UNIVERSITY LIBRARIAN’S MESSAGE

Welcome to the 2017 wrap up edition of info@library.UNE.

The past year has been one of change, consolidation and growth, and has proved both challenging and exciting.

Following the restructuring of teams in 2016 to increase the Library’s capacity to contribute to the University’s research directions, the Library has welcomed a number of new, very talented staff to advance the transformation of the Library. The staff profile has been strengthened and this will position the Library to continue as a valued contributor to future research and educational strategies. The new appointments are listed separately in this issue.

With so many new appointments during the year, recruitment activities, induction of new staff and ongoing training and integration of staff in the Library has been a focus. Other key objectives for the University Library in 2017 have included the development of strategies for scholarly resources, research support enhancement, student experience enrichment and strengthening the leadership and capabilities of library staff within a constructive and engaged culture.

Some key actions for the year have been:

- Processing UNE’s research outputs into the institutional repository (e-publications@UNE) for ERA 2018
- Populating the research data registry with identified priority research data sets
- Continuing to strengthen and expand services to support researchers
- Supporting the wide uptake of ORCiD as the UNE preferred identifier for researchers
- Sourcing a replacement system for electronic reserve and reading list management
- Improving online library services for student learning and engagement and working on a model for digital/information literacy initiatives

The transition of the library collections from print to electronic has continued, enhancing availability of information resources for students and staff. The significance of the change in the collections is apparent when we look back and see that 65% of the expenditure on information resources in 2011 was for electronic format, and the expenditure in 2016 was more than 94%.

The Library achieved very positive results in the Library Client Survey with more than 1,100 students and staff responding. 95% of respondents agreed that the library contributes to their study and/or research success, an indicator of the value of the library to the client population. More results from the survey are provided later in this issue.

Barbara Paton
University Librarian
FAREWELL TO BARBARA PATON, UNIVERSITY LIBRARIAN

After more than 8 ½ years as University Librarian, Barbara Paton, retired from UNE on 1 December 2017.

Barbara’s contribution to the University community began in May 2009 with continuous service since that date.

Before taking up the position of University Librarian at UNE, Barbara was Deputy University Librarian at La Trobe University and held senior appointments in the management of reference and information services at both La Trobe University and the University of Queensland.

Barbara has been a leader of professional activities and library groups in Australia.

She has been Director of the Australian Academic and Research Libraries Network, and the Convenor of the Librarians Group of the Regional Universities Network (RUN).

As a member of the Council of Australian University Librarians (CAUL) Barbara was involved in the CAUL Quality & Assessment Advisory Committee (CQAAC): 2015-2017; CAUL Electronic Information Resources Consortium (CEIRC): 2011-2014; 2014 Review of CEIRC 2007 review; 2011-14 CEIRC Risk Analysis reviews; CAUL 2015/2 workshop on principles and guidelines; and on the program committee for the CAUL Value and Impact Forum 2016.


Barbara has researched and published reports, articles and conference papers on performance indicators for reference services, building research skills in library staff, organisational change, the Australian Academic and Research Libraries Network, and learning commons developments.

During her tenure at UNE Barbara has also served as
• Executive Director of University Library and Teaching and Learning Centre during 2011
• Chair of Staff and Student Capacity Working Group of the e-University project;
• Member of Academic Board;
• Member of the University Teaching and Learning Committee and University Research Committee;

Barbara was pivotal in leading the library during a period of significant change, including the move from significantly print-based to electronic resources. She oversaw the development of the library support for research and researchers, including introducing new tools and services for research. During her tenure we have seen the implementation of a new library services platform. She led the refurbishment of the learning commons in the Dixson Library in 2013, and presided over the 50th anniversary of Dixson Library celebrations in 2011.

Barbara leaves the library profoundly enhanced, both as a set of services and resources for UNE’s academic enterprise, and as a community.
OUR NEW STAFF

The University Library has recently recruited many new staff.

