2011 - The year in review

2011 was an extremely busy year for the University Library, with strategic issues in the University being embraced as well as developments arising from Library initiatives.

Following an external review of the Library in 2010, a workplace change process was undertaken. A new organisational structure was proposed that would increase visibility across the Library, promote the sharing of skills and knowledge of staJ, provide enhanced opportunities for development and career progression for staJ, and facilitate regeneration and succession planning. The new structure was implemented in 2011, providing a greater focus on learning and research services and enhanced support for researchers. Furthermore the structure allows the streamlining of activities to increase efficiency and eJectiveness, with improved capacity to address peak service times in different areas.

The year saw the much anticipated appointment of an Associate University Librarian (Collections and Digital Infrastructure Services), Ms Donna Runner. This was particularly welcome as the University Librarian was invited to take oversight of the Teaching and Learning Centre for twelve months, in addition to her normal responsibilities. Other changes in senior staJ were the retirement of Mr Carl Petersen (Business Services Manager) after 13 years with the University Library and the subsequent appointment of Ms Belinda Moore to the position.

Almost 14 years to the day that the Dixson Library opened the doors of its 1st permanent building to the students and staJ of UNE, supporters of the library gathered to celebrate this milestone. To mark the 50th anniversary, an exhibition detailing the history of the people, collections and buildings that have combined to make the University Library was opened by the Deputy Chancellor, Mr Scott Williams, on Friday 27 May 2011. Former staJ and donors to the Dixson collections were amongst the people who gathered to acknowledge the milestone.

Named in honor of its foundation donor, Sir William Dixson, the Library commenced services to the New England University College in 1938 in a small corner of Booloominbah. The collections expanded with the infant institution and a new temporary building was constructed shortly after autonomy from Sydney University in 1955. Even as the construction of the Marshall building was proceeding, library staff were focused on the planning for a permanent building in the center of the campus.

Since 1961, services from the Library have been expanded by two further stages of construction to add space to the building, a separate Law Library facility, new premises for the University archives, and the redesign of the Dixson Library ground into a learning commons. Many dedicated staJ have utilised the rapidly evolving computer and communication systems to deliver library services over the decades in both on campus and oJ campus delivery modes. A website of images from the exhibition has been created and can be seen along with a DVD recording of the speeches from the event:


“I am very happy and grateful for the excellent service I received from Dixson Library over the 12 years I have been an undergraduate, graduate and external research student at UNE. Thank you all.”
The Library’s new resource discovery platform, Summon, was made available in time for the start of 1st semester. Summon provides access from a single search query to hundreds of thousands of online journal articles and ebooks as well as the entire library catalogue.

The Library continued to increase access to relevant electronic resources for staJ and students, and introduced a new service, streaming audio and video. Several video collections were purchased from which clips may be inserted into online teaching materials, as well as significant music audio products. These resources are expected to be extremely valuable for online learning. Overall, the expenditure on electronic information resources exceeded the target set following the 2010 Library Review.

A major revision of the library website was undertaken, and released at the beginning of 2012. The revision was undertaken in accordance with an agreed structure and current web design standards, aiming to address usability and content issues reported by users and identified during the 2010 review of the Library.

We believe that the new design and the extensive updating of content is a vast improvement on the previous site, but would still welcome your feedback at Ask a Librarian.

The provision of Library funded interlibrary loans and document delivery requests was expanded to academic staJ and additional groups of postgraduate students. The expanded service delivered an individual quota of items (copies of journal articles and books on loan from libraries and other suppliers in Australia and overseas) to academic staJ and postgraduate students at no charge up to a cost of $20.

The Library was very pleased to contribute to the development of the Higher Degree Research portal, a project funded from the Vice-Chancellor’s Strategic Initiatives Fund and led by Dr Terrence Hays. The HDR portal provides a single point of access to information for prospective and current UNE higher degree research students and their supervisors. The Library will continue its contribution to the HDR portal by adding a section on the Library’s research support services for staJ, and by updating links as required.

