Learning: Information Literacy in the Virtual Environment at the City University of Hong Kong Library

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The university environment in Hong Kong

• Eight UGC (University Grants Committee) funded universities
• Five are ranked in the top 200 world universities
• Upcoming 3-3-4 curriculum
• Globalization of university programs and resources
• University libraries are collaborative
  – Joint University Librarians Advisory Committee (JULAC)
  – Reciprocal borrowing
  – E-book consortia
  – Joint Universities Research Archive (JURA)
City University of Hong Kong

- Established in 1984 as City Polytechnic of Hong Kong, and gained university status in 1994
- Main campus covers 15.6 Hectares and is centrally located
- 20 academic departments
- Approximately 20,000 students and 1,000 staff members
e-Learning at CityU

- Majority of courses at CityU are face-to-face
  - Two outpost campuses
- “Emphasis is on using e-learning to support teaching and learning to achieve their expected outcomes.”*
  - Not the only method of delivery, but an integral aspect of supporting teaching and learning


^ This figure is from Computing Services Centre, CityU
E-Learning at CityU

• CityU wireless LAN
  – Covers 95% of the campus^  
• Notebook computer loan programme  
• Use Blackboard Academic Suite (Bb) as our unified e-learning platform  
  – Enrich platform with added-on Web 2.0 functionality  
  – 73% of courses currently use Blackboard^  

^This figure is from Computing Services Centre and the e-Learning Support Team (in the Office of CIO), CityU
Students’ overall usage of Blackboard

Chart provided by Computing Services Centre and the e-Learning Support Team (in the Office of CIO), CityU
Overview

1) e-learning using library resources
2) Helping our users to use information resources effectively (information literacy)
3) City University of Hong Kong’s information literacy programme
4) e-learning: Library and Information Skills Programme (LISP) online
5) Future e-learning collaborative plans for information literacy
Run Run Shaw Library, City University of Hong Kong
Run Run Shaw Library, City University of Hong Kong: Facts and Figures

• Serve approximately 20,000 CityU students (2009/2010)
• 109.9 service hours/week
• Seating capacity: 2,074
• Over 300 PC workstations
• Collections: 911,100 print books, 2,158,300 e-books
• Wireless LAN coverage
Online Library resources and services

• Library Catalogue
  – Commonly accepted, accessed, and used
  – Used to identify materials in the Library’s collection (including e-resources)
  – Manage library account, renew books, etc

• Encore—Library Catalogue 2.0
  – Recently launched
  – For search and discovery of Library resources
  – Web 2.0 features
E-learning 2.0: proven practices and emerging technologies to achieve results / Anita Rosen.
Rosen, Anita.

Available - Circulation Collection - HF5549.5.T7 R599 2009 -
- More Details
Description xiv, 236 p. : ill. ; 24 cm.
Note Includes Index.
Contents The business calculations and business objectives of e-learning -- E-learning strategies -- Types of e-learning -- Web 2.0 -- Web 2.0 technologies -- Web 2.0 trends for e-learning -- Components of an effective course -- Graphics and multimedia -- Standards and integration -- Conclusion: LMS/tools with good implementation -- Resources -- Appendix: Author guide.
Subject Employees -- Training of -- Data processing.
Employees -- Training of -- Computer-assisted Instruction.
Organizational learning.
Internet in education.
ISBN 9780814410738
0814410731

- Community Tags
Add a Tag
Online Library resources and services

• Databases
  – Commonly accepted, accessed, and used
  – Majority offer remote access
  – Include peer-reviewed articles, patents, newspaper articles, more
  – Searching options (keyword, descriptor, author, publication, etc)
  – Tools to manage resources
  – Options for citation formatting
Online Library resources and services

• Reference service by email
• Information literacy instruction
• Web 2.0 features to promote Library collections, services, and events
  – Reading promotion blog
  – RSS feeds
  – Facebook page
  – Twitter e-resources news
Monday, April 26, 2010

**Learning Maps and Memory Skills**

**By Ingemar Svantesson**

online access from NetLibrary

online access from Books24x7

check holdings in CityU Library Catalogue

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Are you tired of wading through pages of notes to find the information you want?
Do you need to improve your creative thinking?
Do you find it difficult to decipher the notes you have taken during a meeting?

