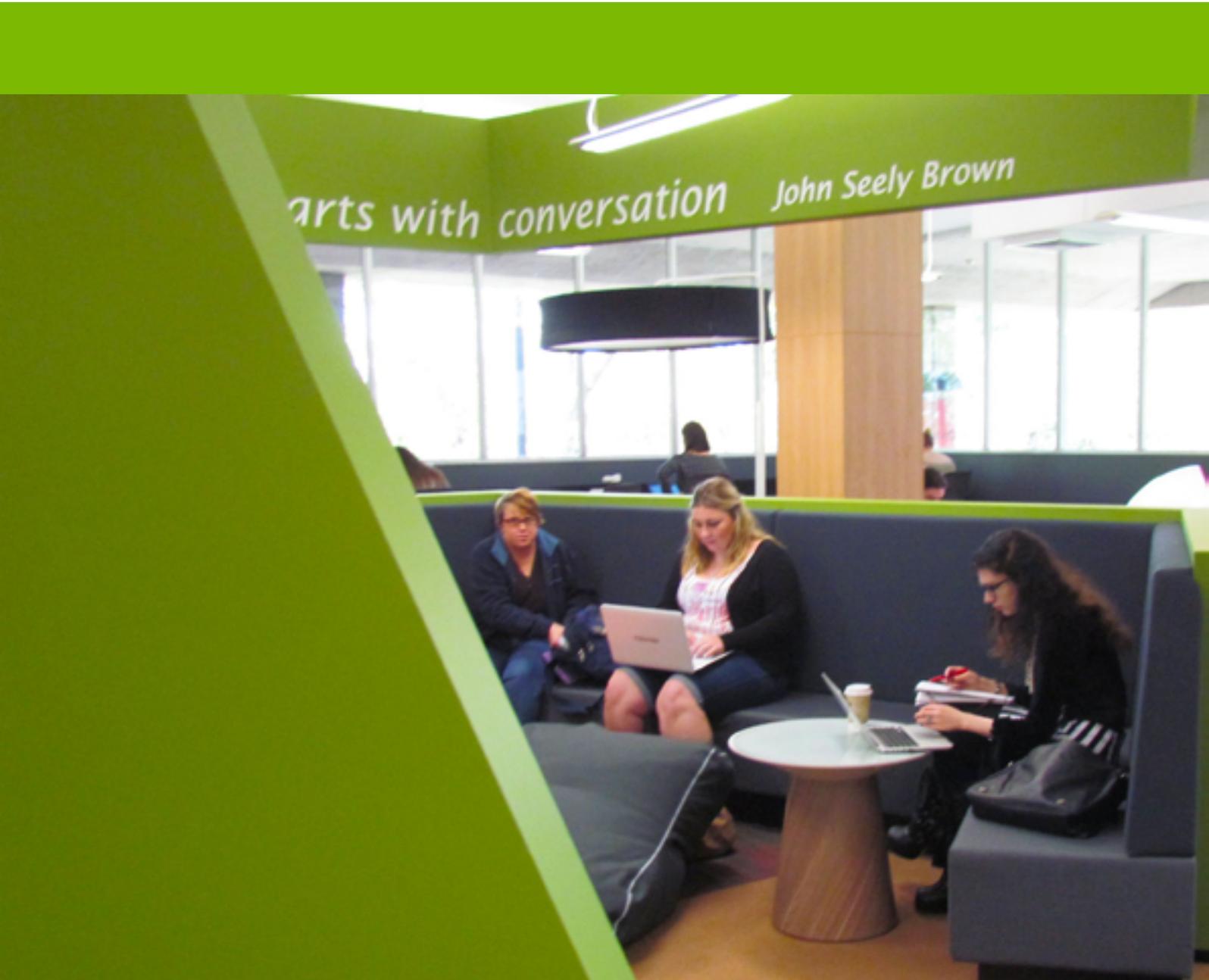




# Library Newsletter

## 4 Students



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## Key Dates

Friday December 22 2017  
Lectures end

Library Closed from 5pm 22  
December (both Dixson and Law  
Library)

Monday 25 December 2017  
Christmas Day

Tuesday 26 December 2017  
Boxing Day

Monday 1 January 2018  
New Years Day

Monday 2 January 2018  
Dixson Library reopens 8.30am  
and Law Library at 9am

Monday 8 January 2018  
Lectures Recommence for  
Trimester 3  
Intensive Schools start

Friday 19 January 2018  
Lectures End for Trimester 3

Monday 22 January 2018  
Examinations for Trimester 3  
start

Friday 26 January 2018  
Australia Day

## Library Opening Hours over holidays

Please note the Dixson and Law Libraries will be closed from 5pm on Friday 22 December, 2017. Dixson Library will reopen at 8.30am and the Law Library at 9am on Tuesday 2 January, 2018.