The University’s decision to move to three teaching periods from 2012 required extensive review and planning for the delivery of library services across three trimesters. In response, library planning was framed in the context of providing equitable services for students and staJ across the new academic year. In the latter part of second semester, UNE students were trained and rostered to provide primary support services at the Dixson Library Service Desk. These training programs were in anticipation of the need for additional service support staJ to enable expansion of opening hours across all three trimesters in 2012.
In February Archives and Heritage Centre staff curated a major exhibition at the New England Regional Art Museum showcasing items from several UNE museum collections. This exhibition, ‘Through the Collectors Lens, Dissecting Booloominbah’, was highly commended in the inaugural Museums and Galleries National Awards. The judges commented that “this project was particularly good with the quality of its research and insight into the objects and their context which creates a picture and understanding of a remarkable historical New England home and its inhabitants through time”. UNE is the only university to have made the shortlist for this national award.

We value sincerely the contributions of our benefactors and were saddened by the passing of Mrs Anne Harris who had been a generous donor for more than twenty years.

Finally, I wish to thank the dedicated Library and Heritage Centre staff. Without their commitment and contributions during a challenging year these achievements would not have been possible.

Barbara Paton
University Librarian

The biennial survey of client satisfaction was conducted and showed library services to be in the top quartile of Australian university libraries for performance. There were 2,011 respondents to the web-based survey. As in previous years, participants praised the quality of service received from Library staff and rated access to resources and services from the campus in the top ten factors for performance. For detailed results visit the library website:


Central to the activities of the Archives and Heritage Centre was the replacement of the Museum of Education’s aged museum cataloguing software with advanced software, PastPerfect, from the United States. This software is also being appraised as a potential solution for the management of other museums on campus and for the regional archives collections held by UNE. Upgraded cataloguing software is central to the goal of creating a single resource discovery layer, providing seamless access across all collections.

The digitisation of late nineteenth century weather records donated by a local resident was completed early in the year. This allowed immediate international access to data critical for modeling as part of the climate change debate. This success highlights the research potential that UNE enjoys as a regional collecting institution.

It was very pleasing to see staff publicly acknowledged for their contributions. Lisa Gurney, (Learning and Research Services Librarian for the Schools of Environmental and Rural Science, and Science and Technology), received a Certificate of Commendation from the University for her work on the unit AGRO 100. Lisa and the team of academic staff received their commendations for creating the highly successful unit which scored 4.5 out of 5 in the Overall Student Satisfaction Survey, putting it in the top 10% of units for second semester in 2010. Lisa’s commendation underscores the excellent work done by all Learning and Research Services librarians in working collaboratively with academics to develop appropriate and integrated training for unit specific needs, directly related to student assignments.

I love the Dixson Library. I have access to whatever I need and I’ve always had excellent help from staff whenever I have contacted them. Thanks so much. :-)


Barbara Paton
University Librarian

Left to Right - Dr Chris Guppy, Prof. Graham Webb, Dr Paul Kristiansen, Ms Lisa Gurney and Dr Darryl Savage
On 3 April 2012, a conference publication entitled *Plant extracts from Australian native plants as alternatives to antibiotic growth promoters in feed for broiler chickens*, by four UNE researchers* and a New Zealand colleague, became the 10,000th record added to e-publications@UNE.

e-publications@UNE was launched on 21 April 2008, and is managed by the University Library in collaboration with the Research Services and Information Technology directorates. Work started well before then in 2006, and was driven mainly by the research management reporting requirements of the RQF, ERA and HERDC, and partially funded by federal government initiatives including RUBRIC, ARROW and ASHER.

One of the most pleasing features of e-publications@UNE is the inclusion of UNE higher degree research theses (more than 650 added by May 2012). While other UNE research outputs can often be retrieved from other sources by different means, the Library has a special responsibility for collecting, preserving and curating UNE HDR theses, and making them ‘endable and accessible world-wide. Thank you to everyone who has helped us to achieve the milestone – our researchers and HDR students, their support staJ, and our colleagues in Research Services and ITD.

But there is still more to be done! Making UNE’s research outputs openly accessible rather than simply recording them is a top priority, and will have considerable benefits to UNE researchers and the University in terms of exposure and collaboration. We are especially keen to do this for UNE’s early career researchers and HDR graduates.

Please keep your contributions coming, and contact your Faculty or School Librarian for further information and assistance regarding e-publications@UNE.

