DIRECTOR’S DESK

It’s hard to believe we are nearing the end of yet another year, but here we are again! As usual it’s been a busy year for Library Services as we see an increase in the use of most of our services, especially those that we provide to support our online students.

A major project for this year has been the Library Refurbishment at Casuarina which has seen the completion of the balcony on Level 2, and the near completion of the Flexible Learning Space on Level 3. The balcony has already been heavily used by students and has given an added dimension to the Library by enabling easy access to an outdoor space. We anticipate it will be heavily used during the dry season next year. The Flexible Learning Space on Level 3 is nearly complete. This is a dual function space designed both for students and for official functions of the University hosted by the Vice Chancellor. It will be ready for use by students any time now, but certainly for the beginning of Semester 1, 2013. The next stage of the Library Refurbishment Project planned for 2013 is to improve the Garden area on level 1, enabling access from within the Library and to develop more collaborative learning spaces on Level 2.

Another significant achievement in 2012 has been the Library’s involvement with the establishment of an academic support service delivered by staff from the School of Academic Language and Learning from Level 1 of the Library after hours. This is an initiative funded from the federal government’s Student Services and Amenities Fund and targets our growing cohort of online students with services available via Phone and Online Mon-Thurs 5-9.30pm and Sat-Sun 12.30-5pm during semester. This is a perfect example of collaboration between an academic area of the University and the Library to improve services to students.

The Library continues its support for the burgeoning Open Access movement within the research community with the annual Open Access Week Seminar held on the 25th October. This year it was opened by Prof Sue Carthew, Pro Vice Chancellor Faculty of Engineering Health Science and Environment and featured a presentation by Prof Michael Christie, Associate Professor in Education on the Living Archive of Aboriginal Languages (LAAL) project - more information inside this issue of SynapsE.

Given this is the last issue of SynapsE for 2012 I’d like to extend to everyone my best wishes for the festive season and look forward to seeing you all in the new academic year.

Ruth Quinn, Director
VISIT TO ACADEMIC LIBRARIES AND LEARNING COMMONS IN ENGLAND AND SCOTLAND

Anne Wilson Associate Director Client Services

From 17/9 – 14/10 I spent 4 weeks in England and Scotland attending the M-Libraries 4th International Conference and visiting a number of academic libraries. My brief was to visit sites where the Learning Commons model has been implemented and to meet with professionals in UK academic libraries who are in similar roles to my own which includes oversight of academic and research support services. The visits also provided me with the opportunity to discuss different staffing models and the use of impact data to demonstrate value and improve services.

The sites on my list were an interesting mix of old and new and included the Imperial College London; Docklands Library and Learning Resource Centre, University of East London; University of Warwick Learning and Teaching Grids, Research Exchange and the brand new Postgraduate Hub; the Open University Library (during the M-Libraries Conference); the University of Manchester where I was fortunate to be given a tour of their brand new Alan Gilbert Learning Commons; University of Edinburgh Main Library; the Saltire Centre, Glasgow Caledonian University and the University of Huddersfield where a small team has been doing some innovative and revealing work on library impact data. I also met the Masters Student who developed the Library Game Lemon Tree, discussed their forays into patron driven acquisitions and learning space research being undertaken by one of their subject librarians – a conversation which is still continuing.
TOP TAKEWAYS

- Recycling – we need to get our act together
- Self service – all libraries I visited had self-checkout and in some cases check in as well.
- Frontline services are becoming more converged – it was common to see IT support, learning advisors, careers, counselling and disability support services based in the Library / Learning Commons.
- Students study anywhere, anyhow and anytime. 24/7 swipe / scan access was prevalent and students didn’t seem to need the best, most flexible furniture options – the floor will often do. Group study spaces were definitely in demand – in some libraries separate bookable rooms were available, in others innovative options are offered in the open spaces.
- Cafes were a predominant feature in (or very near to) all the libraries
- You can never have too many PC.s

I found the trip to be extremely worthwhile. I was very appreciative of the time senior managers had put aside to meet with me at what is the busiest time of the year for them. They are facing similar challenges to us particularly in the higher education sector where course fees trebled this year (in England). In some areas we are ahead – e.g. the extent to which our Liaison Librarians are involved in learning and teaching.

