Priorities for 2013

The University Library priorities for 2013 were developed as a result of planning workshops held in October 2012 with Library staff and members of the Library Advisory Committee. The over-arching focus for the development of priorities was the University Strategic Plan 2011-2015.

A full list of priorities and actions can be viewed on the library website at:


Some key priorities for the year are to:

- Continue to enhance the online presence of the Library and deliver an improved range of self-help services through a variety of electronic delivery channels
- Trial a toll-free number and return postage for distance students
- Continue to develop strategies and services to support the various stages of the researcher lifecycle
- Lead development of an open access policy for UNE research publications and data
- Increase open access to UNE research outputs
- Provide advice and support for using and creating open access content for teaching
- Progress the adoption of the Dixson Library Master Plan
- Enhance physical spaces in the libraries to meet changing client needs

These initiatives will involve library staff working closely with staff from across the University, including academic staff, staff from Research Services and Learning Innovations Hub, as well as consulting with students.

Impact of Trimesters

With the first year of Trimesters complete, it is possible to reflect on the changes brought to the University Library and its service delivery by the new model of three teaching periods.

“Normal” academic year opening hours were maintained across the three Trimesters from February 2012 to February 2013 in the Dixson Library while the Law Library operated with the previous “summer vacation hours” during Trimester 3, 2012-2013. The introduction of student assistants employed to provide basic services at the Service Desk in the Dixson Library was one strategy that contributed to meeting the increased service demands. Once trained, the student assistants allowed continuing staff to be focussed on other tasks and services requiring higher levels of skills and knowledge. The introduction of student assistants in this capacity also provided a welcome new employment opportunity for students on campus.

While loans on campus had been declining steadily from 2009 through 2011, the loans for the first year of trimesters were 19% higher than loans in 2009, and 59% higher than loans in 2011. (It is not surprising that loans of print items decreased significantly over previous years; this is due to the rapid increase in electronic resources provided by the Library over the last 5 years.)

Downloads of examination papers and eReserve items have increased steadily over several years and this trend continued in the first year of trimesters, the increases from 2011 to 2012 being 12% and 5% respectively.

Total room bookings increased 20% over 2011. This included bookings for the problem based learning rooms, group study rooms, the media booth and the training lab.

In 2013 with the full impact of Trimesters, the libraries will reduce opening hours to vacation hours for only two weeks in the year (excluding the Christmas-New Year closedown period).
APPOINTMENTS AND RETIREMENTS

Sharyn Lansley
Sharyn passed away on 5 March 2013 after a short but intensive battle with cancer, which had forced her to go on extended sick leave, and then to retire as Executive Assistant to the University Librarian in July 2012.

Friends and former and current colleagues from the Library and the wider University joined family members to bid a final farewell to Sharyn in Guyra on 11 March. She is sadly missed by many of us.

Visit the library website to view an article on Sharyn’s retirement in issue 2, 2012 of info@library.une.

www.une.edu.au/library/about-us/info@library22012.pdf

Greg Kelleher Retired
In February 2013, Gregory Kelleher, Collection Delivery Team Leader (and formerly Deputy Information Services Librarian) retired. After 23 years with the UNE Library, having experienced multiple changes and position titles, Greg is moving on to other activities for his primary focus. To celebrate his 23 years in the Library, past and present staff came together to wish him well at a morning tea. Greg is still visible around Armidale and occasionally in the Dixson Library, as he pursues his personal interests. Library staff understand that some overseas travel will be planned for the future, but 2013 will be primarily local and laid-back.

Crystal Plowman Seconded
The Library’s Digital Infrastructure and Information Technology team have received some much-needed assistance in the area of repositories coordination for 2013. Crystal Plowman has been seconded from her substantive position in Learning and Research Services to act as Digital Repositories Coordinator. Crystal's contributions will assist the further developments planned for e-publications@UNE in 2013, and in the digital infrastructure of the library more generally. Her willingness to contribute to the library in a new way is appreciated.

Allison Hall Appointed
Allison Hall, most recently a librarian in Learning and Research Services, was the successful applicant for the position of Collection Delivery Team Leader. Allison had been involved with the library’s loans and reserve services prior to her experience in Learning and Research Services. She began in her new role as Collection Delivery Team Leader on 11 February. Allison has ‘hit the ground running’, as the saying goes, due to the increased activity associated with trimesterisation and the absence of key Interlibrary Loan staff. Allison’s depth and variety of experience will be of considerable advantage as she continues to develop the role of Collection Delivery Team Leader.
Return Postage for Distance Students

In 2013 the Student Services and Amenities Fee (SSAF) will pay for return postage for items borrowed from the University Library by distance education students*.

A reply-paid return address label will be included with each package sent to distance students from the Library.

Library items are to be returned by the due date in padded envelopes or waterproof satchels with the reply-paid label affixed to each parcel.

