University of New England

Library Advisory Committee

Meeting 3/2017 to be held on Thursday 16 November 2017 at 9.30am
in the FJH Letters Room, Level 2, Dixson Library

AGENDA

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<td>1.</td>
<td>Attendance and apologies</td>
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<td>2.</td>
<td>Confirmation of agenda; ordering and starring of items for discussion</td>
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<tr>
<td>3.</td>
<td>Confirmation of minutes of meeting held on Thursday 20 July 2017.</td>
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<tr>
<td>4.</td>
<td>Business arising from the minutes not addressed elsewhere on the agenda</td>
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</table>

Items for information

5.1 Report of the University Librarian. Ms Barbara Paton
- Research Repositories Upgrade Project
- Dixson Library Redevelopment
- Staffing matters

5.2 Scholarly Resources Report. Mrs Blanca Pizzani
- Information Resources
- 2018 Subscriptions Renewal
- E-Reserve
- Collection Review

5.3 Client Services Report. Mrs Lynda Cooper
- ERA 2018 update
- Research Data Management Training
- LibGuides Refresh
- Copyright

5.4 Business Services Report. Mrs Belinda Moore
- Buildings and Equipment
  - Dixson Library Roof Repairs
  - Safety and Security Office
  - Replacement of public computers
- Results of extended service and opening hours trial
- Communications

5.5 2017 Operational Plan progress report– Ms Barbara Paton

5.6 Library Client Survey results – Ms Belinda Moore (to be tabled)

5.7 Search and the new user interface - Ms Belinda Moore and Ms Blanca Pizzani

6. Items for discussion
<table>
<thead>
<tr>
<th></th>
<th>Other business</th>
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<tbody>
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<td>8</td>
<td>Members reports</td>
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</table>
| 9 | **Next meeting – TBA 2018**  
FJH Letters Room, Dixson Library |
1. Welcome, Introductions and Apologies

In Attendance: Dr Simon Burgess (Chair) Ms Barbara Paton, Mr Scott Lindsay, Ms Bronwyn Gilson, Ms Ilona Mair, Dr Adrienne Burns, Mr Enrico Fabian, Mr Darin Gorry, Dr Natasha Loi, Ms Blanca Pizzani, Dr Mun-keat Choong, Dr Martina Linnemann, Mr Kip Werren, Ms Lynda Cooper, Dr Theodosia Prodromou, Mr Rob Mason, Mrs Tanya Simmons (Secretary).

Apologies were received from Ms Annamaria Cavallaro, Ms Sally Bristow, Mr Guido Posthausen, Mr Geoff Hart and Mr Greg Winslett.

2. Confirmation of agenda, ordering and starring of agenda items

The agenda was confirmed and all items were starred for discussion. Item 4.1 (Reinstatement of Chat Service) was incorporated into item 5.5 (Extended Opening Hours Pilot Proposal).

Item 7.1 Telephone greeting message was added to the Agenda by Dr Simon Burgess.

3. Confirmation of minutes of meeting held 30 March 2017.

The minutes of the meeting held 30 March 2017 were confirmed as an accurate record. Moved Simon Burgess. Seconded Scott Lindsay.

4. Business arising from the minutes not addressed elsewhere on the agenda

4.1 Reinstatement of Chat Service

Incorporated into item 5.5 (Extended Opening Hours Pilot Proposal).

5. Items for information

5.1 Report of the University Librarian.

Barbara Paton tabled the report and provided some background information.

Barbara advised that the comments from student representatives at the Teaching and Learning Committee regarding the Library relate to Library resources and Search. The information provided regarding the resources tends to be general and the specific issue is not able to be identified. Barbara would like students to be encouraged to advise the library straight away if they can’t find the resource that they are seeking. Barbara explained that there are a number of reasons why a resource can’t be located. The library needs the information at the time the problem occurs.

Darin Gorry asked about the overseas journals with no English translation. Barbara advised that it may be that there is no translation available. Blanca Pizzani advised that the Library doesn't subscribe to foreign language journals individually but they may come as part of a collection or package of journals.

Blanca advised that the Library did not cancel journals last year but this perception may arise because certain titles were removed from packages by the vendors. Blanca advised that the Library intends to review all subscriptions next month in consultation with Schools. Darin asked if enough students requested a certain journal would that be considered. Blanca advised that requests from students are considered along with...
requests from Academic staff. If it is only for one person, for example for research purposes, the Library would prefer to use document delivery or interlibrary loan as this is more economical.

