Welcome to the first issue of SynapsE for the 2012 academic year. Library Services looks forward to working with you throughout the year to help you achieve success either as a student or as a staff member of the University. If you are new to the University, I hope you take utmost advantage of our service.

Library Services has been busy over the Dec/Jan break implementing some new services, employing new staff and celebrating the achievements of our current staff – more details inside this newsletter. We hope you like our revamped website which highlights our new Summon discovery tool. This has been in Beta production for the past 12 months and is now reality. We think it will improve your searching experience but would love to hear from you, our clients, if it doesn’t live up to expectations. As well as our new Library website, CDU Library has gone mobile. We’re also on Twitter and Facebook and Youtube. See the links at the bottom or our homepage. Feel free to connect with your academic library.

If you are an academic or researcher reading this newsletter you would be aware of the considerable discussion of scholarly publishing in the media recently. Reports have covered the NHMRC mandate to make results open access, the Elsevier boycott by a significant number of academics, and proposed (thankfully, now defunct) Research Works Act in the US. The Office of Library Services is responsible for the management of scholarly publications and the University’s Institutional Repository, eSpace, and is taking a specific interest in Open Access publishing. Disseminating work through open access channels means that researchers in less resourced institutions, practitioners in the field, and the general public can share findings. The taxpayer supports the research, the writing up of results, and the peer review and edition process. Open access allows these taxpayers to see these findings without having to pay to view. If you’d like more information on the Open Access movement I’d love to hear from you: ruth.quinn@cdu.edu.au.

Finally I’d like to promote the National Year of Reading 2012 - I encourage you to get involved!

Ruth Quinn
Director Library Services
Orientation Day

The Library has been involved in a number of orientation activities at each of our campus libraries. Following on from their successes in 2011 with the QR codes Treasure hunt, the Liaison Librarians are this year organising two activities designed to help students to become familiar with library resources and services. Activities are being promoted via the new Library Wire libguide, Twitter and the Library’s new Facebook page. A large number of students and staff visited the Library booth on Orientation Day and participated in our video interviews.

Get Ahead of the Pack!

This year we are launching a series of short Library Workshops designed to help students to find their way around Library Resources and prepare them early for a successful year of study. The Workshops have been timed to be as convenient as possible for students to attend around lunch time or after lectures. Each workshop is around 30 minutes. Topics include:

• **Ready to Study** covers the library’s role in student learning, student card, borrowing, library space, computer access, library resources.
• **eBooks** covers searching for eBook titles, different eBook platforms, table of contents, viewing, downloading and reading online.
• **Google Like a Librarian** covers Google scholar, CDU preferences, evaluating search results, advanced Google searching.
• **Mobile Apps** covers CDU mobile website, Libguides, database mobile apps.
• **Referencing** covers why you need to reference, location of referencing guides, in text referencing/reference list/Harvard and APA Styles.

All Workshops are held in the Training Room on Level 2 of the Library, ask at the Service Desk if you need directions or contact our Liaison Librarians.

To welcome both new staff and students, the Liaison and Academic Support Librarians have produced two Welcome libguides designed to introduce our new students and staff to the resources they need. We have also been successful in enhancing our presence in the CDU orientation for new staff program meaning Liaison Librarians can now contact or be contacted by new staff more quickly and easily.

CDULibTrivia via Twitter

Daily questions comprising general knowledge and Library oriented questions were tweeted by the Library from 5 - 16 March 2012.

CD-UCreate Competition

All students have to do is create something around the theme "Why I need my Library" This can be in the form of a poem, drawing, cartoon or a one minute video (maximum) or animation using any free web tools they like. Prizes will be awarded for the three best creations.
Technology News

Quite a lot has been happening over what has traditionally been a quiet time of year. We have redesigned our Library homepage to present Summon as our default search option, brought our research help links together and we now provide direct links from the homepage to our Facebook, Twitter and Youtube sites. We have also gone mobile with the launch of the Library’s new mobile site.

