Director’s Desk

Welcome to the 2nd issue of SynapsE for 2013.

As we hurtle towards the end of the year at an alarming rate, it’s appropriate to note the significant achievements for the year for CDU Library Services. As you will see from the contents of this newsletter we’ve been busy with a number of new projects: CDUeData, RFID, Beagle Kiosk, Reusable Learning Objects, Researcher ID, and Historical Photographs. We also continued our work with the Living Archive of Aboriginal Languages (LAAL) Project and were particularly pleased to see Stage 2 of this project receive funding from the latest ARC funding round.

As I reported in the previous Director’s Desk column, a major task for Library Services in 2013 was to develop a Strategic Plan. We have developed a consultation draft over the past few months which is currently circulating for comment with various committees within the University. It is designed around the theme of what an academic library service will need to look like by 2017. The aim is to have the next iteration available on the Library’s website in January 2014 with a view to finalising it before semester 1 2014 so it can be incorporated into the 2014 Operational Plan for Library Services.

Let me take this opportunity to wish you all well for the upcoming holiday season……may it be cyclone-free!

Ruth Quinn, Director Library Services
PLANNING AND PROJECTS

WORKFORCE PLANNING

In June all library staff participated in a workforce planning day. The session was facilitated by external consultants and comprised the following activities:

- Review of the library’s current demographic
- Discussion around core services and activities
- Identification of service demands and trends
- External influences
- Approaches for moving forward

Four key areas were identified for additional focus – research, marketing, recruitment and changes to service models.

The next phase of the project will focus on the identification of skills we consider important in order to meet the goals in the 2017 Strategic Plan. This will include ranking the importance of the various skills versus those that could be outsourced / partnered / sourced as needed and identifying those we know are hard to source or retain. We will finish this phase with a gap analysis which looks at current competencies against competencies identified in the Strategic Plan.

*Anne Wilson, Assoc. Director Client Services*

RFID PROJECT

In April 2013 the Library received $10,000 to pilot the implementation of RFID technologies. The pilot included tagging of 10,000 items from the MAIN collection; full testing of the circulation and inventory (stocktake) functions of the system with the involvement of students; testing of security gates using a number of different scenarios; creation of policies in the library management system and provision of training by Bibliotéca (RFID system vendors). The pilot has resulted in increased knowledge of how RFID will operate in the CDU Library environment and has informed a budget submission for 2014. Tagging of items was completed in July 2013 and the self-checkout machine is now being used by students to manage their borrowing.

*Self-checkout machine located at Loans Desk*

REUSABLE LEARNING OBJECTS

The Library was fortunate to win a SAFF Grant to experiment with ReUsable Learning Objects in consultation with Barbara White and with the technical assistance of Rupa Khadku. We have experimented with Camtasia, Video, IMovie and Articulate and hope to have a suite of referencing tools and IT database tools for usability testing with students early in 2014. A graphical representation of the referencing component is shown to the right.
HISTORICAL PHOTOGRAPHS

Over the past twelve months the Library has been digitising three collections of historical photographs. A bequest from the estate of Charles McKay for the "development of library collections" has been utilised to purchase equipment, materials and software for the project. The images have been lodged in the University’s Institutional Repository and we hope to make them available on TROVE in 2014.

The collections are:

CDU and Its Predecessors
This collection covers the various institutions that make up the history of CDU. A selection of photographs from this collection will be on display in the Library foyer as part of the CDU Anniversary celebrations in March 2014.

Shewring Collection
A collection donated by Robert Vivian Shewring who came to Darwin in 1934 with the First Contingent of the Australian Permanent Army to be stationed in Darwin. Mr Shewring, then Gunner Shewring, Artillary Regiment, was a carpenter and the photographs depict life in the barracks, Darwin and the Territory.

Vesteys’ Collection
This collection of photographs was taken by Station managers working for Australian Investment Agency (commonly known as Vesteys) in the Northern Territory and East Kimberley from approximately 1917 to 1970s. Content includes aspects of Station life such as homesteads and other buildings, staff, livestock and vehicles.