Ms Ilona Mair advised that issues around Library hours and the medical reserve collection have been raised by Rural Medicine students. Rural Medicine staff are meeting with student association members next week to investigate further the issues raised about the collection which are also general in nature, for example "could be improved". Blanca advised that there are around 1200 books in medical reserve, with about 80% not being used.

Mr Rob Mason advised that, while there are more than 60 comments about the library in discussion on Moodle, around 40 of those come from only two students. From the remaining comments it seems that the issues relevant to the library generally are:

- Regarding Search
- Not knowing how to use Search effectively, particularly for international students
- Collection related, material not available or only available in a foreign language

Rob has been working through some of these issues with Library staff. It seems that medical and nursing students seem to be having issues with resources and UNESA have requested more information about this. Rob will remind people on discussion boards to provide more detail when they can. It also appears that the online training modules regarding the use of Search are not as useful as they could be.

Blanca advised that the Library now has the best system available (Alma and Primo) but the data needs to be refined to get the most from this system. The biggest issue is not knowing how to use Search effectively.

Barbara advised that the Library@lunch sessions conducted via Adobe Connect may be helpful and that recent surveys indicate that satisfaction with Search is improving. The levels of satisfaction are much higher than they were with the previous system (Summon).

Dr Simon Burgess asked about the change to the requirement to login. Blanca advised this is due to the authentication system. ITD is working to establish a single sign-on. Currently the different systems use different authentications. Anyone trying to access resources from Google Scholar can’t see the full text because the resources are not free and accordingly authentication is required. ITD and the Library are working together to see if this can be addressed so that UNE staff and students are recognised as such when trying to access resources via Google Scholar.

Barbara advised that the budget process has commenced. Barbara outlined the process from the library perspective. Concept briefs are being prepared for the following new initiatives:

- Reply-paid postage
- Elsevier Freedom Collection and Ibis World subscriptions
- Replacement of e-publications@UNE platform
- Replacement of public computers in the Library, jointly with ITD

Rob Mason indicated that a survey of off campus students shows they believe overwhelmingly that they should pay SSAF and the primary reason for this is to fund return postage. Barbara indicated that it is a service the library should be providing on a continuing basis. The library tried to implement this when the original SSAF funding ceased however the change to the budget was not approved. Belinda advised that the Library is seeking to make this an ongoing service, not dependent on changes to SSAF funding.

Blanca advised that from 2018 all online students will be eligible to have materials posted, lifting the previous restriction on local postcodes.

Barbara advised that recent recruitment rounds have been successful with a number of new staff having commenced and others commencing soon.
5.2 Scholarly Resources Report. Mrs Blanca Pizzani
- New Form to report issues with resources
- EZproxy upgrade
- New Books display (online)
- Interlibrary Loans and Document Delivery
- 2018 Subscription Renewals

Some of the items in this report were mentioned during previous discussion.

Blanca advised that approval was given in 2015 to replace the in-house eReserve system. Selection and procurement of the system will take place this year and implementation next year. The library will be engaging with Schools and students as this process progresses. Blanca advised that eReserve is key to managing copyright and a new system will make this much easier.

Blanca advised of a new Interlibrary loan service (Reprint Desk) which is fast and economical.

Simon Burgess asked about decreasing subscription to print journals. Blanca advised that print journals continue to reduce, with more online students electronic journals are preferable. Any potential reduction in print journals will be looked at in consultation with the schools.

Dr Mun-Keat Choong asked how the Library knows if a journal has been used physically. Blanca advised that when material is re-shelved it is scanned into the system as “in house use”. Blanca advised that the true cost of having items on shelves that are not used needs to be considered, such as insurance. Blanca advised that consultation will take place if material is to be removed.

5.3 Client Services Report. Mrs Lynda Cooper
- ERA 2018
- ORCiD (Open Researcher Contributor ID)
- Research Data Skills
- Learning and Teaching Librarians
- Copyright and Online Supervised Exams (OLX) at UNE

Lynda Cooper advised that the Library is heavily involved in the ERA process at the moment. Darin Gorry asked about the Learning and Teaching librarians role and Lynda provided a clarification. Simon Burgess asked about the Online Supervised Exams. Lynda advised that there are some hurdles to be addressed to make this work in terms of Copyright.

5.4 Business Services Report. Mrs Belinda Moore
- Dixson Library Redevelopment Project
- Search Survey

Belinda Moore advised that the Dixson Library Redevelopment Project has commenced. A Tender Evaluation Team has been formed to select an architect.

