

A quick guide to services provided by  
**Library & Information Services**

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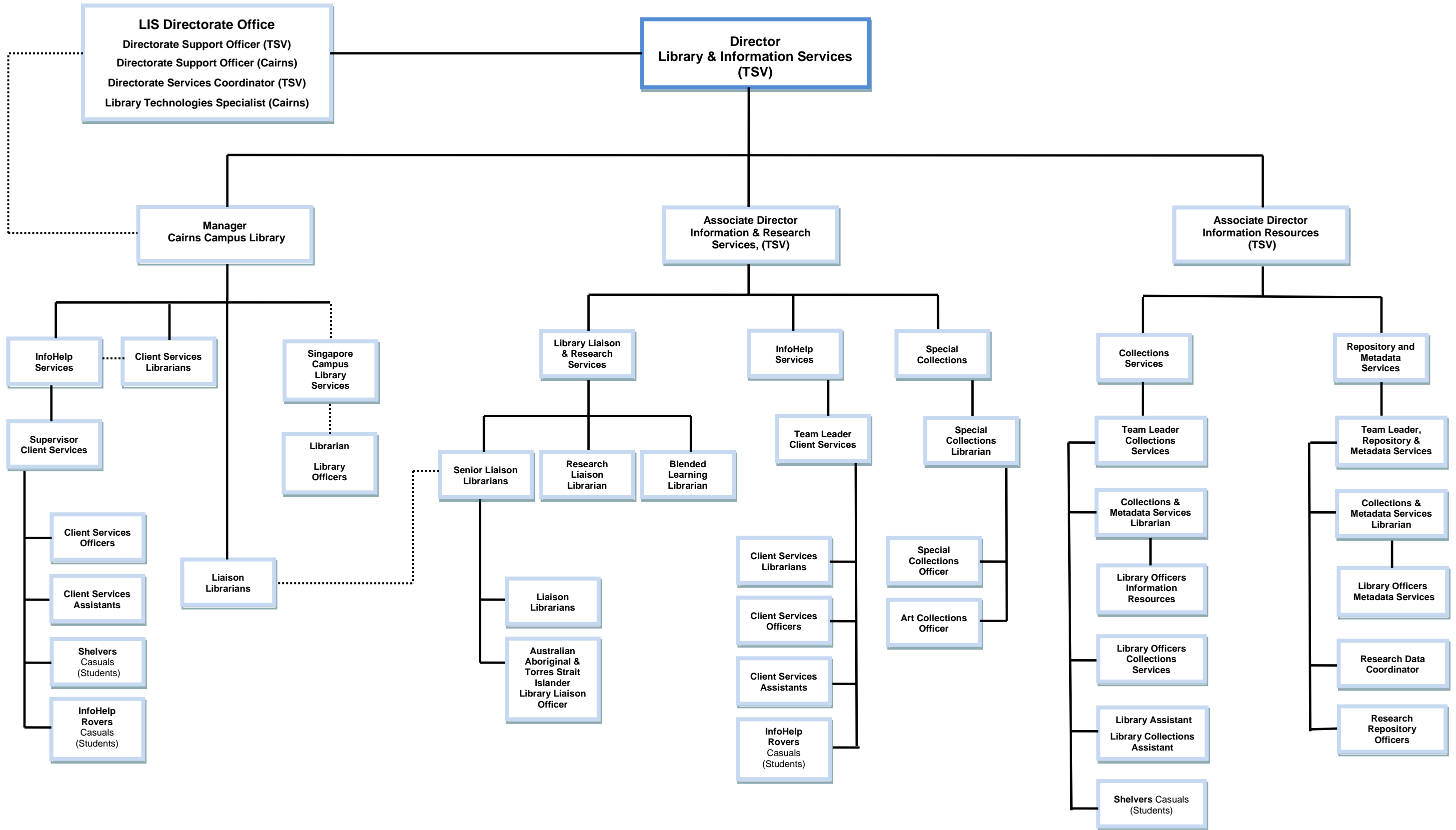


The Library and Information Services Directorate provides innovative, high quality, client-focused library services including research skills, digital and information literacies, information resources, scholarly and cultural collections; and learning facilities that contribute to and enhance the University's 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 <https://www.jcu.edu.au/library/a-z>

