# AGENDA

## 1. Attendance and apologies

## 2. Confirmation of agenda; ordering and starring of items for discussion

## 3. Confirmation of minutes of meeting held on 30 July 2015

## 4. Business arising from the minutes not addressed elsewhere on the agenda

### Items for information

#### 5.1 Report of the University Librarian. Ms Barbara Paton
- Library Services Platform Project
- Budget for 2016
- e-publications@UNE Deposit, Collection and Access Policy
- Research Data Registry
- Researcher Identifiers – ORCID
- Library Operational Plan for 2016

#### 5.2 Scholarly Resources Report. Mrs Blanca Pizzani
- Information Resources
- Borrowing Rules

#### 5.3 Client Services Report. Mrs Lynda Cooper
- Upgrades
- Embedded Librarians
- Support for Researchers
- Open Access Week

#### 5.4 Business Services Report. Mrs Belinda Moore
- University Library Client Survey
- Library Seating Survey
- Reference Collection

#### 5.5 Progress on 2015 Operational Plan. Ms Barbara Paton

## 6. Items for discussion

#### 6.1 Library Services Platform Project Report. Ms Michele Hosking
<table>
<thead>
<tr>
<th></th>
<th>6.2 Proposal to move to a Penalty Point System and Review Replacement Costs. Mrs Blanca Pizzani and Mrs Lynda Cooper</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6.3 Review of Terms of Reference. Ms Barbara Paton</td>
</tr>
<tr>
<td></td>
<td>6.4 Changes to Reserve Collection. Ms Blanca Pizzani and Mr Warren Gilson</td>
</tr>
<tr>
<td>7.</td>
<td>Other business</td>
</tr>
<tr>
<td>8.</td>
<td>Next meeting – TBA 2016, F.J.H Letters Room</td>
</tr>
</tbody>
</table>
Library Services Platform Project

The project has reached a major milestone with the signing of a contract with Ex Libris for their Primo discovery and delivery solution and the Alma unified resource management service to replace a number of library systems, including Innovative Interfaces Virtua and ProQuest Summon.

In the evaluation of available library management systems and discovery services carried out by UNE, Alma and Primo came out on top as the cloud-based unified resource management and discovery platform that will support the requirements of a 21st century library and enhance the user experience of our clients.

UNE will be joining an extensive community of Ex Libris customers globally. In Australia, sixteen university libraries and two state libraries have implemented the Ex Libris Alma and Primo solutions.

The implementation phase has commenced and the target for “go live” is February 2016. A number of Library staff will be visiting some Ex Libris sites in Australia over the next few months to discuss with library colleagues their implementation of Alma and Primo and apply these learnings at UNE.

Updates will be provided to the University community as we approach the changeover to the new platform.

The selection of the new library services platform is being promoted throughout the University and nationally through the Council of Australian University Librarians.

Budget for 2016

Members of Library Advisory Committee will be aware that all areas of the University have been required to make savings against their submitted budget proposals for 2016.

Significant reductions on the submitted University Library budget have been made in payroll ($200,000) and in information resources ($540,000)

It was anticipated that the serials review would go some way to achieving the reduction in the information resources expenditure however the exchange rate for the Australian dollar has added a complicating factor.

Strategies to achieve the savings targets are under discussion.

e-publications@UNE Deposit, Collection and Access Policy

As reported at the Library Advisory Committee meeting in July, the University Library led a review of this policy in 2014. University Research Committee endorsed the draft Policy and approved the Procedures at its meeting on 8 July 2015 and the Policy (Rule) and Procedures were considered by Academic Board on 19 October.
Research Data Registry

The University Library has responsibility to implement a research data registry (or metadata store for research data) under the Management and Storage of Research Data and Materials Policy (available at http://www.une.edu.au/__data/assets/pdf_file/0006/36672/management-and-storage-of-research-data-and-materials-2012.pdf). The Library is working on developing the research data registry jointly with Research Services and ITD.

UNE was invited to participate in the Queensland Cyber Infrastructure Foundation (QCIF) Research Data Box (ReDBox) in the Cloud Project during 2014-2015. ReDBox is an open source system which provides organisations with the ability to describe research data and make these descriptions (metadata) available to national/global registers. The pilot project was completed and a business case for implementation of ReDBox Lite in a cloud hosted environment to provide the UNE research data registry was endorsed by the Management and Storage of Research Data and Materials Working Party of the University Research Committee. The Legal Office is currently coordinating negotiations on an agreement with QCIF to host and support a research data registry utilizing ReDBox Lite.

Researcher identifiers – ORCID

As reported at the meeting on 30 July, the University Research Committee endorsed the adoption of ORCID (Open Researcher and Contributor ID) as the preferred identifier for UNE researchers. This follows:

- the proposal of a working group from the Council of Australian University Librarians (CAUL), the Australasian Research Management Society (ARMS), Universities Australia (UA) and the Australian National Data Service (ANDS) that Australia’s research sector broadly embrace the use of ORCID as a common researcher identifier; and
- a statement issued in April by the National Health and Medical Research Council (NHMRC) and the Australian Research Council (ARC) encouraging all researchers applying for funding to have an ORCID identifier.