Requests from students will not be processed during this period.

The University Library wishes all our clients a very Merry Christmas and a Happy New Year.

Opening hours can be found at [une.edu.au/libraryhours](http://une.edu.au/libraryhours)

## Search Tips

Search is a discovery tool. It allows you to search resources held by the Library including print books, ebooks, journal articles and lots more.

You can also use Search to renew loans through My Account, place recalls on books out on loan, and save searches.

Search is a great way to find information. You will find lots of quality academic resources in Search.

You can search for a specific title or author, and you can search for information on a topic.

If you encounter problems, you can get help from a librarian via online [chat](#) or email [Ask a Librarian](#)

You can find Search on the Library [homepage](#).



# 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!

Of the students who responded 34% were on campus and 61% were online, the other 5% did not specify.

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.

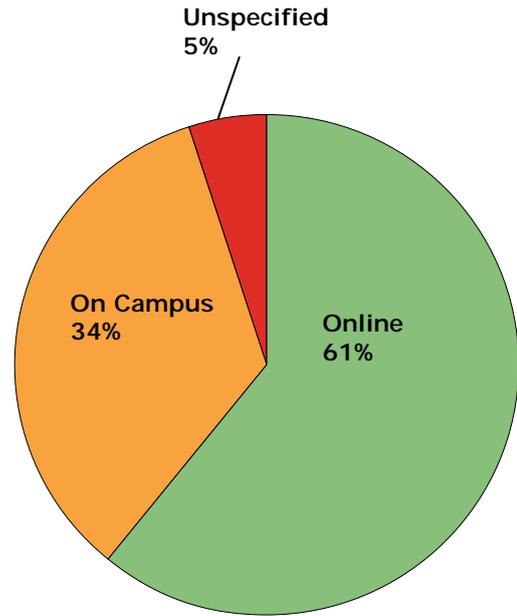
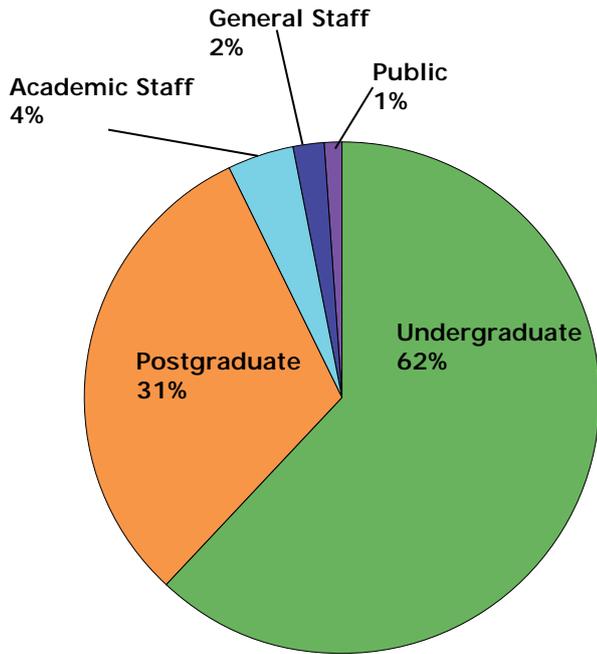
Library staff are investigating the common findings and results from these activities, and together with further analysis of the Library Client Survey results will identify options for improvement.

Further analysis of the survey will occur in the coming months. Some graphical representations of the survey results can be found on the next page.



