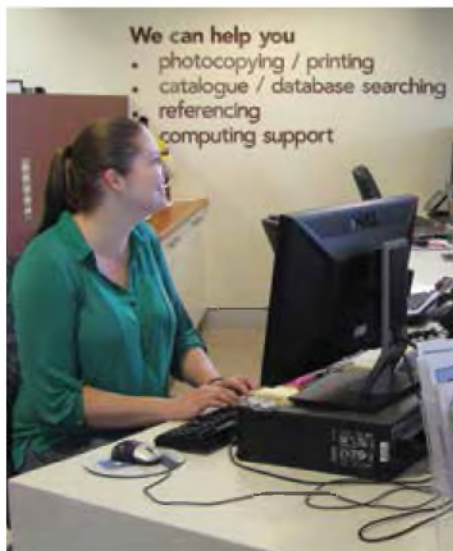


A DAY IN THE LIFE OF...

a university library



Left: Alison and Joyce discussing a request from a distance education student.
Right: Friendly staff.



CQUniversity Library provides library and information services at nine of the university's 11 locations from Mackay to Melbourne as well as all Distance Education students. There are also small libraries at Emerald and Adelaide, but no library staff at these sites.

Our main library is located at Rockhampton as are the central functions of Administration, Information Services, Resource and Access Services, and Lending and Corporate Services.

The library has 50+ staff comprising casuals, administrative staff, library technicians, and librarians. Our staff range from recent recruits to 25+ year veterans.

We will now take you on an exciting journey down the eastern Australian seaboard on a typical day in the life of our unique library service.

8.00am to 9.00am (Mackay)

The librarian arrives by 8.15am to open the library by 8.30am. There is usually at least one, if not more, students waiting at the door eager for their study time to begin for the day. Once inside and with students settled into their study space, it's time to check what activities or meetings are planned for the day and also deal with any urgent emails that may have an impact on what we do throughout the day.

Today at 9am, an information literacy session for students studying midwifery will be held in the library's computer

training room. The librarian attends to last minute preparations for the class, which includes checking that all equipment is functioning and presentation materials are easily accessible. Students start to arrive for the session.

9.00am to 10.00am (Rockhampton)

Lending Services staff are on deck and already busy scanning, photocopying, and processing Document Delivery and Course Resources Online (e-Reserve) requests; reshelving resources returned overnight; mailing out resources to

Check out the Virtual Tours (<http://libguides.library.cqu.edu.au/virtual-tours>) of all our campus libraries.

distance education students; and responding to queries at the Information Desk, via the Enquiry Centre, or through our online chat service.

Our Liaison Librarians are getting ready for the new term due to start on Monday, 25 February by editing information literacy course content in the university's learning management system, Moodle, and in our LibGuides

as well as updating library web pages. They are meeting with individual academic staff and researchers as well as attending school and faculty meetings and liaising with library staff across all our campuses via telephone or videoconferences.

Resource and Access Services staff are checking in our daily newspapers; placing term 1 textbook orders with the University Bookshop; paying invoices and processing books for shipment to the various campus libraries; copying and originally cataloguing new titles; processing research publications for the university's HERDC submission; organising an 'Open Access and Creative Commons' Workshop by Dr Anne Fitzgerald from QUT; and planning a demonstration of Symplectic's Elements research management software solution to research and IT staff.

10:00am to 11:00am (Gladstone)

Just time to deliver the outgoing mail and banking to the administration building before the mailman and security guard leaves the campus. As a result the Campus Library Manager has been left alone in charge of the library while at the same time attending a videoconference with other library staff. Hope she can multi task? Back in 10!

Bookshop activity is also heating up as TAFE students come in to purchase their unit modules for their next course of study.

Plenty of printing questions come through and some students are having difficulty connecting to our wireless service. Argh, technology!

