

A quick guide to services provided by Library & Information Services

The Library and Information Services Directorate provides innovative, high quality, client-focused library services including research skills, digital and information literacies, information resources, scholarly and cultural collections; and learning facilities that contribute to and enhance the University's learning, teaching, and research priorities. The Directorate has a library and information commons at the Townsville and Cairns campuses and delivers a wide range of online resources and services to all campus and study locations and to clients both on and off campus.

A to Z service list is available at <http://www-public.jcu.edu.au/libcomp/az/index.htm>

Service Areas	Copyright	Client Services	Learning & Teaching Services	Research & Research Education Services	Information Access & Resources	Special Collections
Head & key email contact	Heather Gordon Director, Library & Information Services JCU Copyright Officer copyright@jcu.edu.au	Helen Hooper Associate Director, Information & Research Services helen.hooper@jcu.edu.au Kate Wanchap Manager, Cairns Campus Library kate.wanchap@jcu.edu.au	Helen Hooper Associate Director, Information & Research Services helen.hooper@jcu.edu.au Kate Wanchap Manager, Cairns Campus Library kate.wanchap@jcu.edu.au	Clair Meade Digital Curation Coordinator clair.meade@jcu.edu.au Jackie Wolstenholme Research Services Librarian jackie.wolstenholme@jcu.edu.au	Carolyn Tredrea Associate Director, Information Resources carolyn.tredrea@jcu.edu.au Alan Cockerill Library Technologies Coordinator alan.cockerill@jcu.edu.au	Bronwyn McBurnie Special Collections Librarian bronwyn.mcburnie@jcu.edu.au specialcollections@jcu.edu.au artcollection@jcu.edu.au
Services	Provide assistance, training, and online information about using and creating copyright material for educational and research purposes including: <ul style="list-style-type: none"> CAL payments Creative Commons Copyright audits and compliance Copyright infringement Copyright notices Copyright permissions 	High quality, client focused library and information services including: <ul style="list-style-type: none"> Assignment research help Borrowing services including fines CopyPrint services Exam scanning services Exhibitions First tier ICT support including InfoHelp Rovers service InfoHelp F2F, email, phone and virtual chat enquiries and assistance Library and Information Commons spaces Referencing assistance Reserve Online (subject resources & past exams repository) 	Digital and information literacy teaching and education including: <ul style="list-style-type: none"> Bibliographic software training and support Co-teaching with academic and other staff College liaison services Generic and subject/course specific information literacy classes and workshops (F2F and online) LibGuides development & management Referencing and academic integrity training and support 	Specialist services and resources to researchers and higher degree research students including: <ul style="list-style-type: none"> Academic promotion support Bibliographic software support Consultation services <ul style="list-style-type: none"> Open Access and scholarly publishing Managing copyright for publication Research impact & bibliometric support HDR thesis support Research data management ResearchOnline@JCU <ul style="list-style-type: none"> JCU research publications repository HERDC and ERA collections Researcher IDs 	Discovery and access to library resources and JCU research outputs including: <ul style="list-style-type: none"> Accreditation of library collections, services and facilities Acquisition, metadata and management of print and digital library resources Discovery and retrieval systems and applications including remote access to information resources Issue of ISBNs and ISSNs for University publications Interlibrary loans and document management requests JCU thesis deposit Off campus services Textbooks and etexts advice 	Promote discovery, access and preservation for collections of cultural and historical significance to North Queensland and the tropics including: <ul style="list-style-type: none"> NQHeritage@JCU – online repository NQ Collection NQ Newspapers Collection Rare Book Collection Shaw Collection Management of JCU Art Collection <ul style="list-style-type: none"> Acquisitions/donations Artists Loan Scheme (Cairns) Condition & maintenance Curation/database Location/borrowing of artworks
Key Resources	Copyright	Borrowing Client Service Charter InfoHelp Reserve Online Visitors & Library Services	LibGuides Library Resources Checklist for Teaching Staff New Staff Guide Teaching Support Services	ResearchOnline Research Support LibGuides Research Support Services	Collection Development Guidelines Donations Guidelines Off Campus Service Purchase Request Form	NQHeritage Special Collections

