

## **Podcast 2: How to get help from CDU Library**

Welcome to CDU Library's Podcast about how to get help from the Library.

If you are new to studying at CDU, this Podcast will assist you with getting help using the Library, whether you are studying on or off campus.

If you are able to visit either our Casuarina, Palmerston or Alice Springs Campus, the Service or Information desk should be your first stop when you need help. Library staff at the desk can help you locate and access library resources as well as providing information regarding services like access to printing and photocopying. Also take some time to browse the brochures provided at the Information desk, and the notices around the Library.

Got a specific reference question? More in depth information queries are usually referred to one of the Liaison Librarians, who each specialise in different subject areas. They also offer classes which will assist you to learn how to find the information you need, for example, how to access the resources on your reading lists or how to find journal articles through databases. If you are visiting Casuarina campus, their offices can be found on Level 2.

However, if you are studying off campus, don't despair; you can still get help from the Library. Our new "Ask Us' Virtual Reference Service allows you to email the Library staff with a query and we guarantee you will get a response within 2 working days. Visit the CDU Website Library Homepage and click on the "Ask Us - Need help, ask the Library staff" link at the top of the page. There you will find all the information you need about how to access Library Services when you are off campus, including phone contacts and links through to Access Services, our support team for distance and external students.

Good luck and if for some reason you still can't get access to the help you need, you can ring (08) 8946 7016 during library opening hours and someone will do their best to help you.