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 [jcu.edu.au/library/a-z](http://www.jcu.edu.au/library/a-z)

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Copyright</th>
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<th>Learning &amp; Teaching Services</th>
<th>Research &amp; Research Education Services</th>
<th>Information Access &amp; Resources</th>
<th>Special Collections</th>
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</thead>
<tbody>
<tr>
<td>Head &amp; key email contact</td>
<td>Helen Hooper</td>
<td>Bronwyn Mathiesen</td>
<td>Bronwyn Mathiesen</td>
<td>Tove Lemberget</td>
<td>Carolyn Tredrea</td>
<td>Bronwyn McBurnie</td>
</tr>
<tr>
<td></td>
<td>Director, Library &amp; Information Services</td>
<td>Associate Director, Information &amp; Research Services</td>
<td>Associate Director, Information &amp; Research Services</td>
<td>Team Leader, Repository &amp; Metadata Services</td>
<td>Associate Director, Information Resources</td>
<td>Manager Special Collections</td>
</tr>
<tr>
<td></td>
<td>JCU Copyright Officer</td>
<td><a href="mailto:bronwyn.mathiesen@jcu.edu.au">bronwyn.mathiesen@jcu.edu.au</a></td>
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<td><a href="mailto:bronwyn.mcburnie@jcu.edu.au">bronwyn.mcburnie@jcu.edu.au</a></td>
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<tr>
<td></td>
<td>Helen Hooper</td>
<td>Kate Wanchap</td>
<td>Kate Wanchap</td>
<td>Claire Meade</td>
<td>Research Liaison Librarian</td>
<td>Alan Cockerill</td>
</tr>
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<td></td>
<td>Manager, Cairns Campus Library</td>
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<td><a href="mailto:kate.wanchap@jcu.edu.au">kate.wanchap@jcu.edu.au</a></td>
<td><a href="mailto:claire.meade@jcu.edu.au">claire.meade@jcu.edu.au</a></td>
<td>[Vacant, contact relevant Senior Liaison Librarian]</td>
<td>Library Technologies Specialist</td>
</tr>
<tr>
<td></td>
<td>Kate Wanchap</td>
<td>Manager, Cairns Campus Library</td>
<td>Manager, Cairns Campus Library</td>
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<td>ResearchOnline@JCU</td>
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<tr>
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<td><a href="mailto:kate.wanchap@jcu.edu.au">kate.wanchap@jcu.edu.au</a></td>
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<td><a href="mailto:claire.meade@jcu.edu.au">claire.meade@jcu.edu.au</a></td>
<td>ResearchOnline@JCU</td>
<td><a href="mailto:specialcollections@jcu.edu.au">specialcollections@jcu.edu.au</a></td>
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<tr>
<th>Services</th>
<th>Copyright</th>
<th>Borrowing</th>
<th>LibGuides</th>
<th>ResearchOnline</th>
<th>Collection Development Guidelines</th>
<th>NQHeritage</th>
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<tr>
<td>Services</td>
<td>Provide assistance, training, and online information about using and creating copyright material for educational and research purposes including:</td>
<td>Helen Hooper</td>
<td>Borrowing Client Service Charter</td>
<td>Library Resources Checklist for Teaching Staff</td>
<td>Research Support LibGuides</td>
<td>Special Collections</td>
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<td>• CAL payments</td>
<td>Associate Director, Information &amp; Research Services</td>
<td>InfoHelp</td>
<td>Library Resources Checklist for Teaching Staff</td>
<td>Research Support LibGuides</td>
<td>NQHeritage Special Collections</td>
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<td>• Creative Commons</td>
<td><a href="mailto:bronwyn.mathiesen@jcu.edu.au">bronwyn.mathiesen@jcu.edu.au</a></td>
<td>Library Use Policy</td>
<td>New Staff Guide</td>
<td>Research Support Services</td>
<td>Collection Development Guidelines</td>
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<td>• Copyright audits and compliance</td>
<td>Readings and Past Exams</td>
<td>Teaching Support Services</td>
<td>Tropical Data Hub</td>
<td>Donations Guidelines</td>
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<td></td>
<td>• Copyright infringement</td>
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<td>ResearchOnline</td>
<td>Off Campus Service</td>
<td>Purchase Request Form</td>
<td>for Special Collections</td>
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<td>• Copyright notices</td>
<td>LibGuides</td>
<td>Research Support LibGuides</td>
<td>Purchase Request Form</td>
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<td>Resources</td>
<td>Research Support Services</td>
<td>Tropical Data Hub</td>
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</tbody>
</table>

Digital and information literacy teaching and education including:
- Assignment research help
- Borrowing services
- CopyPrint and 3D printing 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
- Readings and past exams (subject resources and past exams repository)

Specialist services and resources to researchers and higher degree research students including:
- Academic promotion support
- Bibliographic software support
- Open Access and scholarly publishing
- Managing copyright for publication
- Using research indicators
- Researcher profiles and identifiers
- HDR thesis support
- Research data management
- ResearchOnline@JCU
  - JCU research publications and other research outputs
  - ERA collections

Discovery and access to library resources and JCU research outputs including:
- Provision 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 supply 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:
- NQHeritage@JCU – online repository
- NQ Collection
- North Queensland Photographic Collection
- Library Archives
- Rare Book Collection
- Shaw Collection of Australian Art and Culture
- Management of JCU Art Collection
  - Acquisitions/donations
  - Artists Loan Scheme (Cairns)
  - Condition and maintenance
  - Curation/database
  - Location/borrowing of artworks

http://www.jcu.edu.au/library

Updated 25 February 2019
Informal reporting or other relationship

Date: Feb 2019
(Position Titles)