Opening hours
Click each link below to view the current library opening hours*. 
Dixson Library
Law Library

<table>
<thead>
<tr>
<th>October</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>12</td>
<td>13</td>
</tr>
<tr>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>26</td>
<td>27</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>November</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td>30</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>14</td>
</tr>
<tr>
<td>21</td>
</tr>
<tr>
<td>28</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>January</th>
</tr>
</thead>
<tbody>
<tr>
<td>S M T W T F S</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td>18</td>
</tr>
<tr>
<td>25</td>
</tr>
</tbody>
</table>

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 (25 December - 1 January inclusive) these services will not be staffed and you may not be able to access immediate assistance.

Trimester Hours
Mon-Thu: 8:30am - 9pm
Fri: 8:30am - 5pm
Sat & Sun: 1pm - 5pm

Vacation Hours
Mon-Fri: 9am - 5pm
Sat & Sun: Closed

Public Holiday Before Exams
9 am - 5pm

Closed

* Opening hours subject to change.

Return Postage for Distance Students
During 2013-2014, an allocation from the Student Services and Amenities Fee (SSAF) funded the return postage for items borrowed from the University Library by distance education students.

In light of the SSAF being waived for UNE external students, this service will not be continued in 2015. From Trimester 1, 2015 external students will be responsible for the return postage for items sent to them from the University Library. The Library regrets that it is unable to continue the reply paid postage service. To alleviate the cost incurred for return postage students are encouraged to contact the Library to support you in accessing required materials to supplement your studies. Library staff will be able to guide you to the extensive online collections that will be available for immediate and ongoing assistance with your studies.
Thank you to the 2,573 students and staff who responded to the 2013 survey. This is the seventh survey of its kind, undertaken by the University Library.

The results for the 2013 survey show that the University Library is again ranked in the top quartile (25%) of Australian universities in performance terms.

The 2013 survey showed a 0.9% improvement in performance since the 2011 survey. Additionally the 2013 survey showed a substantial increase in responses to the 2011 survey. The overall satisfaction level with the Library has remained consistently high and is slightly improved on 2011.

Of the 2,573 respondents to the survey, well over half (63.9%) were undergraduate students and 30.8% were postgraduate students. 68.9% were off campus students and 27.3% were on campus students. The full report of the 2013 Library Client Survey can be found here: http://www.une.edu.au/library/about-us/corporate-information/library-surveys

---

### 2013 Client Survey

**Highlights of the Library Client Survey**

<table>
<thead>
<tr>
<th>WHAT WAS IMPORTANT?</th>
<th>WHERE DID WE EXCEL?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online resources meet my needs</td>
<td>Library staff treat me fairly and without discrimination</td>
</tr>
<tr>
<td>I can access resources when away from campus</td>
<td>Library staff are approachable and helpful</td>
</tr>
<tr>
<td>Library staff provide accurate answers</td>
<td>Library staff provide accurate answers</td>
</tr>
<tr>
<td>Course specific resources meet my needs</td>
<td>Library staff are readily available to assist</td>
</tr>
<tr>
<td>Library staff are approachable and helpful</td>
<td>I can access resources when away from campus</td>
</tr>
<tr>
<td>The Library website is easy to use</td>
<td>Face to Face enquiry services meet my needs</td>
</tr>
<tr>
<td>Library staff treat me fairly and without discrimination</td>
<td>The Library is a good place to study</td>
</tr>
<tr>
<td>Library staff are readily available to assist</td>
<td>Self Service meets my needs</td>
</tr>
<tr>
<td>Electronic delivery of library items meets my needs</td>
<td>Books and articles are delivered promptly</td>
</tr>
<tr>
<td>The Library catalogue is easy to use</td>
<td>Course specific resources meet my needs</td>
</tr>
</tbody>
</table>
Peer Assisted Library Support (PALS)

Earlier this year the Library initiated consideration of a peer support program in the Library in consultation with the First Year Experience Committee. This idea was exciting to the Library and we were keen to embrace the opportunity provided. Peer mentoring schemes are not new, but the twist for UNE is that most students study offsite and the Library was very keen to extend this new service to all new undergraduate students as the primary, though not exclusive, cohort we thought would benefit. Funding for a trial was provided through the Higher Education Participation and Partnerships Programme (HEPPP).

