

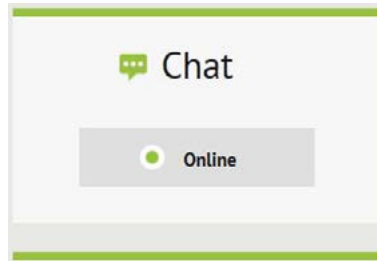


Library Newsletter

4 Distance Students



Welcome to Trimester 3



Chat Service Extended

The Chat Service currently operates 11am to 2pm Monday to Friday.

From 25 November 2013 to 31 January 2014 the Chat Service will be extended to operate additional hours from 6pm - 8pm Monday to Thursday.



Reply-Paid Postage to continue in 2014

Due to an overwhelming positive response to the reply-paid postage offered in 2013, the Student Services and Amenities Fee (SSAF) will continue to pay the cost of return postage for items borrowed from the University Library by distance education students* in 2014.

New adhesive labels have been printed and will be provided to distance students with each package sent from the Library. You will need to remove the backing paper so that you can stick the label to the return parcel.

* Not available to distance education students living outside Australia, or within the Armidale postal district.

www.une.edu.au/library-forms



Trimester 3 & Christmas Shut-Down

Student services - including Library, ITD, Services UNE, SportUNE, the Access Centres and the Parramatta Campus - will continue to operate as normal throughout Trimester 3. However, during the Christmas - New Year shut-down week these services will not be staffed and you may not be able to access immediate assistance. A list of service opening hours and contact details has been posted to the Insider's Guide @ UNE blog - please see the link below for further details:

<http://blog.une.edu.au/studentexperience/2013/11/22/trimester-3-whats-open-and-when-over-christmas-break-details/>

New Library Catalogue

On Thursday 28 November, the Library launched its new catalogue, boasting an improved, user-friendly interface.

The new catalogue offers powerful searching aids to assist you to locate the resources you need, including the ability to refine search results by format, location and year of publication.

You can also narrow your search results by entering further search terms, and it is easy to save, email or export records to Endnote.

The new catalogue makes it easy for you to check what you have borrowed in the past, providing an option to save your loan history.

Access to the old catalogue will continue to be available until the end of the year. Please update your browser Favourites or Bookmarks to the new catalogue.

We plan to make further improvements to the new catalogue in the near future; in the meantime, we welcome your feedback.

The screenshot shows the 'Library Catalogue' interface. At the top, there are navigation links: 'UNE Home Page | Library Homepage | Ask a Librarian'. Below this is a search bar with 'paris' entered. The results are sorted by 'Relevance' and show 'Results 1 to 10 of 1922'. The first three results are:

- 1. Paris, by Sidney Dark ... With drawings by Henry Rushbury**
Call Number: MONO STORAGE 1080
914.436/D219p
Publisher: Macmillan and co., limited.
Year: 1943
Subjects: Paris (France) Description and travel.
(1 available) Dixon Monograph Storage
- 2. Paris. With photographs by Brassai.**
Call Number: MONO STORAGE 1096
914.436/R964p
Publisher: Batsford
Year: 1960
Subjects: Paris (France) Description and travel.
(1 available) Dixon Monograph Storage
- 3. Paris / by Henry Bidou. Translated from the French by J. Lewis May.**
Call Number: MONO STORAGE 3387
944.36/8585p
Publisher: J. Cape,
Year: 1939
Subjects: Paris (France) History.
Paris (France) Social life and customs.
(1 available) Dixon Monograph Storage

New UNE Website

The new University web site was launched on Thursday 31 October. This includes a new look Library microsite.

Feedback can be sent using the 'Feedback' link at the bottom of every page of the new website.

www.une.edu.au/library

The screenshot shows the 'Library' microsite on the UNE website. The header includes the UNE logo and navigation links: 'Home', 'FIND', 'BORROWING', 'ABOUT US', 'SERVICES', 'SUPPORT', 'LAW LIBRARY'. A search bar is visible. The main content area features a large image of two students looking at a book, with the word 'Library' overlaid. To the right, there is a 'Subject guides' section with a 'READ MORE' button. Below the image, there are tabs for 'Summon', 'Catalogue', and 'Google'. A search box is provided with the text 'Find books and journals' and a 'Search' button. At the bottom, there are links for 'Advanced Search', 'No Luck? Try our Subject Guides', and 'Help Video'. On the right side, there is a 'Contact Details' section with links for 'All email enquiries', 'Ask a Librarian', and 'Library Service Desk'.

