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University of New England Library Newsletter

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2010 Priorities

Priority initiatives for the Library have been identified in line with the key goals of the University for 2010.

- Expansion of online library resources to the desktop will be a major focus. Initiatives will include continuing development of the e-book collections through unmediated e-book requesting by patrons via the Library catalogue.
 - Improving search and navigation of digital resources to simplify access to information needed by students and staff will go hand-in-hand with growth in the electronic collections. A review of the Library website, including the catalogue, will be a key activity that will involve consultation with students and staff to gather feedback and identify improvements to make the site easy to use.
 - A review of the Dixson Library space and facilities was initiated in 2009 and will be completed in 2010. The outcome will be a broad plan for the utilization of space to improve functionality and availability of resources and services to inform any future refurbishment projects. The use and functionality of the Learning Commons will be included in the review, with feedback from students being sought to inform developments and expansion of these facilities and services.
 - Development of the institutional repository for research outputs (e-publications@UNE) in partnership with Research Services will continue to be a high priority with the target of meeting the Excellence in Research Australia (ERA) submission deadline in June.
 - The Library will contribute to the development of the University's e-research environment, particularly in the area of management of research data.
- Improvements to services in response to the 2009 Library Survey will be investigated.

These initiatives will involve library staff working closely with staff from across the University, including academic staff, staff from the Teaching and Learning Centre, Student Services, and Research Services, as well as consulting with students.

Barbara Paton
University Librarian

Library Survey Results 2009 UNE in top quartile for Australian University Libraries

The Library Survey results for 2009 have just arrived. The results show UNE libraries rank in the first quartile of Australian University libraries for both performance and satisfaction.

This year there were 1,064 respondents which is a significant increase on 2007's responses (834). The largest group of respondents was students: 59.5% undergraduates and 23% postgraduates. Of all student respondents, 47.7% were Australian off campus students. Over 100 international students also participated this year, most on campus but a small number of international off campus students also completed the survey.

Amongst the top most important aspects for patrons were quality service from staff, access to online resources and access to library based resources.

The top ten rankings for performance include the staff's approachability and service; the library as a study environment; online course specific resources, and prompt delivery of resources to off campus students.

The top 10 Gaps are identified by comparing the importance and performance rankings and we're very pleased that the 'gap score' in each case is well below 2.0 (the highest is 1.40) which means that none is statistically significant. However, we will be using this list to investigate improvements to library services.

The survey also contains many useful comments and suggestions for improvement. We'll be looking closely at these to address the issues raised.

The 2009 survey has certainly been a great success. We'll be posting information on the survey and our responses to it over the next few months on our survey pages - <http://www.une.edu.au/library/about/surveys.php> (click on the About your Library heading on the Library Home Page to find the link)

Dixon's Self-checkout System : new and improved features

The self-checkout machine in Dixon Library has just had a much-needed upgrade, making it much faster to check out your loans.

And it has a new feature - you can now renew your loans using the self-checkout machine. Try it out next time you're in the library!

Survey ipods winners

Mr Guangshuai (James) Huang and Miss Hinal Pandya are two of the students who won an ipod in this year's Library survey draw. Held every two years, the Library survey is an important opportunity for anyone who uses the library's services or resources, to offer information and opinions to the Library staff. The University Librarian Barbara Paton explained; "We're always happy to get feedback at any time from students, staff and anyone using the Libraries (the survey covers both Dixon Library and the Law Library). And the survey offers us the opportunity to gather statistically significant information which can inform our planning."

The survey was held during parts of September and October this year and the results will be released shortly. Library staff will then analyze and review the information and respond to the major needs identified. The results of Library surveys are available at <http://www.une.edu.au/library/surveys/>

Barbara Paton was pleased with this year's response rate. "The more staff and students, especially external students, who respond to the survey the clearer the picture is for us and the easier it is to identify which services are particularly valued by our patrons as well as the areas we need to build new services in."

"Libraries today are dynamic and staff are interested in developing services that patrons identify. The Library survey is one way for us to find out what those services might be."

