Our New Staff

The University Library has recently recruited many new staff.

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

- **Trini Angeles**
  Information Resources Access Librarian

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

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

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

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

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

- **Thomas Reeson**
  Research Data Librarian

- **Gilbert Meyns**
  Researcher Services Librarian

- **Eleanor Colla**
  Researcher Services Librarian

- **Tracy Bruce**
  Senior Researcher Services Librarian

- **Merilyn Edgar**
  Library Research Manager

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

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

EndNote X8

EndNote X8 has been launched. EndNote is a place which can store the PDF articles you have read. It can keep track of citations, understands referencing and can assemble your bibliography.

EndNote X8 has been released across UNE. You can learn more and download your copy here: [http://une.au.libguides.com/endnotex8](http://une.au.libguides.com/endnotex8)
Search Update

After the initial implementation of the new Library Services Platform in 2016, the Library received a number of comments and complaints from students and staff on how the Search function works in linking to full-text resources. Library staff have been working closely with the vendor to identify and rectify issues and believe there has been significant progress and improvement with the Search functionality.

A follow up Search User Feedback Survey was conducted during April/May this year to measure potential improvements in Search. There were 671 responses to this survey. Key findings are:

- Ease of use of Search, looking for a specific title, and getting to the full text of an article have all improved.

- The results of the survey demonstrate the improvement in student experience with Search in 2017 compared with 2016.

- The results of the 2017 survey also demonstrate that satisfaction with Search is higher than satisfaction with the previous discovery tool, Summon, in spite of comments from a small number of students.

- The Library is working toward improving the client experience further. For example, the proportion of respondents who disagreed or strongly disagreed that it is easy to get to the full text of an article using Search was 23.02% - the library aims to reduce this level of dissatisfaction.

The Library also conducted a usability study and focus group session in the use of Search with international students in response to feedback from the International Student Barometer Survey conducted in April/May 2016.

Every second year the University Library conducts a client survey. The purpose of this survey is to identify major improvement opportunities within the library. The survey also helps us to benchmark our performance against many other Australian university libraries.

The 2017 survey is open from Monday 14 August until Friday 15 September. You can find the link to the survey and the terms and conditions on our website at http://www.une.edu.au/library/about-us/corporate-information/library-surveys/terms-and-conditions

Borrowing from Other Libraries

Live near another university? Check out how you can borrow from other universities. University Libraries of Australia and New Zealand (ULANZ) is the borrowing scheme for students and staff at Australian and New Zealand universities. UNE staff and students can apply for in-person borrowing rights at the libraries of ULANZ universities.

Once you join you will be able to borrow physical items from the library but you probably won’t be able to access their online resources.

Borrowing conditions are set by the host library. You must observe these conditions and pay any appropriate fees and charges. The University Library has an obligation to recover outstanding fees and charges on behalf of host libraries.

Avoiding Fines

Information on saving on fines can be found here on our website.

Check your UNE emails for - Reminder notices - Recall notices (these may change your due date)

Plus – video on renewing your loans in time to avoid fines and placing a hold on items that are out on loan.

Looking for Patents?

Check the Library Patents guide to find information on finding Patents in UNE databases and the citing of patents. The guide can be found here.

Access Problems?

The Library can assist in helping you with problems surrounding access to:

- PDFs
- Google
- ReadCube
- Firewalls
- Browsers

To obtain help on access see our Access Problems Page for solutions.

Extended Library Service Hours Pilot

We understand that online support for students and our opening hours can sometimes be limited. In an effort to understand the type of support students need, particularly leading up to the Trimester 2 exam period, the University Library will be trialing extended service hours.

From Monday 28 August to Sunday 8 October the Dixson Library Opening Hours will be:

Monday - Thursday
8.30am - 9.00pm (no change)

Friday:
8.30am - 6.00pm (extended)

Saturday and Sunday:
10.00am - 6.00pm (extended)
Online Students

Sharing screens for training and problem solving

Did you know the librarians can share computer screens with you wherever you are so you can see how we find resources and how we use them?

So no need to be in the same room or even the same town with our librarians. Just book a time (see Book A Librarian) with your subject specialist and follow our prompts to share your screen with us.

Online Help

We have online resources to help you solve problems 24x7.

Subject guides with help for specific assignments and information on the best sources of information.

Where are the ebooks and how to use them.

Online help finding resources for essays in eSkills 2.0.

Requesting materials from the UNE Library collection

If you are studying Online you are eligible for postal delivery of materials from the Library collection. Requests for items can be made directly from Search.

You can borrow the same material as students living on campus. If the book you require is available for loan, we will send it within two working days. If it is unavailable at the time, we will spend up to 5 working days attempting to source it before contacting you.

Students are responsible for the cost of return postage for borrowed items.

Information on borrowing from home can be found here:


Your Online Library Account

To renew your loans log into your Online Library Account from the Renew your loans icon on the library home page.

You can also check to make sure we have received your returns and see the items we have recalled for you.

A renewal is an extension of your original loan period. A loan cannot be renewed if:
- You have already renewed the item the maximum number of times.
- Another borrower is waiting for the item.
- You are suspended from borrowing.


Reinstatement of Chat Service

The Library Chat service was reinstated from Monday 28 August as follows:

Monday - Thursday
10.00am - 8.45pm

Friday
10.00am - 4.45pm

Weekends and Public Holidays
1.00pm - 4.45pm

You can access chat on the Library home page
Online@Lunch

On campus? Online? It doesn’t matter when you come to the Online@Lunch. These webinars are your chance to meet other students and ask questions of the librarians, whilst learning how to make the most of our services. Check-out the recordings of past sessions:


YouTube Channel

Have you subscribed to our Library YouTube channel? You can find useful library tips and tricks here:

https://www.youtube.com/channel/UCxE8ptTZp5_dwdX97INxauA
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)

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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


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Newsletter Developed by
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