Learning maps could be the answer to your problems.
They are an immensely valuable note-taking technique that can improve your memory, save you time and help with creative thinking. They are useful in all sorts of situations, such as:
- planning and problem solving;
- summarising notes;
- remembering facts and figures;
- brainstorming;
- remembering key points from a meeting.

(Excerpt from the back cover)

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Posted by CityU Library at 1:02 AM 0 comments

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**快速閱讀**

托尼·巴赞 (Tony Buzan) 著

online access from Apabi

check holdings in CityU Library Catalogue

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本書有六個主要目的：
1. 全面提高閱讀速度；
2. 簡化複雜資料；
Run Run Shaw Library, City University of Hong Kong

Wall Info Photos Boxes News

Just Others

Run Run Shaw Library, City University of Hong Kong
E-Resources News:
Fri at 1:02am via twitterfeed · Comment · Like

Run Run Shaw Library, City University of Hong Kong
More Study Seats in the Library during Revision and Examination Periods
Over 500 additional study seats will be provided to Library users during the forthcoming Revision and Examination Periods. For details, please visit: http://www.cityu.edu.hk/lib/about/news.html#studyseats
Thu at 8:36pm · Comment · Like

Run Run Shaw Library, City University of Hong Kong
Library Opening Hours for the Revision and Examination Periods have been announced, together with information about the 24-Hour Access Area. For details, please visit:
http://www.cityu.edu.hk/lib/about/news.html#exam_hrs2
Thu at 8:35pm · Comment · Like

Run Run Shaw Library, City University of Hong Kong
E-Resources News:
Access to Digital Dissertation Consortium has resumed.
Fri at 9:48pm via twitterfeed · Comment · Like · View Feedback (1)

Run Run Shaw Library, City University of Hong Kong
E-Resources News:
Alexander Street Press databases will be down for system maintenance: 8 pm, 24 Apr (Sat) - 4 am, 25 Apr 2010 (Sun), http://bit.ly/89c2Bl
Fri at 9:32pm via twitterfeed · Comment · Like

Run Run Shaw Library, City University of Hong Kong
Fri at 9:43pm via twitterfeed · Comment · Like
Online Library resources and services

• E-journals
  • 61,000
• E-books
  – 2,158,300
  – Majority of e-books are purchased as part of a consortium
  – Collaboration to maximum purchasing power
CityU Library & e-Book consortia

• Cicada
  – Composed 48 libraries in Taiwan and Hong Kong
  – English language e-books with perpetual access

• ERALL (Electronic Resources Academic Library Link)
  – Composed of JULAC libraries
  – Over 16,000 English language e-books with perpetual access for multiple simultaneous users
CityU Library and e-Book consortia

• Apabi eBook Consortium (Founder Apabi D-Lib)
  – Composed of 5 libraries in Hong Kong (CityU, CUHK, HKU, PolyU, VTC)
  – Chinese language e-books with perpetual access
  – Shared access to over 87,800 Chinese language e-books with perpetual ownership for single simultaneous user.
e-Books and e-Journals

– Save space
– Maximize resources
– Meet users in their 24x7 online environments
Would you come to the Library to read a journal?
Run Run Shaw Library, City University of Hong Kong: Facts and Figures

• Average number of daily users = 6251 (2008/2009)
  – Highest rate of daily use = 16,021 (Nov, 2009)

• Face to face informational/reference enquiries increased 24.6%, 2007/2008 – 2008/2009

• Face-to-face participation in Library tours, orientations, and workshops for students and staff increased 41.8%, 2007/2008 – 2008/2009
The library’s changing interface
Library resources and services--The shifting interface, City University of Hong Kong

The proliferation of online materials, including electronic journals, electronic books, and the ever-growing availability of information available on the World Wide Web, necessitates that librarians continue to teach the effective and efficient use of information resources.
Information literacy

• “Information literacy is a set of abilities requiring individuals to ‘recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.’”

Information literacy

Information literate individuals are able to:

• Determine the extent of information needed
• Access the needed information effectively and efficiently
• Evaluate information and its sources critically
• Incorporate selected information into one's knowledge base
• Use information ethically to accomplish a specific purpose
• Understand the economic, legal, and social issues surrounding the use of information, and access and use information ethically

Helping students learn

“The advent of electronic resources has complicated the process of finding resources considerably... Academic libraries are the primary agents on campus for such instruction in the use of electronic resources.”

