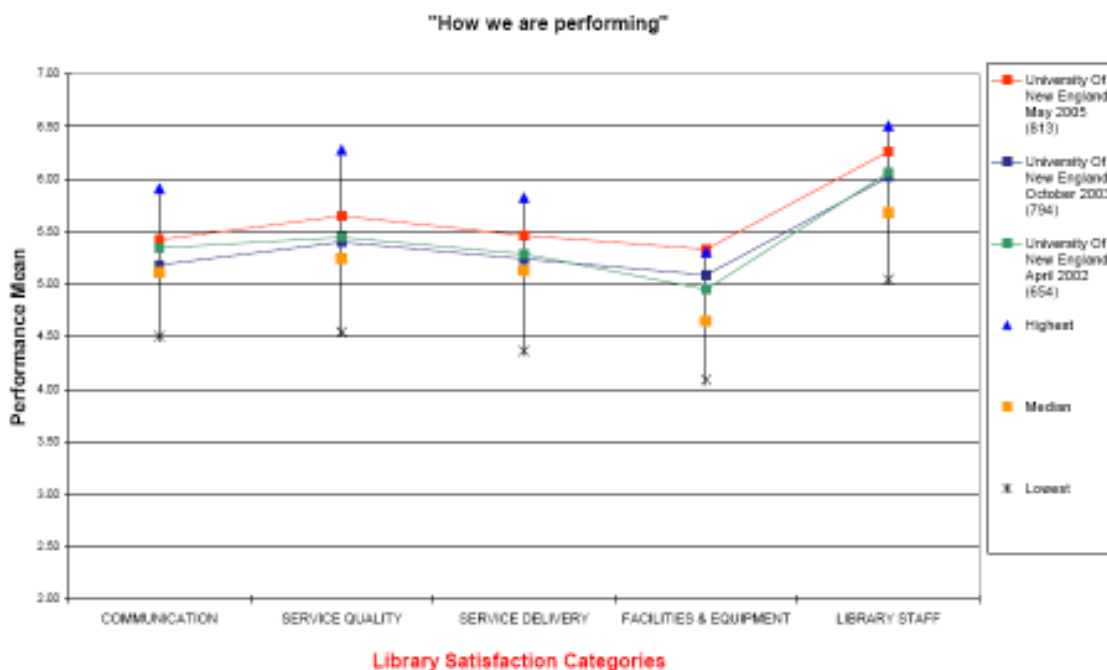


How Our Students Rate Us



Satisfaction of internal and external library users has been measured in 2002, 2003 and 2005 using the online Rodski Library Client Survey. Our results are benchmarked with over 30 universities in Australia and New Zealand who also use the Rodski Survey. The 2002 and 2003 surveys showed us performing just into the top quartile positioned at 77%. The 2005 results indicate an improvement in our position to further up the top quartile (80%).

While there have been no statistically significant gaps between ratings for performance and importance for the total group of survey respondents, the library has consistently sought to improve performance, particularly in areas of greatest gaps.

Actions taken include:

- additional computers in Dixson and Law Libraries;
- improved layout of the e-resources web page;

- creation of more detailed and database specific templates to use in emailing citations to external students to enable them to access the full text online;
- revision of library catalogue help screens;
- table of contents information added to catalogue records for books where available;
- a project to complete the addition of electronic journal titles to the catalogue;
- purchases of additional copies of in-demand titles;
- updating of the Dixson Library Reference Collection.

Planning for responses to the April/May 2005 survey are yet to be agreed, but include a library listserv to enable better communication with students.

Julia Leong
Access Services Librarian

New Training Equipment

Library staff provide over 400 classes each year to assist students and academic staff with library and information skills. A large number of these classes are held in the Letters Room or Training Laboratory in Dixson Library. As part of the CDP funded refurbishment programme updated furniture and training equipment has been purchased and installed.



New ceiling mounted projectors have been installed in the Letters Room and Training Laboratory. An electronic Smartboard has been installed in the Letters Room connected to a replacement video/DVD combo player unit using a separate sound system. This allows both video and DVD material to be played on the large Smartboard screen. In the Library's Training Laboratory, a Symposium has been installed allowing staff greater flexibility in training presentations.

Julia Leong
Access Services Librarian

New Books List

To check for new books received in the library during the previous three months access the library's website at <http://www.une.edu.au/library/staff/arrived.htm>.

Tracking Academic Debate using Web of Science



Tracking academic debate (or bibliographic chaining) is the process whereby the footnotes or bibliography of a relevant piece of work are used to reveal more references. A Citation Index is a tool based upon this premise. In addition to the usual source information in a regular journal index, a Citation Index analyses the footnotes and endnotes of each article to show who is citing whom. In this way researchers can trace a particular paper, including their own, to see who is citing it and thereby trace the debate surrounding a particular issue.

If you wish to know how to use ISI's *Web of Science* for citation tracking, then you may like to attend a hands-on session in the Training Lab in Dixson Library. Details, a timetable and online booking forms are available at <http://www.une.edu.au/library/infolit/libraryclasses.htm>

Greg Kelleher
Faculty Librarian (Sciences)

SFX: Interconnecting Electronic Resources

SFX is software used by the MetaSearch cross-database search facility to connect article references to the full text available online in a variety of locations. SFX links are now being added to many of our indexes to allow linking to full text where we have access. CSA hosted indexes, ProQuest, Expanded Academic, and Informit Online now include SFX links to articles outside of their databases.