* Janak Vidanarachchi, Lene Mikkelsen, Paul Iji and Mingan Choct

### Planning priorities for 2012

The University Library priorities for 2012 were developed as a result of planning workshops in late November 2011 for Library staJ, and in early December for Archives and Heritage Centre staJ. The focus for the development of priorities was the University Strategic Plan 2011-2015.

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


Some key priorities for the year are to:

- Continue the program of refurbishment of the physical environment of the Dixson Library
- Implement online tools such as online chat and video streaming to support University strategies in educational technology
- Enhance access to digitized print materials by making eReserve OAI-PMH compliant to facilitate harvesting and discovery by Summon
- Develop support for researchers within the University Library
- Develop a staJ development and training strategy to support future skills requirements of the University Library
- Build capacity to enhance distance access to resources in the Archives and Heritage Centre

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Carl Petersen
Carl Petersen retired as Business Services Manager on 25 August 2011, ending 17 years with the University Library and a career that started at UNE in 1978. Carl transferred from the UNE Department of Continuing Education on 22 January 1996 to become the Library’s new Executive Officer. This senior management role required work on the library’s budget and financial matters, personnel policy and procedure, facilities management, safety and security, statistical collection and analysis.

While in some ways the elements of Carl’s role did not change substantially over the 17 years, the changes in the Library and the University’s financial systems over that period resulted in his job becoming bigger and more complex. The Library changed from collections and services that were print-based to a Library in which electronic resources and services are pervasive. The physical environment of the Dixson Library also changed substantially during Carl’s appointment, the biggest change being the Learning Commons development in 2007.

Throughout all of his areas of responsibility Carl established strong relationships with staff across the University, and the respect in which he was held outside the Library was a testament to his knowledge, expertise and professionalism. His wonderful sense of humour, “nothing is too hard” attitude, and flamboyant mambo shirts will be long and fondly remembered by his colleagues in the Library.

Donna Runner, Associate University Librarian
Donna Runner commenced her appointment as Associate University Librarian (Collections and Digital Infrastructure Services) on 6 June 2011. The newly defined position of Associate University Librarian was an outcome of the implementation of the new organisational structure following the Library Review and a Workplace Change process.

Prior to her most recent appointment at Monash as Manager Electronic Resources, Donna held positions as Document Delivery Librarian at Monash; Digital Environment Manager, and Resource Delivery Manager at Deakin University; and Bunbury Campus Library Manager at Edith Cowan University. Donna has a strong background in provision of services to distance students from her time at Deakin.

Donna has a Bachelor of Science from Cornell University, a Master of Science in Library Science from University of Southern California, and a Master of Professional Education and Training from Deakin University.

“The staff across all levels are always friendly, and the online catalogue is brilliant!”
Belinda Moore, Business Services Manager

Belinda Moore joined the University Library as Business Services Manager on 21 November 2011.

Prior to joining UNE, Belinda was the Finance Manager for Invest Blue Financial Planners, where she was responsible for maintaining the financial accounts for seven inter-related companies of the Invest Blue Group which has offices in Brisbane, Gladstone, CoJ's Harbour and Armidale.

Belinda also held positions of Accountant with Forsyths Chartered Accountants in Armidale and Thomas Davis, Brown & Co., Chartered Accountants in Inverell. Belinda is a graduate of UNE, completing a Bachelor of Financial Administration in 2006 as an external student.

Leonie Sherwin
Faculty Librarian
Faculty of the Professions
Commencement date: 11 October 2011

Pauline Jenkins
Learning and Research Services Librarian (Arts and Sciences)
Commencement date: 21 May 2012

Crystal Plowman
Learning and Research Services Librarian (Health Sciences)
Commencement date: 16 April 2012

Tracy Cooper
Resources Coordinator (Monographs)
Commencement date: 1 December 2011

Rebecca Jones
Library Officer (Monographs)
Commencement date: 27 February 2012

Cody Fookes
Communications and Projects Coordination Officer
Commencement date: 5 September 2011

Kirra Porter
Library Officer (Loans)
Commencement date: 23 January 2012
Donations to preserve the heritage of New England

The University of New England has a proud history of collecting the documentary history of the New England and Northern regions, and preserving this material for future generations. With the creation of the UNE Heritage Centre, this collecting role expanded from just an archive to include objects relating to the history of the institution, the history of education in general as well as developing an extensive photographic collection.