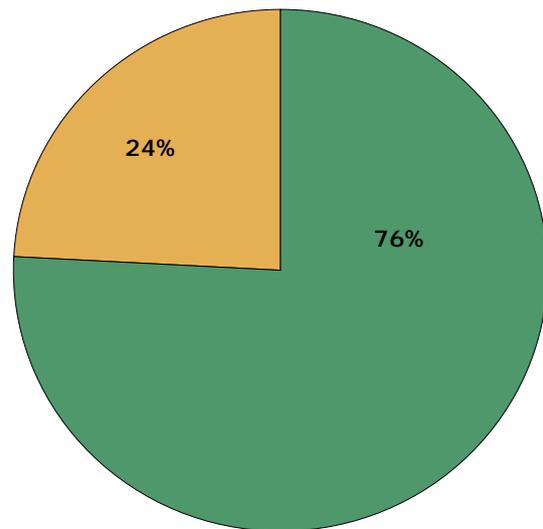
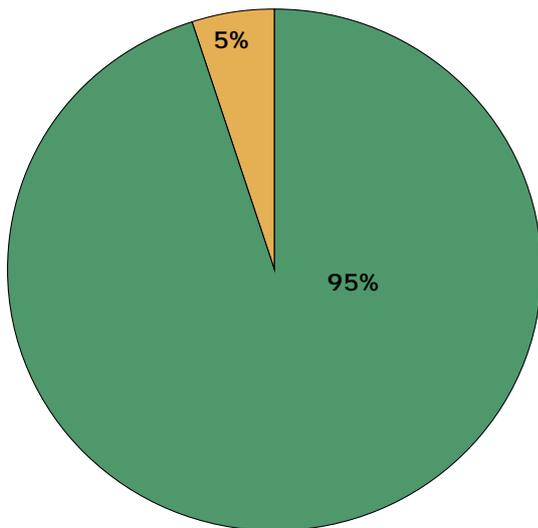
Above: Alice Gemmell-Smith receives a pair of Beats earphones from Blanca Pizzani, Associate University Librarian (Scholarly Resources)

# 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"

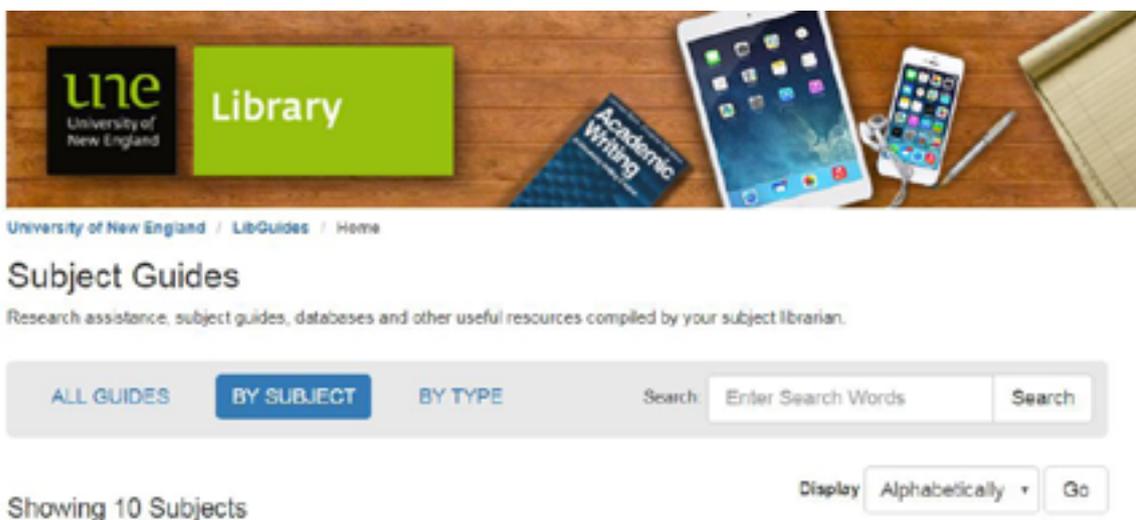
Left: examples of verbatim comments received in the survey

- "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."

# New Subject Guides

The Library launched a new version of the Library subject guides in October 2017. All existing guides were reviewed and new guides were created in a more visually appealing and simpler style.

The Library subject guides cover a wide range of topics, from general guides on Library skills, to EndNote information, course specific guides and support information for researchers.



## Borrowing

### Loan Terms

Students and staff are able to borrow books, videos, DVDs, software and other materials from the library general collection. The loan terms vary according to your client type and level of study. A list of Library loan terms can be found [here](#).

Please carry your UNE card with you when visiting the library. Your card is required for any in-person borrowing.

### Recalls and Holds

You can recall an item which has been borrowed by another borrower.

To find out how to place a hold on an item or recall an item which is already out on loan, check the videos and instructions found online [here](#).

### Renewing Loans

Library clients can renew items they currently have on loan, provided:

- the item has not already been renewed the maximum number of times
- it has not been recalled by another client
- the client is not blocked from borrowing

Further information on renewals can be found [here](#).

# 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, Marilyn Edgar, has two teams:

- Researcher Services
- Research Publications and Data



*Above: Marilyn Edgar, Library Research Manager*

Researcher Services Librarians (led by Tracy Bruce, Senior Researcher Services Librarian) support 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 HDR students with research data management. The Research Outputs Team record all entries into [e-publications@une](mailto:e-publications@une), ensuring the work of UNE researchers is showcased.



