2014

Library Year in Review

“Sharing Knowledge” Payi-Linda Ford, 2008
Acknowledgements

We wish to thank:

• Jayshree Mamtora (Library Services) for facilitating, editing and proofreading content;
• Media Advancement and Community Engagement staff for the design, layout and many of the photographs;
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• Payi-Linda Ford for permission to use the “Sharing Knowledge” painting on the cover.


EIP310 Teaching Indigenous Learners.

Lecturers, librarians and learners: connections, relationships and knowledge – joining the dots:

The three prominent circles represent the knowledge communities:

• The red circle represents information literacy.
• The black circle represents the Indigenous knowledge system.
• The white circle represents the Western knowledge system.

The green background represents the connections, relationships and knowledge growth.

The black lines represent the Pulay Pulay (male and female) also known as the Rainbow Serpent. The Pulay Pulay represent the sacredness of knowledge and the possession of ‘higher’ knowledge is power. Hence the knowledge communities are entwined with the Pulay Pulay. The key to the success of gaining knowledge is through ongoing connections and relationships that is inclusive of the gender balance in our personal and professional delivery of knowledge in the sacred place of higher education units.

The white solid dots that boarder the 3 knowledge communities represent the higher education learners, who are the students. These are the students enrolled in EIP310 Teaching Indigenous Learners. The black solid dots represent the Rak Mak Marranunggu lecturer. The red solid dots represent the Librarians, TLDG and databases. The emphasis on joining the dots is to demonstrate the preparation and work commitment by a team of professionals to deliver literacy information requires a workplace culture that has good connections and relationships.
Welcome to the review of CDU Library activities for 2014. The Library has now finalised its three-year plan and made it available on our webpage: Library 2017. This document describes the library service we should be delivering by 2017. You will see that we are already starting to achieve some of our goals by the end of 2014, and will continue to use this document to keep us on track over the next two years. An indication of what we intend to achieve in 2015 is available in the Priority Plan for 2015.

One of the very clear needs from the internal discussions around the three-year plan was to ensure that Library staff were well prepared for this future. We approached a local consulting firm to lead a professional learning program to support organisational change and team development. Staff benefitted from a very broad programme covering skills and interests audit, change management and leadership. The program will continue into 2015.

The provision of library services to students based in Sydney and Melbourne has been a particular challenge for the Library over the past few years. The availability of online library resources and services means we are no longer so dependent on physical collections to support students studying at campuses remote from Casuarina. However, students still require access to equivalent library services, for example, a core collection of prescribed texts in print form where they are not available electronically, and access to assistance in using resources or looking for information when required. I continue to work with University management to provide the most appropriate services to this cohort.

An interesting development this past year has been an increase in the interest and use of our Research Archive. One of the consequences of all the collection moves over the past few years to accommodate more student learning spaces has been the physical separation of our Special Collections. The Special Collections comprise a number of discrete collections: Rare Books Collection, East Timor Collection, Special Collection of the Top End and Contiguous Maritime areas, and CDU Theses Collection. Due to space limitations we have separated out our research archive which is now called the Arafura Research Archive. It comprises material that supports the scholarly output of CDU academics and other collections of interest to the research conducted at CDU. We have been fortunate to employ a local archivist, Dr Stephen Hamilton, who is assisting us to list and promote the collections, which in turn has resulted in a lot more people knowing about and using the collections.

Another milestone in the development of Special Collections in 2014 was a donation of material about Timor Leste. CDU Library was fortunate to be a beneficiary in the will of local resident Mr Kevin Sherlock, who had a particular interest in the history and publications of Timor Leste. Kevin passed away in the latter half of 2014 and donated his very significant and well-preserved collection of published material, personal correspondence, notes, and government publications on the development of Timor Leste. The collection itself has been located at the Palmerston Campus Library and will be launched in 2015 once it is all processed.

As you can see from the contents of this Review, the Library continues to provide a quality library service for the University.