Some positive comments received to date:

- I just wanted to say that the library which was already doing a great job, has now improved itself even more. The reply paid idea is fantastic for external students. I know there have been occasions where I have wanted to borrow books and then have thought about the cost of postage back and decided against it. ... please consider keeping it for the benefit of all the external UNE students.

- Fantastic, another reason why UNE is the best provider of DE in the country.

- This is a great response from UNE to the concerns of distance education students and the SAF, let’s hope it continues indefinitely.

- What excellent news! Good to know our amenity fees are being put to good use to benefit all of us! Thank you!

- Not available to distance education students living outside Australia, or within the Armidale postal district.

Electronic Newsletters for Distance and Local Students

The University Library is pleased to unveil their new electronic Library Newsletters for Local and Distance Students.

The newsletters contain information on library events and exhibitions, new services and resources, information on borrowing, using the library during intensive schools, a profile on a library staff member and much more.

A new issue will be sent to students via email each trimester, and will be available on the library website.

We have already received a number of positive comments from students:

- I just wanted to say thank you for producing the newsletter, I found it easy and enjoyable to read and also full of helpful information.

- Thanks for the new 4 Distance Students newsletter. It was relevant, informative and contained some very useful information.

- Well done! I think it’s great to see this newsletter especially for us (me).

- I just saw a copy of your new electronic Newsletter for locals. Well done on both look and content, a great idea.

- I have just received the new newsletter – it is brilliant! Such a great idea! Great initiative – well done.

Let us know what you think of our new newsletters by emailing libcomms@une.edu.au or by leaving a comment on the library website.


Library Newsletter
4 Distance Students


Library Newsletter
4 Local Students
New 1800 Number

Another new initiative for distance education students in 2013 is the provision of a 1800 phone service to assist students with library related enquiries. The number, 1800 059 735 directs calls to the Dixson Library Service Desk. This is a free call from landlines. However, calls from mobile phones may be charged at a timed rate (users should check with their mobile phone service provider).

Mobile Library Website

The Library has launched a version of its website designed specifically for use on smart phones and tablet devices. The mobile site allows users the opportunity to renew loans, search the catalogue and the discovery service Summon, place requests and view the status of the library’s computers and opening hours. The mobile site does not set out to replace the main library website which contains a wealth of information about the library and its services.

Communication Plan

The 2010 University Library Review recommended that the Library develop a communication plan in relation to the provision of library services to academic staff and students. In support of this recommendation a library working group developed a 2012-2015 Communication Plan.

A copy of the Library Communication Plan can be found on the library website:


The development of the Plan included a survey of students and staff to gather their comments on preferred communication channels and strategies.

Below is a photo of the random winner of the Library Communications Survey, Mrs Tamara Shepherd, a post-graduate student in Education at UNE.

Glossary

The Library’s new glossary outlines common academic and library terminology. The glossary can be found on the library website:


www.une.edu.au/library/m/index.html
Master Plan Update

The last issue of info@library (issue 2, 2012) provided information on the appointment of Woods Bagot Pty Ltd as consultants for the development of the Dixson Library Master Plan. In December 2012 the Library received the first of a number of iterations of the Dixson Library Masterplan Report. This report and other background documentation can be found on the library website:

www.une.edu.au/library/masterplan/

Since this time we have received further concept plans and iterations, and have recently accepted the final version of the Master Plan. The final version includes staging proposals and costing estimates so that the total refurbishment can be completed in stages as budget allocation becomes available.

One major project for Dixson Library in 2013 includes the refurbishment of a number of different areas of the library within the concept framework of the Master Plan. James Cubitt Architects have been appointed to provide detailed concept designs and assist in the preparation of tender documents.

Security Office Moving to the Library

Identified in the Master Plan, and in consultation with UNE Facilities Management Services and UNE Security, is the relocation of the UNE Security Office (Academic campus) into the Dixson Library. The Security Office will be located on the ground floor with easy access for staff and students, and will be located in close proximity to other support services already located in the building: IT Help and Academic Skills Office (ASO).

The relocation of the Security Office has implications for the adjacent library staff work area which will be addressed as part of this project.

Additional High Density Storage

The first stage of additional compactus units on the lower ground floor for high density storage of low use material will be installed during this project, which is anticipated to commence July/August 2013. Significant work has been performed by Collections Services staff in the assessment and review of the library collection to relocate low use material into the compactus and free up sufficient space to accommodate other purposes as identified in the Master Plan.

Expansion of the Informal Learning Space

The redevelopment of the south-west corner of the ground floor for additional Informal Learning Space has been funded from the Higher Education Participation and Partnerships Program (HEPPP).

An outline of the proposed development can be found on the library website.


