Library and Information Services

A quick guide to
Library and Information Services
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JAMES COOK UNIVERSITY AUSTRALIA

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

Service Areas	Copyright	Client Services	Learning & Teaching Services	Research & Research Education Services	Information Access & Resources	Special Collections
Head & key email contact	**Helen Hooper** Director, Library & Information Services JCU Copyright Officer copyright@jcu.edu.au	**Bronwyn Mathiesen** Associate Director, Information & Research Services bronwyn.mathiesen@jcu.edu.au **Kate Wanchap** Manager, Cairns Campus Library kate.wanchap@jcu.edu.au	**Bronwyn Mathiesen** Associate Director, Information & Research Services bronwyn.mathiesen@jcu.edu.au **Kate Wanchap** Manager, Cairns Campus Library kate.wanchap@jcu.edu.au	**Tove Lemberget** Team Leader, Repository & Metadata Services tove.lemberget@jcu.edu.au **Clair Meade** Research Data Coordinator clair.meade@jcu.edu.au **Jayshree Mamtora** Scholarly Communications Librarian Jayshree.Mamtora@jcu.edu	**Chris Gordon** Associate Director, Information Resources (acting) christine.gordon@jcu.edu.au **Alan Cockerill** Library Technologies Specialist alan.cockerill@jcu.edu.au	**Bronwyn McBurnie** Manager Special Collections 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:
	
	 • CAL payments
	 • Creative Commons
	 • Copyright audits and compliance
	 • Copyright infringement
	 • Copyright notices
	 • Copyright permissions
		High quality, client focused library and information services including:
		
		 • Assignment research help
		 • Borrowing services
		 • 3D printing services
		 • Exhibitions
		 • First tier ICT support including peer to peer Rover service
		 • Library 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)
			Digital and information literacy teaching and education including:
			
			 • Co-teaching with academic and other staff
			 • College liaison services
			 • Generic and subject/course specific information & digital literacy classes and workshops (F2F and online)
			 • Development & management of online guides and FAQ database
			 • Referencing and academic integrity training and support
			 • JCU Online liaison services
			 • Bibliographic software training and support
				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

Resource Links	**Copyright**	**Borrowing** **Client Service Charter** **InfoHelp** **Library Use Policy** **Readings and Past Exams** **Visitors and Library Services**	**LibGuides** **Library Resources Checklist for Teaching Staff** **New Staff Guide** **Teaching Support Services**	**ResearchOnline** **Research Support LibGuides** **Research Support Services** **Tropical Data Hub**	**Collection Development Guidelines** **Donations Guidelines** **Off Campus Service** **Purchase Request Form**	**NQHeritage** **Special Collections** **Collection Development Guidelines for Special Collections**