An Australian ORCID consortium model has been developed by the ORCID Working Group. A consortium approach will result in reduced ORCID membership fees and allow members to share knowledge and best practices in implementation of ORCID as the preferred identifier. A call for expressions of interest in joining the consortium was issued in mid-August. By 16 September, 37 institutions had submitted an EOI, including UNE. The institutions included universities, the Australian Research Council, and CSIRO. The Consortium is likely to be operational in February 2016, with the Australian Access Federation as the host/lead organization. Information about the Consortium is available at http://www.ands.org.au/discovery/orcid-consortium.html

Researchers can independently establish an ORCID identifier at no cost via the web site http://orcid.org. The University Library currently provides advice for researchers on managing their profiles including registering for an ORCID identifier and how ORCID relates to ResearcherID and Scopus Author Identifier. (see http://une.au.libguides.com/research)

A joint working group from the University Library and Research Services is being established to develop a strategy for promotion and implementation of ORCID as the preferred identifier for UNE researchers.
Library Operational plan for 2016

For the past couple of years, a portion of the final meeting of the Library Advisory Committee for the year has been focused on providing input to the Library Operational Plan for the following year. As the University Strategic Plan for 2016-2020 is not yet finalized, there is no framework in which to hold these discussions in 2015.

The Library Operational Plan for 2016 will be developed following the release of the final University Strategy for 2020. A report will be provided to the Library Advisory Committee at the first meeting in 2016.

Barbara Paton
University Librarian
20 October 2015
Information Resources

With the increasing pressure on the information resources budget and exchange rate fluctuations the University library is applying a value for money approach to all resources. As previously reported, during 2015 a new serials review approach was developed to analyse currency and use of the collection. The usage statistics and return on investment measures are being used to ensure the current collection and new purchases are aligned to teaching and research needs of the University as well as managing the budget allocation; and to be able to continue to purchase resources that are in demand.

There are some principles the library applies when purchasing resources. Electronic resources are preferred over print because they maximise student and staff access to collections, independent of time and location.

Electronic journals and databases are preferred over print journals when possible and electronic books (e-books) are preferred over print books when available.

As a general principle, duplication of non-core or background resources is avoided. The library will, wherever possible, provide electronic access to items in high demand.

The library is still working on titles to be cancelled as part of the serials review process. As this stage no new titles have been considered for purchase as the 2016 budget is still unclear due to renewals prices and exchange rates. Schools will be notified of these outcomes by the end of November.

The library is seeking to work closely with academic staff in order to maximise current resources. Learning and Research Services Librarians are allocated to Schools and we are aiming for these conversations to take place between academics and librarians.

Borrowing Rules

In the July meeting proposed changes in borrowing rules were presented to the Library Advisory Committee. These proposed changes will provide flexibility for library users and will simplify the implementation process for the new library services platform. Members of the Committee responded positively to the changes and further feedback was sought. No additional feedback has been received. Changes as presented in July are appended to this document for endorsement of the committee for implementation in 2016.

Blanca Pizzani
Associate University Librarian (Scholarly Resources)
This paper is seeking feedback from Library Advisory Committee members regarding creating a more flexible approach to the management of loans.

Review of Borrowing Rules

The introduction of a new Library Services Platform will enable the self-management of client accounts and allow additional flexibility with loans. It is the Library’s responsibility to manage the collection effectively to allow fair access to loanable items for all clients, which means that penalties for non-compliance will be imposed.

To assess comparability with peer institutions, the Library has investigated borrowing conditions and penalties for a total of 24 university libraries (including Group of 8, Queensland and Regional Universities among others). An assessment of distance service provided was also undertaken where possible. An outcome from this investigation is to alter the current approach and provide more consistent and beneficial loan privileges.

Proposed Loan Privileges

The table below presents the proposed changes in borrowing privileges. The current loan privileges are provided in Appendix A.

<table>
<thead>
<tr>
<th>Category</th>
<th>Maximum number of items</th>
<th>Loan time (days)</th>
<th>Renewals</th>
<th>Reserve Room</th>
<th>Medical Reserve</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff</strong> (Academic &amp; Professional Staff)</td>
<td>75</td>
<td>91</td>
<td>5</td>
<td>2x 2hour loans during the day overnight loans from 4pm</td>
<td>2x 2hour loans during the day overnight loans from 4pm</td>
</tr>
<tr>
<td><strong>Postgraduates</strong> (Honours, Graduate, Masters, PhD)</td>
<td>75</td>
<td>91</td>
<td>5</td>
<td>As above</td>
<td>As above</td>
</tr>
<tr>
<td><strong>Undergraduates</strong> (Local and External/Online)</td>
<td>20</td>
<td>28</td>
<td>5</td>
<td>As above</td>
<td>As above</td>
</tr>
<tr>
<td><strong>Medical Students</strong> (Local and Distance)</td>
<td>20</td>
<td>28</td>
<td>5</td>
<td>As above</td>
<td>6 items, 5 days, no renewals</td>
</tr>
</tbody>
</table>
The current guarantee of a minimum borrowing period of 14 days to the first borrower should an item be recalled for use by another client, would be retained.

It is proposed that the borrowing period for laptops change from a 4 hour period to being due at close of business on the day of borrowing.

**Fines/Penalty Points**

Effective management of the Library’s collections is currently enforced through a fine structure. Many libraries have converted to the use of penalty points instead of fines. It is proposed that UNE Library should investigate this system and provide recommendations to the Library Advisory Committee at the October meeting.

**Discussion**

Library Advisory Committee is invited to provide feedback on the proposed changes.

A revised proposal will then be presented for discussion at the meeting on 29 October 2015.

Changes would be implemented for Trimester 1, 2016.