Five students won ipods in the Library survey draw. A small presentation ceremony was held in Dixon Library to present the two on campus students with their ipods. Other winners were off campus students Fathieh Douer, Naomi Soustal, and Tranna Newman and their ipods have been sent to them.



(L to R) Celia Munro (IS librarian), Guanshuai Huang, Hinal Pandya, Barbara Paton (UNE Librarian)

Donations

Dixon Library has been fortunate in the last two months to receive two separate donations of material. In September we received a donation from Mr. Max Heining of Warrnambool that included some wonderfully illustrated German material. They include multi-volume sets of works for Goethe, Lessing, Reuter and Hebbel, just to name a few, all dating from the late 19th and early 20th century. There is also a five volume set of *Humboldt's Cosmos* from the 1870's. The bindings and illustrations are reflective of the publication dates.

The second donation was received in October from Mr.



Val Wake of Port Macquarie. Mr. Wake had collected a large amount of material over a 40 year period on Captain James Cook as research for an article he wrote in the *Australian Quarterly* in 2003 - Who killed Captain Cook? It includes a full set of Beaglehole's *The Life of Captain James Cook* and *Journals of Captain James Cook* as well as the *Charts and views* published by the Hakluyt Society.



Both donations were offered unsolicited to the Dixon Library. They will add significantly to the Library's collection in these areas and will benefit current scholars as well as researchers of the future.

Anyone wishing to view this material please contact Robyn Warwick on 02 6773 3750 or rwarwick@une.edu.au

e-publications@UNE

At the beginning of October, a project team began processing repository records for the University's submission to ERA (Excellence in Research for Australia). The project is funded partially by the Australian Scheme for Higher Education Repositories (ASHER). Since commencing, the team has completed work on over 1000 records (including the addition of research outputs themselves), and these can now be found online in UNE's institutional repository, e-publications@UNE. Descriptive metadata for these records for the period 2003-2008 is being derived from the now closed Publication Entry System (PES) managed by Research Services.

Records and objects submitted via the e-publications@UNE online submission mechanism are also being added to the repository. Research outputs published in 2009 will be included in the University's annual Higher Education Research Data Collection (HERDC) return. UNE researchers are encouraged to ensure that all eligible research outputs are submitted to e-publications@UNE so that the University's research activity is accurately reflected in this important research funding index.

Current and retrospective HDR theses are being placed in e-publications@UNE as time permits, although ERA and HERDC records have a higher priority in order to conform with external reporting deadlines.

Seating survey

Given that it has been foreshadowed that funds will be made available during the next triennium for further refurbishment of the Dixson Library, regular surveys of how the seating is being used in Dixson Library are seen as one important way of adding to data that could inform refurbishment decisions.

The first of these surveys was conducted during August - September 2009 and included a two week intensive period of surveying. The initial survey will provide a useful reference point against which future surveys can be compared.

All floors and publicly used spaces, Library rooms and facilities in Dixson were surveyed.

Initial analysis of the data from the surveys included:

- Heavy use of the Library's IT workstations in the Learning Commons and on all floors
- Continuous high use of Open Reserve area, particularly Reserve workstations
- Regular use of Media Room and booths by individuals and pairs
- Consistent use of Curriculum tables, Big Books area and workstations
- Consistent use of the Library's IT training lab by patrons for individual work (highlighting

that some prefer using this facility over pods even when pod workstations are available)

- Consistent use of private laptop tables in the Learning Commons
- Overall higher use of all Library facilities during late morning to mid afternoon periods

A more detailed analysis of survey results will be completed in the near future and further reports will be done to include additional data as other seating surveys are completed on a regular basis.

New University Curator

The University has a new Curator, Ian Stephenson who joins us from the National Trust of Australia in Adelaide where he was CEO.

He studied at the Universities of Tasmania and Sydney.

From 1975 to 1988 he lived in Hobart where he began his working life as a Costs Fines and Summons Clerk in the Australian Taxation Office. He was

rescued from the dreary world of the Income Tax Assessment Act when he rented a house to the staff of the Port Arthur Conservation Project who taught him that work could be interesting and fun.