BEAGLE KIOSK

The working group for this project consisted of Ruth Quinn (OLS), Maryanne McKaige (VC’s office), Sally Jones (Web), Robyn McDougall (OMACE), and Keiran Mether/Matthew Danielski (ITMS), with invaluable assistance from Dan Hartney (IMPS). A website has been established, with an associated Touchscreen kiosk which describes the connections between Charles Darwin the scientist/explorer and Charles Darwin University and the city of Darwin itself.

The website consists of the following sections: About Charles Darwin, Beagle Voyages, Beagle Library, Darwin Online, Darwin Scholar Program, Darwin 200, City of Darwin, Australian Connections, Other Resources.

The touchscreen kiosk is currently located in the Beagle Deck on level 3 of the Library at Casuarina but is portable enough to be used elsewhere if required, for example at Student Square during Open Day. A pull-up banner has also been created to draw attention to the contents of the kiosk and corporate logo imprinted onto the front of the kiosk.

The Library intends to continue to investigate the use of kiosks and digital directories as a means of promoting services to our stakeholders.
LIAISON AND ACADEMIC SUPPORT

DROP-IN SERVICE

The Liaison Librarians based at Casuarina campus continue to provide support in different mediums to reach out to student no matter where they are. We love to answer your questions. This includes assistance through email, phone, online and through the new drop-in-service which we share with the Academic Language and Learning Success Program team for people who prefer face-to-face. We average around 4 to 5 queries in the room per day with some being quite complex on researching skills, search techniques, referencing and Endnote.

As a way of continuing to connect with our clients, the Liaison Librarians selected reading material from the Library’s fiction collection for display during the break. Semester 2 started with delicious cake and coffee session with students. We also celebrated NAIDOC day with a display to promote Yolngu Language resources. We are currently displaying resources on holiday reading.

The Liaison Librarians also participated in the CDU Open Day in August which saw authors Sandra Kendall and Marie Munkara running activities in the Library.
“RESEARCH SUPPORT AND THE LIAISON TEAM LOOK FORWARD TO WORKING WITH YOU IN 2014”

Jayshree Mamtora – Research Coordinator, Bernadette Royal Liaison Librarian, Anne Wilson – Associate Director Client Services, Michelle Turner Liaison Librarian, Barbara Coat – Liaison & Academic Support Coordinator, Rachel Klesch Liaison Librarian and Lyndall Warton Liaison Librarian

ALIA TOP END SYMPOSIUM

The 8th ALIA Top End Symposium ‘Design Discover Diversify’ was held at CDU in October 2013

In this biennial conference librarians came along and shared their stories. It was a wonderful experience listening to shared stories of working in remote communities and engaging parents and communities with technology. There were many excellent presentations including the two examples below.

A young librarian from Darwin City Council Library shared her story about starting an informal bookclub at Karama Library where students came along without their parents and gradually involved themselves reading and showing interest in the activities the librarian organised for them. Parents eventually joined in and the children’s reading levels were surprisingly improved which was reported by their school teachers. It serves as a community hub and helps formal and informal opportunities to engage the local community and reflect local identity. It is a point of access for information about the community.

Libraries and librarians have a significant role to play in order to disseminate knowledge to society. Is a Library located within four walls? Opportunities and challenges of eBooks in public libraries was presented by Sharon Harvey-Manager of Brisbane City Council Libraries. People still want to read books but not necessarily in print. Research carried out by the library and current data reveals that 50% of books could be online by 2020.

Thus, attending the ALIA Symposium helped me explore new ideas, enriched my creativity, augmented new perspectives and continued to allow me to develop networking with professional members from different parts of the nation.