**Appendix A. Current Loan Privileges**

<table>
<thead>
<tr>
<th>Patron Type</th>
<th>Maximum No. Items</th>
<th>Loan Period (days)</th>
<th>Renewals</th>
<th>Reserve Items</th>
<th>Medical Reserve Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic staff</td>
<td>50</td>
<td>91</td>
<td>5</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>Professional staff</td>
<td>50</td>
<td>28</td>
<td>5</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>Higher degree (Masters and PhD): local and external</td>
<td>50</td>
<td>91</td>
<td>5</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>Graduate student: local and external</td>
<td>20</td>
<td>28</td>
<td>3</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>Local undergraduate</td>
<td>12</td>
<td>14</td>
<td>3</td>
<td>2 items for 1 hour and overnight after 4pm (not due on weekends)</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>External undergraduate</td>
<td>12</td>
<td>21</td>
<td>3</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>Same as ‘Reserve Items’</td>
</tr>
<tr>
<td>Joint Medical Program student</td>
<td>12</td>
<td>14</td>
<td>3</td>
<td>2 items for 1 hour and overnight after 4pm</td>
<td>6 items for 5 days</td>
</tr>
</tbody>
</table>
Upgrades

The institutional repository is currently being significantly upgraded with an enhanced interface and user-friendly submission form; it is expected to go live at the beginning of November. Improvements are already evident with some full text (mostly gold Open Access) now being reported in e-publications@UNE.

A new *Library Forms* interface is currently in testing and as soon as the errors that are being detected are fixed it will be released. This will provide a more consistent interface with an easier interlibrary loan requesting process.

Embedded Librarians

The trial of Librarians working in Schools has been very successful and as a result the Learning and Research Services team is aiming to extend this service to more Schools before the end of the year.

Look out for the Librarian for your School as they are able to support you in selecting appropriate texts and readings for new or updated subjects. In this time of budgetary constraints across the University it would be helpful to be able to select suitable items from recent acquisitions rather than relying on new purchases.

You can also discuss issues with them regarding your research, such as finding citation data on your publications, suggestions about suitable journals to publish in, especially if looking for Open Access journals. Feel free to ask your librarian for support in installing new widgets that enable academic staff to generate durable URLs within Moodle Units for a wider range of databases, particularly those in law.

Support for Researchers

Librarians are available to assist researchers in strengthening their profile by creating ORCID identifiers and Google Scholar Profiles that can lead to increases in metrics data.
Demonstrations have been given in some Schools on the metric and publishing data available in SciVal (Elsevier's research performance tool). Librarians are able to create reports for individuals to include citation counts and rankings for publication in the top 10% most cited journals, and percentage of co-authored papers. Although SciVal, like Web of Science, is limited in the Arts and Humanities journals included, each year sees an increase in these titles and it does provide excellent coverage in the sciences and in some of the social sciences. Librarians can provide training for anyone wishing to create the reports themselves.

**Open Access Week**

Last week was International Open Access Week. The Library marked this occasion with access to a streamed panel discussion, *Open for Collaboration*, with academic panelists from UQ, QUT and Griffith. The Library also produced a range of posters to promote Open Access and updated the [Open Access](#) guide, aimed mainly at postgraduate research students.

Lynda Cooper

**Associate University Librarian (Client Services)**

20 October 2015
The biennial Library Client Survey was conducted during August and September 2015. This year the survey generated 1331 responses. The number of responses received was substantially lower than the 2013 survey, in which 2573 responses were generated, however still provides a good degree of confidence in the results obtained at the overall level.

The primary objective of the survey is to provide the Library with a way to identify the key client concerns. More specifically, the survey aims to:

- Identify, prioritise and manage the key issues affecting clients
- Allow the Library’s performance to be measured and monitored over time
- Provide clients with the opportunity to communicate openly and honestly with the management team of the Library, and
- Compare results with other libraries so that performance can be measured in a best practice context.

This year, the Library recorded an overall performance score of 83.1%. This represents an improvement of 0.7% since the previous survey in 2013, and places the University of New England Library in the first quartile, or top 25% of Australian University libraries that have participated in this survey over the last two years.

Focus for improvement

The perceived difference (gap) between the importance and performance scores is used to identify factors for improvement. Gaps between 1.00 and 1.99 are considered meaningful and should be investigated further. The 10 factors with the highest gap are listed below. Those factors marked with an asterisk were also identified in the top 10 importance list:

- Online resources (eg: ejournals, databases, ebooks) meet my learning and research needs * (1.01)
- The Library catalogue is easy to use (1.00)
- The Library website is easy to use * (0.85)
- Opening hours meet my needs (0.82)
- Information resources located in the Library (eg: books, journals, DVDs) meet my learning and research needs (0.79)
• Electronic delivery of library items meets my needs * (0.78)
• Course specific resources (eg: eReserve and Print Reserve) meet my learning needs * (0.75)
• The items I’m looking for on the Library shelve are usually there (0.74)
• When I am away from campus I can access the Library resources and services I need * (0.69)
• A computer is available in the Library when I need one (0.67)

A more detailed analysis and access to the full report will be made available later in the year.

Results from past surveys can be found on the library website http://www.une.edu.au/library/about-us/corporate-information/library-surveys/past-surveys

Library Seating Survey

Seating surveys have been conducted in the past throughout the Dixson Library as part of the ongoing evaluation of the Dixson Library refurbishments, and to inform future refurbishment decisions.