BORROWING

Borrowing from home

Did you know that the Library can email you scans of book chapters, journal articles or law cases (for free) to your student email address?

To request an item to be scanned and emailed please use our web-based request forms.

www.une.edu.au/library/borrowing/off-campus

Renewing your loans

Log into your Online Library Account from the *Renew your loans* icon on the library home page to see when we have checked your books out and placed them in the post.

You can also renew your loans, 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 blocked from borrowing

If you are not able to renew a loan for any reason it must be returned by the due date or you will be fined.

www.une.edu.au/library

[Renew your loans](#)

Borrowing from other University Libraries

Did you know you can join other university libraries as a reciprocal borrower under the University Libraries of Australia and New Zealand Borrowing Scheme?

Simply apply directly to a participating library near you. Make sure you take your UNE student card and proof of current UNE enrolment.

The library may require you to pay a fee - UNE will reimburse 50% (up to \$25) of any fee you are asked to pay.

For more information on participating libraries and reimbursements please visit:

www.une.edu.au/library/borrowing/other-libraries



Requests submitted during the Festive Season

The library will close at 5pm on Christmas Eve 24 December 2013 and reopen at 9am on Thursday 2 January 2014.

Requests for material from our own collections will be processed as usual on either side of these dates. Requests for material from other libraries (ILLs) will cease on Friday 20 December and not resume until Monday 6 January, as we will be suspended in the national ILL system.

We wish to advise students that

when ILL services resume at UNE, there may be delays in processing times as many libraries have extended periods of suspension in January that are longer than ours.

We wish you all a Merry Christmas and Happy New Year.

From your Collection Delivery Team - Allison, Kirra, Janelle, Ian, Simone, Crystal, Graham, Jenny and Louise.

OTHER NEWS...

Refurbishment of Dixson Library

The redevelopment of the south-west and south-east corners of the Learning Commons on Level 2 (Ground Floor Entry Level) of the Dixson Library is now complete. The new **Informal Learning Space** is a multipurpose, collaborative learning area where students can congregate, share ideas, socialise and receive assistance from Advisors, support staff and peer assisted learning.

Safety and Security will move into the Dixson Library by the end of 2013. This will greatly enhance the ease of access to a range of Safety and Security Services such as ID cards, parking administration and lost property.

The **IT Service Desk** and **Academic Skills** have both relocated to rooms nearer to the Library entrance.

For more information visit the library website:
<http://www.une.edu.au/library/about-us/corporate-information/library-master-plan>



Opening hours

Click each link below to view the current library opening hours.

[Dixson Library](#)
[Law Library](#)

[Dixson Library](#)
[Trimester 3, 2013/2014](#)

December 2013						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January 2014						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2014						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Trimester Hours	
Monday - Thursday	8:30am - 9:00pm
Friday	8:30am - 5:00pm
Weekends	1:00pm - 5:00pm
Vacation Hours	
Monday - Friday	9:00am - 5:00pm
Intensive School Hours	
Monday - Thursday	8:30am - 9:00pm
Friday	8:30am - 6:00pm
Weekends	10:00am - 6:00pm
Public Holiday Preceding Exams	
Mondays	9:00am - 5:00pm
Closed	

Where can I study?

The Dixson Library has a range of custom-designed spaces for group learning and individual study. These include:

- Group study rooms*
- Problem based learning Rooms (PBL)*
- Laptop lounge
- Individual study carrels
- Casual seating areas

*Book these spaces via the library website.

Levels 3 and 4 (First and Second Floors) of the Dixson Library are specifically for quiet study and also provide computer workstations.

Dixson Library has wi-fi access and secure lockers for laptop storage. There are also wi-fi equipped laptops for in-library use. To borrow a laptop visit the Library Service Desk.

The Law Library has a range of individual study carrels, group work and casual seating areas.

Exhibitions

Literacy Snapshots: Our Reading Stories
(8 November 2013 - 4 May 2014)

During 2012 and 2013 Indigenous students from Carinya (Tamworth), Gawura (Sydney), Minimbah (Armidale) and Nowra Anglican (Bomaderry) schools were given a disposable camera and asked to take photographs of reading in their lives: reading alone, with or to a family member; reading books, newspapers, magazines, computer screens. The students' favourite photographs were mounted on canvas and displayed with the story of the photograph at each school.

This exhibition brings together a selection of those student photographs presented through the UNE School of Education.

Pictured below: 'My favourite photo is of my brother Jerome reading the Avengers book. We both like reading the Avengers.' Photograph by Jamal, 9 years old, Minimbah Primary School.