Bandana Koirala, Graduate Trainee
RESEARCH SERVICES

RESEARCHER IDENTIFIER PROJECT

Together with the Office of Research and Innovation, CDU Library has appointed a Project Support Officer to aid the introduction of the mutually compliant ORCID (Open Researcher and Contributor Identifier) and ResearcherID systems to their research staff.

Researchers and research managers will derive significant benefits from the adoption of international researcher identifiers, including increased recognition, promotion and analysis of researchers’ outputs and substantial reductions in administrative workload.

For further details, please contact Jayshree Mamtora, Research Services Coordinator: jayshree.mamtora@cdu.edu.au

2013 OPEN ACCESS WEEK SEMINAR

The Library celebrated Open Access Week by organising a campus-wide seminar, and presentation of the annual CDU Library Open Access Award.

The Open Access movement is the worldwide effort to provide free online access to scientific and scholarly research literature, especially peer-reviewed journal articles.

The 2013 CDU Library Open Access Award was won by Menzies School of Health Research’s Professor Bart Currie for having the most number of open access items in CDU eSpace, the university’s institutional repository maintained by the Library.

The seminar program included:

- Professor Giselle Byrnes, Pro Vice-Chancellor Faculty of Law, Business, Education and Arts Welcome
- Ms Ruth Quinn, Director, Office of Library Services Recent developments in Australia
- Mr Anthony Hornby, Associate Director, Office of Library Services Self-submission Procedures into eSpace
- Ms Jayshree Mamtora, Research Services Coordinator, Office of Library Services Open Access Mandates
- Presentation of CDU Library Open Access Award

For more information about CDU eSpace or Open Access see: http://libguides.cdu.edu.au/openaccess

Prof. Giselle Byrnes – PVC Faculty Law, Education, Business & Arts presenting the award to Prof. Bart Currie of Menzies School of Health Research
CDUeDATA PROJECT

The CDUeData Project is near completion. It’s been an interesting ride. We (the CDUeData team) provided the last nine collection records (the final deliverables) on time to Research Data Australia on September 26.

The exercise demonstrated the depth and breadth of research at CDU. All of the collections/datasets were interesting and important. We found and created records for datasets as diverse as historical photographs from WWII era Darwin, transcripts of conversations about customary law with Arnhemland elders, Litchfield Park affected by fire maps, raw data from an iconic lexicostatistical project in the 70’s and location specific climate and environment data from a location in the NT. (For a complete list of the 12 collections please see below.)

When interviewing researchers, it was fascinating to see the enthusiasm that they had for their particular topic. Nearly all researchers we spoke to are keen to have their metadata available to a wider national and international audience for sharing, re-use and collaboration.

We are still thinking about how as an institution CDU will populate the RDA website with CDU metadata, but this Project has taught us much about the process and how to approach this issue sustainably into the future.

Draft policy and procedures documents on research data management are with the Research and Research Training Committee. These documents will become the roadmaps for research data management at CDU, metadata being only part of the picture.

We (the CDUeData Team) would like to thank everyone in the Office of Library Services whom has helped us with this project. We are very grateful to our excellent researchers who gave their time and expertise and in sharing their passion for their research with us. We were ably supported by Richard Ferrars from the Australian National Data Service.

Three CDU collections are live and can be viewed via the links below:

- Living Archive of Aboriginal Languages
- Maps of Litchfield National Park, Northern Territory, affected by fire
- Evaluation of NT government program to improve education outcomes for Indigenous children

The remaining nine CDU collection records soon to be live in the RDA online environment are:

- Australian Computer Society Women’s Board Surveys 2008/2010/2012 dataset (raw data surveys from 2003 women employed in the Australian information communication technology industry)
- Corrosion in North Australian tropical environments dataset
- Dry River (NT) OzFlux tower site dataset
- Ethno-eco dialogue film and thesis dataset
- Eugen Rosenstock-Huessy document collection
- Lexicostatistical data (raw and derived text files) on 200 basic words in each of 95 Indo-European languages as collected/collated by Professor Isidore Dyen circa 1960
- NT DataLink Demonstration Project dataset (linking perinatal, immunisation, school records, AEDI statistics across child cohort 1993-2006)
- Earlier drafts and final field notes of Aboriginal customary law in Arnhemland
- Shewring Collection (photographs depicting Aboriginal people in the Northern Territory and life in army barracks around time of WWII)