The decision was taken early on to run the trial as a research project and so Ethics approval was sought and given. The Library Peer Assisted Library Support (PALS) service was introduced in Trimester 2 and the trial will run to the end of the year to enable the University Library to evaluate the uptake of and need for the service, based on statistical data and student feedback. The recruitment process went well with many applicants and six students are now working in the new roles.

Library staff provided an extensive training program so that PALS can provide help or triage students to connect them to the best person to support them with their enquiry. PALS have fielded over 670 enquiries in their first nine weeks.

PALS are normally rostered for 5.5 to 6.5 hours per day, while the Service Desk covers a 14 hour span Monday to Thursday and 8.5 hours on Fridays, so it is understandably busier, but the PALS add another avenue for enquiries thus saving students from waiting at the Service Desk to seek help.
PALS

Why I wanted to be a PAL

Ruby (Bachelor of Arts/Bachelor of Laws): “I was interested in becoming a PAL because I really enjoy helping other people, and I want to share some of the skills I have developed over my years at UNE, to help other people enjoy their university studies as much as I have enjoyed mine.”

Julia (Bachelor of Arts/Bachelor of Laws): “Transitioning from school to university is hard for any student, and the change from using a few websites for assignments, to being held accountable for every piece of information is quite daunting. The PALS scheme is here to help those students, and enable their library research to be stress-free.”

Sonya-Lee (Bachelor of Arts/Bachelor of Teaching): “I wanted to be a PAL at UNE to share my love and knowledge of learning with members of the university community in a way that was skills based with tangible outcomes. I wanted the opportunity to work with my peers to share my passion and to help all students reach their fullest potential.”

Buddy (Bachelor of Arts/Bachelor of Laws): “My biggest motivation for wanting to become a PAL was to be part of an innovative new program that would enable me to share what I have learned about UNE with students in a way that I know would have been helpful to me when I was new to the university.”

Callum (Bachelor of Engineering Technology (Civil)): “I was initially attracted to the role of PAL as I have always had a passion for helping out fellow students with their tertiary studies. Whether it be helping others with their assignments (NOT cheating of course!), or enrolments, I have always gone out of my way to achieve this. I felt that this was the role that would help me achieve this.”

James (Bachelor of Arts/Bachelor of Teaching): “The PAL role is a great opportunity to improve my expertise with library resources, meet a lot of people and assist them using the training that I’ve received.”

Above: Our PALS: Sonya-Lee Donoghue, James Lovelock, Ruby Mackenzie-Harris, Callum Wolfenden, Julia Tutt and Buddy Bell
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.


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.


Requests During the Festive Season

The Dixson and Law libraries will close at 5pm on Wednesday 24 December, 2014 (Christmas Eve) and re-open at 9am on Friday 2 January, 2015.

Requests for material from the UNE library collections will not be processed between 24 December and 2 January.

The Library will cease requesting material from other libraries (ILLs) on Friday 19 December, 2014 and not resume requesting until Monday 5 January, 2015, as the UNE Library will activate a suspension in the national resource sharing (ILL) system.

When ILL services resume at UNE, there may be delays in processing times as many libraries have extended periods of suspension from the national resource sharing system in January that are longer than UNE’s.

Document Delivery to Distance Students

Remember to keep your address & contact information up to date.

If you need to change your address please edit your details via MyUNE.

Distance students living within Australia will have loans mailed to the address as it appears on their library record.
**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](http://www.une.edu.au/library/find/subject-guides.php) on the library homepage. The Subject Guides are constantly being improved, so keep checking for updates!

**History Guide**

With the centenary of World War 1, the History Subject guide has been updated to include a new tab, specifically dedicated to the First World War.


**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.


**Libguides**

- Publishing an article? Get information on keeping your rights and learn more about making your published output Open Access [http://une.au.libguides.com/open](http://une.au.libguides.com/open)
- Check out our Database Trials page - test these databases, download articles and send us feedback [http://une.au.libguides.com/trials](http://une.au.libguides.com/trials)

**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](http://une.au.libguides.com/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://infoweb.newsbank.com](http://infoweb.newsbank.com)

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


**New Resources**

The Database Trials Guide, within the Library Libguides, allows students to access and review online resources, not currently owned by the University Library.