RESOURCES

Subject Guides

The new subject guides offer support in identifying library resources, instruction on how to use them and in some cases targeted support for specific assignments.

Check out your subject in the

Subject Guides

on the library homepage. The Subject Guides are constantly being improved, so keep checking for updates!

<http://www.une.edu.au/library/find/subject-guides.php>

eBooks

We know being a distance student can make borrowing books hard, so we are doing our best to purchase our resources in electronic formats. We have access to over 300,000 eBooks that you can download onto your computer or mobile device.

If you're looking for a specific eBook title try using the Summon Search on the [Find eBooks](#) page which is limited to eBooks only.

Click on the logos to view some of our more extensive eBook packages.

Australian Newspapers

Newsbank is the best source for recent Australian newspaper articles in full-text.

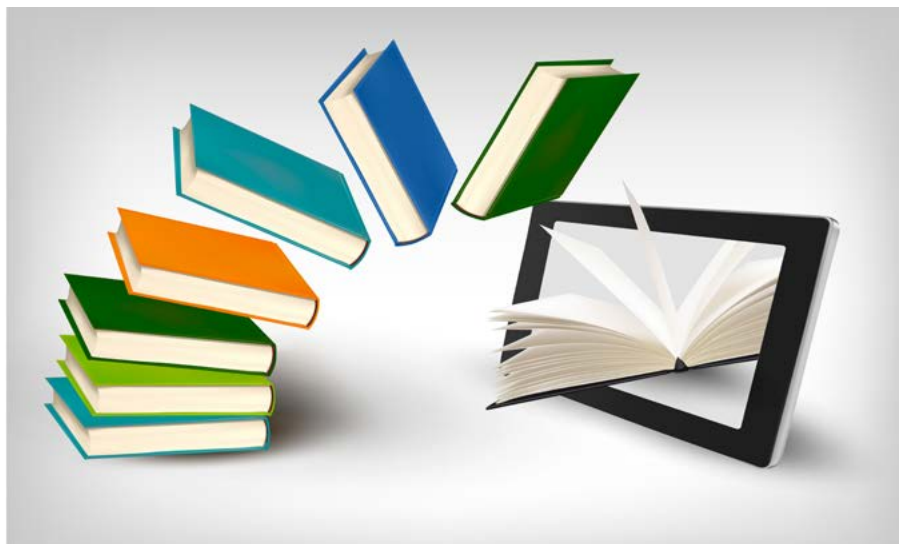
<http://ezproxy.une.edu.au/login?url=http://infoweb.newsbank.com>

Trove provides the full-text of older Australian newspapers, beginning with the Sydney Gazette in 1803.

<http://trove.nla.gov.au/newspaper>



To view more collections [click here](#).



Subject Searches

As a distance student you are eligible to request a subject search where you can get clues from a Librarian on how to find information for your assignments. This is an excellent service if you're stuck on an assignment.

<http://www.une.edu.au/library-forms/subjectSearch>

Students living with a disability

The Library's policy is to offer equitable access for all students. We provide services appropriate to the needs of students who have permanent or temporary disabilities and/or health conditions.

For more information please contact the Library's Disability Contact Officer. Contact details can be found on the library website.

eSKILLS UNE

eSKILLS UNE is a step by step guide on gathering and selecting appropriate resources for an assignment. Click [here](#) to access eSKILLS UNE.

eSKILLS Plus

eSKILLS Plus is the Library's online program for postgraduate students. Work through its three sections to gain study and career-related skills. Click [here](#) to access eSKILLS Plus.

THANK
YOU!

Library Client Survey 2013

Thank you for participating in our biennial Library Client Survey during August and September 2013.

From the 2573 responses received the Library recorded an overall performance score of 82.4%.

Six factors in the top 10 list of how clients believe the library is performing were also identified in the top 10 list of what clients believe is important:

- * Library staff treat me fairly and without discrimination.
- * Library staff are approachable and helpful.
- * Library staff provide accurate answers to my enquiries.
- * Library staff are readily available to assist me.
- * When I am away from campus I can access the Library resources and services I need.

* Course specific resources (eg: eReserve and Reserve) meet my learning needs.

The survey also identifies areas of improvement as follows:

- * The Library catalogue is easy to use.
- * Online resources (eg: ejournals, databases, ebooks) meet my learning and research needs.
- * I can get wireless access in the Library when I need to.
- * The library website is easy to use.

The library will continue to seek ways to enhance these services.