Rachel Mayhead, ANDS Project Officer
COPYRIGHT WORKSHOP
The Library hosted a Copyright Workshop, run by Australian Libraries Copyright Committee, on the 20th May which was well attended by staff from a range of Alice Springs Library and Information Service agencies and inspired a lively debate.

CANCER COUNCIL BIGGEST MORNING TEA
Our Biggest Morning Tea event was again very popular and successful, raising $450 for the Cancer Council. A Most Interesting Teapot and Guessing Competition attracted a lot of attention from staff and students.

CSC HOMEWORK/STUDY CENTRE
One of the outcomes of the Into Uni Program partnership between CDU and Centralian Senior College has been the establishment of a Study (Homework) Centre in the Library from 3:00-5:00 Monday to Thursday. Tutors/mentors, including Liaison Librarian Alex Williams as Lead Mentor, are available to assist CSC students with their study, research and literacy and numeracy skills.

LIBRARY FOYER
The entrance to the Library has been refurbished as an exhibition space and we have hosted Creative Arts Lecturer Henry Smith’s sculpture and paintings. Currently a selection of student etchings is on display.

ALICE SPRINGS CAMPUS INFO NIGHT
The Library participated in the Alice Springs Campus Info Night on the 18th September with a ‘walk-around’ quiz, guessing competition, display of Alice Springs related Library resources and an exhibition of CDU student art works.
In June we farewelled one of our longer serving staff members. Heather Moorcroft started her employment in 1989 as a Science Librarian at the Darwin Institute of Technology. Her interest in Aboriginal and Torres Strait Islander studies saw her move into a library liaison role with the Centre for Aboriginal and Islander Studies. She was instrumental in the formulation of the ATSI Protocols which were developed in collaboration with Dr Alex Byrne (former University Librarian at NTU) and Alanna Garwood, Librarian, Australian Institute of Aboriginal and Torres Strait Islander Studies. In 2003, Heather was appointed to the role of Reference and Information Coordinator with responsibility for implementing frontline services in the new Learning Precinct.

Heather has worked tirelessly to ensure all procedures are thoroughly documented and has been an absolute star in her management of difficult clients. She and her partner Rob are now proud owners of a small property in Ellenborough, NSW and Heather is pursuing her next career as a counselor at the local school.

Following closely on Heather’s heels we farewelled Suzie McGinn, one of our Library Client Service Officers. Suzie started with us about ten years ago, initially at the Palmerston Campus Library before moving into the Reference and Information Services team at Casuarina campus. Suzie will be best remembered for her amazing sense of style and her diligent management of the lost item and invoicing procedure. Suzie is now enjoying retirement with her partner in Port Douglas. We wish her well and hope she will continue to shop.
STAFF DEVELOPMENT

STAFF WELLBEING WEEK & LIBRARY LEGS CHALLENGE

This year we have focused on the health and wellbeing of our staff. In July the Staff Development Working Group launched the inaugural wellness week. The Casuarina week was designed based on feedback from a survey SDWG ran prior to organising the event. All staff were asked what sessions they may like to attend, convenient times and their expectations of what the week would deliver for them individually. The aim on the program was to allow staff to experience as many different sessions as possible whilst gaining information about their own wellbeing & work/life balance.

Sessions & attendance numbers were:
- Yoga (2 sessions held)
- CDU Scavenger Hunt
- Walk to the Beach
- Healthy Breakfast & guest speaker
- Individual Massages
- Meditation
- Tai Chai
- Work/Life Balance Speaker

This is a great example of how a cost centre is supporting the wellbeing of its staff. Library Management has supported the recommendation to run Wellness week as an annual event.

