

# Library Newsletter

## 4 Local Students

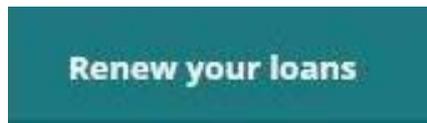


WELCOME

# Welcome to Trimester 3

## Your online library account

Log into your Online Library Account from the *Renew your loans* icon on the library home page to renew your loans. You can also check to make sure we have received your returns and see the items we have recalled for you.

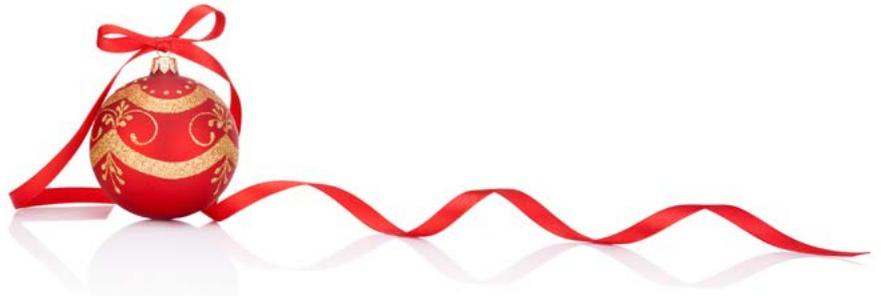
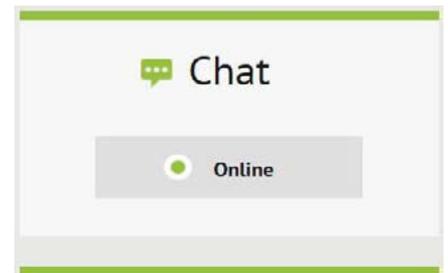


[www.une.edu.au/library](http://www.une.edu.au/library)

## 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.



## 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.

## 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](http://www.une.edu.au/library)

# VISIT US!

## Refurbishment of Dixon Library

The redevelopment of the south-west and south-east corners of the Learning Commons on Level 2 (Ground Floor Entry Level) of the Dixon 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 Dixon 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 Office** 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.



## Libguides

- Get help with eBooks  
<http://une.au.libguides.com/ebooks>
- Mobile apps for study and research  
<http://une.au.libguides.com/mobileapps>
- 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>
- Check out our Database Trials page - test these databases, download articles and send us feedback  
<http://une.au.libguides.com/trials>
- Have you seen our Support?  
<http://www.une.edu.au/library/support>  
Check there if you're having trouble opening your pdfs, finding help or looking for answers on Endnote.

## ILL 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 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.



## 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 above 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>



# 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 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>

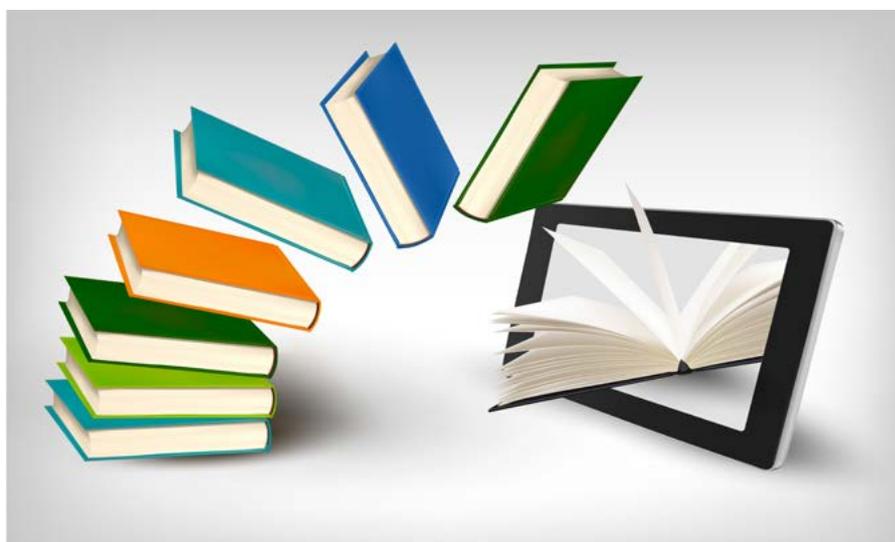
Trove provides the full-text of older Australian newspapers, beginning with the Sydney Gazette in 1803.

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



**CSIRO PUBLISHING**

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



# 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](http://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](mailto:offcamp@une.edu.au)