Ruth Quinn
Director Library Services
SNAPSHOT

January
- Planning for centralised student printing
- Processing Nan and Harry Giese Collections

February
- Orientation activities
- Research Support Community Day 2014

March
- Radio interview promoting Beagle Kiosk
- Researcher Identifier Project completed

April
- Darwin launch of Living Archive of Aboriginal Languages
- Donation Jack Cross Collection

May
- DisNT seminar on Pest Management

June
- CDU Library - SAGE HDR Indigenous Scholarship

July
- All Staff Planning Session
- Student printing goes live

August
- CDU Melbourne and Sydney Campus audits
- Embedding IL skills LIT 102
- CDU Open Day
- Screenrights survey commences

September
- Institutional Repository Policy approved
- Student Retention Project
- Social Media Week
- Screenrights survey ends

October
- Change Management Workshop HEW 6-10
- iScholar Program
- Research Data Management Policy approved
- Open Access Week
- Kevin Sherlock donation

November
- Change Management Workshop HEW 3-5
- All Staff Change Management Workshop
- Arafura Research Archive Advisory Committee formed
- 2014 Library Research Support Survey conducted
- Embedding IL skills CUC100

December
- OLS three-year plan finalised
- RFID tagging at Casuarina and Palmerston Campuses completed
- Open Access Publishing Workshop
- Casuarina Campus Drop-In Room refurbished
- Library support for EUR-ACE® accreditation for Engineering Program
CDU Retention Project and First-Year Toolkit

Members of the LAS (Liaison and Academic Services) team were involved in a range of initiatives to improve student retention and the first-year experience at CDU. A targeted approach to developing opportunities for teaching and support staff to share ideas, expertise and resources, was initiated in Semester 2. They then workshoped the design and practical activities, which included work towards a First-Year Toolkit based on ‘transition pedagogies’ such as transition, diversity, curriculum design, engagement, assessment and evaluation.

Orientation Activities

The Library developed a range of activities and workshops to support the CDU-wide Orientation program in both Semesters 1 and 2. A number of ‘Get Activated’ sessions were organised with support from Student Central. The sessions gave students the opportunity to activate their computer accounts and enrol in their chosen subjects. The other event in the Library was ‘Get on Deck’, a more informal session with the focus on meeting your LAS Librarian as well as other students undertaking the same course. The activities included: Technology Corner, to find out about study-related apps; setting up CDU wireless accounts; Sudoku; puzzles and trivia, etc. Members of the Academic Language and Learning Success Team as well as the Support and Equity Careers Advisors were also present.

iScholar Program

The LAS team participated in the iScholar program during second semester. The Program comprises a group of academics working towards fostering and supporting learning and teaching innovation by developing a community of practice, to extend academic staff capabilities and to improve the student experience. A comprehensive literature review on the “flipped classroom and higher education” was undertaken by the Library to support the initial iScholar research project. The aim of the literature review was to inform the participants on the use and success of the flipped classroom concept.

In addition, the LAS team presented a workshop to the group on “Cool, Innovative & Engaging Teaching Tools” such as Pixton and Voki, and the use of QR codes in the teaching environment.
Embedding IL Skills into Learnline Units

In Semester 2, the Team took the opportunity to work with academic staff in embedding information literacy skills into an individual unit. The collaboration resulted in ten weeks of Information Literacy skills being embedded into LIT102 Creative and Critical Writing, a first year unit. The culmination of the program was an assessable quiz on information literacy skills covered in the weekly tasks, worth 5 per cent of the students overall grade. Pre and post surveys provided evidence of the improvement these students made during their ten-week journey. The success of this collaboration led to a similar embedding exercise with the CUC100 Academic Literacies unit over the summer semester.

LAS Team from L to R: Rachel Klesch, Bandana Koirala, Lyndall Warton, Bernadette Royal and Michelle Turner.