This type of survey is simply a matter of counting heads at the various types of seating available in the library. Library staff collect these details every two hours during the opening hours of the library for the entire week. The Library has conducted seating surveys in week 10 of each trimester to date in 2014/2015. Results from these surveys can be seen in the following graphs:

The vacant space created by the review of the Library’s print reference collection has been filled with surplus furniture to be used as an extension of the informal learning space of the Learning Commons on level 2.
Relevant and current titles, many of which are now available for loan, have been relocated within the Library’s open collections. Language dictionaries have been relocated to the back of Level 3 for use within the Library. Loan copies of some dictionaries are also available in the 400s area on the same floor.

Belinda Moore
Business Services Manager

16 October 2015
### University Library Operational Plan 2015

**Progress report 30 September 2015**

**University Priority A** To distinguish ourselves by the quality of our student experience

<table>
<thead>
<tr>
<th>University Library Activity Area</th>
<th>Actions in 2015</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Embed the library in the curriculum and the student learning environment</strong></td>
<td>Collaborate with academic staff and educational developers when learning content being developed, to integrate library resources, training and support into units in the learning management system</td>
<td>Coordinators of new units under development in T3 and in T1 2016 will be offered support to develop lists of electronic resources including textbooks and provided with lists of relevant electronic resources currently held. LRS staff will work with academics to identify electronic resources currently held for use in existing units. Currently working with staff in School of Humanities for history resources. Embedded librarians up to 3 hours per week in 4 of 11 Schools. Regular written reports submitted to T&amp;L, Research and other School meetings where LRS librarians are in attendance. QuickTips project implemented and initial review in progress. Publish for Impact iPad app trialed.</td>
</tr>
<tr>
<td><strong>Expand the range of self-help services and interactive training materials, including mobile friendly tools</strong></td>
<td>eSkills 2.0 continuing to develop. 14 tutorials completed and a further 5 will be completed by end of year. 14 QuickTips Library tutorials complete</td>
<td></td>
</tr>
<tr>
<td><strong>Collaborate with Colleges and develop effective structures to engage students with the Library</strong></td>
<td>Attempts made to elicit engagement with colleges have not been productive.</td>
<td></td>
</tr>
<tr>
<td><strong>Enhance the range of web-delivered library resources that are easy to access and use</strong></td>
<td>Assess information resources considered for purchase for ease of use on mobile devices.</td>
<td>Mobile device access as a criterion across all resources types is present on the Library’s resource license checklist. All meetings with vendors include discussions on mobile friendly status and WCAG developments.</td>
</tr>
</tbody>
</table>
## University Priority A To distinguish ourselves by the quality of our student experience (cont)

<table>
<thead>
<tr>
<th>University Library Activity Area</th>
<th>Actions in 2015</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance physical spaces in the libraries to meet student needs</td>
<td>Seek student feedback on the Learning Commons and quiet study areas in the Dixson Library to inform development of priorities for further refurbishment.</td>
<td>Seating surveys conducted for T3 2014, T1 and T2 2015 to date. Interim analysis prepared.</td>
</tr>
<tr>
<td></td>
<td>Collaborate with partners to expand the range of activities and support available for students in the Library/Learning Commons</td>
<td>TALS initiated Writing Centre established on Level 1 as a pilot. Evaluation plan in progress. Collaboration with ASO on content for eSkills 2.0 (4 ASO content packages being developed).</td>
</tr>
<tr>
<td></td>
<td>Provide a client focused approach to navigation and signage in the Dixson and Law libraries</td>
<td>No progress due to higher priority activities.</td>
</tr>
<tr>
<td></td>
<td>Finalise the weeding of the print reference collection</td>
<td>Complete. All print reference titles were assessed and either discarded from the library collection, relocated to the open shelves or storage, or in the case of language dictionaries, relocated to Level 3. All reference collection shelving removed from Level 2.</td>
</tr>
<tr>
<td></td>
<td>Assess and weed the Government Documents collection</td>
<td>Withdrawal from the free deposit scheme for Commonwealth Govt legislation approved by Library and LAC and implemented. Further activity on remainder of collection postponed until 2016 due to higher priority activities.</td>
</tr>
</tbody>
</table>

## University Priority B To adopt innovative educational technology in support of student learning

<table>
<thead>
<tr>
<th>University Library Activity Area</th>
<th>Actions in 2015</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transition to new generation library systems that meet teaching, learning and research requirements and integrate with UNE systems</td>
<td>Procure and implement a new Library Services Platform for resources discovery and management, including eReserve and document delivery, client self-service options</td>
<td>Functional requirements and tender documentation completed. Tender process completed, supplier selected and contract signed. Ex Libris Alma and Primo Implementation commenced for go live February 2016 prior to Trimester 1. No suitable system identified during procurement process for electronic reserve. This will constitute a second phase of the project in 2016.</td>
</tr>
<tr>
<td></td>
<td>Assess the ongoing value and viability of MyLibrary and review and update content as appropriate</td>
<td>Suspended pending the implementation of Alma and Primo.</td>
</tr>
<tr>
<td></td>
<td>Improve web-based face to face interactions with students (and Academic staff) and standardize as part of service delivery</td>
<td>Adobe Connect and Team Viewer used and Lync being investigated. Training in SciVal using Lync provided. LibGuides, and online UNE blog used for promotion of services</td>
</tr>
</tbody>
</table>
# University Priority C: To achieve international distinction in all our specialist fields of research