Ms Bronwyn-Gilson asked if any consideration has been given to having a multi-faith room in the Library. Belinda advised that the finer detail is to be worked out later in the process. Input will be sought during the design phase.

Simon Burgess asked how disruptive the redevelopment is likely to be to the collection. Belinda advised that it is hard to tell without an actual design but there will be a level of disruption.

Belinda gave some background about the Search survey. User studies were undertaken.
and a group of six international students worked through a series of tasks while library staff observed. Three main areas for improvement were identified:
- **interface** – font sizes, colours, location of information
- **digital literacy** – learning how to actually use the system
- **communication improvements**, directing to classes and resources throughout the year.

Belinda provided a demonstration of the new Report Access Problem form. Blanca explained how the information obtained via this form is used to improve services.

Simon Burgess suggested adding a message to where the form is located, for example “resolving your problem is important to us, so please do provide the information that we will require”.

### 5.5 Extended Opening Hours Pilot Proposal

Belinda Moore advised that the Chat service is being reinstated on 7 August 2017, dependent on the SRM upgrade. The Learning and Teaching Services Librarian roles have all been filled which will assist in providing this service. Student Assistants will also assist in triaging these enquiries.

During the extended service hours, chat hours will be extended as will the opening hours of the building. Rob Mason advised that student feedback indicates that weeknights is the time sought, not weekends. Belinda advised that trying to extend the online services later during the week has some logistical challenges. Belinda advised that the online tutorials and other information provided by the Library needs to be as good as it can be.

Rob Mason indicated that this pilot isn’t reflective of what was sought originally, being extended hours on the weeknights, not weekends.

The data from this pilot will be reviewed at the next meeting of LAC.

### 7 Other Business

#### 7.1 Telephone greeting message

Simon Burgess asked if there could be a change to the recorded greeting message received when calling the service desk as it isn’t engaging and doesn’t reflect the level of client service usual received from the Library staff. Currently, the same automated voice is used in a lot of areas in the University. Belinda advised that this can be changed to a custom message and this will be further investigated.

### Next meeting

Thursday 2 November 2017, 9.30am.
Research Repositories Upgrade Project

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 roadmap 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 Library recently accepted responsibility for the provision of the research data archive i.e. the curation and management of datasets upon research completion, with ITD managing the infrastructure and providing the technical support.

An integrated and interoperable approach is required for the system(s) encompassing these services.

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. It will proceed in several stages including an environmental scan, the establishment of system requirements list, procurement phase, and implementation.

A Project Plan and governance structure for the Project are in development. A high level Steering Committee will be formed, and the work will be undertaken by project working groups with membership and expertise appropriate for each stage of the Project. Elements of the Project are already underway. Substantial work has been done on the development of a requirements list for the archival data store. The timeline is critical to ensure that UNE has a reliable system in place for preparation in 2019/2020 for the ERA assessment in 2021.

This will be a major project for the University Library in 2018 in collaboration with other parts of the University.
Dixson Library Redevelopment

The University is seeking to redevelop the Dixson Library in its entirety over the next five years or so. The project includes incorporating the UNE Museum of Antiquities (UNEMA) and a new art gallery into the building as well as extensive redevelopment of other spaces to provide an academic library for the 21st century. The tender evaluation for the engagement of a Principal Design Consultant (PDC) is approaching completion.

The PDC will be responsible for the development and implementation of the design aspects of the project. The project is defined by a number of stages. The first stage will be for the PDC to prepare a feasibility report for the Dixson Library space, Levels 1 – 4 inclusive. Initiation of the redevelopment project will be contingent on Council approval of the feasibility report.

In the preparation of the feasibility report, meetings with stakeholder groups will be undertaken to obtain a clear understanding of the spaces required, the relationship between these spaces and the extent these spaces can be shared to obtain optimal use from them.

The program of works (if approved) has an indicative commencement of construction in April 2018. However the replacement of the roof and other factors may impact on this date.

Staffing matters

Appointments

External recruitment to positions established as a result of the 2016 Workplace Change Plan has been proceeding. The following staff have taken up their appointments since the meeting in July 2017:

- Library Research Manager – Merilyn Edgar
- Library Content and Discovery Manager – Ebe Kartus
- Senior Data Quality and Metadata Librarian – Virginia James
- Senior Research Publications and Data Librarian – Allison Brown (from 13 November)

Retirements

I will be retiring as University Librarian effective 1 December 2017.