Information literacy and libraries—What’s the connection?

Libraries and librarians are essential help develop information literate students by:

• making available a quality collection of information resources
• providing research assistance
• offering learning opportunities to students and staff
• collaborating with teaching staff to integrate information literacy skills into courses
Information literacy is international

While specific resources and subject specialties may differ between universities, skills that information literacy promotes are transferrable across disciplines and borders. Information literacy is advanced by libraries around the world.
Information literacy instruction is standards-based

Australian and New Zealand Information Literacy Framework

*principles, standards and practice*

Second edition

ANZIL, Australia & New Zealand, 2004

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SCONUL, UK, 2008

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Beijing, PRC, 2003-2005

http://edu.lib.tsinghua.edu.cn/InformationLiteracy/index.htm

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ACRL, US, 2000

City University of Hong Kong
Information literacy programme at City University of Hong Kong

Part of the Run Run Shaw Library’s mission is to “support and augment learning, teaching, and research.” In support of both the University and the Library’s missions, the role of the Library in relation to information literacy is to contribute to the education of the University’s students and staff by promoting information literacy and by providing instruction to help them become information literate.
Information literacy programme at City University of Hong Kong

• Reflects the Association of College and Research Libraries’ (ACRL) *Information Literacy Competency Standards for Higher Education*

• Includes a Mission Statement and documentation [http://libguides.library.cityu.edu.hk/il](http://libguides.library.cityu.edu.hk/il)

• Assessment focuses on learning outcomes in addition to instructors’ effectiveness

• Learning opportunities are available face-to-face and in the virtual environment
Information literacy programme @ CityU: 
Face-to-face workshops

Information Skills Workshops

• Finding Books and More: Using the Library Catalogue
• Introduction to Databases, E-Journals, and E-Books
  – Finding articles using Library Databases for *Humanities & Social Sciences Students*
  – Finding articles using Library Databases for *Science and Engineering Students*
  – Finding articles using Library Databases for *Business Students*
  – Preventing Plagiarism
  – Citing Sources of Information
  – Finding Dissertations and Theses
  – Using RefWorks—Your Personal Web-based Database of References and Bibliography Creator
Supplemental workshops

- Google It: Search Strategies and Tips for Google & Beyond
- Finding News and Newspapers
- Scopus: Track and Analyse Research from around the World
- ISI Web of Science: Find out Where, and by Whom a Paper has been Cited
- Keeping Current with Research: RSS and Journal Alerts
Information literacy programme @ CityU: Face-to-face workshops

Course-related instruction

• *Intro to Library Resources & Services Plus Database Search Skills for SM5325 Students*
• *Information Research Skills for MAPPM Students*
• *Library Orientation Workshop for DBA students*
  – *Information Research Skills for MALS Students: An Introduction*
  – *Information Research Skills for MATESL Students*
  – *Workshop for MGT4239 Business Research Skills for Japan*
Information literacy programme @ CityU: Statistics of services

<table>
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<tbody>
<tr>
<td>Number of Library tours, orientations, and workshops for students and staff</td>
<td>207</td>
<td>171</td>
</tr>
<tr>
<td>Participants in Library tours, orientations, and workshops for students and staff</td>
<td>3,576</td>
<td>4,408</td>
</tr>
<tr>
<td>Informational and reference enquiries</td>
<td>32,727</td>
<td>37,000</td>
</tr>
</tbody>
</table>
Information literacy programme @ CityU: Online learning opportunities

- Research guides
  - Suggested Library resources by Department
  - Various information literacy skills:
    - *Beginning Your Research*
    - *Citing Sources of Information*
    - *Keeping Current in Your Field*
  - Other guides
    - *Where to Find Different Types of Library Resources?*
    - *Library Catalogue 2.0 Search Guide*
Research guides developed using LibGuides

Marketing
Suggested resources for Marketing
Last update: Apr 25th, 2010  |  URL: http://libguides.library.cityu.edu.hk/mkt

- Harvard Business School Case Studies
- Featured resource
- Just register first.
- Titles include:
  - Apple's Core
  - Odyssey Healthcare
  - Maiden in America

- Related research guides
- Company Information
- News and Newspapers
- Other Business Research Guides

- Refworks
- Refworks is a web based program that helps you create and store reference lists for your research paper.

