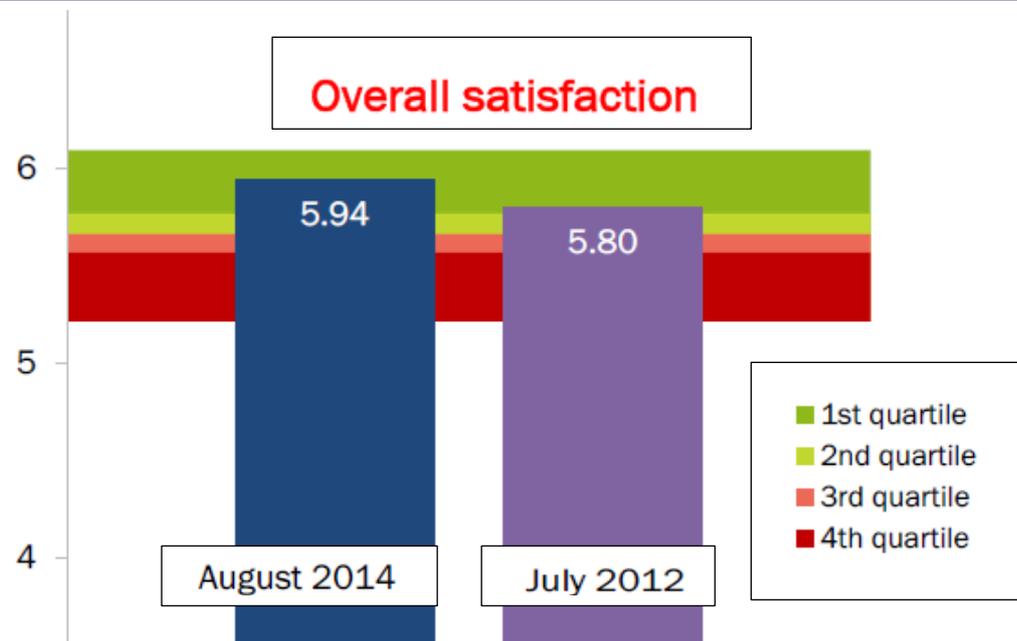


NeW in the Library:

- Library survey results
- Library survey prize winners
- #I love Uon Library winners
- Open access week
- New photocopiers
- Long weekend hours
- Tips on being clean and green and more ...



The Library survey results are in!



Overall satisfaction and our benchmarked weighted performance have improved. You rated the Library well up in the top quartile when compared with 38 other Australian and NZ university libraries. See over for details



LIBRARY NEWSLETTER

October 2014

www.newcastle.edu.au

Library client satisfaction survey results

Thank you to the 5641 people who did the survey and to the 1938 people who gave us written comments. Here's a summary of what you thought:

About the survey:

The survey is run independently of the Library by Insync Surveys and is benchmarked against 38 other Australian and New Zealand libraries

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Overall results

This is a great result for the Library. We scored very highly in overall satisfaction and our overall performance rating of 82.7% has also improved. Insync calls it a 'substantial increase' of 1.3% over 2012 which continues the Library's upward trajectory following 'impressive increases' of 2.6% in 2012, and 2.9% 2010.



What you think is important: The top ten areas you rated as important included:

- Staff provide accurate answers to my enquiries and are friendly and approachable;
- Online resources (e.g. e-journals, databases, e-books) meet learning and research needs;
- Access to printers, scanning and photocopying facilities is adequate;
- Access to quiet study places in the library is adequate;
- The library is a good place to study;
- Opening hours meet clients' needs;
- Access to wireless is adequate.



What you think we do well: The top four performance areas relate to Library staff and service quality including:-

- Library staff treat clients fairly and without discrimination, are helpful and approachable, provide accurate answers to enquiries and are available to assist.
- Printing, scanning and photocopying facilities,
- Long opening hours and
- Wireless access



Where we can improve: The areas with the lowest rankings include:

- Availability of computers;
- Adequate facilities for group study;
- Availability of items on the library shelves;
- Ease of use of the library catalogue and website

What next?

Library staff will look closely at the data and comments for each library, faculty and groups of students and staff.

We'll devise an action plan to keep improving. We'll also conduct focus groups and make sure we update you about any improvements.



The gap between importance and performance: Three areas on the ten lowest performance list are also listed in the top ten areas of importance. So these are some of the first areas we will concentrate on improving.

- I can find a quiet place to study;
- Printing, scanning and photocopying facilities meet my needs;
- Online resources (ejournals, databases ebooks) meet my learning needs



The good news – since the survey ended we've already introduced new photocopier/scanners that are faster, quieter and greener!

In support of Open Access Week the library is offering UoN staff and RHD students the chance to win an iPad Air. Submit a copy of your full-text, peer-reviewed manuscript (Final accepted version) to NOVA at nova@newcastle.edu.au before midnight October 26 to go in the draw for the iPad and to receive a free coffee voucher.

What is Open Access Week?

Open Access (OA) week is intended to raise awareness of OA as a means to provide free online access to scholarly publications. One significant way authors can participate is to archive copies of their peer-reviewed manuscripts in the University's institutional repository NOVA. The repository contains more than 5000 open access items and the Library would like to encourage more authors to contribute.

The Australian Open Access Support Group is running free webinars during OA Week to assist in understanding Open Access. Topics include 'Funder OA policies and requirements' and 'Understanding Open Access. Register at <http://aoasg.org.au/aoasg-webinars-2014/>

**OPEN ACCESS:
GENERATION OPEN.**

**Win an iPad and have
a coffee on us!**

Library client satisfaction survey winners.



Ipap winners Lesley Beards with University Librarian Greg Anderson, and James Fitzgerald-Furlong with Ourimbah Library Manager Fatu Kigbo

The lucky iPad winners Lesley and James receive their prizes. The winners of the \$100 and \$50 vouchers are: Sarah Duchatel, Charmaine Lo, Madeline Rae, Susanne Miller Thank you to everyone who filled in the survey.

Need Help or want to provide feedback?

Help is available at our Lending and Information desks, and via chat, email and phone.

<http://www.newcastle.edu.au/library/help-and-information>
General Inquiries: 4921 5851

Library Green Team

The Library Resource Sharing Area have introduced environmentally friendly initiatives within the workplace and would like to share ideas, tips, facts and myths in coming Library Newsletters.

We would like to get everybody involved and first we would like to tell you about the four "R's":

What do we do?

-  Rethink !
-  Reduce !
-  Reuse !
-  Recycle !



New photocopiers New features



Free scanning to
USB or email



Print from
USB sticks



Faster and
greener

For information about printing and photocopying in the library visit:
newcastle.edu.au/library/access/print-and-photocopy

Library Services

#IloveUONlibrary competition winners

See inside for
Library survey iPad
winners



Information
Commons
are open
24/7

Monday 6 October 2014

LIBRARY OPENING HOURS:

	Saturday 04/10/2014	Sunday 05/10/2014	Monday Labour Day	Tuesday 07/10/2014
Auchmuty Library	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	8.00am - 10.00p
Huxley Library	9.00am - 5.00pm	9.00am - 5.00pm	9.00am - 5.00pm	8.00am - 10.00p
Ourimbah Library	10.00am - 3.00pm	10.00am - 3.00pm	10.00am - 3.00pm	8.00am - 8.30pr
City Precinct Library	1.00pm - 5.00pm	1.00pm - 5.00pm	Closed	8.30am - 8.30pr
Sydney CBD Library ¹⁾	9.00pm - 5.00pm	Closed	Closed	9.00am - 9.00pr

Highly commended



Check the website for more photos