Service Areas	Copyright	Client Services	Learning & Teaching Services	Research & Research Education Services	Information Access & Resources	Special Collections
<b>Head &amp; key email contact</b>	Helen Hooper Acting Director, Library & Information Services  JCU Copyright Officer <a href="mailto:copyright@jcu.edu.au">copyright@jcu.edu.au</a>	Kate Wanchap Acting Associate Director, Information & Research Services <a href="mailto:kate.wanchap@jcu.edu.au">kate.wanchap@jcu.edu.au</a>  Janet Catterall Acting Manager, Cairns Campus Library <a href="mailto:janet.catterall@jcu.edu.au">janet.catterall@jcu.edu.au</a>	Kate Wanchap Acting Associate Director, Information & Research Services <a href="mailto:kate.wanchap@jcu.edu.au">kate.wanchap@jcu.edu.au</a>  Janet Catterall Acting Manager, Cairns Campus Library <a href="mailto:janet.catterall@jcu.edu.au">janet.catterall@jcu.edu.au</a>	Tove Lemberget Team Leader, Repository & Metadata Services <a href="mailto:tove.lemberget@jcu.edu.au">tove.lemberget@jcu.edu.au</a>  Clair Meade Research Data Coordinator <a href="mailto:clair.meade@jcu.edu.au">clair.meade@jcu.edu.au</a>  Jackie Wolstenholme Research Liaison Librarian <a href="mailto:jackie.wolstenholme@jcu.edu.au">jackie.wolstenholme@jcu.edu.au</a>	Carolyn Tredrea Associate Director, Information Resources <a href="mailto:carolyn.tredrea@jcu.edu.au">carolyn.tredrea@jcu.edu.au</a>  Alan Cockerill Library Technologies Specialist <a href="mailto:alan.cockerill@jcu.edu.au">alan.cockerill@jcu.edu.au</a>	Bronwyn McBurnie Manager Special Collections <a href="mailto:bronwyn.mcburnie@jcu.edu.au">bronwyn.mcburnie@jcu.edu.au</a>  <a href="mailto:specialcollections@jcu.edu.au">specialcollections@jcu.edu.au</a> <a href="mailto:artcollection@jcu.edu.au">artcollection@jcu.edu.au</a>
<b>Services</b>	Provide assistance, training, and online information about using and creating copyright material for educational and research purposes including: <ul style="list-style-type: none"> <li>• CAL payments</li> <li>• Creative Commons</li> <li>• Copyright audits and compliance</li> <li>• Copyright infringement</li> <li>• Copyright notices</li> <li>• Copyright permissions</li> </ul>	High quality, client focused library and information services including: <ul style="list-style-type: none"> <li>• Assignment research help</li> <li>• Borrowing services</li> <li>• CopyPrint and 3D printing services</li> <li>• Exhibitions</li> <li>• First tier ICT support including InfoHelp Rovers service</li> <li>• InfoHelp F2F, email, phone and virtual chat enquiries and assistance</li> <li>• Library and Information Commons spaces</li> <li>• Referencing assistance</li> <li>• Reserve Online (subject resources and past exams repository)</li> </ul>	Digital and information literacy teaching and education including: <ul style="list-style-type: none"> <li>• Bibliographic software training and support</li> <li>• Co-teaching with academic and other staff</li> <li>• College liaison services</li> <li>• Generic and subject/course specific information literacy classes and workshops (F2F and online)</li> <li>• Development &amp; management of online guides and FAQ database</li> <li>• Referencing and academic integrity training and support</li> <li>• JCU Online liaison services</li> </ul>	Specialist services and resources to researchers and higher degree research students including: <ul style="list-style-type: none"> <li>• Academic promotion support</li> <li>• Bibliographic software support</li> <li>• Open Access and scholarly publishing</li> <li>• Managing copyright for publication</li> <li>• Using research indicators</li> <li>• Researcher profiles and identifiers</li> <li>• HDR thesis support</li> <li>• Research data management</li> <li>• ResearchOnline@JCU                             <ul style="list-style-type: none"> <li>- JCU research publications and other research outputs</li> <li>- ERA collections</li> </ul> </li> </ul>	Discovery and access to library resources and JCU research outputs including: <ul style="list-style-type: none"> <li>• Provision of library collections, services and facilities</li> <li>• Acquisition, metadata and management of print and digital library resources</li> <li>• Discovery and retrieval systems and applications including remote access to information resources</li> <li>• Issue of ISBNs and ISSNs for University publications</li> <li>• Interlibrary loans and document supply requests</li> <li>• JCU thesis deposit</li> <li>• Off campus services</li> <li>• Textbooks and etexts advice</li> </ul>	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"> <li>• NQHeritage@JCU – online repository</li> <li>• NQ Collection</li> <li>• North Queensland Photographic Collection</li> <li>• Library Archives</li> <li>• Rare Book Collection</li> <li>• Shaw Collection of Australian Art and Culture</li> <li>• Management of JCU Art Collection                             <ul style="list-style-type: none"> <li>- Acquisitions/donations</li> <li>- Artists Loan Scheme (Cairns)</li> <li>- Condition and maintenance</li> <li>- Curation/database</li> <li>- Location/borrowing of artworks</li> </ul> </li> </ul>
<b>Resource Links</b>	Copyright	Borrowing Client Service Charter InfoHelp Library Use Policy Reserve Online 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

# LIBRARY & INFORMATION SERVICES



..... Informal reporting or other relationship

**Date: January, 2017  
(Position Titles)**