<table>
<thead>
<tr>
<th>University Library Activity Area</th>
<th>Actions in 2015</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retain a strategic role in the research initiatives of the University</td>
<td>Coordinate the implementation strategy supporting the open access policy for UNE research publications and data and the inclusion of Non-Traditional Research Outputs in e-publications@UNE Priority: MEDIUM</td>
<td>Open access full text versions of research outputs are flagged in the repository, if available. Research outputs are discoverable via Google, Google Scholar, Trove. Collection of Non-Traditional Research Outputs formed part of 2015 ERA submission.</td>
</tr>
<tr>
<td>Implement a metadata store for research data, in collaboration with Research Services and ITD</td>
<td>ReDBox in the Cloud trial successful. Business case submitted and approved. Procurement and implementation pending.</td>
<td></td>
</tr>
<tr>
<td>Contribute to description and discoverability of UNE Research data collections on RDSI Priority: MEDIUM</td>
<td>Complete. Descriptions of all relevant UNE RDSI collections are now online and discoverable.</td>
<td></td>
</tr>
<tr>
<td>Implement a comprehensive suite of services to support researchers at all stages of the research lifecycle through their careers</td>
<td>Some standalone online webinars for early career and RHD students delivered. New staff being contacted and offered introduction to Library services and resources. Information on publishing options is provided in the Researcher Guide. Banner ads on Library homepage promoting information and support implemented. Services to support grant applications being developed. Metric information provided to all academics applying for promotion in 2015. Discussions held with Research Services and ASO on potential collaborations. Research Services promoting a joint application to University for funds to map overlapping service delivery to lead to integrated training.</td>
<td></td>
</tr>
<tr>
<td>Develop an issues paper on researcher identity and identify options</td>
<td>Complete. Proposal that ORCID be preferred identifier for UNE researchers endorsed by URC. UNE to join Australian ORCID consortium when established in February 2016.</td>
<td></td>
</tr>
<tr>
<td>Adopt innovative technologies to provide a productive experience and effective services for researchers</td>
<td>Explore, test and recommend technologies and analytics tools to expand and improve data reporting and sharing on research outputs</td>
<td>Individual reports on metrics delivered to all academics applying for promotion. Report information demonstrated at T&amp;L and School meetings but to date no academic requests. Developing online form to assist with requests and promotion of this service.</td>
</tr>
<tr>
<td>Improve interlibrary loans and document delivery services for academic staff and researchers to streamline requesting and facilitate tracking of in-process requests by requesters.</td>
<td>Processes reviewed in business process mapping for Library Services Platform project. Currently Ex Libris solution does not support all interlibrary loans processes. Further investigation to be undertaken pending implementation of Alma and Primo.</td>
<td></td>
</tr>
<tr>
<td>Upgrade/replace the research outputs repository to meet needs of researchers, copyright compliance obligations, UNE reporting requirements, and Library business processes.</td>
<td>On schedule. The repository upgrade should be complete by 28 October. Review options for outputs repository solution following LSP implementation</td>
<td></td>
</tr>
</tbody>
</table>
## University Priority D To maximise access to a quality higher education

<table>
<thead>
<tr>
<th>Activity Area</th>
<th>Actions in 2015</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborate with other UNE areas to maximise access to library resources and services</td>
<td>Contribute to redevelopment of UNE101 with inclusion of library content. Priority: MEDIUM</td>
<td>Complete. Library content developed for TLA in UNE 101. UNE101 will not continue in 2016 in the same form. Academic Integrity Module is now offered within Moodle. Status/future of TLA and alternative provision of Library content to be investigated.</td>
</tr>
<tr>
<td>Prioritise delivery of content in electronic/digital form</td>
<td>Replace print books and serials with electronic versions where appropriate</td>
<td>Wherever possible, acquired library resources are in electronic formats. Expenditure on electronic resources is 86% of information resources expenditure</td>
</tr>
<tr>
<td>Collaborate with academic staff to increase use of e-books for prescribed texts/recommended readings</td>
<td>Electronic textbooks purchased where appropriate. Liaison with academics to identify high use undergraduate texts which we might be able to source electronically. Consistent provision of print based books Table of Contents in Summon.</td>
<td></td>
</tr>
<tr>
<td>Accessibility of resources and services</td>
<td>Assess WCAG compliance of information resources being considered for purchase</td>
<td>Complete. WCAG compliance as a criterion across all resources types is present on the Library’s resource license checklist</td>
</tr>
<tr>
<td>Implement eReserve processes to ensure compliance of new material with WCAG guidelines</td>
<td>Adobe Acrobat 11 implemented on staff PCs and training in progress.</td>
<td></td>
</tr>
<tr>
<td>Develop guidelines and procedures to embed web accessibility compliance in all relevant Library processes</td>
<td>info@library and student newsletters (from issue 3/2015) to be redesigned and PDF accessible</td>
<td></td>
</tr>
<tr>
<td>University Library Activity Area</td>
<td>Actions in 2015 Priority is HIGH except where noted</td>
<td>Progress as at 30 September</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>Attract, develop and retain high quality staff to enable the Library to contribute to current and emerging directions in Teaching, Learning and Research</td>
<td>Complete development of a Library Workforce Plan</td>
<td>Culture and Values statement developed and promoted to library staff. Further work on Workforce Plan deferred due to higher priorities</td>
</tr>
<tr>
<td></td>
<td>Commence implementation of strategies identified in the Workforce Plan.</td>
<td>Delayed pending completion of Workforce Plan</td>
</tr>
<tr>
<td>Create a service that encourages staff to contribute their ideas and to help to improve the way we do things and the services we provide.</td>
<td>Develop tools to give staff the capability, skills and confidence to lead and manage services acknowledging that leadership is vested in all levels of the Library</td>
<td>Staff supported in attending relevant development programs. Staff given opportunities to undertake defined roles and lead teams in LSP project. Staff involved in business process mapping for LSP.</td>
</tr>
<tr>
<td>Continue to improve business processes to maximise provision of scholarly services and resources</td>
<td>Determine /confirm the expectations of staff and students in relation to library services and which services are important to them</td>
<td>Library Client Survey completed end September. Collated report received, analysis to be completed and publicized by December 2015. Trend analysis of previous surveys not commenced.</td>
</tr>
<tr>
<td></td>
<td>Implement strategies to improve collaboration, communication and understanding across Library teams for improved service delivery</td>
<td>Cross-team training and cross team working in progress. Review of internal communications plan deferred due to higher priorities.</td>
</tr>
<tr>
<td></td>
<td>Develop and promote service standards aligned with the Library Client Charter</td>
<td>Service catalogue developed. Performance standards in development.</td>
</tr>
<tr>
<td></td>
<td>Implement a framework for service review and process improvement</td>
<td>Service catalogue developed. Performance indicators/measures in development. Print serials reviewed for replacement by electronic. Review of information resources procurement practices in progress, in collaboration with LSP project and workflows. Service desk model reviewed and report pending.</td>
</tr>
<tr>
<td>Create a digital preservation policy and strategy for the University Library’s resources Priority: MEDIUM</td>
<td>In progress but low priority due to other commitments.</td>
<td></td>
</tr>
</tbody>
</table>
University Priority E To be a well-managed organisation that meets the expectations of students and staff (cont)

