2015 Library Year in Review
Welcome to the Year in Review

In 2015, significant progress was made:

- CDU scored 82% satisfaction rating in our biennial InSync Client Satisfaction Survey. This places us in the top 25% of academic libraries surveyed in the past two years. A great result!
- Collections at Casuarina and Palmerston libraries were RFID tagged and self-checkout machines installed.
- The Casuarina Library Courtyard project was completed ready for use in 2016.
- The new Sydney campus librarian position has made a significant contribution to the student experience.
- Research Data workshops were presented for CDU staff and students by staff from the Australian National Data Service.
- The training room in the Casuarina Library was upgraded. This enables teaching both face-to-face and online via Collaborate.
- LibCal library calendar software was introduced to make library workshops simple to find and attend.
- Significant progress was made with stage two of the Living Archive of Aboriginal Languages project. The project now has 4500 items in 40 Indigenous languages being processed with over 3000 available for public access.
- The library was awarded funds to introduce a modern library management system in 2016/2017.
- The library supported another successful Excellence for Research in Australia round, working closely with the Office of Research and Innovation.
- Initial listing of the Kevin Sherlock Materials was completed and funds secured to continue the work in 2016.
- A number of focus group meetings were held with researchers as part of an evaluation of research services.

CDU Library also ran a significant staff training program, focusing on resilience, readiness to change and building leadership capacity. We also had some significant staff movements with Ruth Quinn retiring from the role of Director and welcoming Kate Elder to the role of Associate Director Client Services.

2015 was a year of many and varied achievements and we look forward to building on that success in 2016.

Anthony Hornby
Director Library Services
Ruth Quinn, Director, Office of Library Services, retired at the end of the year after a long and successful career at CDU. Ruth first joined the University as Reference Librarian in 1986 when it was known as the Darwin Institute of Technology, and in 1994, was appointed Manager, Research and Information Services. Ruth became Director in 1999.

Friends and colleagues both from across the University and the Darwin community attended a farewell function for Ruth held in the Library in late November.

Ruth was acknowledged for her significant impact in the Library, at CDU at CAUL (Council of Australian University Libraries) and QULOC (Queensland University Libraries Office of Cooperation). Some of Ruth’s major achievements include the development of the Learning Precinct at Casuarina Campus and the Arafura Research Archive.

In addition, Ruth was also an active member of the Australian Library and Information Association having served as a Convenor of the Top End group, and as a member of the biennial symposium organising committee on a number of occasions.

Farewell Ruth and thank you for all your contributions!
SNAPSHOT

january
• Open Access Publishing Workshop

february
• Orientation activities
• Research Support Community Day 2015

march
• Kate Elder, Associate Director – Client Services recruited

september
• Training Room upgrade – Casuarina Library
• Research Data Management Workshops
• CDU Melbourne and Sydney campus audits

august
• Open Day

october
• NT Administrator Visit to Palmerston Campus Library
• Open Access Week
• Revive and Survive

november
• Ruth Quinn, Library Director retired
• Anthony Hornby appointed new Director

december
• New Casuarina Campus Library courtyard complete

june
• Sydney Campus Librarian appointed
• 2015 CDU Library – SAGE Publications HDR Indigenous Scholarship

july
• Student computers rolled over in Casuarina
• Research Services Focus Group Meetings

march
• Charcoal Still Life Exhibition at Alice Springs Campus Library

january
• Open Access Publishing Workshop

may
• InSync Survey
LEARNING ENVIRONMENT

Orientation Week

The Library was a hive of activity during Semester 1 and 2 Orientation Weeks. Library staff provided a range of activities and workshops including tours, Library 101 – outlining services and resources available to students, Get on Deck – an informal session where students met with liaison librarians to snap a selfie.

Get on Deck activities included the opportunity to browse useful study apps, Sudoku puzzles, and time to meet other students and relax in comfy beanbags. Students also participated in writing activities with the Academic Language and Learning Success Program (ALLSP) Team while the Support and Equity team were also on hand assisting with career advice and resume writing.