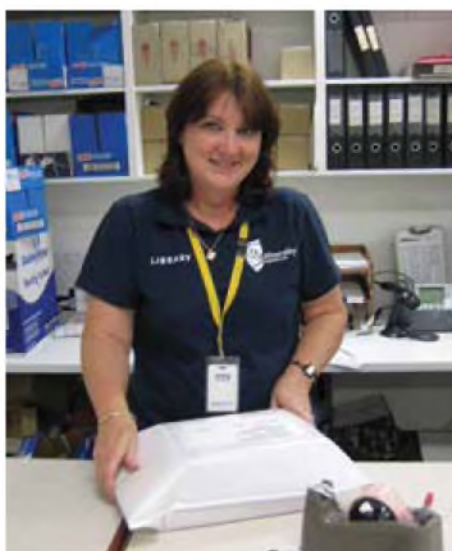
11.00am to 12.00pm (Bundaberg)

A quick resupply of the coffee machine products

and cups after the morning tea rush from staff and students across the campus.

A first year student needs some assistance identifying required textbooks for the term. After some investigation, he elects to purchase two texts and some stationery.

Books requested by other campus libraries, as part of our floating collection policy, are packed and prepared for courier pick-up later in the day.



Upper left: Jenny updating information literacy workshop materials for next term. Upper right: Nick copying a chapter of a book to put up as a CRO (Course Resources Online). Bottom left: Karin multitasking in Gladstone. Bottom right: Sharon collecting books to send to Distance Education Students.

A group of preparatory STEPS students also arrive for their first information literacy class in the library.

12:00pm to 1:00pm (Brisbane)

The peace is shattered as students pour out of classes into the open space adjacent to the library. A busy marketplace comes to mind. The chattering moves into the library, along with the clatter of books through the returns chute; and the swish of assignment papers into the assignment box.

The soft voice of the learning skills advisor now also filters through from across the library. Library staff are up and down non-stop, assisting students, finding books, explaining fines, or WHY?

1.00pm to 2.00pm (Gold Coast)

From 1.00 to 1.30, the library is closed for lunch as it is a single operator library. At 1.30pm, the gates to the shelves go up. There are already several students waiting for a reserve copy to take to class. "Do you have another copy?" ask one or two more students while the circulation desk PC is starting up.

"I can't print!"; "The photocopier is not working!"; "Can I borrow the stapler?"; "I want the book for the marketing course?" (There are several marketing courses.) The course / booklist folder on the desk shuttles between hands as students pore over it trying to find their course. There is no accessible desk PC or self-check machine. The phone rings. "I want to renew my books." As 2.00pm draws near the crowd thins.

The students who are left need help to find suitable journal articles for their assignments or to locate where they found an article. It is 2pm. Now for something quieter – returns and shelving.

2.00pm to 3.00pm (Rockhampton)

The Director is meeting with senior university staff about the budget, yet again.

3.00pm to 4.00pm (Sydney)

The students who had been starting to hover near the desk edge forward as the clock reaches 3pm – when text books may be borrowed overnight from the reserve collection behind the desk. The self check machine pings constantly as library staff hand books over the counter.

Recent graduates browse the IELTS kits to help them prepare for their exams.

The manager attends an online meeting with staff in Rockhampton, Bundaberg, and Mackay about a social media project (2pm for Queensland colleagues due to the daylight savings time difference).

4.00pm to 5.00pm (Melbourne)

A rush of reserve material is returned after class finishes at 4pm. Students photocopy and work in groups in the library's meeting rooms

One librarian helps an individual with an assessment task, or assists with referencing, while another is taking an information literacy class.

After Hours

As our libraries close and staff go home the work continues.

Patrons continue to access library services via the web. Our discovery layer, Discover It!, continues to lead patrons to full text resources from a variety of online databases.

EZProxy, our authentication service, allows authorised patrons access to our resources even if they are off-campus.

Our librarians may be asleep, but patrons can still get answers via LibAnswers, a database of common queries and their answers.

Overnight data is bulk loaded to and from our vendors to keep the library's databases up to date. Automated maintenance is performed to ensure our systems are kept stable and safe.