Donations continue to be sought to actively complement research priorities as well as to preserve rare and interesting items relevant to the region. The donations received in the last year have included particularly interesting early photographic portraits of nineteenth century Armidale residents, a range of objects used by a religious order to educate the youth of the community, and records adding to the history of pastoral and business activity.

The unexpected donation of portrait plates including an Opalotype depicting an Armidale resident who died in 1872 was particularly exciting. These quarter plate images date from the 1860’s, but little is known about this type of technology being used in Australia before 1882.

Additional material donated from early pastoral concerns, including Salisbury Court and Gostwyck, complement other records donated by earlier generations of the families concerned in the 1960’s. Several members of both the Croft and Dangar families have donated over time. Extensive business records from the McDonagh group of Gunnedah have also been received.

The Ursuline Order of Nuns closed its convent in Armidale after many years of providing education and support to the community. This heritage with its particular focus on teaching music is now also being preserved for the future.

Chat service

On 12 March 2012, the Library introduced an online chat service to UNE staff and students. This new service offers an alternative means of contacting a librarian to receive a ‘live’ answer on a reference enquiry, without the cost of the phone call.

The service currently operates between 11am and 2pm weekdays, but we will shortly be investigating the possibility of expanding it to evenings in 2013. The library chat service is a module within the University’s SRM system, AskUNE, and all chat sessions are recorded with a student’s other SRM enquiries.

To the end of April, the chat service had received more than 140 enquiries, and all the feedback to date shows patrons have been very happy with the service. The chat service has two icons which indicate whether the service is open or closed. These icons are displayed on the library homepage, and will soon be added to additional library webpages.

“I love our library!”
Recent library acquisitions

Alexander Street Press video packages
- Education in Video
- Nursing education in Video
- Counselling and therapy in Video
- World history in Video.

These products combined provide over 1,000 videos which can be linked into a virtual learning environment where users can make, annotate and organise their own selection of clips from within each video. Permissions for in class, on campus and remote access viewing are included in the terms of the subscription, and synchronized searchable transcripts accompany each video.

Naxos Music Library (NML) holds more than 50,310 CD-length recordings equivalent to 723,500 tracks. NML includes a wide range of genres, and represents many Australian composers and performers. It also offers additional resources including a glossary of terms, pronunciation guide and composer biographies.

Naxos Music Library Jazz (NMLJ) contains a comprehensive collection of more than 3,000 jazz and blues CDs. Artists include: Miles Davis, Bill Evans, Chick Corea, Herbie Hancock, Ella Fitzgerald, Duke Ellington, Gil Evans & John Coltrane.

Victorian Popular Culture contains three parts, ‘Spiritualism, Sensation and Magic’; ‘Circuses, Sideshows and Freaks’ and ‘Music Hall, Theatre and Popular Entertainment’. This database contains a wide range of source material relating to popular entertainment in America, Britain and Europe during 1779 to 1930. Look at Harry Houdini’s scrapbooks, carnival advertising in colour and hundreds of play scripts.

London Low Life a digital collection of source material on 19th century London includes popular songs, posters, playbills, cartoons, ‘Action, street directories, tourist guides and Swell’s guides to London prostitution, gambling and drinking dens. Find out about social reform, the police and criminals, the Temperance Movement, street literature and more.

EnhanceTV A selection of broadcast TV resources from the EnhanceTV catalogue has been purchased under the terms of the University’s Screenrights (Part VA) licence. The EnhanceTV service provides access to broadcast television content and study guides from free-to-air and pay-TV sources for educational uses. Licensed use includes showing programs or clips in lectures, distribution to students and online access via Kaltura for UNE staJ and students. Institutions can also request upcoming broadcasts to be made available. For more information, see


and the library’s copyright webpage


Summon anniversary

The Library’s new resource discovery engine, Summon, celebrated its first anniversary in February. Summon provides access from a single search query to hundreds of thousands of online journal articles and ebooks, as well as the entire library catalogue. Since February 2011, users have made nearly 730,000 searches and retrieved over 558,000 online resources. Access to more resources via Summon is planned for later in 2012.
Changes to eReserve

eReserve was introduced in 2002 as a mechanism to enable the University Library to deliver past examination papers and electronic versions of unit readings to students. Under Copyright and license conditions the service grew to become a de facto single point of access to many teaching materials, significantly increasing the workload for library staff, and resulting in inevitable delays.

