Welcome to the 2nd issue of SynapsE for 2012. In this issue we've included a brief report on our Client Satisfaction Survey conducted in May – thank you to those who participated in the survey. We continue to improve in some areas and we've received some very constructive feedback on where to concentrate our efforts in the near future.

This issue also includes information on new LibGuides for Researchers and some trial databases, activities at our Alice Springs Campus Library, plus some staff profiles and team development activities. It is especially pleasing to report that one of our long-term staff members, Anne Wilson, Associate Director Client Services, received recognition by her professional peers earlier this year – see inside for more details.

In past issues of SynapsE, I've reported on the Library Refurbishment Project taking place on our Casuarina Campus Library. The first stage of that project, the Balcony on Level 2 is now complete and in regular use by students. We have finalised plans for the refurbishment of the Reading Room on Level 3 which will see the Flexible Learning Space completed by the end of 2012, ready for student use next year. The next stage of the project is to enable access to the Garden area on Level 1 and to install some seminar rooms for student use on Level 2.

Over the June/July semester break we made significant changes to one of our major services: eReserve, now called eReadings, which provides digital readings to students within the bounds of the Australian Copyright Act. There were initial problems with passwords to access the new service, but these have now been resolved and links to eReadings from within Learnline should be working very smoothly now. I wish to thank everyone for their patience during this transition.

I hope you enjoy this issue of SynapsE and that you continue to utilise all the services your university Library has to offer.

Ruth Quinn
Director Library Services
CDU Library Client Survey 2012 Results

This is the sixth time we have conducted the Insync (formerly Rodski) Library Client Survey. The instrument is used by a number of other Australian and New Zealand university libraries. For 2012 we sought advice from Insync regarding strategies for promoting the survey as a means of increasing our response rate from 2010. This appears to have been successful with a total of 523 responses received (an increase of 173 from 2010). The survey was conducted from 8 – 31 May. A detailed Data Report, Key Findings and Client Comments were provided by Insync within days of the survey closing and we are now looking at the results in order to formulate an Action Plan.

Demographic Breakdown

Key Findings

The top 10 performance list contained 7 factors from the top 10 importance list
- Library staff treat me fairly and without discrimination
- Library staff are approachable and friendly
- Library staff provide accurate answers to my enquiries
- Library staff are readily available to assist me
- When I am away from campus I can access the library resources and services I need
- The Library website provides useful information
- Online resources (eJournals, ebooks) meet my learning and research needs

Once again, our library staff are our top performers. This is a very positive result for the Library. Not only are these factors among the most important to clients, they are also being performed well.

In prioritising areas for improvement 3 factors have been flagged:
- A computer is available when I need one
- Laptop facilities (eg desks, power) in the Library meet my needs
- The Library’s Summon (one search discovery tool) is easy to use

Team Building

Liaison Librarians’ Bowling
Each year the Liaison and Research Librarians participate in a team activity. In previous years the team has attended jewellery making and belly dancing and this May we went Lawn Bowling at Fannie Bay Bowls Club. While none of us had played before it was a fun experience and we got better the longer we did it. Particularly our Associate Director Anne Wilson who discovered she played better left handed!

Reference and Information Services Beach & Brunch
After 4 years of energetic cycle rides, the RIS team opted for something slightly more laid back this year. Taking advantage of the glorious dry season weather, the team spent a pleasant hour at the beach before adjourning to one of the waterfront cafes for brunch.
LibGuides for Researchers

The Library has produced a number of tools to help research students with their endeavours. With the acquisition of Springshare software, an increasing number of LibGuides have been created to help clients. LibGuides allow us to create portals of high quality research information to better support CDU students and staff.

There are a number of guides created for HDR students in particular, with the latest two being: Literature Review and Research Methods.

The Literature Review LibGuide takes you through some basic definitions, the types of literature reviews possible, and the process involved in carrying out a literature review. There are links to tutorials available, as well as useful online and hard copy resources available through the Library. See: http://libguides.cdu.edu.au/literaturereview

The Research Methods LibGuide introduces researchers to the main types of research methods that can be used, and points to the newly subscribed Sage Research Methods Online database. It also provides links to online tutorials that are available as well resources available through the Library. See: http://libguides.cdu.edu.au/researchmethods. Our LibGuides for Researchers will continue to evolve as we receive feedback from our clients.

Other LibGuides for researchers include Research Support, which provides information and links to Citation Tools, Journal Impact & Ranking, EndNote, Open Scholarship, Current Workshops, and a range of subject-specific guides, e.g. Education, Environmental Science and Public Health.