Blanca Pizzani has been appointed Acting University Librarian pending recruitment for and appointment to the position of University Librarian.

Barbara Paton
University Librarian
9 November 2017
Information Resources
The Library has introduced Evidence Based Acquisitions (EBA) for the following products:

- JSTOR (27,000 e-books)
- Springer Nature (6543 e-books)
- Cambridge (over 30,000 e-books)
- 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.

2018 Subscriptions Renewal
Consultations with Schools regarding existing subscriptions and renewals for 2018 have taken place. Feedback has been taken into consideration including a few new subscriptions. The main purpose of the consultation has been around currency and adequacy of resources. This process also gives the opportunity to identify gaps. There are currently 40 print subscriptions and the majority will be renewed. Aggregators’ subscriptions have already been renewed (Proquest, Ebsco, etc).

E-Reserve
Procurement for a new electronic reserve/reading list solution is well underway. Vendor presentations took place during the week commencing 30 October and the next stage will be preparing for implementation. Stakeholder engagement will be crucial for a successful implementation.

Collection Review
As a consequence of the Library redevelopment project, it will be necessary to review the Collection to reduce the footprint of the open access collection. Currently the team is performing tasks to identify problems with data to ensure that the data used in the review is as accurate as possible. For example, a large number of books appear as missing in the catalogue database and have been found on the shelves. Serials titles that are no longer published have been closed in the catalogue. (i.e. the publication dates for the serial have been amended in the catalogue.)

Consultation with Schools will take place regarding the collection review program.
ERA 2018 update

The Library is progressing well in processing research outputs for the current ERA round. Concentration is now on uploading Non Traditional Research Outputs (NTROs), which require endorsement from the Head of School for inclusion in ERA, as well as identifying those outputs resulting from ARC or NHMRC grants and ensuring open access versions of these are available for the ERA submission.

Research Data Management Training

Research data management training continues to be offered until the end of the year. Topics include setting up a Cloud.UNE account (see the following link for classes: http://www.une.edu.au/research/digital-research-support/research-data-management/cloud.une-classes), migrating and managing data, versioning, and research collaborations within Cloud.UNE. Work has commenced on integrating Metadata Record and Archive Storage requirements with HDR Support Processes. UNE researchers need to keep their supporting data for a minimum 12 month period. Completion of a metadata record and storage of data with UNE will become a requirement prior to conferral of degrees. HDRs receive emails, checklists, and submission forms for completing their research. Checks for compliance to data description and storage will be included in those communications.

Research Support Workshops are also run regularly; to see what is on offer follow this link: http://www.une.edu.au/library/services/services-for/researchers/research-support-workshops

LibGuides Refresh

Staff in both Learning and Teaching Advisory and engagement Services and the Research Advisory and Engagement Services teams have been updating the existing LibGuides to the new version, LibGuides 2.0. The Librarians have taken the opportunity to review existing Guides and content before creating the new guides in a more visually appealing and simplified manner. Library staff would welcome feedback on the new approach to LibGuides, so please encourage your colleagues to have a look at the new format.

Copyright

Recent changes to Copyright Law mean that universities will no longer be required to comply with the rule in s 135ZMD(3) of the Copyright Act. Once the new streamlined statutory licence comes into effect on 23 December 2017.
The following extract from (https://www.copyright.com.au/about-copyright/policy-and-research/copyright-amendment-bill-2017/) outlines the changes:

‘The Act implements a number of amendments supported by both creators and users of copyright content. Most amendments will come into effect in December 2017. The amendments regarding unpublished works will take effect from 1 January 2019.

It will:

- simplify the statutory licences for education;
- extend the exception for exams to online exams;
- simplify and update the provisions that enable libraries and other collecting institutions to make ‘preservation copies’ of ‘original versions’ such as manuscripts;
- introduce a fixed term of protection for unpublished works that are currently covered by copyright indefinitely; and
- simplify and update the provisions that allow the making of accessible format versions for people with disabilities.’

More information and guidance from the Senior Copyright Officer will be forthcoming early in 2018.

Lynda Cooper

**Associate University Librarian (Client Services)**

8 November 2017
Buildings and Equipment

- **Dixson Library Roof repairs**

Contracts have finally been signed for Dixson Library roof rectification project. Further design and programming arrangements are to be confirmed in the coming weeks. Construction, however, will not begin until early February 2018.