Students at Casuarina Campus Library
Re-Usable Learning Objects
This project, initiated in 2013, was completed at the end of 2014, with a delay in the early part of the year due to the departure of a staff member. The aim of the project was to create dynamic online learning objects to assist student understanding of academic referencing principles. The materials created initially were adapted and reworked to create a new animated suite of reusable learning objects. The animations were then uploaded to the CDU Library’s Referencing LibGuide, which is one of the Library’s most used LibGuides. The positioning of the animated learning objects on the first page of the LibGuide ensures that it reaches students needing referencing guidance.

LibGuides Upgrade
In the latter half of 2014, a project was undertaken to upgrade the Springshare LibGuide software to Version 2, with CDU Library being an early adopter in Australia of the upgraded platform. The upgrade involved significant preparation from a team of staff from Resources and Technology, and the LAS Team. The information contained within the LibGuides was reviewed thoroughly before going live with the new look. New features include dynamic image and tabbed boxes, with more to come. For the period January to December 2014, CDU LibGuides had a total of 96,665 views, a slight increase on 2013 usage.

Academic Staff Resources Checklist
In order to support new CDU academic staff, a comprehensive checklist of resources available through the Library was created and made accessible from the existing Resources for Academics LibGuide.
External Accreditation of the Engineering Program

The Engineering Librarian played an active part in the EUR-ACE® accreditation of the CDU Bachelor in Engineering and Masters in Engineering programs. Considerable support was provided including the development of a collection profile and a report on highly-used Engineering resources. The Engineering LibGuide was also expanded and updated. The CDU Engineering program is the first in Australia to receive this European accreditation, which is recognised internationally and is in addition to Australian accreditation.

Collection Reviews

In 2014, the Library carried out a comprehensive review of the Reference Collection at Casuarina. Members of the LAS team assessed the titles in their areas of responsibility, and ended up with a much smaller collection. Out-of-date titles were discarded, others were moved to the Main Collection and a few were relocated to the Special Collection or for offsite storage. There is now a small Ready Reference Collection in the Learning Precinct, predominantly made up of dictionaries, an encyclopedia and a few subject specific reference titles such as Martindale’s, Tropica, and the Good Universities Guide.

Staff at the Alice Springs Campus Library (ASCL) reviewed the series of “Big Books” in the Teaching and Learning Collection. The Books, which comprise fiction and non-fiction, large-format titles, are suitable for primary school classroom groups and include supporting materials such as worksheets that can be photocopied, booklets and realia. The Books are used as classroom resources by CDU Education students as well as teachers working in the local area.

Screenrights Survey

CDU is a signatory to the educational licence agreement with Screenrights which allows copying and communication of radio and television broadcasts off air for educational purposes. As part of the agreement, CDU is required to participate in a survey of copying and communication of broadcasts for a selected period approximately every four years. With the cooperation of academic and general staff in selected schools in both Higher Educational and VET, the University successfully participated in the survey for a 6 week period over August-September.
Library Audits

In recognition of the need for all library users to have an equivalent level of library services, no matter where they are located, the Director Library Services undertook an audit of library services on offer for CDU staff and students based in Sydney and Melbourne. The audit used the *Principles and Guidelines for Library Services to Staff and Students at Remote Locations*, produced by the Council of Australian University Librarians, and covered the four pillars as indicated in the Library’s three-year plan: Collections, Services, Spaces, and Staff. The resultant internal reports have facilitated productive discussion within CDU about the development of library services at remote campuses.

Learning Spaces

The Library Refurbishment Project at Casuarina moved to Stage Three in 2014: the Library Courtyard. Stages 1 and 2 comprised the Beagle Deck and Balcony. Some initial drawings of the Library Courtyard were completed in collaboration with Major Projects, and funding was approved for the works to be carried out in 2015. The project will enable access to the Library Courtyard where there will be some shade structures and other seating arrangements that can be used both during the day and at night.