James Cubitt Architects

Learning Commons Refreshed

At the end of 2012 all publicly available computers in the Learning Commons were replaced. The old machines had reached the end of their warranty and were showing their age. Their replacements have been configured in anticipation of foreseeable software developments, such as Windows 8. The computers are configured with dual monitors as this is increasingly likely to be the common experience of students in the workplace. Given the rapid advance of mobile technology, this may be the last upgrade of the Learning Commons desktop computers on this scale.

Toilet Refurbishment

The refurbishment of the first floor toilets was completed in January 2013. The Library received funds in the 2013 capital expenditure budget for refurbishment of the second floor toilets, to be almost identical to the newly completed first floor. This project will begin during May 2013.
Library Subject Guides

Learning and Research Services staff are creating new Subject Guides for students, using LibGuides software and templates. Widely used in academic libraries, LibGuides is web based and offers a structured template based environment which easily accepts Web 2.0 technologies (YouTube videos, screen capture ‘films’, etc) and offers the possibility of a more interactive learning and support environment.

The new Subject Guides offer students support in identifying Library resources; instruction on how to use them and in some cases targeted support for specific assignments. They can easily be added to Moodle units and have already proved very popular with students.

Currently about half of the existing Subject Guides have been recreated using LibGuides, and all new resources (ebooks, patents, researcher support, mobile apps) have been created using the LibGuides format.

Examples:

- **Biology** - especially the Assignment help.
- **The Law Library website.**
- **eBooks** - gives a very comprehensive guide to finding and using the ebook collections.
- **Researcher Support** – easy access to current information on HERDC requirements, Open Access matters, managing your online profile and much more. This is relevant to researchers at any stage of their career.

Library staff are also preparing a guide to assist academics in providing resources for UNEOpen students. This will contain information on Open Access and Creative Commons licences for teaching materials as well as links to sites where appropriate teaching and learning materials can be found.

Research Skills Training Sessions

How librarians describe their training sessions has varied over the years. The changes in name (Reader Education, Bibliographic Instruction, Information Literacy) have reflected changes in content and approach, in turn reflecting changes in learning and research in higher education as well as changes in technology and accessibility of information: how information is stored as well as retrieved. Reader Education focused on orientation tours and explanations of the use of the card catalogue and equipment such as microfilm readers, whilst the more recent Information Literacy focused on skilling clients, “An information literate person recognises when information is needed and can locate, access, evaluate and apply that information.”(Mercer p.3)

Expectations change with developments both in education and technologies, and whilst developing our Researcher Support Service

http://une.au.libguides.com/research

...the library staff have become aware that the skills needed by undergraduate students designated as ‘Information Literacy’, are valued as those required to carry out aspects of research: identifying, interrogating and accessing resources for published material; evaluating the scholarly nature of found materials and the application of the information found to specific questions and contexts, are all initial stages for many research projects. Some skills sets (learning the uses of citation counting tools and tracking author citations, understanding author IDs and issues relating to open access publication), overlap as students move into becoming researchers.

Recently, new skills have emerged: the discovery, reporting and appropriate use of non-traditional published items; more intensive tracking of publication outputs and their impact; identifying publication opportunities; collaborative research and the use of related tools; an understanding of Open Access resources, publishing and Creative Commons licences. These are all now supported by librarians and a range of training is offered.

The Research Skills training delivered, both to groups and individuals, both generic and subject specific, whether online or face-to-face, is increasingly as relevant to the development of researchers as to the assistance of ‘learning’. The Library’s shift from offering ‘Information Literacy classes’ to ‘Research Skills Training’ reflects awareness of these shifts both within the academic teaching and learning environment and within the profession of librarianship.

New Law Library Website

The new Law Library website was released at the beginning of First Trimester 2013. Not only is the new site easier to use, it also offers enhanced interactivity and updated, comprehensive advice for law students on finding information for assignments. The site features a range of resources to assist students to find information on cases and statute law, as well as detailed instructions on finding secondary materials and legal commentary.

The new home page includes a range of interactive displays such as real-time information on opening hours and computer availability, and a chat widget. The latter allows law students to connect to librarians and receive real-time feedback, something that is lacking in email. In addition, the new Law Library website offers an integrated search box, which allows students to search Summon, the Library catalogue and Google Scholar. This useful tool duplicates the similar feature already on the University Library home page. Positive feedback regarding the site has been received from both academic staff and law students, who have said that the new site is more intuitive and easier to use.

e-publications@UNE Turns Five

e-publications@UNE, the University’s repository for research publications, turned five years old on 21 April 2013. The repository is managed and operated by the University Library in collaboration with Research Services and the Information Technology Directorate. It contains records and objects for over 12,500 research publications by University staff and students. Metadata about the objects in the repository is harvested by the Corporate Intelligence Unit’s new Publications Reporting tool, which is providing new ways to view and analyse this important data.