Information Skills Training

The successful partnership between the Academic Language and Learning Success Program and the Liaison Librarian team continued to gather momentum in 2015. Statistics demonstrate that collaborative workshops and support results in improved outcomes for students. Support for academics and students including researching, referencing, writing and essay structure, has been embedded directly into units across faculties. Issues relating to academic integrity were a focus of training and support activities in 2015 to ensure plagiarism concerns are addressed quickly.

Engaging with Teaching and Learning

As part of the 2015 Innovative Teaching Seminar Series, the Liaison Librarians ran a session, Embedding Digital Information Literacies in the First Year, delivered on campus and via Collaborate. The aim of the session was to:

• discuss and identify the importance of digital literacy and the perceived skill levels of new and existing students
• develop engaging and collaborative activities which support digital information literacy skills relevant to curriculum
• showcase the current use of resources and tools at CDU, and
• demonstrate how resources can be embedded into units.

During Learning and Teaching Week, 31 August – 4 September, a session was delivered via Blackboard Collaborate on integrating information literacy skills into Unit content. The session looked at the importance of students having information literacy skills and how liaison librarians have incorporated these skills into different online
units, specifically LIT102 and TEP001. The importance of collaboration between the academics and liaison librarians to ensure students have appropriate information literacy skills to succeed in their studies was highlighted.

Sydney Campus Librarian

Library services at the Sydney campus received a huge boost in June with the appointment of Bandana Koirala to the role of Sydney Campus Librarian. Bandana hit the ground running providing 19 workshops, to 346 students, and 80 individual consultations in the first few months. Feedback from academic staff and students has been overwhelmingly positive.

Ongoing funding for the role has been now been confirmed for 2016.

Upgrades

Online workshop calendar

Mid-year, a new workshop calendar, using the LibCal software, was launched. The workshop calendar is accessible from the Library website. Students can now make online bookings to attend either face-to-face or Collaborate workshops, and receive confirmation and reminder emails from the LibCal system. Anecdotal evidence suggests that workshop attendance has increased since the implementation of the workshop calendar.

Summon

In 2015 the Library undertook to improve and upgrade the Summon search tool. The upgrade included a new look and improved access to a great range of resources.

Student computers

In July, the Reference and Information Services team oversaw the successful rollout of more than 50 new PCs for students to use in the Learning Precincts at both Casuarina Campus Library.

Student printing and copying service

The CDU wide student printing and copying service was rolled-out to the Alice Springs Campus Library early in 2015. Colour printing and copying is now available for the first time from the new multifunction device located in the Library computer Lab.

RFID progress report

The Library finalised the implementation of RFID technologies at the Casuarina and Palmerston campuses. The close of 2015 saw the tagging of collections completed and the installation of RFID security gates and traffic counting devices. The self-service kiosk available at the Casuarina Library allows borrowers to be self-sufficient and enables staff to focus on direct assistance to them. Preparations for further RFID installations at Alice Springs and other campuses in 2016 are currently underway.
Library Training Room Refit Project

A successful bid to the Structural Adjustment Fund resulted in an upgrade of the equipment in the Casuarina Library Training room. The new equipment benefits both staff and students by:

- allowing the delivery of workshops to internal and external students simultaneously
- facilitating the recording of sessions
- improving student interaction as the camera now captures screen, presenter and participants, and
- enabling new teaching approaches.

Feedback has been very positive and the room has been well utilised since the refit.

Collections

Collection Review

The Alice Springs Campus Library team carried out an evaluation of some 25,000 items in the non-fiction collection, which consists of books, DVDs, CDs and kits. Resources were assessed based on usage statistics, relevancy of content and physical condition, with some items being discarded or moved to other collections, such as the Special Collection and the Teaching and Learning Collection. New items for inclusion were identified and will be ordered in 2016. The evaluation will ensure that this collection continues to provide relevant and up-to-date resources to its clients.