- **Safety & Security Office**

As of 1 November 2017 the Safety & Security Office has moved from the space occupied in the Dixson Library to the new UNE Life Safety, Security and Information Campus Office in the space beneath the Bistro, which was formerly occupied by the Regional Australia Bank. The Security Office located in the residential precinct will remain at B89.

Operational matters such as parking tickets and access cards will be conducted out of the new office. A security guard will continue to patrol the Dixson Library regularly during opening hours and at closing time to assist library staff. Contact details for Security remain unchanged on 6773 2099.

- **Replacement of public computers**

The warranty on all public computers in the Dixson and Law Libraries expired in November 2015. Interim arrangements were made in 2016 to upgrade the computers with a new solid state hard drive (SSD) and additional ram, to improve the performance of the machines. ITD have liaised with the Library to understand the Library needs and have now confirmed that all public computers will be replaced prior to Trimester 1/2018.

Results of extended service and opening hours trial

The library trialled extended opening hours for a period of six weeks from Monday 28 August to Sunday 8 October 2017 inclusive:

- Monday to Thursday opening hours remained at 8.30 am – 9.00 pm
- Friday opening hours were extended: 8.30 am – 6.00 pm
• Weekend opening hours were extended: 10.00 am – 6.00 pm
During this period the Library Chat service was also available as follows:
• Monday to Thursday: 10.00 am – 8.45 pm
• Friday and weekends: 10.00 am – 5.45 pm

Analysis of the statistics collected during the trial is underway. Results will be presented to the Library Advisory Committee as soon as they are available.

The **Chat service** for online students will continue to operate throughout the year as follows:

Monday to Thursday: 10.00 am – 8.45 pm  
Friday: 10.00 am – 4.45 pm  
Weekends and Public Holidays: 1.00 pm – 4.45 pm

**Communications**

Year-end issues of both *Info@library* and *Library Newsletter 4 Students* will be distributed by early December 2017. These will be in electronic formats only and will be available on the Library website. A link to the *Library Newsletter 4 Students* will also be distributed to students via SRM email, and a link to *Info@library* will be forwarded to key contacts by email. Previous issues of all Library newsletters can be found here: [http://www.une.edu.au/library/about-us/library-newsletters](http://www.une.edu.au/library/about-us/library-newsletters).

Belinda Moore

**Business Services Manager**

8 November 2017
## University Priority 1: Deliver excellent research with high impact

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<tr>
<th>Ref</th>
<th>University Library Activity Area</th>
<th>Action ref</th>
<th>Actions in 2017</th>
<th>Progress</th>
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</table>
| 1.1 | Provide leadership in the changing scholarly communication environment, with a focus on research outputs and data management and open access scholarship. | 1.1.1 | Support the academic community to establish ORCID identifiers to provide consistency in the collection and reporting of research outputs. | Activities have included:  
- Template for inclusion of ORCiD in UNE signatures  
- Presentations made to Schools  
- Promotion in workshops and academic research consultations  
- Included in Researcher Support LibGuide |
| 1.2 | | 1.1.2 | Strengthen services to support researchers at all stages of the research lifecycle through their careers. | Services continued but expansion of services was delayed pending recruitment of new librarians and focus on ERA activity. Researcher Support LibGuide updated |
| 1.3 | | 1.1.3 | Contribute to ensuring UNE's research outputs registered for ERA 2018. | Traditional research outputs processing on target and processing of NTROs proceeds as outputs provided to the Library. Digitisation of books in process. Records added to e-publications@UNE have been checked to evaluate their Open Access potential. |
| 1.4 | | 1.1.4 | Extend and improve reliable and sustainable access to UNE research outputs (publications and data). | Research Repositories Upgrade Project approved. Project plan drafted. Work has commenced on environmental scan and requirements list, with archival data store the most advanced. |
| 1.5 | | 1.1.5 | Populate the research data registry in collaboration with Research Services and Researchers. | Registration of datasets has commenced. HDR submissions are now prompted to describe and submit datasets. Ethics and project approval forms include prompts for data description and storage. E-publications@UNE submission acknowledgement email includes a prompt for data submission. |
### University Priority 1: Deliver excellent research with high impact