Refurbishment of the academic support Drop-In Room on Level 1 of the Library was completed in Summer Semester. The room was repainted, and a new writable wall installed and standup desk and portable furniture added for use by small groups when required.
LEADER IN INDIGENOUS EDUCATION

Living Archive of Aboriginal Languages (LAAL)
Stage 2 of LAAL, a digital archive of endangered texts in Aboriginal languages of the Northern Territory, began in 2014. Primarily, this included further development of the interface to the repository. Mobile apps for Android and iOS were developed to allow users to download items from LAAL directly to a mobile device. This is ideal for users who want to store all their stories on their phone or tablet to use when they’re not connected to the Internet. By the end of 2014, close to 1,300 books in 30 Aboriginal languages were accessible from the LAAL Collection. A back-up and disaster recovery plan is being developed with AIATSIS and the National Archives.

Alice Springs Special Collection
ASCL staff reviewed their Special Collection, which is made up of a rich collection of local cultural and historical information. Over 100 items pertaining to Central Australian Indigenous education and languages, as well as resources on the pioneering and development history of the region are included in the collection. The project involved evaluating items for inclusion and updating catalogue records to conform to CDU Library practice, making discovery of resources easier for clients. The Collection has now been relocated to glass cabinets in the main area of the Library. It is expected that this valuable local resource will be of particular benefit to CDU researchers and postgraduate students.

CDU Library – SAGE Publications Asia-Pacific Sponsorship
The Library was able to successfully negotiate a scholarship for a CDU Indigenous HDR student for the second year running. In 2014, the Scholarship was won by Donna Robbins, a PhD student with the School of Education. Donna’s research explores the perceptions of remote Indigenous teachers around digital technology: how they use it and what motivates them to use it. It is intended that the research results will be used to support the development of remote Indigenous teachers and enhance their use of digital technologies within the profession.

A small function with 30 members of the research community was held later in September for Donna Robbins to present her research; Kevin Dolman, the 2013 winner of the scholarship, was also able to be present.
Arafura Research Archive

2014 saw the establishment of the Arafura Research Archive (ARA) as part of the Library’s Special Collection. The Archive holds the records of the Northern Territory University (NTU), the papers of academics, and records of individuals and organisations of research interest to the University community. The materials are in a wide variety of formats, including official files, correspondence, manuscript material, reports, pamphlets, notebooks, photographs, etc. The Library commissioned a survey of its archival holdings and sought advice on how best to preserve and improve access to the collection. Several significant collections were identified, including:

- Records of Northern Territory University and Preceding Institutions (27 Linear Metres)
- Papers of Nan Giese (circa 4 LM)
- Papers of Emeritus Professor Alan Powell (13.3 LM)
- Northern Territory Dictionary of Biography (NTDB) Records (2.5 LM)
- Euthanasia Papers (donated by former NT Chief Minister, Marshall Perron (1.1 LM)
- Rod Dixon Papers (12.6 LM)
- J.D. Gallacher Papers (7 LM)
- Cecil Nielson Papers (12 LM)

NTU records were drawn on during the University’s 25th anniversary celebrations in March 2014. The Powell papers comprise research materials for Professor Powell’s books and are an important resource for the history of northern Australia. The NTDB records, donated by Emeritus Professor David Carment, comprise editorial papers and biographical research files, an invaluable resource for biographical and historical research. Jim Gallacher was a senior NT educationalist and public servant, instrumental in introducing bilingual education to remote Indigenous schools in the 1970s. Ms Nielson’s papers are a unique record of her work over 40 years in NT remote and bilingual education. Both collections are the subject of ongoing research. The Euthanasia Papers record an important aspect of recent NT history, and have been identified as both teaching materials for the School of Law and the subject of a book-length study by a member of the School.