Ebook acquisitions

The ebook collections received a boost in late 2015 through support from the Structural Adjustment Fund (SAF). An additional 320 titles were added to the online collection. Titles identified as high use in the print format were selected from the back catalogues of key publishers. This acquisition will expand access to high use titles for online and off campus students.
Spaces

Library Rovers

During the first few busy weeks of Semester 1 a roving peer-to-peer support service for students was trialled at the Casuarina Library. Library rovers roamed throughout the building, equipped with an iPad, and provided first tier support to students. The response from students was positive.

The trial was deemed a success and this service will be continued in subsequent semesters.

Library Courtyard – Casuarina

Completed in December, the Library courtyard is an attractive addition to the informal learning spaces available to students on the campus. The existing pandanus trees and royal palms now feature in the paved courtyard along with new plantings. A variety of seating is available including covered booths. The courtyard is well lit for use in the cool of the evening, is equipped with security cameras and multiple power points for those who bring their own devices. New security gates have been installed on the entry into the Library.
RESEARCH AND IMPACT

Evaluation of Research Services

The Library regularly seeks feedback from researchers on the services it provides. Results from a survey carried out at the end of the 2014 showed that:

- 97% highly rated overall Library staff support for research
- 96% highly rated the workshops provided
- 95% highly rated the research consultancy service
- 87% highly rated Library databases
- 85% highly rated the Inter-Library Loan service

Following the survey, in 2015 focus group meetings were held with researchers from five selected Schools and Institutes to gain further information about the gaps identified in the survey, which largely related to resources and support to external researchers. The feedback gathered from the focus groups is in the process of being analysed for action in 2016.

CDU Library – SAGE Publications Asia-Pacific Sponsorship

Gail Garvey, a PhD student with the Menzies School of Health Research won the CDU Library – SAGE Asia-Pacific Sponsorship for an Indigenous HDR student in 2015. Gail’s research focuses on psycho-oncology and Indigenous cancer patients, and she hopes to use the scholarship to develop her research paper entitled “Psychological Distress and Worry Amongst Indigenous Cancer Survivors”. The paper will report on the level of distress (using the Distress Thermometer-DT) and cancer worry (using the cancer worry chart) among 248 Indigenous adult cancer patients. A morning tea was held for the presentation to be made to Gail.

2015 Open Access Week Seminar

The annual Open Access Seminar was held on 22 October and focused on the theme of “Open for Collaboration” exploring how cooperation between stakeholder communities helps to set the default to open for scholarly communication. Professor Lawrence Cram, Pro Vice Chancellor, Research and Research Training, was chief guest and speakers included Alison Lockley and Karin Pfister from the Innovative Media Production Studio on open educational resources; and Georgina Taylor, Co-lead, Open Access Button, who spoke about Storytelling for open access.

The CDU Library Open Access Award 2015 was won by Dr Andrew Taylor of the Northern Institute.
Living Archive of Aboriginal Languages

The Library Technology team continues to work with the Living Archive of Aboriginal Languages (www.cdu.edu.au/laal), hosting the open access collection of materials in over 40 Indigenous languages of the Northern Territory in its eSpace repository.

This year saw a 55% increase in the number of items uploaded to the repository, with over 4500 items now included, of which over 2500 are publicly accessible through the website. This included materials from seven new locations and a number of new languages, largely due to the ‘Search and Rescue’ strategy of the project’s second stage.

The Technology team continues to make the repository to make it more accessible and user-friendly, often in response to feedback from users. Analytics show an increase in usage of the site, with over 56% of new users. Stories of usage of the materials in the archive are regularly reported on the project’s Facebook site (https://www.facebook.com/laalanguages/) and blog (http://www.cdu.edu.au/laal/blog/), including stories of how schools are incorporating the materials in their classrooms.

LAAL Social Media Impact

- Newsletter subscribers: 393
- Social media posts: 2–3 times / week
- Facebook likes: 1205 (was 621)
- Reach varies from 15–1.6k
- Twitter followers: 511 (was 242)
- 18 blog posts
Research Support Community Day 2015

Following the success of the 2013 and 2014 events, the Research Support Community, a free, national event which targets research librarians, was held at the University of New South Wales in Sydney, to coincide with the ALIA Information Online 2015 Conference. The Organising Committee (chaired by Jayshree Mamtora, Research Services Coordinator), once again brought together an interesting, topical and varied program. This included the following topics: assessing the impact of research support services, social media for researchers, using metrics to measure research impact in and outside of academia, research data management services, developing digital presentation strategies and a number of 5 minute presentations on varied topics. The full program can be viewed here: http://www.vala.org.au/vala2016-conference-program/associated-events2016.