Anne Wilson
Associate Director Client Services
USER EXPERIENCE PROJECTS

In May we conducted our biennial Library Client Survey. Each time the survey is run we select two areas for improvement based on data and feedback from the qualitative comments. This year we included an institution specific variable – the Library’s Summon (one search discovery tool) is easy to use. Feedback indicated that students studying at a distance were having difficulty using Summon effectively. At the same time we were approached by a senior lecturer in the School of IT & Engineering seeking projects for the final year IT project unit.

The Library worked with two students. The project briefs were similar - to investigate the user experience of how undergraduate students use the Library resources such as the ‘Summon’ search tool in order to research and complete their assessments. One student worked with external undergraduates, the other with internal students.

Project components included a literature review that discussed the methodologies to be used in the project and how these methodologies affect the project. The methodologies consisted of user testing, heuristic evaluation, diary studies and screen capture using Captivate. A comparison between user testing and heuristic evaluation was also included. (Lien Bui, 2012). The students completed their projects in October and presented them in class. Lien also delivered a presentation to library staff. We are currently considering their recommendations for improvement for either implementation or as suggestions regarding enhancements to Serials Solutions for consideration.

CDU OPEN DAY

The Library hosted a number of events at what proved to be an extremely successful Open Day. Numbers were up on 2011 and visitors were treated to a wide range of entertainment, competitions, food, presentations, workshops and informative displays. Library activities included:

- Children’s story time with local author Leonie Norrington
- A workshop with Indigenous singer / songwriter Shellie Morris
- Promotion of award-winning Australian book titles with a display of recent winners:
- Guess the Book Title competition
- Library Treasure Hunt enabling visitors to explore the library facilities in a fun way.
- Visit by Jarred Ilett, AFL footballer
SPRINGSHARE PRODUCT REPORT

October saw the completion of the Springshare Product Report where several items were investigated for their potential use by the Library and for their potential benefit to library staff and clients.

The report considered the benefits of upgrading the current LibGuide subscriptions used to create subject guides, to LibGuides CMS a version with more features. Other products investigated included:

- **LibAnswers**: which has several tools for managing reference questions
- **LibAnalytics**: used to manage statistics within the Library
- **LibCal**: a calendar tool

Staff consultation took place through access to a demonstration site and through a staff survey. The report will be used in considering whether to make further purchases in relation to Springshare products.

Screen captures of Springshare technology including a searchable knowledge base and integrated statistics are provided below.

*Rachel Klesch Graduate Trainee*
RESEARCH

OPEN ACCESS SEMINAR 2012
To mark Open Access Week 22-28 October 2012, the Library once again organised a campus-wide seminar for the academic and research community. The seminar, held on 25 October 2-3pm, attracted a record number of researchers, an interesting program and ended with a lively Q+A session. The winner of the CDU Library Open Access Award was also announced: Professor Ross Baillie of the CDU Menzies School of Health Research. See: http://espace.cdu.edu.au/collection/cdu:24399

The Seminar program included a number of presentations and demonstrations:
- Welcome: Professor Sue Carthew, Pro Vice Chancellor, Faculty of Education, Health Sciences and the Environment
- New developments in Australia, e.g. ARC, NHMRC. Ms. Ruth Quinn, Director, Office of Library Services
- The Living Archive of Aboriginal Languages (LAAL) Project. Professor Michael Christie, The Northern Institute
- Demonstration of LAAL and OA collection in CDU eSpace
- Demonstration of QUT ePrints
- Q+A session
- Presentation of CDU Library Open Access Award

LAAL
Living Archive of Aboriginal Languages
The Library is providing support to the Living Archive of Aboriginal Languages (LAAL) Project, an Australian Research Council funded project for a digital archive of endangered literature in more than 16 Australian Indigenous languages from the Northern Territory. Books in Indigenous languages are being identified and digitised, and copies will be sent back to the communities where they were originally made. Permissions are being obtained from language owners to place the books in the archive, and they will be invited to make comments about the books. It will be a living archive, with connections to the communities of origin.

The Library is working closely with LAAL’s technical support to ensure appropriate and sustainable digitisation standards are being applied, and with the LAAL Project Manager to advise on metadata standards and systems that will maximise the exposure and usefulness of the archive.

This project is a collaboration between CDU, ANU and the NT Department of Education.

See: www.cdu.edu.au/laal

Jayshree Mamtora with award winner Prof. Ross Baillie

Professor Michael Christie
ALICE SPRINGS CAMPUS LIBRARY NEWS

On the 20th September the Library hosted a Biggest Book Fair and raised $200 for the Australian Literacy and Numeracy Foundation.