Updated Library Homepage

Any feedback? Please advise the staff at the library desk or use the Ask us link above

eSpace

Our early meetings with CDU researchers have elicited very positive responses to the potential of the eSpace repository to serve as a central database to effectively manage research datasets and to open them up for sharing with the wider research community. The repository is destined to showcase CDU scholarly outputs – and studies have demonstrated that this brings the benefit of increased citation rates -- so all who publish or present papers are strongly encouraged to forward a copy or notice of their work to the eSpace Digital Collections team.

The Digital Collections Team has also been working with the federally funded Living Archive of Aboriginal Languages project to digitize aboriginal language materials and make these available as an international research database. Other cultural heritage and research archival collections are also in the pipeline.
After Hours Academic Skills Support Available

The Library is involved in a project that will utilise funds from the Student Amenities legislation which was passed by federal parliament last year. Under this legislation, Universities can charge students $26.50 per 10 credit point unit on the proviso that funds are spent on improving services provided to students, i.e. Amenities. CDU has decided in the first instance to emphasise the services we provide to distance/off campus students with this money as much as possible. One of the initiatives is to improve academic skills support, so in cooperation with the School of Academic Language and Learning (SALL), the Library will be hosting an Academic Skills Facilitator to provide after-hours support primarily via phone and chat, but also in person.

Ruth Warwick has been appointed as the Academic Skills Facilitator for an initial period of 3 months to establish the service reporting to the School of Academic Language & Learning (SALL) rather than the Library. At this stage the hours of operation of the service will be 5.00pm-9.30pm Monday to Thursday, and 12.30pm-5pm at weekends. Ruth will be based in an office on the ground floor of the Casuarina Campus Library. On campus students outside these hours will have access to SALL services in the usual way during normal business hours. To contact Ruth call x6177 (internal); 1800 157 900 (free call) or email after-hours-allsp@cdu.edu.au.

This is an exciting development for Library Services and is a step in the direction of having a full “Learning Commons” service for students.

Copyright Corner

Attention all Teaching Staff working with Learnline Units

I wish to confirm the use of the Library’s eReserve to manage readings for Learnline units. As part of my role as University Copyright Officer, I work with the Flexible Delivery Team in OLT to confirm copyright compliance of any third party readings provided to students in the Learnline environment. My normal advice is to have such readings managed via eReserve as we can manage the copyright compliance requirements around limits, warning notices, and attributions.

This does not include readings from journals and eBooks to which the Library has an electronic subscription, or freely available websites. In such cases the Liaison Librarians can assist in providing direct links to articles, thereby appropriately avoiding the eReserve process altogether. They can also assist in the process of ascertaining if we subscribe to a particular journal. The reason we can avoid eReserve in this case is that we’ve already paid for a license to provide this material to our students which overrides copyright.

For any third party material that is outside our electronic journal subscriptions and freely available online material, please still use the eReserve processes.

For information on your relevant Liaison Librarian please refer to our webpage. A help page has also been set up at our new Welcome New Academics page.

Ruth Quinn
Research Services

Workshops for CDU Researchers

A 2012 program of specialised workshops for CDU research students and staff has once again been drawn up with the first two workshops, the Advanced Information Skills and the Managing Information with EndNote X4 workshops kicking off in recent weeks.

Other targeted workshops for the research community include: Finding Theses, Setting up Alerts, Finding Quality Journals, Tracking Research along with other discipline specific training will also be offered during the course of the year. In addition, members of the research community are able to make requests for workshops tailored to their specific needs. Services to better support external and off campus research students, whether based elsewhere in the Territory, interstate or overseas and staff are being further developed and include the use of Skype and Blackboard Collaborate technologies.

A series of online workshops for those who are not able to attend the on campus face-to-face have also been developed and are complemented by the MyResearch and Researching Skills online tutorials, both of which are currently in the process of being updated.

For further information see Services for Research Students and Staff.

Library Research Support Survey 2012

At the end of 2011, the Library carried out a survey of the CDU research community with a view to: assessing the level of support being provided and identifying any gaps in the services and resources offered that may have emerged since the first survey was carried out in 2008. A total of 145 responses were received.

