UNIVERSITY LIBRARIAN’S MESSAGE

As this final issue of info@ Library for 2015 goes to production, we are reaching the end of a very busy and exciting year for the Library.

The new Library Services Platform has been selected and the implementation phase has commenced. This has been a demanding project and library staff will continue to be heavily engaged in getting this exciting new service delivery platform ready for release to the University community in early 2016.

The library has continued its strategy to increase the number of electronic resources available. The expenditure of the information resources budget on electronic journals and books has increased from 69.5% in 2011 to an expected 86% in 2015. The enormous increase in availability of resources in electronic form extends to reference materials (dictionaries, encyclopaedias, indexes, etc). A review of the remaining print reference collection in the Dixson Library has been completed and items have been replaced by electronic versions where possible, or relocated to the general collection or to storage. The space previously occupied by the collection is being gradually refurnished for informal learning in keeping with the larger Learning Commons and in accordance with the Master Plan for the Dixson Library.

The Client Survey was conducted in August and September. The Library has carried out this survey biennially since 2003. The survey questionnaire is used by a majority of Australian university libraries allowing the University of New England Library to benchmark its services and resources. In every survey, the Library has performed in the top quartile of the libraries undertaking the survey, including this latest survey which is reported on elsewhere in the newsletter.

Barbara Paton
University Librarian
LIBRARY SERVICES PLATFORM PROJECT

Ex Libris Alma and Primo to provide new Library Services Platform.

The University Library has selected the Ex Libris Primo discovery and delivery solution and the Ex Libris Alma unified resource management service to replace a number of library systems, including Innovative Interfaces Virtua and ProQuest Summon.

In the evaluation of available library management systems and discovery services carried out by UNE, Alma and Primo came out on top as the cloud-based unified resource management and discovery platform that will support the requirements of a 21st century library and enhance the user experience of our clients.

Summon and the Library catalogue will be replaced by Primo, simplifying searching by offering one unified Search option for students and staff.

The new Search will deliver a single point of access to the Library’s electronic and print collections, improved access to full-text online, improved relevance of search results, and an easy to use interface which can be accessed via mobile, tablet or desktop device.

UNE will be joining an extensive community of Ex Libris customers globally. In Australia, sixteen university libraries and two state libraries have implemented the Ex Libris Alma and Primo solutions.

The implementation phase has commenced and the target for “go live” is February 2016.

ePUBLICATIONS@UNE UPGRADE

Testing of a significant upgrade to e-publications@UNE was recently completed. The new version was released in early November.

What differences will you notice?

- a new look homepage
- a simplified, more user-friendly submission form with:
  - tabbed format for more intuitive data entry;
  - in-context help for traditional research outputs;
  - ability to add information on multiple grant funding;

- a DOI, ISBN/ISSN look-up tool; and
- an Open Access (OA) indicator which specifies when an article is in an OA journal (there were 1,498 marked OA text in e-publications@UNE at the end of September 2015).
The biennial Library Client Survey was conducted during August and September 2015. This year the survey generated 1331 responses. The number of responses received was substantially lower than the 2013 survey, in which 2573 responses were generated, however still provides a good degree of confidence in the results obtained at the overall level.

The primary objective of the survey is to provide the Library with a way to identify the key client concerns. More specifically, the survey aims to:

- Identify, prioritise and manage the key issues affecting clients
- Allow the Library’s performance to be measured and monitored over time
- Provide clients with the opportunity to communicate openly and honestly with the management team of the Library, and
- Compare results with other libraries so that performance can be measured in a best practice context.

This year, the Library recorded an overall performance score of 83.1%. This represents an improvement of 0.7% since the previous survey in 2013, and places the University of New England Library in the first quartile, or top 25% of Australian University libraries that have participated in this survey over the last two years.

The survey consists of 31 statements which participants are asked to rank for importance and performance on a scale of 1 – 7 where 1 is the lowest score and 7 the highest.

A more detailed analysis and access to the full report will be made available later in the year.

Results from past surveys can be found on the library website http://www.une.edu.au/library/about-us/corporate-information/library-surveys/past-surveys

By completing the survey, participants may have been eligible to enter a draw to win a pair of Beats Solo2 Wireless headphones. The randomly drawn winner of the draw was Morgan Burrows, pictured right receiving his prize from Belinda Moore, Business Services Manager.
Library Survey Results

WHO RESPONDED TO THE SURVEY?

The majority of respondents to the survey were undergraduate students at 66% followed by Postgraduate Coursework students at around 23%.

WHAT WAS IMPORTANT TO OUR CLIENTS?

The Top 5 Important factors for Library Clients are:

1. Online resources (e.g., ejournals, databases, ebooks) meet my learning and research needs.
2. When I am away from campus I can access the Library resources and services I need.
3. Library staff provide accurate answers to my enquiries.
4. Course specific resources (e.g., eReserve and Print Reserve) meet my learning needs.
5. Library staff are approachable and helpful.

WHERE DID WE EXCEL?

The Top 5 Performance factors by UNE Library are:

1. Library staff treat me fairly and without discrimination.
2. Library staff are approachable and helpful.
3. Library staff provide accurate answers to my enquiries.
4. Library staff are readily available to assist me.
5. I can get wireless access in the Library when I need to.

WHERE CAN WE IMPROVE?

The Top 5 Improvement factors for UNE Library are:

1. Library face to face classes (e.g., Skills for Researchers, Endnote) help me with my learning and research needs.
2. The Library anticipates my learning and research needs.
3. I am informed about Library services.
4. Opening hours meet my needs.
5. The Library catalogue is easy to use.
Seating surveys have been conducted in the past throughout the Dixson Library as part of the ongoing evaluation of the Dixson Library refurbishments, and to inform future refurbishment decisions.

This type of survey is simply a matter of counting heads at the various types of seating available in the library. Library staff collect these details every two hours during the opening hours of the library for the entire week. The Library has conducted seating surveys in week 10 of each trimester to date in 2014/2015. Results from the 2015 surveys can be found in the graphs on this page.

**Trimester 3 - January 2015**

**Trimester 1 - May 2015**

**Trimester 2 - September 2015**
CURRENT EXHIBITIONS IN DIXSON LIBRARY

Focus on China: University Gift Collection

A selection of gifts to UNE from institutions in the People’s Republic of China

Level 2, Staircase display

Below: Images of the leaping carp have long been popular in all forms of Chinese art and craft.

Migrating in Time

John H Jackson’s series of five paintings on the 400 million year geological evolution of landscapes in Southeast Queensland and Northeast New South Wales.

Level 2, Art exhibition area outside the Training Lab


The 60th Anniversary of the Installation of the First Chancellor

On 4 August 1955 the Rt Hon Sir Earle Page was installed as the first Chancellor of the University of New England. The event formalised the transition from a College of the University of Sydney to the first autonomous regional University in Australia.

Level 2, back column case

Right: Academic procession entering the gateway northwest of Booloominbah, Chapman Collection, UNE & Regional Archives.
Woman Reading by James Cubitt Architects

To view current and past editions of info@library.une visit:

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