Research Data Management

In September, staff of the Australian National Data Service (ANDS) conducted workshops on researcher data management and ways to better promote research outputs. Additional meetings were conducted with leaders of the Living Archive of Aboriginal Languages project, the National Environmental Science Programme, and the National Environmental Research Program. The visit of the ANDS team reinforced how CDU is well served by the new Research Data Management policy and procedures and the open access repository, eSpace. The CDU eSpace repository collaborates with Research Data Australia, to help researchers find, access and reuse data produced by Australian research institutions.

CDU eSpace has been a primary tool to raise the visibility of CDU research by making researcher publications open access wherever possible. In 2015, eSpace expanded to allow researchers to store and manage their datasets, in keeping abreast with international trends and funding body guidelines to increase visibility of publicly-funded research. Researchers are able to self-submit their datasets into the repository. The Library’s Digitisation team then links the record to Research Data Australia.
A highlight of the year for the Arafura Research Archive (ARA) was the acquisition of the Kevin Sherlock Timor Collection, a mixture of archives, monographs, and bibliographical records assembled over some 40 years by the late eponymous donor. The Archivist acted in a consultative role, advising John Waddingham of the Clearing House for Archives Records on Timor (CHART) on the arranging and describing of this internationally significant collection. The Collection is held at the Palmerston Campus Library; a finding aide is being prepared for uploading to eSpace.

Other new acquisitions continued to arrive as the work of the Archive become more widely understood. Recent accessions include:

- papers of historian Jack Cross, largely relating to the writing of his book Great Central State (2011)
- research materials assembled by Arnhem Land linguist Velma Leeding
- the Nurse Practitioner Collection, comprising grey literature and teaching materials relating to the teaching of nursing at CDU
- the original cut-and-paste layout of Keith Walters, Darwin: Australia’s first cyclone resistant city (Department of Building, 1977), including original photographs, donated by UniprintNT.

A small collection has also been transferred from the CDU Records and Archives Branch, relating to the Palmerston Campus, including photographs, slides and clippings.

Work continues in improving the condition of the collections which make up the ARA. The papers of Harry Giese, ARA MS-Papers-15-036, donated by his daughter Diana Giese, have been listed and the finding aide is ready for uploading to eSpace. The collection holds well over 750 items, described to the piece level (for example, individual letters within folders). A listing of the Nan Giese collection is also described on eSpace, ARA MS-Papers-15-037.

The papers of the eminent historian of northern Australia, Emeritus Professor Alan Powell (ARA MS-Papers-14-003), are at an advanced stage of processing, and a draft listing is nearing completion. Two publications have emerged from this new accession: Desert Country (Darwin: HSNT, 2015) and a book bringing together previously unpublished work by Professor Powell in the history of central Australia.

The Library made a successful bid for funding to the CDU Foundation to allow work to continue on the collection through 2016.
**ENGAGEMENT**

**Open Day 2015**

The Library hosted a program of guest speakers recounting the highs and lows of their career journeys. Speakers included: Natasha Fyles MLA, Lauren Moss MLA, Brendan Douglas (Director of Research CDU), Sharon Bell (Deputy Vice Chancellor CDU) and Stephen Hamilton (Historian and CDU Archivist).

The team from the Living Archive of Indigenous Languages presented Indigenous story time with activities which kept our younger visitors entertained.

The *Guess the Book Title* competition received a number of imaginative entries and the Library was included in the *CDU Explorer Game* drawing participants into the Library throughout the day.

**Exhibitions**

The Alice Springs Campus Library, in conjunction with the School of Creative Arts, hosted eight art exhibitions in the Library’s gallery space in 2015. The works created by CDU staff and students included ceramics, printmaking, sculpture, digital imagery and painting and drawing.