- Marketing news
  - Research and Markets: Baby Food in Hong Kong, China
  - China Yuan Move May Stymie Hong Kong Fight to Avoid Bubble
  - Pure Technologies Ltd. to Establish Joint Venture in China
  - Hong Kong Regulator Says Goldman Fallout in Hong Kong 'Limited'

- Learn more at your own pace
  - To learn more about the Library and how to successfully conduct research, it is recommended that you participate in the Library's Library and Information Skills Programme (LISP) online.
  - The aim of this programme is to improve the ability of students to make effective use of the collections, services, electronic resources of the CityU Library; and to evaluate and use information appropriately and
Several tutorials developed using Captivate

E-Books

Licences forbid unauthorised use of copyrighted work. Activities infringing proper use of copyrighted materials such as massive downloading, illegal distribution, copying a disproportionate amount of materials can lead to criminal prosecution of the University. Consequently, users found to have engaged in unauthorised activities related to copyrighted materials will be subject to disciplinary action by the University.

Notes on Remote Access
Finding E-Books across E-Book Collections

<table>
<thead>
<tr>
<th>Collection</th>
<th>Subject Coverage</th>
<th>Info/Guides</th>
<th>Available Titles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apabi eBook</td>
<td>multi-disciplines</td>
<td>info, notes on access, search guide</td>
<td>law books, yearbooks, standards, others</td>
</tr>
<tr>
<td>Books24x7 - ITPro</td>
<td>information technology</td>
<td>info, notes for first-time users, search guide</td>
<td>available titles</td>
</tr>
<tr>
<td>ebrary - Academic Complete</td>
<td>multi-disciplines</td>
<td>info, search guide, Quick Start Training Program</td>
<td>available titles</td>
</tr>
</tbody>
</table>
Information literacy programme @ CityU: Online learning opportunities, cont.

• Tutorials
  – How are Books Shelved by Call Number?
  – Help on using Refworks

• Library and Information Skills Programme (LISP) online
Information literacy programme @ CityU: The changing interface—LISP Online

• Number of face-to-face library courses offered cannot meet the needs for instruction on information literacy
  – Student demands and schedules
  – Library’s human resources
• Students becoming accustomed to conducting research and participating in educational activities online
Information literacy programme @ CityU: Online development

- Some students prefer online learning and/or learning at their own pace without geographical or temporal constraints

- An alternative way to promote information literacy among Library users and to reach out to remote users

- Use the University e-learning platform, Blackboard, to deliver and develop the course
Information literacy programme @ CityU: LISP Online development

• Design and production of LISP Online started in mid 2005
• Human resources involved – 2 librarians, 2 library supporting staff, 1 student helper
Information literacy programme @ CityU: LISP Online development

• Design considerations:
  – Modules allow both systematic learning of information skills (if taken in sequence) and quick reference for particular skills
  – Use of multimedia (text, images, Flash movies) and interactive elements (interactive Flash, guided real-time practices, self-tests, end-of-module quizzes with immediate feedback) to ensure effective teaching and learning
Information literacy programme @ CityU:
LISP Online development

• Design considerations:
  – Course administration should fully utilize the tools provided by Banner and Blackboard
• Should be able to track the progress of participants for recognition of completion of the programme
  – Timely delivery of e-certificates
  – Record of staff development
Library and Information Skills Programme Online (LISP Online)

(26 Aug 2009 - 31 Jul 2010)

Before you start the Programme, click on the following link and answer two simple questions to indicate whether you want an e-certificate on completion of the Programme (for registered students) or a record of participation in this Programme in AIMS (for registered CityU staff). Then click on Modules in the programme menu on the left to begin the Programme.

First of all, tell us if you want a certificate/record of participation

After you have completed the Programme, please fill out the Programme Evaluation form to give us your valuable feedback!

Aim

The Programme aims to improve the ability of students to make effective use of the collections, services, and various electronic resources of the CityU Library, as well as to evaluate and use information appropriately and ethically in their academic pursuit in the belief that such information skills are not only essential to their study in the University but also to their life-long learning process.