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<tr>
<td>1.2</td>
<td>Enhance scholarly resources to support UNE research strengths</td>
<td>1.2.1</td>
<td>Review and assess the range of existing resources and assess their alignment with UNE research strengths and foci.</td>
<td>In progress, working with librarians to assess scholarly resources.</td>
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<td>Ref</td>
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<td>2.1</td>
<td>Enhance the student experience to improve learning outcomes and student retention</td>
<td>2.1.1</td>
<td>Participate in collaborative initiatives and develop appropriate library resources and services.</td>
<td>Online live training sessions at lunch times <em>(online@lunch)</em> developed and delivered. Online training for Endnote X8 using both live and prepared materials trialled. New Endnote X8 guide and guide to store shared information: both highly visual. LibGuides reviewed and streamlined. Librarians building strong relationships with School Ed developers and collaborating on day-to-day problem solving and long term planning in Moodle.</td>
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<td>2.1.2</td>
<td>Provide leadership and expertise in the selection, management, development and use of open educational resources and encourage open educational practices within the curriculum.</td>
<td>Internal library staff development to enhance understanding of OER. Advice provided to academics and HDR students on the value of releasing their work under Creative Commons.</td>
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<td>2.1.3</td>
<td>Provide leadership and advice in understanding current and emerging e-textbook models and their pedagogical and financial implications.</td>
<td>Internal library staff development to enhance understanding of e-textbook models.</td>
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<td>2.1.4</td>
<td>Continue transition to new generation systems that meet teaching and learning requirements and integrate with UNE systems.</td>
<td>Survey of student response to Search conducted, report and analysis in progress. Electronic reserve procurement well advanced. Commenced investigation of opportunities for enhanced implementation of Alma and Primo. New Primo user interface being reviewed. Processes for information resources management reviewed and enhanced.</td>
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<td>2.1.5</td>
<td>Collaborate with Oorala to improve support for and experience of ATSI students.</td>
<td>One student assistant identifies as Aboriginal. ATSI designated position - Administration Assistant (HEO3 0.60 FTE) under recruitment</td>
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<td>Plans and discussions with Oorala about support services for their students awaiting feedback from Oorala. Research support for Oorala including a history of the unit and 30th anniversary exhibition.</td>
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<td>2.1.6</td>
<td>Collaborate with International Office to improve support for, and experience of international students.</td>
<td>Search usability study and focus group completed and report in progress. Discussions with ELC staff re collaboration. International students provided with Museum of Education tours.</td>
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<td>3.1</td>
<td>Develop framework for library services for alumni</td>
<td>3.1.1</td>
<td>Explore with ITD and Office of Advancement mechanisms for identity management for alumni.</td>
<td>Discussions commenced.</td>
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<td>3.1.2</td>
<td>Explore with Office of Advancement a framework for alumni membership that provides access to licensed resources.</td>
<td>Discussions commenced</td>
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<td>3.1.3</td>
<td>Identify licensed resources where alumni access is permissible; undertake cost analysis.</td>
<td>No progress due to other priorities.</td>
</tr>
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<td>3.2</td>
<td>Explore options for library services for secondary schools</td>
<td>3.2.1</td>
<td>Liaise with relevant UNE business units to explore benefits of provision of services to secondary school teachers and students.</td>
<td>Options not explored this year as not a priority.</td>
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<tr>
<td>4.1</td>
<td>Contribute to the UNE digital and online education strategy</td>
<td>4.1.1</td>
<td>Provide leadership and expertise in the selection, management, development and use of open educational resources and encourage open educational practices within the curriculum. (Repeat of earlier item)</td>
<td>See 2.1.2a</td>
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<td>4.1</td>
<td></td>
<td>4.1.2</td>
<td>Provide leadership and advice in understanding current and emerging e-textbook models and their pedagogical and financial implications. (Repeat of earlier item)</td>
<td>See 2.1.3</td>
</tr>
<tr>
<td>4.1</td>
<td></td>
<td>4.1.3</td>
<td>Initiate procurement process for electronic reserve/reading lists.</td>
<td>Electronic reserve procurement in progress</td>
</tr>
<tr>
<td>4.1</td>
<td></td>
<td>4.1.4</td>
<td>Develop plan for management of digitization of UNE owned content.</td>
<td>Not initiated due to other priorities.</td>
</tr>
<tr>
<td>4.1</td>
<td></td>
<td>4.1.5</td>
<td>Review and propose improvements to Library web pages (including LibGuides).</td>
<td>Ad hoc work on updating webpages. LibGuides reviewed and streamlined</td>
</tr>
<tr>
<td>4.1</td>
<td></td>
<td>4.1.6</td>
<td>Improve online library services for student learning and engagement.</td>
<td>Endnote and Orientation sessions delivered online as required. LibGuides upgraded. New lunch sessions (online@lunch) developed and delivered using Adobe Connect. Librarians participants in tUNEup across all three trimesters.</td>
</tr>
<tr>
<td>4.1</td>
<td></td>
<td>4.1.7</td>
<td>Develop a model for digital/information literacy initiatives.</td>
<td>Endnote class for Honours psychology students T1 delivered using flipped classroom model. Academic and students happy with result. Flipped classroom models offered to academics teaching in religious studies, biology and psychology – awaiting feedback.</td>
</tr>
</tbody>
</table>
### University Priority 5: Improve operational resilience