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Top: Ceramic boat by Kirsty Robertson
Above: Ceramic tea set by Kate O’Brien
Left: Gold sculptured head by Michelle Lines and terracotta sculptured head by Sofia Danks.
Author talks

The Alice Springs Library hosted two author talks, both of which were well attended by CDU staff and students, and the wider community. In September Nick Sousanis appeared from Canada via Collaborate to discuss his PhD thesis-turned-graphic novel, Unflattening. December saw the Alice Springs launch of Emeritus Professor Alan Powell’s book, Desert country: a history of Newhaven.

NT Administrator’s visit

His Honour, John Hardy OAM Administrator of the Northern Territory and Mrs Hardy paid a visit to the Palmerston Campus in October 2015. While there the Administrator presented prizes to cookery students, and visited the Campus Library to view the NT Food Week display mounted by the staff.

Revive and Survive

The end of semester, as exams approach ever closer, is a stressful time for students. So, Revive and Survive was implemented to provide some relief. The Library successfully bid for Student Services and Amenities Fee (SSAF) funding to offer de-stress activities and refreshments for students at the Casuarina Campus. Revive and Survive sessions ran throughout the month of October and included free coffee, food and informal assistance from a liaison librarian once a week. Relaxation and de-stress activities included ‘guided breathing’, meditation, Tai Chi and stretch sessions. The food was very popular and many students commented on how great it was to get away from their computers for a while and relax. A pizza party was also held in the foyer one lunch time during exam week.

CDU Library Studies Program

Library staff continue to work closely with the staff in the Library Studies program. The Library participated in the 2015 School of Service Industries annual prize-giving event, with prizes awarded to three Library Studies students. Anthony Hornby, Library Director presented the CDU Library Encouragement Award to Noriana Anderson, while Jayshree Mamtora, Research Services Coordinator, in her role as Australian Library and Information Association (ALIA) NT Manager, presented ALIA Achievement Awards to Lara Kershaw and Irene McGee.
STAFF AND CULTURE

Organisational Development Program 2015

In 2014 it was identified that in an environment of rapid and ongoing change the Library needed to focus more attention to developing change readiness and organisational resilience. The SHIFT Consulting Group was contracted in 2015 to work with Library staff on a regular basis to strengthen resilience, promote readiness to change as a whole organisation and build leadership capacity. The whole Darwin-based Library team attended a total of six sessions, which concentrated on identifying shared values, team culture, client service and communication. A series of nine sessions was then scheduled for staff at HEW6 and above. These sessions covered a range of topics including reflective practice, communication and leadership.

The program received positive feedback from participants and a number of strategies have been identified for implementation in 2016.

Project Management Framework

An identified priority for Library Services in 2015 was the development of a project management methodology, and associated work practices. The aim was to implement a process to identify and prioritise key bodies of work, to ensure proper scoping of projects and a better understanding of the project outcomes. A wiki site was developed for the project management framework with templates and information for Library staff.

And finally….  

It’s also important to note that the Reference and Information Services team is home to the dual champion of the All Staff Christmas Party Challenges of bowling and laser skirmish, Thor Ulstrup. Matthew Grant also holds what is likely to be the Library’s land speed record for the fastest 10 pin bowling, clocking in at 40km/h.

Lastly, the Liaison and Academic Services team were the 2015 winners of the coveted Christmas boot.
Conference Papers and Posters


Royal, B, Warton, L, Klesch R, Koirala, B & Turner, M 2015, ‘Journey of collaboration: integrating information literacy skills into unit content’, poster prepared for Eighth International Evidence Based Library and Information Practice Conference, Brisbane, 6–8 July.

Publications


Mamtora, J, Yang, T & Singh, D 2015, Open access repositories in the Asia-Oceania region: experiences and guidelines from three academic institutions’, *IFLA Journal*, vol. 41 no. 2, pp. 162–176.

Presentations

Godfrey, N 2015, Plan to publish: services offered by CDU Library, Darwin, 8 September.