Learning Modules

The LISP Online consists of the following 5 self-paced online learning modules:

1. Library Orientation
2. Introduction to Library Resources
3. Using the Library Catalogue
LISP Online equips you with the basic skills for effective use of library resources and information which are essential for your studies at CityU and for life-long learning.

Module 1
Library Orientation

Module 2
Introduction to Library Resources

Module 3
Using the Library Catalogue

Module 4
Using Databases, E-Journals and E-Books

Module 5
Evaluating Information

Module 6
Citing Sources of Information

LISP Online
Information literacy programme @ CityU: Future goals

• Expand online learning opportunities
  – Create short online tutorials
  – **Increase our usage of University’s Learning Management System (LMS)**
    o Experience of LISP Online
    o Address more specific needs
    o **Support upcoming 3-3-4 curriculum**
      ➢ Cannot depend on face-to-face
      ➢ Maximize Library’s human resources
Information literacy programme @ CityU: Future goals, cont.

• Expand online learning opportunities
  - Teaching staff can integrate content into courses
    - Reduce workload of teaching staff
    - Continue to enhance learning opportunities for students
Information literacy programme @ CityU: Future goals, cont.

• Begin to offer subject-specific and strategy-specific courses in addition to LISP Online
  – Migrate content from research guide, *Beginning Your Research*, to new courses using our LMS
  – Undergraduate level and postgraduate level
  – Self-directed learning, students can register on their own
Information literacy programme @ CityU: Future goals, cont.

• Begin to offer subject-specific and strategy-specific courses in addition to LISP Online
  – Instructors may include as part of their own courses that utilize Blackboard
    o Formalize delivery method
    o Collaboration with faculty
    o Reduce teaching workload
Beginning Your Research

This guide describes the steps of the research process, including selecting your topic, identifying and evaluating information resources, and more.

1.) Your topic

- Helpful exercises
  - Developing a search strategy
  - Narrowing your topic

- Selected resources for topic ideas
  - CSA Discovery Guides
  - ProQuest Newspapers
  - Gale Virtual Reference Library

Selecting and developing a research topic

Select your topic

When you are asked to select a research topic, you may be given a list of suggested topics, you may be assigned a broad topic and asked to select a sub-topic, or you may be free to choose any topic for your research project. When selecting a topic, be sure to choose a topic that interests you! Selecting a topic that interests you will help keep you engaged in the research process. Some steps that you can take to choose a topic are to:

- Brainstorm with your classmates
- Talk with your instructor or a reference librarian
- Check the table of contents in your textbook for ideas
- Browse one of our Research Guides for subject headings and current news for a discipline in which you are interested

Identifying the main concepts

Describe your topic

After you have selected your topic, it is important to:

- State your topic. It is often helpful to phrase your topic as a question.
- Next, identify the main concepts of your topic
  - Identify your keywords (the main ideas of your topic)
  - Think of different ways to describe your keywords.
Information literacy programme @ CityU: Future goals, cont.

• Format of *Beginning Your Research* course may be part of a pilot project for future opportunities for Hong Kong University libraries’

• JULAC libraries’ involvement
  • Subject specific information literacy courses developed that can be offered via Learning Management Systems
    – Structure, content, etc. can be shared
JULAC resource sharing activities: Some examples

- JURA—Joint Universities Research Archive
  - “Pool and store research materials”
- Consortial purchasing
  - e-Book collections
- HKALL
  - Free interlibrary loan between Hong Kong university libraries

Information literacy programme @ CityU: Future goals, cont.

• Development of courses to be shared by JULAC libraries
  – Collaborative model
  – Capitalize on the disciplinary strengths of universities and librarians’ specialties
  – Support 3-3-4 curriculum
  – Optimize human resources
e-Learning opportunities are supplemental

- As with the University’s use of Blackboard, the Library’s e-Learning opportunities supplement its face-to-face reference and instruction services.
Run Run Shaw Library’s service interface

• Continually changing to meet users’ needs face-to-face and online
• Physical and virtual environments coexist in order to provide Library resources and services
• Variety of face-to-face and e-Learning opportunities to effectively meet users’ needs
• User-friendly
  • Both online and in person
Questions and discussion
Thank you!

lbinf@cityu.edu.hk
References