An Advisory Committee was formed drawing on Library, Faculty, community organisations and other stakeholders. The work focus is on creating finding aides and growing the collection.
Jack Cross Collection on Central Australia

The Library was very pleased to accept the offer of a donation of material from Professor Jack Cross, an Adelaide-based academic who has spent most of his career researching the history of the NT during the South Australian period. He is the author of a well-regarded book: “Great Central State”, published in 2011. His collection of material comprises both published and unpublished works and will provide a valuable resource for NT history researchers and students. The collection has been kept together and is housed at Casuarina Campus Library as part of the Special Collections.

Open Access Collections

In 2014, the Digital Collections Team initiated an Institutional Repository (IR) Policy which included an emphasis on open access, and which was approved by the Academic Board. The CDU eSpace repository was configured to facilitate self-submission of open access materials by staff and higher research degree students. Enhanced statistical reporting was built into eSpace to allow for ready access to Scopus and Web of Science citation data, and altmetric statistics. The Open Access collection tripled in size to 1,260 records and in addition, 270 full text theses were made available in eSpace. HERDC 2013 data was uploaded into the repository providing records to expand the Open Access collection. Technical refinements were also made to the repository to ensure major search engines included the data in their regular harvesting.

Information awareness sessions for the research community continued. Specifically, presentations to the Faculty Research and Research Training Committees, and research schools and institutes were made about the new IR policy and the new repository self-submission portal. The first Open Access Publishing workshop was held in December.

2014 Open Access Week Seminar

In keeping with the 2014 Open Access Week theme of ‘Generation Open’, the main speakers at the annual Open Access Seminar were: Dr Heidi Luter, Postdoctoral Fellow, North Australian Marine Research Alliance, at CDU’s Research Institute for the Environment and Livelihoods, who spoke on Perspectives on Open Access publishing from an Early Career Researcher; and Ms Johanna Funk, Research Associate, Northern Institute, who gave a presentation entitled Open Research and Publications: how I’m finding my way in the jungle. The 2014 CDU Library Open Access Award was won by Professor Anne Chang of the Menzies School of Health Research.
Researcher Identifier Project

The first phase of the Researcher Identifier Project was completed in March 2014. The Project which began in September 2013, saw close to 50% of CDU researchers register for one or both of two researcher identifications systems: ORCID (Open Researcher and Contributor Identifier) or ResearcherID. The Office of Research and Innovation has now taken over responsibility for this Project.

Research Data Management

The CDUeData project, funded by the Australian National Data Service (ANDS), established the infrastructure for research data management in 2014. Following on from this, a Research Data Management policy and procedures were initiated, and approved by the University’s Academic Board. At the same time the eSpace repository was configured for storage and management of datasets. In conjunction with this, the Library developed the technical means, acquired the training and gained formal approval to issue Digital Object Identifiers (DOIs) to datasets archived in eSpace.

Research Support and Training

In 2014, the Research Services Coordinator (RSC) was able to attain observer status to the two Faculty Research and Research Training Committees, and took the opportunity to better support the University research community and promote Library activities of interest.

In addition to the regular calendar of workshops organised for researchers, the RSC was invited to present a workshop on Social Media for Research Communication as part of CDU Social Media Week. A number of presentations on altmetrics were also delivered for the first time during the course of the year.

2014 Library Research Support Survey

An online survey of the research community, the third such survey in recent years, was carried out from October to November 2014. In total, 212 researchers or 29% of the research community, both HDR students and research staff, completed the survey. A report of the survey results, with an action plan, is being compiled for release in early 2015.

Research Support Community Day 2014

Following the success of the 2013 Research Support Community Day, a follow up event, aimed at library staff interested in research support, was held in Melbourne to coincide with the VALA 2014 Conference. Based on feedback, the 2014 program included expanded opportunities to network with other librarians and to hear what other Australian research and academic libraries were doing in the research support space.

Presentations included Dr John Lamp of Deakin University on Research impact - a developing concept: an overview of definitions, limitations of existing measures and probable developments, and Professor Anne-Wil Harzing of the University of Melbourne, on Working with Publish or Perish and Google Scholar data. The full program can be viewed here: www.vala.org.au/associated-events2014.