During its life the repository has supported the University’s submissions to two ERA reporting exercises, and planning is already under way to do so again in 2015. Metadata from the repository is also used as the basis for the University’s report for the annual Higher Education Research Data Collection (HERDC). While, to date, the repository has been concerned chiefly with traditional types of research outputs – journal articles, books, book chapters and conference papers – it is likely that, later this year, it will also become home to data about a range of non-traditional research outputs produced around the University.
NEW RESOURCES

Video journal of Counselling and Therapy

A streaming video collection of the latest research and best practice methods in the fields of counselling, mental health, and psychology, comprising more than 1,000 hours of contemporary presentations, lectures, and workshops from renowned counsellors, psychologists, and practitioners, with an additional 350 hours added yearly. It covers the latest research on dozens of important counselling topics, including addictions, ADHD, cognitive behavioural therapy, evidence-based treatment, family and couples therapy, multiculturalism, neuroscience, positive psychology, psychopharmacology, PTSD and suicide risk assessment.

Psychiatry Legacy Collection

Contains the journal backfiles project of American Psychiatric Publishing (APP). This collection covers more than a century of psychiatry through its respected, peer-reviewed psychiatry journals, dating back to 1844 and includes The American Journal of Psychiatry, the oldest continuously published medical specialty journal in the United States.

Digital Theatre

A unique catalogue of filmed performances from leading British theatre companies including the Royal Shakespeare Company and Shakespeare’s Globe Theatre, the Royal Exchange Theatre, the Liverpool Everyman and Playhouse Theatres, The Unicorn Theatre, and the English Touring Theatre, along with specially commissioned documentaries and interviews. It also has other learning resources, viewable online or downloadable to your desktop or iPad.

American Psychological Association: 2011 and 2012 ebook Collections and Handbooks

The latest scholarly and professional titles in psychology and related disciplines (including medicine, psychiatry, nursing, sociology, education, pharmacology, neuroscience, and physiology, among others).

CAB 2011, 2012 and 2013 ebook Collections

Covering agriculture, animal and veterinary sciences, human, food and nutrition sciences, plant sciences, leisure and tourism and environmental sciences - and is updated with new titles as published. In addition, CAB eBooks content can be searched using CAB Abstracts.

Primal Pictures

An online service providing over 5,000 3D anatomical structures, clinical slides, dissections, animations and other modelling. Users can add and remove layers and rotate models to get desired views of structures and systems.

SAI Global (Standards Australia)

Global’s Standards On-Line Premium is a web-based service that provides access to the full collection of the latest editions of Australian Standards with daily updates, plus optional access to a range of international Standards, including ISO standards.

Plus - Wiley ebook collections in agriculture, geography, business and literature!
New England University College 75th Anniversary

During 2013, staff of the Heritage Centre will be providing research and materials to assist in the celebration of the start of the New England University College. The focus of these celebrations will be organised around the October Graduation ceremony, however patrons of Dixson Library have already been provided with an exhibition of memorabilia that will stay in place until the main celebrations.

Image: The 1939 Matriculation ceremony photograph by student N C Maiden. In this photo student H Fraser signs the admissions register of NEUC watched by staff member D Howie with the Chancellor of Sydney University Charles Blackburn on the dais.

Pella Gift Exhibition
Open until March 2014

Tabaqat Fahl is both the name of a village and the site of ancient ruins in the Jordan Valley known by the Hellenised name 'Pella'. Since 1979 University of Sydney archaeologists have been excavating this extraordinary site representing almost 10,000 years of human occupation. In recognition of UNE’s early support of the ‘Pella Project’, the Near Eastern Archaeology Foundation at the University of Sydney has gifted to the Museum of Antiquities, 25 artefacts dating from the Early Bronze Age (c2100 BCE) to the Abbasid Caliphate (c800 CE). The exhibition is located on the first floor of the Dixson Library.

Donations

Ed Alive, an Armidale- based educational software development company was launched in 1987 to acquire and distribute computer-based learning tools. The founders of the company moved into product development and have successfully participated in an industry rapidly adapting to technological change. The owners have started donating generations of educational software to the Heritage Centre that start with the earliest development in this industry. This will make a lasting contribution to the history of education in one of its most dynamic phases.

Flooding at the Archives and Heritage Centre

The C B Newling Library building that houses the Archives and Heritage Centre has been subject to an unscheduled redevelopment in January-February this year. Storm water ponded in front of the building and soaked much of the ground floor carpet. This carpet was written off and new carpet for the entire ground floor was acquired at short notice. Laying this carpet required relocating all furnishings including every bay of shelving. Staff took the opportunity to redesign the ground floor layout, assisted by the delivery of excess purpose built microfilm shelving from the Dixson Library. With better deployment of existing shelf systems allowed by rehousing the microfilms, an additional 27 bays or 142 shelf metres has been added to the capacity of the building.