83% of library staff attended sessions during the wellbeing week. After the week was completed SDWG conducted another survey to gather staff participation throughout the week. Asked what they gained from attending a Wellbeing session comments included
- “I enjoyed the social aspect - informal networking with other library staff.”
- “It was great to see support from library management.”
- “Nice to participate in staff development activities that were not just about intellectual skills and more about developing the person as a whole”

Following on from a successful Wellness Week, library staff across all campuses participated in the Library Legs Challenge. Eleven teams of three are competed to see who could take the most steps during October. Teams receive bonus steps if membership comprises staff from more than one area of the Library. Pedometers were purchased from the library budget. SDWG has also created a blog within the wiki to encourage participants to blog about their walking. This is providing staff with opportunity to gain confidence & skills within a fun activity through use of this technology.

WORLD LIBRARY AND INFORMATION CONGRESS: 79TH IFLA GENERAL CONFERENCE AND ASSEMBLY

Jayshree Mamtora attended the IFLA General Conference in Singapore, 17-23 August.

As a member of the IFLA Standing Committee on Asia and Oceania (RSCAO), she chaired the 2013 and 2014 RSCAO Program Committees; and attended two committee meetings and the main RSCAO session on Future libraries - multiple futures — Asia and Oceania at the Singapore Conference.
REFLECTION ON GRADUATE TRAINEE EXPERIENCES

It had been an amazing experience working as a Graduate trainee at Charles Darwin University’s Casuarina Campus Library. I started the traineeship on 20th of March 2013 with Research Services. The Research Services Coordinator supports all higher degree research students and research staff across CDU including Menzies School of Health Research. I had opportunities to attend workshops on Finding Theses, Setting up Alerts in databases such as Web of Science, Science Direct, Scopus, and training in EndNote X6. I also worked on the My Research website and learned to use Contribute - a web editing software. With the help of my mentors I learned to create Libguides - Theses LibGuide and Reference Collection LibGuide. I attended several one on one consultations with new researchers with a focus on researching via Summon, Databases and Google scholar. Research services support is essential for all the researchers and they are guided on every step of their candidacy during their research lifecycle. I also attended a workshop on Social Media tools for researchers and have been using some of the tools like Twitter, Dropbox, Prezi, SlideShare for professional purposes. It was an interesting experience as I had not had much exposure to advanced levels of research skills.

I moved on to the Liaison Librarians’ team next. I learnt to create lesson plans, deliver library researching skills classes for VET, Tertiary Enabling Program (TEP), Undergraduate and Masters students. I liked delivering classes and having a two way conversation with students. I thoroughly enjoyed the different sessions we had with groups and the approach taken by each of the team members. I also learnt how to record instructional videos using Camtasia, create quizzes using ProProfs, and use Collaborate for online classes.

One of my main projects was to review the Reference Collection with a view to either integrating titles into the Main collection or to discard those items which are out-dated. The Liaison team were always ready to share, care, respect and collaborate which made my journey very smooth.

I proceeded next to the Library Resources Services team and received training on the cataloguing, serials and acquisition modules of Symphony. I found the experience of assigning call numbers using the Dewy Decimal and MOYS Classification rules very fascinating. I also completed a project on resources that were in folders reviewing, shelf checking and updating their MARC records. Furthermore, I also learnt how to process interlibrary loans and document delivery requests via RELAIS. I was also given training on activating eBooks from the Serials Solutions eBook platform and generating different kinds of reports from web reporter.

Currently, I am working with the Library Technology team and trying to understand the background functions of the Library Management System (Symphony) has been challenging.

It has been a great opportunity to work in different areas of the Library and understand the functions of each area. In addition, working with most of the staff members and seeing how each area’s function is interconnected has been inspiring. I have thoroughly enjoyed this and would recommend it to any aspiring Librarians.

Bandana Koirala – Graduate Trainee