There have been some changes to the Alice Springs Campus Library space and collections this year. The fiction shelving has been moved to create more space and the periodicals moved closer to the newspaper reading area. Both the fiction and nonfiction collections have been weeded to remove old editions, duplicate materials and videocassettes.

BUILDING CHALLENGE

Our “What can you build with discarded books and videos?” challenge for Centralian Senior College students from the 27th-31st August was enthusiastically received and displayed some great construction, team-building and problem-solving skills. Participating students created a village, towers, space station, dining room furniture, and a man complete with toes.

Melissa Raymond, Reference and Information Services Librarian, has recently attended an EndNote Masterclass in Brisbane. As many of our enquiries from students relate to referencing and EndNote the new skills and knowledge Melissa has gained from this workshop will further enhance our Reference and Information Literacy services.

Both Melissa and Alex Williams have provided a wide range of Information Literacy sessions this semester to CDU Nursing and Education students, as well as Centralian Senior College History, Women’s Studies, Biology and Gateways classes.

As part of Teaching and Learning Week Library staff offered Alice Springs lecturers and staff an introduction to new services, resources and technologies, including the new Library website, Summon, LibGuides, Streaming Video and eBooks.

MIKI OKA’S EXHIBITION

Ceramic artist-in-residence Miki Oka’s exhibition in the Library foyer on the 24th and 25th August attracted an appreciative audience from CDU, CSC and the local community. Work on transforming the Library foyer to an exhibition space is progressing and we look forward to hosting more events in the future.
WORLD LIBRARY AND INFORMATION CONGRESS: 78TH IFLA GENERAL CONFERENCE AND ASSEMBLY

In August this year I attended the annual IFLA General Conference in Helsinki, Finland, 12-17 August 2012. The Conference attracted 4000 delegates from all over the world and included a full program with multiple streams daily. I was one of three panelists invited to present at the Hot Topics in Research Support session of the IFLA Academic and Research Libraries section. My presentation was entitled: Meeting the needs of high impact researchers with the other two presentations in the session being: The German Academic Library Cloud by Andreas Degkwitz of the Humboldt University of Berlin; and Transliteracy and academic libraries by Ellen Petraits of the Rhode Island School of Design, USA.

As a member of the IFLA Standing Committee on Asia and Oceania (RSCAO), I attended two committee meetings and the main RSCAO session on Innovative libraries: transforming our communities – Asia and Oceania.

Prior to the main Conference I also attended and presented at a satellite event in Tampere, Finland which had as its theme, The road to information literacy: librarians as facilitators of learning. The Conference held 8-10 August, was organised jointly by the Continuing Professional Development and Workplace Learning and Information Literacy Sections of IFLA. My paper, a plenary session, was entitled, Building an information literate research community and will be soon available from here: http://iflasatellitetampere2012.wordpress.com/programme/

Jayshree Mamtora
Research Services Coordinator
MELBOURNE CUP LUNCH

Library staff enjoyed a sumptuous Chinese buffet lunch whilst watching the race that stops the nation on November 6th. Punters who entered the sweeps cheered on their horses as they rounded the last bend and approached the finish line. The prize for ‘Best Hat’ was taken out by Rachel who sported a gorgeous self-designed, textbook-folded, 26/6-stapled fascinator with flashes of racing red throughout. Many thanks to the event organisers!

Food glorious food!  
Winner of ‘Best Hat’ - Rachel

THANK YOU DR. FORD!

Incorporating Indigenous Knowledge in Education

The Liaison Team have worked with Dr. Payi-Linda Ford Senior Research Fellow at the University’s Northern Institute on her project relating to incorporating Indigenous knowledge in education over 2012 which has resulted in the successful production of the LibGuide (http://libguides.cdu.edu.au/IndigenousEducation) and the donation of $2000 worth of books relating to Indigenous issues to the CDU Library. Thank you Dr. Ford!

Painting by: Dr. Payi-Linda Ford 7th April 2008 (reproduced with permission)

CHRISTMAS CLOSURES

Casuarina Campus Library  
Closed from December 21 to January 3

Palmerston Campus Library  
Closed from December 10 to January 29

Alice Springs Campus Library  
Closed from December 21 to January 6