Godfrey, N 2015, RDM at CDU: activities to date, Darwin, 7 September.


Mamtora, J 2015, ‘Research support services’, *Research@CDU*, Darwin, 2 November.


Turner, M 2015, ‘How to integrate information literacy skills into unit content’, *Learning & Teaching Week*, Darwin, 31 August – 4 September.

Conferences/Workshops Attended

9th ALIA Top End Symposium 2015, Darwin, 16–17 October. Lisa Ban, Kate Elder, Rachel Klesch, Jayshree Mamtora, Ruth Quinn

ALIA Info Online Conference 2015, Sydney, 3–5 February. Bandana Koirala, Sonya Pennington

Datasets Coordinators Meeting, Sydney, 2 February. Sonya Pennington

Copyright 4 Educators (AUS) online course. Anthony Hornby, Jessie Ng

Copyright Law Symposium, Sydney, 22–23 October. Anthony Hornby

Digital Preservation Outreach Education Program, Darwin, 10 November, 24 November, 8 December. Jessie Ng, Iwona Rohoza.

Eighth International Evidence Based Library and Information Practice Conference, Brisbane, 6–8 July. Michelle Turner

ExLibris ANZ Directors Strategic Forum, Brisbane, 14 May. Anthony Hornby

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IFLA World Library and Information Congress, Cape Town, South Africa, 17–21 August. Jayshree Mamtora


Prince 2 Foundation and Practitioner Training, Darwin, 23–27 February. Glenn Boyling

QULOC Uls Forum, Brisbane. Anthony Hornby

RDM 101 for Library Staff, Darwin, 8 September. Lisa Ban, Glen Boyling, Kate Elder, Marion Farram, Neil Godfrey, Anthony Hornby, Rachel Klesch, Jayshree Mamtora, Jessie Ng, Sonya Pennington, Iwona Rohoza, Michelle Turner

Research Community Day 2015, Sydney, 2 February. Jayshree Mamtora

Social Media Masterclass, Darwin, 14 September. Kylie McMartin

THETA (The Higher Education Technology Agenda) Conference 2015, Gold Coast, 11–13 May. Anthony Hornby

Writing Effective Minutes, Darwin, 8 October. Jessica Williams

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, Spaces and OHS Working Group
- CDU eSpace Working Group
- Collection Management Working Group
- Copyright Reference Group
- Marketing and Communications Working Group
- Project Management Working Group
- Staff Development Working Group
- Web Group

Committee Representation

- Director of Library Services
- Academic Board (Observer)
- CDU Amenities
- Learning and Teaching Committee
- Research and Research Training Committee
- Faculty Learning and Teaching and Research Committees
- Timor Leste Reference Group
Indonesian Reference Group
Uni Operations Directors
Associate Director Client Services
Learnline Steering Group
Student Services and Amenities Fees Committee
Liaison and Academic Services Team
Course Advisory Groups
Faculty Teaching and Learning Committee
Research Services Coordinator
EHSE (Faculty of Engineering, Health, Science and the Environment) Research and Research Training Committee
LEBA (Faculty of Law, Education, Business and Arts) Research and Research Training Committee

Staff Awards

CDU Library Merit Awards: Jessie Ng, Helen Laube (Individual); Ujjal Kandel and Jerome Apresto (Team)

CDU Long Service Awards: Faridah Antwertinger (10 years), Marion Farram (20 years), Ruth Quinn (30 years)

2015 Staff Arrivals and Departures

Arrivals: Kathryn Bailey, Lisa Ban, Kate Elder, Sam Keitaanpaa, Alex Kersemakers, Kirsty Robertson, Vaughan Westgarth, Sugita Wahl

## Key Library Statistics

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<th><strong>RESOURCES</strong></th>
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<td><strong>CLIENT SERVICES</strong></td>
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<td>Information literacy workshops (Face to face &amp; online via Collaborate)</td>
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<td>Information literacy participants (Face to face &amp; online via Collaborate)</td>
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<td>Library visits all campuses total</td>
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Organisational Chart 2015