Changes in the University’s online learning environment, the vast increase in library subscriptions to online resources, and the provision of the Summon discovery and linking service have reduced the need for eReserve to cover so much territory. Consequently, eReserve will no longer include materials that are freely accessible on the Internet, or available via the library’s subscribed and purchased online resources such as ebooks and ejournals. Student access to these resources should now be provided directly via durable links in the learning management system.

The eReserve service will process only third party material which requires digitisation to be provided online, in accordance with the relevant provisions of the Copyright Act and the University’s licence agreement with Copyright Agency Limited.

The processing of material will be prioritised according to the teaching week for which it is required; therefore providing this information is critical. For more information on eReserve visit the library website.


Researcher support services in the library

The Library has introduced the Researcher Support Service aimed at assisting academic researchers and higher degree research students. The service currently focuses on:

- Support when submitting research outputs to e-publications@une
- Training in locating resources and management of bibliographic sources via Endnote
- Information on issues that affect researchers, including Open Access publishing, ERA, HERDC, collaborative research tools and networks
- Training and support in citation counts and the measurement of research impact

The Learning and Research Services Librarians are keen to find out more about how we can assist researchers and would welcome your suggestions.

Contact your Faculty Librarian:

Kim Harris, Faculty Librarian Arts and Sciences: extension 3111 or kharris@une.edu.au.

Leonie Sherwin, Faculty Librarian The Professions: extension 3194 or lsherwin@une.edu.au.

More information can be found at the Researcher Support pages:

http://www.une.edu.au/library/research/
Current and upcoming exhibitions in the Dixson Library

**Patrick White's Country Cousins**  
*(June to December 2012)*

This year marks the centenary of the birth of Patrick White, Australia’s only Nobel Laureate in literature. In celebration the National Library of Australia is currently holding a major exhibition entitled *The Life of Patrick White*. The National Library exhibition includes a rare photograph of a young Patrick White dressed as the Mad Hatter, which was discovered last year in the University of New England Heritage Centre.

This photograph is part of the University’s Saumarez Homestead photographic collection. Comprising over thirty albums, this collection documents the lives of Patrick White’s Armidale cousins, their friends and the extended White family.

Over the next six months this exhibition space will feature changing displays drawn from the University’s Saumarez Homestead Collection exploring such themes as houses, family, friends, sport and recreation.

**Griffith Taylor's Antarctica: A Scott Centenary Exhibition**  
*(March to July 2012)*

In 1960 Thomas Griffith Taylor, one of the lucky survivors of Robert Falcon Scott’s ill-fated Terra Nova Expedition to the Antarctic, opened a new Geography building at the University of New England. Taylor further acknowledged Australia’s remarkable collection of artifacts from the expedition. A selection of manuscripts, photographs, artwork, scientific instruments and recreational objects connected with one of the most famous and heroic voyages of discovery of all time is on display in commemoration of the expedition’s 100th anniversary.

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Woman Reading by James Cubit Architects

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Article Contributions
Barbara Paton
Celia Munro
Donna Runner
Greg Kelleher
Ian Stephenson
Simon McMillan
Tracy Cooper
Warren Gilson
William Oates

Editorial Team
Barbara Paton
Belinda Moore
Cameron Barnes
Cody Fookes
Tanya Simmons

Design and Production
Cody Fookes

Photographs
Cody Fookes
David Elkins
William Oates

Contact Details
University Library
University of New England
Armidale NSW 2351

Dixson Service Desk
(02) 6773 2458

Law Service Desk
(02) 6773 2322

Heritage Centre
(02) 6773 6555

www.une.edu.au/library

CRICOS Provider No. 00003G
Information correct at time of printing - Printed July 2012