Welcome to the first issue of SynapsE, CDU Library’s newsletter, for 2010.

One of the challenges we want to address this year is Space. Our clients are demanding not only more, but different kinds of spaces. The Learning Precincts in our campus libraries are vibrant spaces in high demand, but students also require spaces where they can work quietly on their own, or where they can work with others without the clutter of technology. Trying to incorporate these demands along with the need to retain some space for collections is a particular challenge we face. With so many of our students now in the online environment, we need to remember that Space is now a virtual concept as well. The Library is keen to ensure that Library services are up front and centre of the student experience at university, so are working to establish such a presence on Learnline, the University’s Learning Management System (see p. 2).

We have a few new staff members in the Library this year. Further in this newsletter you will see two new staff profiles and also our first Indigenous Apprentice, Matthew Grant. Matthew’s appointment is one example of how the Library is supporting the University’s aim of increasing Indigenous participation and relevance. With advice provided by the Library’s Indigenous Reference Group we are also seeking to culturally enrich our learning spaces, and developing our collections of Indigenous material to research strength as indicated in the Library’s Collection Development Framework. I hope you find the newsletter useful, and by all means send me some feedback at the contact details below.

Ruth Quinn, Director Library and Information Access
ruth.quinn@cdu.edu.au, Ph: 08 8946 6192
**Anyone for cake?**

During the first week of semester the Liaison Librarians hosted a very successful Coffee and Cake tour in the breezeway outside the Library. The event was promoted at Orientation Day the week before and on posters throughout the campus. We have noticed in previous years a dropping off in the number of students joining the generic tours the Library runs in the first two weeks of semester. The attraction of free coffee and chocolate cake was obviously a recipe for success with over 100 students dropping by. The tour provided students with the opportunity to learn more about the resources and services the Library provides.

**Libguides**

In late 2009 CDU Library followed the path taken by many other Australian university libraries by taking out a subscription to Libguides. The Liaison Librarians have been pleased with their ease of use and are aiming to have guides available in all the major disciplines on offer at CDU early in first semester. The libguides have also been used as a way to introduce students more generally to the resources and services available. The Student Welcome guide is available at [http://libguides.cdu.edu.au/studentwelcome](http://libguides.cdu.edu.au/studentwelcome).

**Library Website**

The new library website is almost here. Progress reports and opportunities to provide feedback have been available via the library blog. The overarching aim of the new site is to have content more immediately available at the top level. The new site will be less hierarchical and will feature a number of new elements including the option to search across the library’s electronic resources (catalogue, databases, ejournal portal and website) from the homepage.

**L_I_B project**

The Library_In_Blackboard pilot of the Blackboard Community System was made available to students in Semester 2 2009. The aim of the project was to make library resources more accessible within Learnline, the CDU learning management system. A Library tab is now included on the Learnline homepage and once logged in students can also access their resources by discipline under a series of subject specific tabs on the Library Community site.

The Library has also recently subscribed to Libguides and the Liaison Librarians are exploring options for making these accessible within the Library community site as well as within individual units in Learnline.

CDU’s Student Services staff are currently trialling BB Community for event calendaring and will be working with the new Student Association representatives to test the organisations function through the establishment of a virtual group in Blackboard.

**Printing and Photocopying Services**

Next month we commemorate 3 years of Uniprint Express student print service. The keys to the success of the service continue to be the underlying support and assistance from the Library’s Reference & Information Services team, working closely with ITMS and Uniprint NT staff.

We have remained responsive and adaptive to the requirements of students and staff and this has resulted in some machinery and policy changes. The decision to have all printers and copiers located in the one room has proved to be successful with the ‘Print Room’ at the main campus now enjoying a good profile and an atmosphere of busy energy.

Palmerston Campus Library has also been an important location for printing and copying with a steady increase in popularity of the service. The 2010 year to date gives every indication of increased usage and continuing success. It is very pleasing to report that the entire Uniprint Express system has proven sustainable. This would not have been possible without the amazing support from all library staff, in particular Heather Moorcroft and the RIS team.
**Research Services**

As a follow up to the Library Research Support Survey last year, four focus group meetings were held recently to gain further feedback on library services from the CDU research community. Researchers from Menzies School of Health Research, School for Environmental Research, School of Environmental and Life Sciences and School for Social and Policy Research took the opportunity to give feedback on services provided by the Library. The meetings were moderated by Anne Wilson (Associate Director, Client Services), and Anne worked through a list of prepared questions for each group from the following categories: Services in general, Resources, Budget, Interlibrary loan, Workshops and Online support. Also in attendance were Anthony Hornby (Associate Director, Resources and Technology), Jayshree Mamtora (Research Services Coordinator) and the respective Liaison Librarian for the School (Marg Purnell/ Bernadette Royal/James Duncan).