<table>
<thead>
<tr>
<th>University Library Activity Area</th>
<th>Actions in 2015 Priority is HIGH except where noted</th>
<th>Progress as at 30 September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance communication with students and academic staff, utilizing new technologies where appropriate</td>
<td>Review the Communications Plan for Library clients</td>
<td>Deferred due to higher priorities</td>
</tr>
</tbody>
</table>
Selection of Alma and Primo

The Library Services Platform procurement process was completed with the approval of the Tender Evaluation Team’s report by the Vice Chancellor. A contract has been signed with the successful vendor, Ex Libris, for the provision of the Alma Library Services Platform and the Primo Discovery and Delivery Solution. Alma and Primo will be provided as a hosted, cloud-based solution, replacing the Library’s current Virtua and Summon products. Although a replacement for the Library’s current electronic reserve solution is in scope for the LSP project, no suitable system was identified during the procurement process, so this has been postponed and will constitute a second phase of the project, to be commenced in 2016 after the completion of the first phase.

Ex Libris is a leading supplier of library systems to academic and research libraries worldwide, including many in Australia, for example:

- State Library of Queensland
- Bond University
- Swinburne University
- Macquarie University
- University of Western Australia

The move to Alma and Primo is expected to deliver substantial improvements for Library clients, including:

- Single point of access to the Library’s electronic and print collections
- Improved access to full-text online
- Improved relevance of search results
- Device-agnostic access – mobile, tablet or desktop
- Quick and easy requesting and delivery of local and remote resources
- Improved delivery of library services overall
- Advanced analytics and reporting that will enable the Library to assess and refocus its services in accordance with client needs
Current status of implementation

The Library Services Platform implementation project is well underway. Implementation teams have been convened for the project and arrangements for the continuation of the Library’s “business as usual” have been put in place.

Data from the Library’s existing system have been extracted and sent to Ex Libris for loading into Alma. Once this work is complete, and Alma has been configured in accordance with the Library’s requirements, testing of data and functionality in Alma will commence.

In the meantime, members of the implementation teams are being trained in Alma and considering how best to implement the Library’s business processes with the new system. In addition, discussions have commenced with ITD regarding the integration of Alma with other UNE systems; for example, user authentication.

Work is also underway to determine how Primo will look and behave. As the client-facing portion of the LSP, Primo will replace both Summon and the Virtua web catalogue to provide a simple, unified point of access to the Library’s collections, whether electronic or physical. To this end, User Experience (UX) testing will comprise an important part of the testing of Primo. The Library will seek volunteer testers from its major stakeholder groups, including UNE staff and students. Feedback from the testing will be used to assess Primo’s usability for the Library’s clients, and to determine whether changes should be made to the interface to enhance this.

User experience testing will be held during the week of 11 January 2016. Any LAC members or other academic staff who would like to volunteer some of their time during that week would be warmly welcomed. Please contact Michele Hosking at mhoskin4@une.edu.au to express your interest.

Timeframe for Go Live

The LSP project is currently running to schedule, with Go Live to take place after the completion of the Trimester 3 examination period and shortly prior to the commencement of Trimester 1, 2016.

A comprehensive cutover plan is being developed in consultation with Ex Libris to ensure continuity of Library services during this time.

Michele Hosking
Project Manager, Library Services Platform Project
20 October 2015
Currently the University Library uses a fine system to penalise clients who fail to return borrowed library materials on time. Fines accrue until they reach a threshold whereby the borrower’s privileges are suspended, prohibiting them from further borrowings until the outstanding item is returned, or a replacement fee is paid as well as the accrued fine.