The randomly drawn winner of the iPad was Alison Duff from Kirrawee, NSW. Alison is a UNE Distance Education student who makes frequent use of the online library studying a Master of Teaching (Primary).

Alison is pictured below collecting her prize from Rob Field (Project Manager, UNE Future Campus Parramatta) with her children Thomas and Clara.

More detail on the survey results will be available soon on the library website. <http://www.une.edu.au/library/about-us/surveys.php>



OUR STAFF

What is your role in the Library?

I've just joined the Library as Digital Infrastructure and Information Technologies Manager. My team and I are responsible for the Library's website and library services applications (including the on-line catalogue and institutional repository), as well as the physical technologies in the Library. My role is to manage the support, maintenance and development of all of these, as well as participating in the Library's planning and strategic development, and providing advice and support to other areas of the University, for example Research Services.

What do you like most about your job?

My job is never dull – the nature of Library IT management is change and continual challenge as we strive to deliver the best possible access to information and technology to the Library's clientele, both onsite and remotely. I am passionate about providing equitable and excellent access to information, and also really enjoy the project management aspect of my job. There's a great deal of satisfaction in delivering new and improved technologies and services that really help our clients discover the information and resources they need.

Why did you choose your current career path?

My career came upon me almost by accident... I am of the generation that didn't have access to computers at school, and my natural inclination is toward the humanities - my first degree was a BA with a double major in English and History.



Michele Hosking
**Digital Infrastructure
& Information
Technologies Manager**

Once I realised that I couldn't actually afford to go on to do honours in History as I had planned, I enrolled in a graduate diploma in librarianship and then found myself a job at the State Library of Victoria. After eight years as a librarian, I felt that I needed a change, and was lucky enough to be transferred to the Library's IT department. While learning on the job, I also completed a graduate diploma in software development – one of the most intensive learning periods of my life.

After fifteen years in Library IT, I have to say that it is a love of logic and good process that underpins my career. If I was asked to define myself in terms of traditional IT roles, I would say that I'm essentially a business analyst. I'm not sure I can always reconcile my Library

IT side with my humanities side (I've since gone on to complete an MA in Ancient History). What I can say though is that being a student has definitely helped me understand the needs of the Library's clientele – because I'm one of them!

What book would you recommend others to read and why?

So hard to choose just one book... but G.R.R. Martin's Song of Ice and Fire series is the best fantasy I have ever read. If you're watching the Game of Thrones TV series without reading the books, you're missing out on a lot (not to denigrate the show, which is sensationally good). For all its fantastical elements, Martin's tale is fundamentally one of political intrigue, power and passion; all the elements essential to a great story.

What is your favourite place in the world and why?

The British Museum, closely followed by the Oriental Institute at the University of Chicago and the Vatican Museum. I could spend years in each pouring over the classical art and antiquities. Unfortunately I have only visited each of them once, but I'm planning return trips in the not too-distant future.

What's something about yourself that most others wouldn't know?

I can edit music the old-school way – with tapes and a pause button – a skill acquired back when I used to teach calisthenics, now sadly obsolete!

Meet some of our new staff ...



Carol Quilkey **Learning & Research Services Librarian**

Like many students, Carol took a degree while raising her family so she knows the challenges and rewards of studying with a family. With her science background and before joining the library, Carol worked in research laboratories, including pathology.

Amongst her many duties, Carol assists students to find relevant material for assignments and research and she is available via phone, email and via the

Library's online Chat Service. You might have met Carol while she was working in the Collection Delivery area of the Library.

When asked what Carol enjoys most about her job she says 'I love the interaction with clients; helping them with finding the resources they need and of course I love working with our print resources'.



Robbie MacFarlane **Learning & Research Services Librarian**

Prior to joining UNE Robbie worked at the University of Melbourne Giblin Eunson Library which serves the Education and Business & Economics faculties. Prior to commencing his library career, he worked in corporate communications (print, web, video, events) including owning and managing a small company providing business-to-business services.

An interest in continuous learning led to a return to university and he completed an arts degree at Monash University in social sciences.

Robbie was attracted to UNE because of its reputation for providing excellent services to students and he was keen to be involved in online services where he has a particular interest. And, he says, Armidale looked like a great place to live!



Ask a Librarian

Phone Contacts

Distance Student Enquiries
1800 059 735 (toll-free)

Law Service Desk
(02) 6773 2322

More Contacts
www.une.edu.au/library/about-us/staff-contacts.php

Mailing Address

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

The Collection Delivery Team is available to help you with the delivery of resources.
offcamp@une.edu.au