The SFX menu also allows users to check the UNE catalogue for print holdings, and place document delivery requests online when no electronic full text is available. It also offers specialised searches on the author, keywords and journal details.

Julia Leong
Access Services Librarian



Libraries Australia is the redeveloped KineticaWeb Search service, offering access to Australia's National Bibliographic Database (NBD). The NBD is the single source for the combined holdings of a large number of Australian libraries (university libraries, state libraries and other research libraries) as well as many smaller libraries.



Libraries Australia presents a very straightforward 'Google-like' search of the holdings of Australian libraries. If you simply want a bibliographic citation but don't need to know which Libraries hold the publication, try a free service first, such as the Library of Congress <http://catalog.loc.gov> or the National Library of Australia <http://catalogue.nla.gov.au>.

Libraries Australia is available to UNE staff and student researchers by following the **Online library catalogues at other institutions** link from the Library's e-resources page <http://www.une.edu.au/library/elecres/indexes.htm>.

Jack Bedson
Head of Technical & Collection Services

New Database

RURAL: the Rural and Remote Health database, available via Informat software, consists of seven smaller databases covering all aspects of rural health from training medical practitioners for a rural environment, through aged care, indigenous health care, men's health and nursing. It includes references to journal articles, discussion papers and working papers. Some data goes back to 1955. Not all citations include an abstract. Access **RURAL** via the Library e-resources page: <http://www.une.edu.au/library/elecres/indexes.htm>, then use the Informat 'Quick Link', the link in 'Health Indexes' or the 'A-Z list of e-resources'. For assistance, contact the Information Desk.



In 2005 the Library is subscribing to E Book Library (EBL) which features publications from Taylor and Francis, OUP, CUP, Kluwer and Springer.

EBL books are not limited to one reader at a time, the same book can be read online simultaneously by a multitude of students. Chapters can be put into E Reserve, and you can create and name thematic e packs of chapters selected from more than one book. E Book Library also allows legitimate users to preview books that we have not yet purchased for up to 10 minutes, which will help in selecting titles.



Using the Library requires the EBL Reader plug-in, which can be quickly downloaded from <http://www.ebllib.com> to your machine. At launch date on 30th May the interface for MacIntosh computers was still in test mode, but should be fully functional in second semester.

A brochure explaining E Book Library in greater detail is at http://www.ebllib.com/pdfs/ebllib_brochure.pdf

Jack Bedson
Head of Technical & Collection Services

Discoveries Within the Square

An aging building has refocused attention on one of our oldest collections, the Ellis Thorpe Map Library which is currently housed in a weatherboard facility that cannot be economically refurbished to provide a stable archival environment. To provide for future climate control for preservation and controlled access to the collections within the Ellis Thorpe Map Library, a rehousing of many of the maps is currently being undertaken by the School of Human and Environmental Studies.

The University Archives in the C B Newling Centre will provide a permanent repository for donated collections such as the Antarctic Collection of geographer Griffith Taylor, a Mawson contemporary. Map sets significant to the New England including the County and Parish maps on time series electoral maps will eventually be available to researchers of the region from all disciplines.

The Ellis Thorpe Map Collection covers a broader geographical area than just the New England region. A huge range of Australian and international maps depicting the political and geophysical history of much of the last century will be finally relocated into the Dixon Library as part of this process aimed at completion in 2006.

William Oates
University Archivist

Subject Search Service Feedback

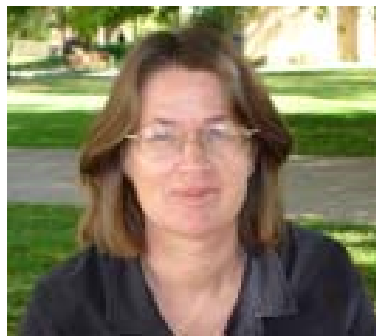
Library staff provide personalized services for external students who need help to locate information for assignments. Feedback has been sought from students requesting this service biannually in August 2000, 2002 and 2004. Both efficiency and satisfaction factors are analyzed and these are: time taken to process requests, clarity of requests, student satisfaction with quantity and quality of books, references and search strategies sent, and student satisfaction with turnaround time. Changes were made in response to feedback. The average satisfaction level is between "satisfied" and the highest possible, "very satisfied". Feedback has enabled us to track that a move to sending search strategies where possible has been effected with only minimal adverse reaction. This approach has decreased staff time input and helps students gain self-sufficiency in the information literacy graduate attribute.

Julia Leong
Access Services Librarian

Meet.....



David Bioletti joined Dixon Library as Stack Services Team Leader in March. David came to UNE from Sydney where he was working in the Acquisitions Team at Bankstown City Library, and prior to that in Antiquarian Sales at Openbook Publishers.



Lisa Gurney was recently appointed to the new position of Faculty Librarian (Economics & Business). Lisa has worked in many positions in the Dixon Library, including Stack Services, Serials and Access Services. Lisa can be contacted on extension 2209 or by email lgurney2@une.edu.au.

Contacts & Contributors

Carl Petersen	Editor
Lisa Russell	Editorial Assistant and Design
Peggy McClenaghan	Photography

To read *info@library.une* online, choose **What's New** from the Library's home page at <http://www.une.edu.au/library/>.

Comments and suggestions about *info@library.une* should be directed to the editor, Carl Petersen, extension 2787 or email cpeterse@une.edu.au.

Library Contact Telephone Numbers

Information Desk	extension 2458
Curriculum Centre	extension 3815
Law Library	extension 2322