<table>
<thead>
<tr>
<th>Ref</th>
<th>University Library Activity Area</th>
<th>Action ref</th>
<th>Actions in 2017</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1</td>
<td>Improve work practices to achieve greater efficiency and effectiveness.</td>
<td>5.1.1</td>
<td>Implement strategies to improve collaboration, communication and understanding across University Library teams for improved service delivery.</td>
<td>Strategies have included knowledge sharing/experience presentations at staff forums, informal meetings between teams; shared staff development activities; development of draft procedures for shared services and staff cross-working with other teams.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.1.2</td>
<td>Develop and promote principles based service standards aligned with the Library Client Charter and Core Library Services Catalogue.</td>
<td>Core Library Services Catalogue in progress. Promotion to follow. UNE indicators drafted for CAUL Principles and Guidelines for Australian Higher Education Libraries.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.1.3</td>
<td>Foster a continuous improvement culture in the University Library.</td>
<td>Information Resources teams documented key organizational processes. (mapped workflows and training material)</td>
</tr>
<tr>
<td>5.2</td>
<td>Enhance understanding of the Library’s changing roles and contribution through effective communication.</td>
<td>5.2.1</td>
<td>Implement a strategy to promote the Library’s Value and contribution to the University.</td>
<td>Services promoted via Quicktips, classes, Library Student newsletter; Insider’s Guide, Library Facebook, Twitter as appropriate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5.2.2</td>
<td>Review and enhance Communications Strategy for Library Clients.</td>
<td>Not progressed due to other priorities</td>
</tr>
</tbody>
</table>
## University Priority 6: Create a bold and innovative culture

<table>
<thead>
<tr>
<th>Ref</th>
<th>University Library Activity Area</th>
<th>Action ref</th>
<th>Actions in 2017</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Maximise the value of the University Library culture and staff.</td>
<td>6.1.1</td>
<td>Actively promote and embrace the Library Culture and Values</td>
<td>Culture and values incorporated into Library Leadership Team session with external facilitator. Cultures and Values discussed and used in meeting and or difficult conversations. Cross cultural awareness training in progress for all staff.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.1.2</td>
<td>Develop tools to give staff the capability, skills and confidence to lead and manage services acknowledging that leadership may be vested in all levels of the library.</td>
<td>A number of staff supported to attend leadership development programs.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.1.3</td>
<td>Develop the University Library workforce capability to ensure continuing adaptability and responsiveness to University requirements and changes in the information industry.</td>
<td>All staff made aware of training and professional development opportunities through regular emails and notices.</td>
</tr>
<tr>
<td>6.2</td>
<td>Complete the implementation of the new organizational structure.</td>
<td>6.2.1</td>
<td>Complete recruitment to vacant positions.</td>
<td>Recruitment to vacant positions as a result of the restructure is complete (does not apply to subsequent vacancies)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6.2.2</td>
<td>Provide ongoing assistance to staff to enhance understanding of the purpose of the restructure.</td>
<td>Discussions in team meetings ongoing.</td>
</tr>
</tbody>
</table>
Results of Search Survey, Usability Study and Focus Groups

As reported at earlier meetings of the Library Advisory Committee the University Library has been conducting various activities during 2016 and 2017 to obtain feedback regarding the use and satisfaction of Search, as follows:

- **Biennial Library Client Surveys – August/September 2015 and 2017:**
  - In 2015 additional questions were added to the survey to question client usage and satisfaction with Summon. In the 2017 survey these questions were replicated with Search.

- **Search Feedback Surveys August 2016 and May 2017:**
  - A Survey Monkey Survey was sent to all students to gauge satisfaction levels with Search. The questions posed in this survey were the same as those in the 2015 Library Client Survey with Summon replaced with Search. This was with a view to undertake comparative analysis of these results.