We would like to welcome the following members to our team:

- **Trini Angeles**
  Information Resources Access Librarian

- **Jane Lally**
  Learning and Teaching Services Librarian

- **Michael Affleck**
  Learning and Teaching Services Librarian

- **Jessica Fitzgerald**
  Learning and Teaching Services Librarian

- **Annette Messell**
  Learning and Teaching Services Librarian

- **Michelle Coxsen**
  Learning and Teaching Services Librarian

- **Thomas Reeson**
  Research Data Librarian

- **Gilbert Meyns**
  Researcher Services Librarian

- **Eleanor Colla**
  Researcher Services Librarian

- **Tracy Bruce**
  Senior Researcher Services Librarian

- **Merilyn Edgar**
  Library Research Manager

- **Virginia James**
  Senior Data Quality and Metadata Librarian

- **Ebe Kartus**
  Library Content and Discovery Manager

- **Allison Brown**
  Senior Research Publications and Data Librarian

- **Narelle Jarry**
  Curator, Cultural and Teaching Collections *(from January 2018)*

- **Mollie Jackson**
  Administration Assistant *(from January 2018)*

STAFF PROFESSIONAL CONTRIBUTIONS

Library staff contributed to the Library profession in 2017. Some of these accomplishments are listed below.

- **Allison Brown**, Senior Research Publications and Data Librarian was the DSpace Interest Group Chair for the international Open Repositories 2017 Conference held in Brisbane in June.

- **Eleanor Colla**, Researcher Services Librarian, contributed a joint presentation with Clare O’Hanlon (La Trobe University) *From chaos to calm through storytelling and community building in GLAM and beyond: A journey and conversation about Knowledge Management* at the New Librarians’ Symposium 8 held in Canberra in June.

- Ebe Kartus, Library Content and Discovery Manager, attended the international Resource Description and Access (RDA) Steering Committee meeting in Madrid in October as the Australian representative.

- Ebe was also: VALA 2018 Co-chair
  
  VALA 2017 Tech Camp Co-chair
  
  ANZREG presentation *RDA/ RDF/BIBFrame: the future of managing metadata*

- **Community Zone Management Group Co-chair (joint IGeLU/ELUNA group) Member of Linked Open Data Working Body (Ex Libris).*

- **Annette Messell**, Learning and Teaching Services Librarian, was a member of the organizing committee of the New Librarians’ Symposium 8 held in Canberra in June.

- **Thomas Reeson**, Research Data Librarian, presented a paper jointly with Paddy Tobias, eResearch Analyst, *Working towards the “end-to-end”: Research Data Management Capability Development at UNE* at the eResearch Australasia Conference held in Brisbane in October. The presentation information can be found [here](#).

- **Merilyn Edgar**, Library Research Manager

- **Virginia James**, Senior Data Quality and Metadata Librarian

- **Ebe Kartus**, Library Content and Discovery Manager

- **Allison Brown**, Senior Research Publications and Data Librarian

- **Narelle Jarry**, Curator, Cultural and Teaching Collections *(from January 2018)*

- **Mollie Jackson**, Administration Assistant *(from January 2018)*
NEW RESOURCES

The Library has introduced Evidence Based Acquisitions (EBA) for the following products:

- JSTOR (27,000 e-books)
- Springer Nature (6,543 e-books)
- Cambridge (over 30,000 ebooks)
- Kanopy (films/videos)

The EBA models give access to a large amount of resources for 1 year and at the end of the year, books are purchased based on usage. For example, JSTOR, 27,000 e-books are available via Search. Full access including download is permissible. A fee is payable in advance and at the time of purchasing (perpetual access) books with high use can be selected. JSTOR also offers 50% discount for each title.

A major addition to the Library's electronic resources collections for 2017 is the Elsevier Science Direct Freedom Collection, expanding UNE's access to 1831 active journal titles from Elsevier.

In real terms, UNE now has access to 7.1 million articles from 1995-2015, including access across all Elsevier subject collections.

The main subject areas of the collection include the sciences, technology, medicine and psychology. A smaller number of titles from arts, humanities, economics & finance, and the social sciences are also covered. UNE also has access to eleven backfile collections, providing pre-1995 access to many titles to complement the frontfile access provided by the Freedom Collection.