Organising Committee from L to R: Therese Nolan-Brown, Griffith University; Robyn Drummond, University of New South Wales; Jennifer Warburton, University of Melbourne; Susan Robbins, University of Western Sydney; Josipa Crnic, Deakin University; and Jayshree Mamtora, Charles Darwin University (Chair).
SECURE FUTURE

Change Management Training
Throughout October and November 2014, the Library worked with a local consulting firm to deliver workshops to staff that explored perspectives on change and how these perspectives assist in understanding and shaping the future in a rapidly changing environment. There were three workshops in all: one for Hew 6–10 staff, one for Hew 3–5 staff, and the third for all staff. Staff were required to complete a self-assessment tool before the workshops, which was designed to be used by individual staff members to assist them in managing change in the future as well. Very positive feedback was received from staff both about the workshops and the trainers, and we will be working with them again in 2015 to continue to support staff in the area of change management.

Printing and Photocopying
The management of student printing and photocopying became the responsibility of the Library in Semester 2. Support was provided at three campuses: Alice Springs, Palmerston and Casuarina, with Sydney and the new Waterfront Campus to come on board in 2015.

RFID Project
After tagging of all lending collections at the Casuarina and Palmerston campuses was completed in 2014, patron self-checkout began operating at the Casuarina Campus. The project stage for the installation of the RFID gates was revisited in order to scope out more detail about the requirements and steps involved for the installations.
Open Day 2014

The Library organised a number of activities for the CDU Open Day. Visitors were invited to go on a self-guided tour of the Library, to play Perfect Match - matching a book with its publication date - to go into the draw for a prize. This was followed by a storytime session featuring Aboriginal author, Lorraine Jones and Cathy Bow, LAAL Project Officer reading stories from books in the LAAL database. Charlie King, a renowned radio sports commentator in Darwin, finished off the program by sharing some of his favourite NT sports stories, along with his experiences at the 2008 Beijing Olympic Games.

Exhibitions at ASCL

In addition to evaluating collections, the ASCL hosted a wide range of art exhibitions during the year in its refurbished gallery space. Events included exhibitions of works by artists such as the late Taraivini Wati, one of Fiji’s most renowned potters, and Linda Joy, participant in Artback NT’s 2014 Emerging Artist in Residence Program. CDU Staff and Creative Arts students also exhibited a range of art media in the space, including photography, ceramics and drawings.
Pest Management Seminar

DisNT is a local group collaborating in the area of disaster preparation and management of heritage and cultural collections in the NT. It comprises Northern Territory Library, Museum and Art Gallery of the NT, NT Archives Centre, NT Herbarium, and CDU Library. In May 2014, the group facilitated a visit by Alex Roach, an Australian consultant on pest management within heritage collections, to present a seminar on Integrated Pest Management. Alex also visited each site and prepared a report for each institution on any pest issues observed. CDU’s report raised some issues with carpet beetles which the Library was able to address before becoming a major problem.

Staff Development Activities

The Staff Development Working Group expanded the staff wellness week introduced in 2013 into a month of activities to enable more staff to participate. Activities were coordinated at the Alice Springs and Casuarina campuses and included massages, nature walks, meditation, tai chi, yoga, martial arts and belly dancing. The pedometer walking challenge was repeated in October and had a high level of participation by staff.

The “What When Why” series of sessions was initiated to further support cross-team communication. The aim of these sessions was to let Library staff know of projects that are happening in the Library that are outside of their own team as well as why these projects are important to the Library as a whole.

Winners of the Pedometer Challenge: Chrissie Kilby (with Brew, the team mascot), Sarah Fischer and Peter Phillpott
Conference Papers

Publications
CDU Liaison and Academic Support Team 2014, ‘Going the distance in the NT’, Incite, vol. 35 no. 8, viewed 8 April 2015


Presentations


Royal, B 2014, ‘Resources and support for Academics’, Orientation to Tertiary Teaching Seminar, Darwin, 8 July.