In 1988 he was the inaugural curator of the Liverpool Bicentennial Museum in South Western Sydney. Two years later he joined the staff of the NSW National Trust where he worked for eleven years, seven as their Senior Curator.

From 2001 to 2005 he was the Director of Historic Places, ACT in Canberra and from 2006 CEO of the National Trust of South Australia.

Ian has curated many exhibitions, lectured on historic houses and their collections and published numerous articles on architectural history. His current research interest is Anglo Indian architecture. Ian can be contacted at the Heritage Centre 02 6773 6466 or istephen@une.edu.au



Ian Stephenson

Congratulations

Lisa Gurney, Liaison Librarian in Dixson Library, for her published article - 'Perceptions and applications of information literacy by first year applied science students.' Written with Dr Janelle Wilkes, this is Lisa's second published article. You'll find the article in *Australian Academic and Research Libraries* 40(3) 2009 pp. 159-171

The Big Draw

The *Big Draw* is an annual international celebration of drawing involving hundreds of events held in schools, museums, galleries, libraries and community sites during the month of October. The inaugural Big Draw-ing events at UNE took place on 21 and 22 October, sponsored by James Harris (UNE Council member and Chair of the UNE Art Collection Advisory Committee). On Wednesday, Armidale artist Jonathon Larsen drew 'under glass' in the Dixson Library foyer. On Thursday, a 55 metre roll of paper was unfurled along the central courtyard and everyone was invited to try their hand and add their mark to the group drawing. Larsen was assisted in subtly encouraging fearful drawers by School of Education staff Frances Alter and Sue Johns and student volunteers, along with the Art Collection Manager Michelle Arens and Art Collection Advisory Committee member Robyn Power.

The event was a huge success. Everyone who drew seemed to have a great time and we had lots of positive feedback and inquiries as to whether this would become a regular event. It was mostly students who drew, including a large proportion of the international student community. Onlookers also appeared to be having a good time watching the proceedings.



NaturalReader

NaturalReader, a professional text to speech program that converts any written text into spoken words, is now available on the computers in Media Booths 1 and 2. Both of these facilities can be booked online or through the Service Desk at Dixson Library. Come and try it out and see what it can do for you!

HeinOnline Legal Classics

The *HeinOnline Legal Classics Library* offers more than 1,470 works from some of the greatest legal minds in history, including Joseph Story, Louis Brandeis, Benjamin N. Cardozo, William Blackstone, Edwardo Coke and Jeremy Bentham.

In addition to many "classics", this collection includes rare items that are found in only a handful of libraries around the world. The collection focuses on constitutional law, political science, and other classic topics. You can browse or search this large collection of classics by title, author and/or subject:

http://heinonline.org.ezproxy.une.edu.au/HOL/Index?collection=beal&set_as_cursor=clear

Or you can browse the 1470 titles via the library catalogue by doing a title search for *HeinOnline Legal Classics Library*.

Estray recovery of historical 'Land Sales Book'

Heritage Centre staff have recently taken custody of a rare 1854 - 1861 State archive which was located by members of the Glen Innes History House Museum.

This *Land Sales Book* for the Wellingrove Police District of New England is an example of a system of land sales that occurred prior to the reforms to the Land legislation in late 1861. This register records the sale of land by government tender through the local agents.

Many rural locations like Wellingrove, lost population and government services as circumstances changed even back in the nineteenth century. Government records from this period sometimes became estranged from catalogued storage areas and remain undiscovered to this day. Records from small schools, courts and other agencies are still eagerly sort by archivists and historians wishing to both protect old records and provide research.

The township of Wellingrove hosted a Court of Petty Sessions from 1847 until 1862, and it had a police station, once described by a resident of Wellingrove in the Maitland Mercury "as a fragile tenement, better fitted for a pigeon-box than a temple of justice."

Following public requests the court was transferred to Glen Innes where the *Land Sales Book* remained unnoticed for well over a hundred years.

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