*Above: Tracy Bruce, Senior Researcher Services Librarian*



*Above: Allison Brown, Senior Research Publications and Data Librarian*



*Above: Thomas Reeson, Research Data Librarian*

## 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 enquiries 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.



*Above: Celia Munro, Senior Learning and Teaching Services Librarian*

# 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

### Learning and Teaching Services Librarians



Mike Affleck



Jane Lally



Michelle Coxsen

### Researcher Services Librarian



Gabrielle Lamb

## Science/Agriculture Business/Law

### Learning and Teaching Services Librarians



Jessica Fitzgerald



Annette Messell

### Researcher Services Librarians



Eleanor Colla



Gilbert Meyns

## Humanities Social Sciences

### Learning and Teaching Services Librarians



Michelle Coxsen



Mike Affleck

### Researcher Services Librarian



Pauline Jenkins

## Education

### Learning and Teaching Services Librarians



Jane Lally



Jessica Fitzgerald

### Researcher Services Librarian



Pauline Jenkins

# Support in the Dixson Library

## Student Central

Student Central provides:

- General student enquiries
- Assistance with online applications
- Assistance with online enrolments
- Collection of Academic Record orders
- Assistance with completion of online forms
- Counselling services
- Careers support
- Support for students with special needs

Open during Trimesters and Intensive Schools from 9am - 5pm.

Phone: (02) 6773 4444

[Website](#)

## IT Service Desk

IT Service Desk can provide assistance with:

- Wireless connection
- Printing
- Moodle
- Laptops, tablets
- UNE account queries

You can find IT Service desk opening hours [online](#)

Contact the IT Services desk:

Email: [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)

Phone: (02) 6773 5000

[Website](#)

## Academic Skills Office

The Academic Skills office provides help on:

- Effective study strategies
- Reading strategies
- Writing and referencing skills
- Basic maths and statistics

The Office in the Dixson Library is open Monday - Friday 10am - 4pm. Students are advised to make a booking online.

Contact the ASO:

Phone: (02) 6773 3600

Email: [asohelp@une.edu.au](mailto:asohelp@une.edu.au)

[Website](#)

The [UNE Life Safety, Security and Information Office](#) has moved from the Dixson Library to the office space beneath the Bistro which was formerly occupied by the Regional Australia Bank.

## Online Student Services

### Borrowing from Home

Online students can borrow the same material as students who are studying on campus. Requests for loans can be submitted through search.

If the book requested is available for loan it will be sent within two working days.

Information on borrowing for online students can be found online [here](#).

### Requesting Copies

Online students can request copies of articles and book chapters from the Library.

Copies are sent to the address you have given the University and is recorded in MyUNE. Ensure this is correct so you can receive your copies.

There are instructional videos on the requesting of items [here](#).

### Borrowing from other Libraries

UNE Library is a member of the ULANZ (University Libraries of Australia and New Zealand) borrowing scheme. This allows online students to borrow from other University Libraries in Australia.

Information on borrowing from other libraries can be found on the Library [website](#).

## Send in a Question

You can send us your questions and we'll reply, often on the same day.

Ask A Librarian - whatever your question, we'll try to find the best answer.

Subject Search - tell us about your assignment and we'll offer advice on where and how to look

## Talk to a Librarian

You can talk with a library staff member or a librarian who knows your subject area using the following:

Call the Service Desk and discuss your needs with them, they'll answer your question or refer you to a specialist.

Book A Librarian - book a time to work with a librarian. We'll work with you over the phone, over the internet or face-to-face here on campus.

Chat - Monday - Thursday 10.00am - 8.45pm  
Friday 10.00am - 4.45pm  
Weekends and Public Holidays 1.00pm - 4.45pm

## Library Opening Hours

You can find the Library opening hours for both Dixson and Law Libraries on our website [www.une.edu.au/libraryhours](http://www.une.edu.au/libraryhours)

## Services for Students with Disabilities

The Library offers equitable access, providing services appropriate to the needs of staff and students with permanent/temporary disabilities or health conditions.

Services include provision of scanned copies of items in appropriate formats, printing on coloured paper; and printing items with larger font size. Discuss your requirements with the Special Needs Support Services staff.

Please bring a copy of your SAP (Study Access Plan) to the Library when visiting the Library for the first time.



## Mailing Address

University Library (C031)  
1 Elm Avenue  
University of New England  
Armidale NSW 2351

## Phone Contacts

Online Student Enquiries  
1800 059 735 (toll-free)

Dixson Library Service Desk  
(02) 6773 2458

Law Library Service Desk  
(02) 6773 2322

More Contacts  
<http://www.une.edu.au/library/about-us/contact-details>