Overall, members of the focus groups agreed that the current range of workshops offered was good and served the needs of the research community well. Participants also felt that the Library’s interlibrary loan service worked well and proved particularly useful for filling gaps in the journal collection. One major issue which was raised related to the lack of funds available in acquiring quality resources to support research. The library Information Resources Allocation (IRA) budget is currently only increased infrequently when one-off bids to purchase major new resources are approved. There is no funding link between increased research activity in an area and increased funding for library resources. A detailed report and recommendations from the focus group consultations will be available soon.

**Workshop Program 2010**

- Finding Theses: 11 March, 22 July 2-3.30pm
- Advanced Information Skills Workshop: 23 March 1-5pm (Alice Springs); 21 April, 9 September 9am - 3pm (Darwin)
- Science Databases for Researchers: 13 April 2-3.30pm
- Setting up Alerts: 27 May, 19 August 2-3.30pm
- Health Databases for Researchers: 10 June 12-1pm
- Tracking Research: 24 June, 14 October 2-3pm

**Supporting Research and beyond in 2010**

The Library’s CDU eSpace is currently involved in the Australian Government Excellence in Research for Australia (ERA) initiative. The ERA project is managed by the Australian Research Council (ARC) and is an evaluation system using expert review to assess research quality within Australia’s higher education institutions. CDU Library in collaboration with CDU Office of Research and Innovation are coordinating this project. Preparing for ERA requires input into eSpace of CDU research outputs along with esteem measures and research income. The Library has a team dedicated to ensuring that the repository has complete and accurate records for all ERA-eligible research outputs. Submission to Government is due June 2010.

The Library continues digitising print theses and adding full-text to the eSpace Theses Collection. If you have a thesis you would like included in eSpace please let us know at digitisation@cdu.edu.au and we will make these a priority for inclusion. In the second half of 2010 the much anticipated upgrade of eSpace will provide improved functionality for users and will allow it to be harvested by the Australasian Digital Theses Program (ADT), Australian Research Online (ARO) and Google Scholar. eSpace will continue to grow as a full-text repository of CDU research outputs where Copyright permits, assisting to increase citation rates and impact factor. If you would like to know more, or have materials you’d like us to place in eSpace, please contact Lyndall Carey on 08 89466183 or at lyndall.carey@cdu.edu.au

**Technology Update**

CDU Library will be making major changes to many core systems in 2010 including:

1. CrossSearcher – our resources discovery layer
2. The library catalogue and library management system
3. eReserve – online collections of readings, past exams and eTitles
4. eSpace – our digital repository.

Improved service and functionality for our clients is a key goal and we need input from you to ensure we get it right. Details of how you can help with suggestions, feedback and testing will be in the next issue.
**Indigenous Apprenticeship Program**
An innovative apprenticeship scheme is providing real training and work opportunities for Indigenous people. Charles Darwin University has welcomed the second group of apprentices under its Indigenous Apprenticeship Program. Stemming from CDU’s Indigenous Employment and Retention Strategy, the two-year, part-time program gives apprentices an opportunity to gain practical skills and knowledge while they earn an income. The group of 10 apprentices are studying Certificates II or III in a variety of areas including Business, Horticulture, Children’s Services, Financial Services and Library Studies.

Matthew Grant commenced his Apprenticeship with the Library in early February. He is enrolled in Certificate III in Library Studies. During his two year apprenticeship Matthew will work in all areas of library operations. He is currently spending two days a week with the Reference and Information Services team which also includes responsibility for collection management and two days a week with the Resources team. The remaining hours are spent attending classes with the 17 other students enrolled in the Cert III.

**Contact Us**
**Casuarina Campus**
Phone: 08 8946 7016
Fax: 08 8946 7022

**Alice Springs Campus**
Phone: 08 8959 5233
Fax: 08 8959 5282
Email: alice.library@cdu.edu.au

**Palmerston Campus**
Phone: 08 8946 7870
Fax: 08 8946 7880

**Editors**
Anne Wilson, Associate Director Client Services
Jessica Denton, Admin Officer