As the results indicate, overall CDU researchers are satisfied with the range and level of Library services being provided. The main area suggested for improvement was the books and journal collection but overall, 72% of respondents considered the databases, ejournals and ebooks good to excellent compared to 48% in 2008.

Jayshree Mamtora presenting Sarah Pirrie, Masters by Research student and Course Coordinator / VET Lecturer in Visual Arts, with her prize (a $200 Dick Smith voucher!) for completing the Library Research Support Survey

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<th>Total Respondents</th>
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Demographics

| On-campus | 69% |
| Off-campus | 31% |
| HDR Students | 54.5% |
| Researchers/Research Supervisors | 31.7% |
| New researchers | 36.6% |
| Early Career Researchers | 29.0% |
| Established Researchers | 24.1% |

How would you rate the following services?

| Staff Support | 96.3% |
| Research Workshops | 97.1% |
| Research Consultation | 97.6% |
| Research Induction | 97.6% |
| Off Campus Support | 91.7% |
| Interlibrary Loan Service | 94.1% |

How would you rate our resources?

| Library Databases | 90.3% |
| Electronic journals | 84.6% |
| Electronic Books | 79.5% |
| Hard Copy Journals | 60.3% |
| Hard Copy Books | 66.4% |
| Infrastructure | 91.2% |

Do you use any social media sites for carrying out your research? Yes

If you don’t, would you like to learn how to use any of them?

Would you like to develop your information skills in any of the following?

| Developing effective search strategies | 48.2% |
| Filtering search results | 48.2% |
| Keeping up-to-date with your research topic | 63.2% |
| Using referencing software | 41.3% |
| Finding journals to publish in | 48.2% |
| Finding open access journals | 37.7% |
| Upload research materials into CDU eSpace | 44.7% |

Key Findings
Refurbishment Project

The Library Refurbishment Project at Casuarina continues apace. We have completed an extensive review of the print journal collections in consultation with academic staff. Titles with fulltext online availability, short runs of less than five years and old titles no longer of interest to teaching and research staff have been discarded. Print titles requested for retention have either been moved to the Library’s storage facility on the Casuarina campus or left on shelves on level 3 for browsing (primarily art, photography and architecture titles). We have also increased the number of journal titles available for 7 day loan. These are housed on the ground floor of the Library adjacent to the laptop lounge zone.

The Library’s Special Collection has been moved to a more secure location in the Library vault. It is now Closed Access. Requests for retrieval of items can be made at the Service Desk on Level 1. The print theses collection has been relocated to one of the seminar rooms on Level 2. The theses are being digitised for inclusion in CDU’s institutional repository, eSpace.

The Special Collections reading room will revert to its original purpose as an open learning / study space and will be re-carpeted and fitted out with new furniture. The room will also serve as a function space for the Office of the Vice-Chancellor.

The tender for the works to enclose the balcony on Level 2 and make it accessible from the inside has commenced with completion hopefully by May, in time for our wonderful dry season – see the diagram below.

We are currently considering options for making the Garden area on Level 1 accessible from the inside and installing some outdoor study spaces with good shade facilities.

Unfortunately these works, along with the construction of the Menzies building at the rear of the Library building alongside Library Place, will mean some disruption to our peaceful surrounds during 2012. We will try to keep the disruption at a minimum but apologies in advance.
Staff Profiles

Since the last issue of Synapse was published we have welcomed three new staff to CDU Library.

Barbara Coat joins us as Team Leader for the Liaison and Academic Support Team. Barbara worked for CDU Library previously as a Liaison Librarian before relocating to Adelaide to work as manager in a number of law firm libraries and as a trainer for LexisNexis. Since her return to CDU Library, Barbara and the team have been working on a number of projects designed to make Student engagement with our resources and services as easy and stress free as possible. Barbara is the Liaison Librarian for the Australian Centre for Indigenous Knowledge and Education (ACIKE) and the School of Engineering and IT.