Turner, M 2014, ‘Cool, innovative and engaging teaching tools’, iScholar Group, Darwin, 24 October.

Conferences/Workshops Attended
ALCC Library Copyright Training, Darwin, 13 June. Neil Godfrey, Jessie Ng, Ruth Quinn, Iwona Rohoza

ALIA HLA/HLI Conference, Melbourne, 19 September. Lyndall Warton


ANDS Research Data Management Intensive, Gold Coast, 4–5 August. Neil Godfrey

Catching the Third Wave: local resources digital repositories and metadata online course. Jessie Ng

CAUL Negotiation Workshop, Sydney, 2 April. Anthony Hornby


Cochrane Review Workshops, Darwin, 15 July. Lyndall Warton

Copyright Law and Practice Symposium, Sydney, 13–14 March. Ruth Quinn

Drupal South Conference, Wellington, New Zealand, 14–16 February. Ujjal Kandel

IFLA World Library and Information Congress, Lyon, France, 16–22 August. Jayshree Mamtora

International First year Higher Education Conference, Darwin, 6–8 July. Michelle Turner

Libraries and Social Media, Darwin, 2 April. Kylie McMartin

Managing the Tough, Darwin, 6 November. Faridah Antwertinger

Managing Workplace Change, Darwin, 15 August. Kylie McMartin

Prince2 Project Management Training, Darwin, 24 March. Amanda Carlson

QULOC ULs Forum, Brisbane, 6 November. Jayshree Mamtora, Ruth Quinn, Michelle Turner

Referencing Software Masterclass, Brisbane, 7 November. Jayshree Mamtora, Michelle Turner

Research Community Day 2014, Melbourne, 3 February. Jayshree Mamtora

UCN Copyright Seminar, Melbourne, 1 August. Ruth Quinn

17 2014 LIBRARY YEAR IN REVIEW
VALA 2014 Conference, Melbourne, 4–6 February. Sonya Pennington, Bernadette Royal

Memberships
The Library belongs to the following organisations:

- ARLAC (Academic and Research Libraries Acquisition Consortium)
- ALIA (Australian Library and Information Association)
- ALLA (Australian Law Librarians’ Association)
- CAUL (Council of Australian University Libraries)
- HERDSA (The Higher Education Research and Development Society of Australasia)
- IATUL (International Association of Scientific and Technological University Libraries)
- QULOC (Queensland University Libraries Office of Cooperation)

Office of Library Services Working Groups

Building and OH&S Working Group
CDU eSpace Working Group
Copyright Reference Group
Collection Management Working Group
Library Spaces Working Group
Marketing and Communications Working Group
Staff Development Working Group
Web Group

Committee Representation

Director of Library Services
Academic Board (Observer)
CDU Amenities P/L
EHSE Faculty Learning and Teaching Committee
Indonesia Reference Group
Learning and Teaching Committee
Research and Research Training Committee
Timor Leste Reference Group
Student Services and Amenities Fees
Uni Operations Directors
Associate Director Client Services
Learnline Steering Group
Liaison and Academic Services Team
Course Advisory Groups
Research Services Coordinator
Faculty Research and Research Training Committees

Staff Awards

ALIA NT Recognition Award Nomination: CDU Library LAAL Project Technical Team
CDU Library Merit Awards: Rachel Klesch (Individual), Reference and Information Services HEW 4s (Team)
CDU Library Staff Development Award: Lyndall Warton (Presentation), Peter Phillipott (Report)
CDU Long Service Award: Bev Foreman, Iwona Rohoza
Chief Operating Officer Endeavours of Excellence: Library LAAL Team: Neil Godfrey, Jessie Ng, Ujjal Kandel and Jerome Apresto
2014 Staff Arrivals and Departures

**Arrivals:** Julie Cartwright, Glen Boyling, Stephen Hamilton, Ali McKenzie, Jenny McManemin, Casey Taylor

**Departures:** Jan Black, Amanda Carlson, Andrew Chin, Barbara Coat, Della Harris, Christine Hart, Sylvia Kalitsis, Jenny McManemin (maternity leave), Finn Parker, Melissa Raymond, Carolyn Towner, Jess Williams (maternity leave), Anne Wilson.