The Library is proposing a new approach by adopting a Penalty Point system, to be implemented during 2016. Changes to the replacement cost and processing fee for lost and non-returned items are also proposed.

How this affects Staff

Fines will be removed for staff and a notional limit of 200 points in an Academic year would apply. Staff will not normally have privileges suspended, unless there are recurring instances where the limit is reached, but will be requested to pay the replacement cost and processing fee, where applicable.

How this affects Students

Under this system, students may accrue points for recalled or Reserve Collection items. Once 100 points is reached, borrowing privileges will be suspended and remain so until the item is returned.

Students will continue to receive notices for any overdue items, as a reminder, and a warning will be given on the second last notice that if the item is not returned then a replacement cost will be applied and all borrowing privileges will be suspended until the replacement cost is paid or the item returned. A processing fee, in addition to the replacement fee or return of the item, is also to be paid subsequent to the final notice being sent. Points will be reviewed on an annual basis and those under the allocated cap will be reset to zero at the beginning of the Academic year.
This system will operate similarly to the fine system, in that once a student has reached their point limit the following library privileges will be suspended: Borrowing, Inter Library Loans, Document Delivery, Digitisation Services and Hold Services. As per current practice, failure to return items or pay for lost items may result in further blocks being applied to students. Such blocks may restrict access to examination results and may also affect the ability to graduate and/or re-enrol (in some cases).

The table below outlines how penalty points will be applied for students.

<table>
<thead>
<tr>
<th>Type of Item</th>
<th>Points Applied</th>
<th>Point limit reached on a single item</th>
<th>Replacement cost applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Collection</td>
<td>none</td>
<td>n/a</td>
<td>28 days from due date</td>
</tr>
<tr>
<td>Recalled Items with Holds</td>
<td>20/Day</td>
<td>5 days</td>
<td>7 days from due date</td>
</tr>
<tr>
<td>Reserve Room</td>
<td>10/Hour</td>
<td>20 hours</td>
<td>3 days from due time</td>
</tr>
</tbody>
</table>

**Replacement Cost for lost or non-returned items.**

The Library proposes a change in approach to replacement costs for lost or non-returned items. Currently a flat rate replacement fee of $90 plus a $10 processing fee is charged. It is planned to change the replacement fee to the actual cost of the item, where known, or $130 if unknown, plus a $30 processing fee. Adoption of this proposal will more closely reflect what it will actually cost the Library when replacing a loanable item.

Replacement charges vary across the university sector and recently many have adopted charging actual cost. Of those remaining with set charges, excluding UNE, the current situation as an average is:

Mean, Lowest and Highest Charges

<table>
<thead>
<tr>
<th>Replacement Cost</th>
<th>Mean</th>
<th>Lowest</th>
<th>Highest</th>
</tr>
</thead>
<tbody>
<tr>
<td>$117.60</td>
<td></td>
<td>$75</td>
<td>$200</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Processing Fee</th>
<th>Mean</th>
<th>Lowest</th>
<th>Highest</th>
</tr>
</thead>
<tbody>
<tr>
<td>$28.67</td>
<td></td>
<td>$10</td>
<td>$120</td>
</tr>
</tbody>
</table>

Blanca Pizanni and Lynda Cooper

Associate University Librarians

21 October 2015
University of New England

LIBRARY ADVISORY COMMITTEE

Terms of Reference

Terms of Reference

1. To provide advice to the University Librarian and Library staff on policies, strategies and priorities in the context of the learning, teaching and research programs and directions of the University.

2. To provide a forum for discussion between Library users and Library staff on matters relating to the day to day operations of the Library in how they contribute to and support teaching, learning and research.

Membership

University Librarian
Associate University Librarian (Client Services)
Associate University Librarian (Scholarly Resources)
Business Services Manager
Learning and Research Services Manager
Collections Services Manager
Digital Infrastructure and Information Technologies Manager
One representative from each School nominated by the Head of School
One undergraduate student and one postgraduate student nominated by UNE Student Association Undergraduates of New England Guild
One postgraduate student nominated by Postgrads at UNE
Representative from the Learning Innovations Hub Teaching and Learning Support nominated by the Executive Director, Teaching and Learning Support (Learning Innovations Hub)
Representative from Research Services nominated by the Research Director
Representative from Information Technology Directorate nominated by the Director, ITD
Representative from Student Administration and Services nominated by the Director, Student Administration and Services
Representative from the Oorala Centre nominated by the Director, Oorala Centre

Other members of Library staff may be in attendance on request of the University Librarian to address specific issues

The Chair will be appointed annually from the School representatives by invitation of the University Librarian.

Frequency of meetings
The Committee will meet at least twice a year.

Secretariat
The secretariat will be provided by the Library.

Self-Review
The Terms of Reference and composition shall be reviewed annually by the Committee, at the last meeting each year.
The terms of reference of the Library Advisory Committee state that the terms of reference and composition shall be reviewed annually by the Committee.

Revised terms of reference are attached for the Committee’s consideration.

The proposed changes update the membership to take account of:

- the change in name of the Learning Innovations Hub to Teaching and Learning Support
- the new student organisation, UNESA

Barbara Paton
University Librarian

20 October 2015
The move to a new and more advanced library systems platform in early 2016 should allow the library to deliver many of its services in a more staff- and time-efficient way. One of these areas for service improvement will be to match the stock of the Reserve Collection with the particular courses offered in the current trimester, and return those titles not required for teaching in that trimester back to the general collection for broader use and longer loan periods, until such time as they are again required for teaching. This practice is in line with other University libraries, but has not been practical in recent years with our current library system and other staffing priorities.