REPOSITORIES UPGRADE

The Library currently manages a repository for research publications (e-publications@ UNE) and a research data registry. The existing research publications repository is lacking in support and development from the vendor, and is lacking in features desired by researchers and functionality required by the Library and Research Services for government reporting. The research data registry is also deficient in some functional aspects.

There are increasing demands on researchers and universities to provide greater access to research outputs, including underlying data. The Australian Research Council encourages researchers to deposit data arising from research projects in publicly accessible repositories. The University requires new infrastructure to support the effective management, curation, and discovery of its research outputs and data.

The Repositories Upgrade Project has received approval from the PVCAI and DVCR to proceed under the leadership of the University Library. The aim of the Repositories Upgrade Project is to investigate and implement a solution that facilitates the effective management of research publications and outputs. The system will incorporate components to ingest, record, publish, disseminate, preserve and report on publications and finalised research data. It will be interoperable with other University and Library systems.

The project will be a joint project across the University Library, Research Services and Information Technology, with broad consultation with stakeholders including researchers.
2017 LIBRARY CLIENT SURVEY

The Library would like to thank all clients who participated in our 2017 Library Client Survey.

The survey was held from 14 August to 15 September 2017 and received 1,178 responses.

Two lucky winners, who were randomly drawn from survey participants, received a pair of Beats Solo 2 earphones; Alice Gemmell-Smith and Sarah Guttridge, congratulations.

The survey consisted of 27 statements which respondents were asked to rank for importance and performance on a scale of 1 to 7, where 1 is the lowest and 7 is the highest.

Where did we do well?

The survey defines areas in which the Library performed well which were also rated as important by our clients.

The top 10 performance list contains 6 factors which are also in the top 10 importance.

These are listed below, with the score received out of 7.

• I can get wireless access in the Library when I need to (6.31)
• I can get help from Library staff when I need it (6.03)
• When I am away from campus I can access Library resources and services I need (5.87)
• Books and articles I have requested from UNE libraries are delivered promptly (5.86)
• I can find a quiet place in the library to study when I need to (5.86)
• Access to Library information resources has helped me to be successful at university (5.81)

Where can we improve?

The survey identified areas in which the Library can improve our services. To identify areas for improvement, the survey shows the “gap” or difference between the importance rating of an area and the performance score it is given by a client.

Gaps between 1.00 and 1.99 are considered meaningful. Gaps over 2.00 are serious, UNE received no gap scores greater than 2.00.

The following areas were identified by the survey as improvement areas.

• The Library search facility enables me to find relevant library resources quickly (gap 1.20)
• Electronic delivery of library items meets my needs (gap 1.05)
• Online resources (e.g. online articles, databases, ebooks) are useful for my studies and help me with my learning and research needs (gap 1.02)

During the year the Library conducted various activities to obtain feedback from students regarding the use and satisfaction with Search, such as additional surveys, focus groups and a usability study.

Library staff are investigating the common findings and results from these activities, and together with further analysis of the Library Client Survey results will identify options for improvement.

Some graphical representations of the survey results can be found on the next page.

Above: Alice Gemmell-Smith receives a pair of Beats earphones from Blanca Pizzani, Associate University Librarian (Scholarly Resources)
2017 LIBRARY CLIENT SURVEY

Above Left: the type of client who responded to the survey.
Above Right: the percentages of student enrolment type who responded

Above Left: 95% agreed with the statement “The Library contributes to my study/research success”
Above Right: 76% agreed with the statement “In the Library I feel connected and a part of University life”

"Always provide resources requested. No fuss. No complaints regarding requested access to materials"
"As a fully online student I find the Library quite easy to use and access online"
"When searching for a journal with same name authors is very time consuming due to the number of papers displayed"
"Later closing times or 24 hour card access"
"Doing everything wonderfully. Fulfills my needs entirely."
MEET OUR LIBRARIANS

The Library restructure of 2016 has seen a change to the delivery of librarian services to the UNE Community.

There are now two ‘arms’ of librarians within the UNE Library; the Research Advisory and Engagement Services Group and the Learning and Teaching Advisory and Engagement Services Group.

