Library Services Quick Guide

James Cook University AUSTRALIA

The Library 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 delivers a wide range of online resources and services to all campus and study locations and to clients both on and off our campuses. **A to Z service list is available at jcu.edu.au/library/a-z**

Copyright	Library Experience & Spaces	Teaching & Learning	Scholarly Communications	Collections and Discovery	Special Collections
JCU Copyright Officer copyright@jcu.edu.au	**Library Help** library@jcu.edu.au	**Library Help** library@jcu.edu.au	**Library Help** library@jcu.edu.au	**Library Help** library@jcu.edu.au	**Special collections** specialcollections@jcu.edu.au
Provides advice and assistance to members of the JCU Community in meeting their legal obligations in regard to copyright and is the designated representative to receive notifications from third parties in relation to content on University's systems in relation to copyright.	Delivers client experience, responds to queries, assists clients to make optimal use of library services and collections, manages library borrowing service and spaces and responds to client feedback.	Provides a library liaison service to staff and students in support of teaching and learning.	Provides advice and support on aspects of scholarly communications and quality publishing. Manages the institutional research repository, ResearchOnline@JCU. Develops and delivers specialist research training and support to HDRs and academics in the areas of scholarly publishing, open scholarship and researcher profiles.	Performs functions that assess, preserve, and facilitate the use of physical and electronic collections, and special collections. Typically includes management of the library materials budget; acquisitions; analysis, development and management of print and electronic collections; services associated with the discovery, access and use of information resources within and beyond the Library.	Provides and promotes discovery, access and preservation of collections of unique and rare information resources of cultural and historical significance to Australia, with a focus on North Queensland and the tropics. Special Collections is comprised of 12 major collections including the JCU Art Collection.

Assisting staff and students to understand their obligations under the Copyright Act, including:
 	
FAQs, Guides and other educational resources about copyright obligations
 	
Administration of Copyright license requirements.
 	
Copyright Policy
	High quality, client focused library services in a digital first and on campus environment including:
	• Library enquiries
	   ◦ Chat or email
	   ◦ In person
	   ◦ Phone
	• Assignment research help
	   ◦ Searching for suitable scholarly sources and referencing
	• Library study spaces including student bookable spaces
	• Off campus library services
	• 3D printing services
	• Library Exhibition spaces and events
	• Borrowing services
	• First tier printing and basic IT enquiries
		• Advice in selection of course readings and resources
		• Tailored information literacy classes, workshops, & learning resources in your classroom & subject site by consultation
		• Possible topics include selecting sources, citation including referencing and academic integrity
		• Advice for educators on selection of readings and subject resources (inc. best e-text availability for students textbooks) with an institutionally supported focus on Open Education
		• Bibliographic software training and support
			• Advice on scholarly publishing including open access and read and publish agreements
			• Using research metrics
			• Advice on maximising impact through Researcher profiles and Research Identifiers
			• Consultations with HDR and research staff
			• Workshops and training for researchers and HDRs
			• Management of JCU research publications and other outputs in ResearchOnline@JCU via GECO
			• Publication scoring for GRS postgraduate research scholarships
			• Academic Promotion support
			• Mint DOIs for University reports
				• Evaluation and acquisition of resources
				• Managing access to online resources - on and off campus
				• Resource sharing - Interlibrary loans and document supply requests for staff and students
				• Digitisation services (Readings, NQHeritage and Research Online)
				• Receiving and processing of donations (inc. special collections)
				• JCU Thesis deposit Service
					• Research assistance with enquiries pertaining to northern Australian topics from local & visiting scholars, students and community members.
					• Facilitated access to unique & rare information resources through supervised reading rooms
					• Strategic development of the collections through ongoing donations and purchases.
					• Active collections preservation via preventative processes & professional conservation work
					• Provision of global online access to quality digital versions of fragile & rare items from the collections via NQHeritage@JCU
					• Enabling discovery of the collections through curated exhibitions & displays, social media campaigns & community events

Education

- Provision of information literacy education in a digital first environment from Pathways through to HDR
- Assignment research help, searching for suitable scholarly sources and referencing
- Advice on readings, textbooks and subject resources
- Open Education resources (discover, adopt, adapt, create)
- Development & management of online guides and FAQ knowledge base
- Bibliographic software training and support
- Course Accreditation reports

Research

- Management of JCU research publications and other research outputs in ResearchOnline@JCU
- Academic Promotion support
- Advice on scholarly publishing including open access and read and publish agreements
- Provision of support in research related topics
- Providing advice on maximizing impact through Researcher profiles and Research Identifiers
- Thesis deposit
- Manage JCU's R&P agreements

Resource Discovery & Access

- Library enquiries
- Borrowing services
- Off campus services
- Printing and basic IT enquiries
- Management of print and online collections
- Evaluation and acquisition of print & digital resources
- Managing access to online resources including off campus access
- Resource sharing including Interlibrary loans and document supply service
- Quality control of metadata related to physical & digital collections
- Management of JCU's Readings platform
- Management of NQHeritage@JCU digital repository
- Library Knowledge base
- Donations
- Issuing ISBNs and DOIs for JCU publications and outputs

Place

- Provision of zoned Library environments including spaces for study alone, study in groups and bookable student study spaces
- Browsable physical collections
- Ground floor service point
- Restricted Special Collections with mediated access through Reading Rooms
- Exhibitions and displays
- Community engagement
- Management of JCU art collection inc. art movement on JCU campuses