The Trials Guide can be found via: [http://une.au.libguides.com/trials](http://une.au.libguides.com/trials)

**Endnote**

The Library Libguides now includes an online training session on using Endnote X7. Find this on our website at [http://une.au.libguides.com/endnote](http://une.au.libguides.com/endnote)

A guide for using Endnote on Macs is coming soon.

**History Guide**

With the centenary of World War 1, the History Subject guide has been updated to include a new tab, specifically dedicated to the First World War.


**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.


**Libguides**

- Publishing an article? Get information on keeping your rights and learn more about making your published output Open Access [http://une.au.libguides.com/open](http://une.au.libguides.com/open)
- Check out our Database Trials page - test these databases, download articles and send us feedback [http://une.au.libguides.com/trials](http://une.au.libguides.com/trials)

**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](http://une.au.libguides.com/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://infoweb.newsbank.com](http://infoweb.newsbank.com)

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


**New Resources**

The Database Trials Guide, within the Library Libguides, allows students to access and review online resources, not currently owned by the University Library.

The Trials Guide can be found via: [http://une.au.libguides.com/trials](http://une.au.libguides.com/trials)

**Endnote**

The Library Libguides now includes an online training session on using Endnote X7. Find this on our website at [http://une.au.libguides.com/endnote](http://une.au.libguides.com/endnote)

A guide for using Endnote on Macs is coming soon.
What is your role in the Library?

I am the Associate University Librarian (Client Services) and I provide leadership for planning, development, implementation and evaluation of innovative services for the Copyright, Digital Infrastructure and IT (DIIT) and Learning and Research Services (LRS) teams reporting to me.

What do you like most about your job?

It is very rewarding to see libraries making a difference in the lives of both students and academics. Watching students use the library as part of the learning process in building their information skills is affirmative and it is very satisfying to offer a range of services to assist academics in both their teaching and research endeavours.

Why did you choose your current career path?

I stumbled into a part-time job in the Public Library system while I was studying and raising my family and just loved it. I always intended to work as a psychologist (which is what my degree is in) but somehow kept finding new jobs, in a range of library services, offering me skills and growing my interest even more. I moved from the Public Library environment to a job at the National Library when my husband scored a job in Canberra and from there I was lucky enough to win a job at the Parliamentary Library (absolutely fascinating!). I then moved to TAFE before ending up in the University Sector.

What book would you recommend others to read and why?

I am quite an eclectic reader, but would happily recommend anything by Geraldine Brooks; I read her book Year of Wonders just after it was released and found I couldn’t put it down as I loved it so much. I also enjoyed March and Caleb’s Crossing as I find her narrative and subject matter absorbing.

What is your favourite place in the world and why?

France – especially the Dordogne region. Scenery is amazing; people are lovely and the history from prehistoric through medieval (ruined and non-ruined castles are fabulous) to current there is just so much to see and do plus incredible food to eat.

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

I have recently found out that I’m to be a grandmother again!
Sarah Cahill
Learning & Research Services Librarian

Sarah Cahill commenced work as a Librarian in Learning and Research Services in March this year. Sarah has worked at QUT, South Bank Institute of Technology, and at Monash University primarily as a Reference Librarian, including a period as Virtual Reference Librarian at QUT where she provided online support to students on and off campus.

Sarah has an interest in media and technology in Australian education.

Peter Nichols
Research Data Coordinator

Peter Nichols has been appointed to the position of Research Data Coordinator. Peter was previously employed as a Subject Librarian at Victoria University in Wellington, New Zealand. He is a qualified librarian, with a focus on reference services and academic liaison, including issues such as research data management, copyright, open access and bibliometrics. Peter also has experience in records management and a research interest in community health.

Peter took up his position within the Digital Infrastructure and Information Technologies team on Thursday 7 August. He is currently working on a pilot project to implement a Research Data Metadata Store in line with UNE’s Management and Storage of Research Data and Materials Policy.

Phone Contacts

Distance Student Enquiries
1800 059 735 (toll-free)

More Contacts

Chat Service
via the Library website
www.une.edu.au/library

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