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**KEY LIBRARY STATISTICS**

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<tr>
<th>RESOURCES</th>
<th>2013</th>
<th>2014</th>
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<td>Print collections total</td>
<td>218,562</td>
<td>212,720</td>
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<td>Print collections number of loans</td>
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<td>39,404</td>
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<td>Electronic Resources</td>
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<td>eBooks – total titles</td>
<td>158,889</td>
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<td>eBooks – patron driven acquisitions</td>
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<td>Institutional repository (eSpace) total Open Access items held</td>
<td>529</td>
<td>1,260</td>
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<td>CLIENT SERVICES</td>
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<td>Information literacy workshops (Face to face &amp; online via Collaborate)</td>
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<td>512</td>
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<tr>
<td>Information literacy participants (Face to face &amp; online via Collaborate)</td>
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<td>5,256</td>
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<td>Reference enquiries (face to face, via AskUs, email and phone)</td>
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<tr>
<td>Research consultations and assistance</td>
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<td>Libguide views total</td>
<td>166,230</td>
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<td>Library website visits total</td>
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<td>LIBRARY SPACES</td>
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<tr>
<td>Library visits all campuses total</td>
<td>266,029</td>
<td>260,042</td>
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*Students using the Kevin Sherlock Collection at Palmerston Campus Library*
Organisational Chart 2014

**Director**
Office of Library Services

**Associate Director**
Resources & Technology

**Associate Director**
Client Services

**Research Services Coordinator**

**Electronic Resources**
- Coordinate the acquisition, management, and access of the Library's electronic resources
- Oversee the development and maintenance of the Library's web presence

**Library Resources**
- Advanced resource discovery, acquisitions, end-processing, payments, receipting and claiming
- Liaise with vendors/suppliers
- Cataloguing of library resources
- Interlibrary loans/document supply

**Technology**
- Maintains, supports and develops core library systems including the Symphony ILS and the eSpace digital repository
- First point-of-contact for library-related system problems
- Liaises with external suppliers of software systems and data
- Liaises with ITMS on library-related infrastructure issues

**Digital Collections**
- Management of CDU's repository for research publications, datasets and special research and heritage collections
- Prepare and process print resources for digitization using scanning and digital archiving hardware and software
- Process scanned files through image editing and OCR PDF software

**Administration**
- Provide support, advice and assist the OLS Director and Staff in matters of Administration, Finance, Facilities, Purchasing, Travel, Assets, Recruitment and Work Health and Safety
- Manage corporate credit card facilities (ProMaster) and undertake purchasing (Oracle Financials)
- Initiate and maintain procedures in above areas, coordinate Library induction packages, assist with Library publications
- Liaison with other areas of CDU and external suppliers

**Reference & Information Services**
- Provide Reference and Information Services from Casuarina and Palmerston libraries
- Lending services
- Learning Precinct support including Printing and photocopying assistance

**Liaison & Academic Support**
- Provide support for research and teaching undertaken at the University
- Provide training on the use of library resources, search techniques and referencing
- Develop interactive tutorials, videos
- Collaborate with academic staff to integrate library resources and services in the curriculum
- Library Collection Development in conjunction with academic staff
- Develop supporting content for discipline based Libguides
- Provide reference services and information literacy training and support.
- Provide support for research and teaching undertaken at the Campus.

**Alice Springs Librarian**
- Provide support to the University research community
- Provide research impact data
- Provide support for research and teaching undertaken at the University
- Organise and run research workshops, both face-to-face and online
- Provide an individual research consultation service
- Collaborate with researchers in developing collections
- Develop specialist resources