RESEARCH ADVISORY AND ENGAGEMENT SERVICES GROUP

The Research Advisory and Engagement Service Group under Library Research Manager, Merilyn Edgar, has two teams:

- Researcher Services
- Research Publications and Data

Researcher Services Librarians (led by Tracy Bruce, Senior Researcher Services Librarian) support academic staff, researchers and post-graduate students by providing information on creating researcher profiles, strategic publishing, metrics to support academic promotions & grants and bibliography management with EndNote.

Research Publications and Data (led by Allison Brown, Senior Research Publications and Data Librarian) includes Thomas Reeson the Research Data Librarian. Thomas assists academic staff researchers and HDR students with research data management. The Research Outputs Team record all entries into e-publications@une, ensuring the work of UNE researchers is showcased.

LEARNING AND TEACHING ADVISORY AND ENGAGEMENT SERVICES GROUP

The Learning and Teaching Advisory and Engagement Services Group helps undergraduate students with Library enquiries. The Library Service desk, Customer Services roles and the PALS (peer assisted library support) are all involved in the assistance of enquires regarding loans, lost books, online articles and joining other libraries.

The Learning and Teaching Services Librarians (led by Celia Munro) are able to assist undergraduate students in finding relevant resources for assignments, evaluation of resources for academic work and the use of online resources e.g. databases or eBooks.
# MEET OUR LIBRARIANS

Between the two teams of Librarians, you will find a Librarian for your discipline area, whether they are focused on Research or Learning and Teaching.

## Health
- Medicine  
- Nursing  
- Pharmacy  
- Health Studies  
- Social Work  
- Psychology

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<th>Learning and Teaching Services Librarians</th>
<th>Researcher Services Librarian</th>
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<tr>
<td>Mike Affleck</td>
<td>Jane Lally</td>
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## Science/Agriculture  
## Business/Law

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<th>Learning and Teaching Services Librarians</th>
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<td>Jessica Fitzgerald</td>
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## Humanities  
## Social Sciences

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## Education

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COPYRIGHT NEWS

Following changes to the Copyright Act earlier this year, a number of amendments that are directly relevant to university and library preservation, management and use of copyright materials will come into effect from December 22 in time for the 2018 academic year. These are:

Disability provisions for copying by or on behalf of someone with a disability

- Disability access provisions have been simplified to ensure more equitable access to copyright material. The provisions are designed to be flexible, ensuring copyright material can be converted into accessible formats with appropriate features without requiring the permission of the copyright owner. This has allowed Australia to ratify the 2016 Marrakesh Treaty to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled (the Marrakesh Treaty).

Provisions for Libraries, archives and galleries to preserve and manage use of their collections

- The current complex provisions dealing with copying and communicating copyright material for preservation, research and administration purposes, will be replaced with two simpler provisions providing greater flexibility.

Simplified statutory licensing arrangements for copying or communicating materials for educational purposes

- The existing educational statutory licences in Parts VA and VB of the Copyright Act 1968 (Act) will be replaced by one simplified statutory licence (New Statutory Licence). New Statutory Licence will provide greater flexibility over what can be negotiated and agreed with Copyright Agency and Screenrights in relation to copying and communications. This includes the copying and communication limits for works.

Also, from 2019 the duration of copyright in unpublished material will align with published material.

- Works that have not been made public will no longer be protected by perpetual copyright. This will allow greater use of material such as unpublished letters and manuscripts that are an important part of Australia’s cultural and scholarly heritage.

A copy of the Act may be read on the Parliament of Australia website.

DOCUMENT DELIVERY SERVICE ENHANCEMENT

A new service to improve the fulfilment of requests for items not held in the University Library was introduced in 2017.

RapidILL is a unique resource sharing system operating from Colorado State University. This large international consortium of libraries now includes a “pod” of Australian university libraries. Requests for supply of documents (journal articles and book chapters) to and from other universities via RapidILL have to be fulfilled by members in 24 hours. We have been receiving some documents within 10 hours of requesting.