The full range of LibGuides developed by CDU Library can be viewed from here: http://libguides.cdu.edu.au/cat.php?cid=23433

Jayshree Mamtora
Research Services Coordinator

AustLit - The Australian Literature Resource

Trial end date mid August
On Campus Access only

AustLit provides authoritative information on creative and critical works by and relating to Australian writers, relevant cultural organisations, and industries. It contains more than half-a-million records with coverage spanning 1780 to the present day. Black Words, a sub-set focuses on Indigenous literature. Other sub-sets include Children's Literature, Multicultural, Popular Fictions, Screenlit and Writing the Tropical North.
News from Alice Springs Campus Library

Farewell Jessie

On the 18th April staff from the Library, CDU and Centralian Senior College gathered to farewell Reference and Information Services Librarian Jessie Mahjouri. Jessie has retired and is now keeping us informed and envious of her travels to exotic locations.

BMT 2012

On the 28th May the Library hosted an Australian Biggest Morning Tea and, thanks to all staff and students who contributed, raised $376 for the Cancer Council through competitions, donations and raffles.

Welcome Alex

Alexandra Williams joined us on the 12th June as the new part-time job share Reference and Information Services Librarian.

Alex brings her experience, knowledge and skills from working as an ESL Teacher and with Alice Springs Public Library and will be working with Melissa Raymond to provide information literacy workshops and one-on-one research skills and services to CDU and Centralian Senior College staff and students. Alex can be contacted on alex.williams@cdu.edu.au or 89595235.

Libguides

In response to requests from Centralian Senior College teachers, library staff have produced a number of LibGuides: Australian Rules Football Career Information, Drugs in Sport, Food and Hospitality Industry, and Shakespeare. The guides provide links to a wide range of information resources and are being well used by staff and students.
Student Amenities Fees Project

Charles Darwin University is utilising the fees collected to extend its academic support services through the Academic Language and Learning Success Program (ALLSP). After hours support is now provided to students by phone from 5.00 – 9.00pm Monday – Thursday and 12.30 – 5.00 at weekends. Students can contact an Academic Skills Advisor by calling 1800 157 900 or emailing allsp-after-hours@cdu.edu.au.

And it's good news for all Distance Students who are registered with the Library. Starting in semester 2 2012, funds from the student amenities fees will be utilised to provide students with return express postbags. This reduces the cost to the student to return library books and also decreases the turnaround time that the books are unavailable to other students. CDU Staff and CDU students living more than 80km from Darwin or Alice Springs, or in an isolated area, e.g. Bathurst Island are eligible to register with Distance Library Services.

ALIA NT Recognition Awards 2012

Anne Wilson, Associate Director, Client Services, CDU Library, was nominated by the CDU Liaison and Academic Support Librarians for her entrepreneurial skills, passion and professional dedication. Anne never rests on her laurels but is always proactive and excited about new challenges and collaborations. She is particularly good at showing others where the Library fits in the 'big picture' of the University as a whole. Anne has contributed to CDU in a number of ways including: Project Manager for the Library weeding project and refurbishment of the Level 3 Reading Room/Level 2 balcony and the biennial Library Client Survey. Anne is a positive role model and is also extremely supportive of the CDU Library Studies program and the Indigenous Trainee Program. She has mentored our current Graduate Trainee, and also assisted with the redevelopment of units in the Certificate and Diploma courses.
Staff Profile

Rachel Klesch – Trainee Librarian

I commenced my position as Trainee Librarian at CDU Library in February 2012 while studying toward a Masters in Information Studies (Librarianship) through the University of Canberra. Gaining practical experience while studying has many advantages including applying theoretical knowledge and having the opportunity to work on interesting and varied projects.

My first placement was within Research Services with Jayshree Mamtora, who I feel privileged to have worked with. During my time with Research Services I have had the opportunity of making short videos using Camtasia Studio, assisting in creating LibGuides, updating brochures and the MyResearch web site. I have learnt so much over the past months and have enjoyed the work and experience.

One of my favourite things about working for the Library is the people I work with. I am learning new skills and get to access new and innovated technology. I often think of just how lucky I am to work in the library a place of innovation and problem solving which is highly focused on client services and with a professional and supportive team.

Examples of some of the things I have been working on

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**Opening Hours**

**Alice Springs**
- Mon - Thurs 8:00 am - 8:00 pm
- Friday 8:00 am - 4:00 pm
- Saturday 10:00 am - 1:00 pm
- Sunday & Public Hols Closed

**Casuarina**
- Mon - Thurs 8:30 am - 9:30 pm
- Friday 8:30 am - 5:30 pm
- Sat, Sun & Public Hols 12 noon - 5:30 pm

**Palmerston**
- Mon - Thurs 9:00 am - 5:00 pm
- Friday 9:00 am to - 4:00 pm
- Weekends & Public Hols Closed