Christine Hart joins us as the Campus Librarian at our Alice Springs Campus. Christine worked in a variety of public, special and university libraries before moving to the Northern Territory University (now CDU) in 1996 to teach in the Library Studies program. She then spent 9 years in the United Arab Emirates setting up the first Library Studies program for young Emirati women and working as a Teacher and Librarian. From the bright lights and biggest shopping malls she has made the transition to a slightly quieter lifestyle in Alice Springs. Christine is focused on providing excellent resources and services to the staff and students of CDU Alice Springs and Centralian Senior College.

Ujjal Kandel joined the Library in December 2011 as one of two of our Library Technology Support Officers. Since his arrival, Ujjal has joined the Library Web Group and has been instrumental in the redesign of the library homepage. We have appreciated having his web development skills on the team. Prior to his employment at CDU, Ujjal completed his Masters in Information Technology in Sydney.

Indigenous Apprenticeship Scheme

The Library has for the past two years participated in the University’s Indigenous Apprenticeship Scheme, a DEWRR funded initiative. Our apprentice, Matthew Grant is currently undertaking his last two units in the Certificate III in Library Studies. Although the apprenticeship formally ended in February this year, we have been able to offer Matthew fulltime employment until the middle of July by which time he will have completed his studies.

Graduate Traineeship

In 2010, the Library ran an extremely successful graduate traineeship. Funding precluded this from being offered again in 2011. However, due to judicious management of the salaries budget we have been able to appoint Rachel Klesch part-time to the traineeship for a period of 9-12 months. Rachel worked for CDU Library whilst she was studying law. She graduated in 2010 and spent a year in practice working with NT Legal Aid Commission before enrolling externally in the Masters of Information Studies at the University of Canberra in 2012. Rachel will spend the first three months of her traineeship working with Jayshree Mamtora our Research Services Coordinator.
**Awards**

It was been wonderful to see the library staff being recognised for their contributions to teaching and learning and research. The Liaison and Academic Support Librarians received the Vice-Chancellor’s team Award for Exceptional Performance by general staff for their provision of high quality service to staff and students, their instrumental role in improving the use of information technologies and their proactive approach to accommodate individual needs of their broad client base. The team received $10,000 to be spent on professional development activities. Jayshree Mamtora our Research Services Coordinator was a nominee in the individual award category.

The Ryan Family Award recognises staff of the University who show outstanding dedication and energy in their work and go above and beyond the call of duty in their day to day performance. Sonya Pennington our Electronic Resources Coordinator received a special commendation for her contribution to significant improvements in service delivery, and her instrumental role in implementing electronic library products, through a high level commitment to quality and continuous improvement, effective team work, and the respect and courtesy she brings to working relationships with colleagues and many other stakeholders.

**Alice Springs Campus Library News**

On 17th February the Alice Spring Campus Library hosted a Centralian Senior College staff meeting and gave a presentation on the services and resources provided by the Library to support teaching and learning. Feedback was positive and a number of teachers have subsequently requested LibGuides on specific topics to supplement their teaching.

The Library has been busy with orientation tours for HE, AMEP and ACIKE students and staff and our *Ready to Study Sessions* offered from 27th February to 2nd March attracted a number of students. The Reference and Information Service Librarians, Jessie Mahjouri and Melissa Raymond, have delivered a wide range of information literacy sessions to individual students and small groups.

There is currently discussion with Campus Management and Facilities staff, Creative Arts Lecturers and Northern Editions to transform the foyer area of the Library into a rotating arts exhibition space. This could enhance the entrance to the Library as well as provide space for student, staff and Northern Edition exhibits.

Melissa hosted the first ALIA Red Centre meeting for 2012 at the Library on Thursday 1st March 5 and representatives from BIITE, Alice Springs Public Library and the Central Land Council discussed and planned activities and events for the year.

Jessie and Christine attended a School Library Association meeting on the 9th February at the Alice Springs School of the Air and participated in a very interesting and interactive online session with a grade 7 student in Hermannsburg.

Christine Hart
Campus Librarian

Centralian Senior College staff meeting hosted by Alice Springs Campus Library