Before the commencement of each new trimester, the course materials from the preceding trimester will be removed and returned to shelves. Prescribed textbooks for the upcoming trimester will be identified by library staff from the University’s textbook list and a single copy of each title required will be collected from the general collection (or in the case of newly listed titles, purchased and catalogued), and lodged in the Reserve Collection. A second copy is usually available in the general collection as well.

Print copies of textbooks which are also available in electronic format will not be included in the Reserve Collection.

Blanca Pizzani
Associate University Librarian Manager
(Scholarly Resources)

Warren Gilson
Collections Services
University of New England Library  

Library Advisory Committee  

Meeting 2/2015 held on Thursday 30 July 2015 at 9.30am  
in the FJH Letters Room, Level 2, Dixson Library  

<table>
<thead>
<tr>
<th>Unconfirmed Minutes</th>
</tr>
</thead>
</table>
| **Welcome, Introductions and Apologies**  
Dr Leopold Bayerlein chaired the meeting.  

Attendances:  
Ms Anna Cavallaro, Dr Jennifer Charteris, Dr Karin von Strokirch, Ms Geraldine Bridier, Mr Enrico Fabian, Dr Ben Greatrex, Ms Tamara Williams  
Ms Barbara Paton, Ms Lynda Cooper, Ms Celia Munro, Ms Michele Hosking (guest), Mr Cameron Barnes, Ms Belinda Moore, Ms Blanca Pizzani, Mr Warren Gilson.  
Ms Allison Hall and Ms Kirra Porter attended for item 6.1. Robbie Macfarlane attended to provide a demonstration for item 5.3.  

Apologies were received from Dr Navjot Bhullar, Ms Kate Carter, Prof Jane Conway, Ms Georgie Avard. |
| **2. Confirmation of agenda, ordering and starring of agenda items**  
The Agenda was confirmed. Items 5.2 and 5.3 starred in addition to the Items for discussion. |
| **3. Confirmation of minutes of meeting held 30 April 2015**  
The minutes were accepted as an accurate record. Moved by Ms Celia Munro seconded by Dr Ben Greatrex. |
| **4. Business arising from the minutes not addressed elsewhere on the agenda.**  
None. |
| **5. Items for Information**  
**5.1 Report of the University Librarian**  
This item was not starred for discussion  

**5.2 Scholarly Resources Report**  
Ms Blanca Pizzani provided some background information regarding the serials review process to date. Blanca thanked all of the Schools for the work they have done. The next step will be further consultation with the Schools.  
Leo thanked the Library for the work done with this review and for the consultative process undertaken.  

**5.3 Client Services Report**  
Ms Lynda Cooper outlined the contents of the report and gave some background information about the Library QuickTips program.  
Robbie Macfarlane attended and provided a demonstration of the QuickTips program. Robbie explained that the QuickTips program is for quick and easy information whereas
the eSkills 2.0 program will be for more in-depth information.

Robbie explained the use of Twitter to convey these messages.

5.4 Business Services Report

This item was not starred for discussion.

<table>
<thead>
<tr>
<th>Items for Discussion</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1 Proposed changes to Borrowing Rules</td>
</tr>
<tr>
<td>Ms Kirra Porter outlined the proposed changes to borrowing rules which are intended to provide more flexible rules and privileges.</td>
</tr>
<tr>
<td>Kirra outlined the suggestion regarding the implementation of penalty points and sought feedback on both matters.</td>
</tr>
<tr>
<td>Ms Tamara Williams sought advice on behalf of external students where Australia Post takes some time to return the item – where does the 14 days start? Kirra advised that recall notices allow for a seven day turnaround but anybody with a specific issue is encouraged to contact the Library for advice.</td>
</tr>
<tr>
<td>Kirra provided some clarification about the idea of penalty points.</td>
</tr>
<tr>
<td>Ms Barbara Paton advised that several Library staff have worked in institutions that apply penalty points. This can be a clearer alternative to applying fines from the moment an item is overdue. Where penalty points accrue, a monetary value isn’t applied until a certain number of points are reached. It allows for more flexibility and is often easier to understand than a nominal fine which doesn’t require payment.</td>
</tr>
<tr>
<td>Dr Ben Greatrex asked how fines work now in terms of borrowing privileges. Do clients who have a fine to pay avoid borrowing from the Library for significant periods? Would a change to a penalty points system increase the Library use in such cases?</td>
</tr>
<tr>
<td>Barbara advised that students who have more finances available tend not to worry about fines and this can disadvantage clients with less finances available, whereas a block on borrowing privileges impacts everyone equally.</td>
</tr>
<tr>
<td>Ms Tamara Williams indicated that the proposal seems to benefit students.</td>
</tr>
<tr>
<td>Barbara advised that more investigation will be undertaken regarding penalty points and a paper will be presented to the October meeting. Barbara encouraged members to discuss this in their schools or directorates to seek feedback for the October meeting.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Karin von Strokirch advised that feedback from the School of Humanities was very complimentary toward library staff. Karin will forward the comments on so that they can be shared with the relevant staff.</td>
</tr>
</tbody>
</table>

| 8. | Next meeting – Thursday 29 October 2015 |