    The verbatim comments received in both surveys were identified as positive or negative in relation to Search. The 2016 survey produced results which were quite negative, comparatively the 2017 survey showed an increase in positive comments by 20%.

- **Focus Group – November 2016**
  - In November 2016 a focus group was undertaken with several students who were identified by Librarians as having made queries around Search. One of these students was on campus, and two were online. The on campus session was held in person with the student observed navigating the Search functionality. The other two sessions involved online students navigating Search via Skype.

    These sessions involved asking students to undertake tasks using Search. The results were recorded and analysed to ascertain if there were common issues found.
• Usability study and focus group – May 2017
  
  o On 18 May 2017, 6 volunteers met with Library staff for a usability study and focus group sessions.

  The sessions consisted of a series of 10 short tasks where participants were observed using Search by Library staff. After completing these tasks the group came together to discuss general aspects of Search.

Common Findings

A summary of common results and findings are below.

1. Search user interface
   • It is sometimes difficult to find Search on the library webpage. Students use a variety of methods to access Search.
   • Facets are not prominent.
   • Citation link not prominent/difficult to use.
   • Search results page looks ‘a bit busy’.
   • Unable to clear only part of a Search.
   • ‘Refine my results’ bar is not sufficiently prominent.
   • Terminology is sometimes confusing (ie: ‘Get it’ and ‘View it’).
   • Some ‘jargon’ which may seem common to Library staff e.g. ‘recall’ is confusing.

2. Education and training
   • Some students expressed a desire for face to face classroom sessions on how to use Search.
   • Several students believed that some of their issues with navigating the system was due to a lack of understanding rather than a lack of functionality and this could be solved through training.
   • Not always able to find information and full text.
   • Not using all advanced Search options. Not understanding the differences between simple search, browse search and advanced search options.
   • When reviewing results of articles a PDF option/availability is desirable.

3. Communication
   • Library should communicate more with all students with the message to ‘try it’ (Search).
   • Continue to regularly highlight aspects of Search eg: basics, links.
   • There should be clearer direction to help on using Search.
Recommendations

The following recommendations are being discussed and prioritised by Library staff.

1. **Search user interface**

   Not all the points raised by students can be addressed as the Library does not have complete control over the Search interface. However, Search can be redesigned in order to draw users’ attention to a number of easily overlooked features. The following changes will be considered when implementing the new Search user interface. They will be prototyped in the Search development environment and then tested with students before release in the live version.

   a. Increase the size of the text for facets and other interface elements.
   b. Modify the appearance of headings to increase the discoverability of Search tools.
   c. Change the colour and size of the Actions link on tabs.
   d. Rename ‘Get it’ and ‘View it’ tabs to ‘print’ and ‘electronic’ to make their function more intuitive.
   e. Add icons and links to the top left of the Search interface to take users to Chat and to Online Videos on how to use Search.

2. **Education and training**

   Students participating in the study were at variable levels of competency with Search therefore it is difficult to determine the amount of education and training required. Some suggestions for improvement around education and training include:

   a. There are many online help videos and information available to assist students. However, the Library will need to investigate further if this current information is useful and if it is easy to find.
   b. Past experience suggests that face-to-face classes are not well attended. The Library should investigate why and provide alternatives.
   c. Provide education/information about the advantages and disadvantages of both Google Scholar and Search.
   d. Clarify that databases may be ideal for some subject areas eg: law, nursing, medicine, but not necessarily for searching for known items or in many disciplines, particularly humanities, and provide further information.
   e. Develop tips on how to refine search results, (the Advanced Search options and refine search results were identified as the most beneficial aspects of Search).
   f. Provide information on reviewing results of articles as PDF. (The issues raised here could be related to difficulty in finding full text, or misunderstanding of database functionality).
3. **Communication**

The information students are seeking may be available, but is difficult to find. Communication surrounding how to use *Search* and where to find help needs to be improved in clarity and consistency.

a. A calendar/program of communications throughout the year should be developed to identify what messages, when and how they should be delivered to students, particularly at the beginning of trimesters (using different channels eg: web banners, Facebook (and other social media), online@lunch sessions, online tutorials, insiders guide, newsletters to students, signage in learning commons, AskaLibrarian, BookaLibrarian, Chat).

b. See recommendation 1e above regarding links to Chat and Online Help within *Search*.

The Library will continue to monitor feedback and implement processes to identify if changes are beneficial to clients.

Blanca Pizzani

Associate University Librarian

(Scholarly Resources)

Belinda Moore

Business Services Manager

8 November 2017