Making it work:
improving multi-campus and distance client support through collaboration and technology at CQUniversity Library

Karin Simon, Library Leader – Learning and Teaching, CQUniversity
Amy Croft, Manager – Library Client Services, CQUniversity
<table>
<thead>
<tr>
<th>COURSE TYPE</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocational Education and Training</td>
<td>6,376</td>
<td>9,433</td>
<td>8,847</td>
</tr>
<tr>
<td>Undergraduate and non-award</td>
<td>14,490</td>
<td>15,103</td>
<td>16,296</td>
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<tr>
<td>Postgraduate Coursework</td>
<td>4,744</td>
<td>4,986</td>
<td>5,281</td>
</tr>
<tr>
<td>Research Higher Degree</td>
<td>419</td>
<td>427</td>
<td>412</td>
</tr>
</tbody>
</table>

*Data correct as at December 2016*
Here you have a list of items and some text. But remember not to overload your slides with content. Your audience will listen to you or read the content, but won't do both.
Yellow is the color of gold, butter and ripe lemons. In the spectrum of visible light, yellow is found between green and orange.

Blue is the color of the clear sky and the deep sea. It is located between violet and green on the optical spectrum.

Red is the color of blood, and because of this it has historically been associated with sacrifice, danger and courage.
Self Service

Website ➔ Moodle site ➔ Online bookings
COLLABORATION ALERT!!!!
Moodle course

Research Skills

- Present
- Identify
- Plan
- Gather
- Evaluate
- Manage
2900 views (YTD)

Almost 12K views of the Moodle site (YTD)

Over 250k LibGuides views (YTD)
Level 1 support
SKILLING

40% reduction in cases referred to TaSAC
Level 2 support

TaSAC

Librarians
Online Team
TECHNOLOGY ALERT
Video kiosks

“...thrilled that I could actually connect my laptop and share my screen via the video kiosk”
TECHNOLOGY ALERT
# Ask a Librarian - May 2017

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 1</td>
<td>May 2</td>
<td>May 3</td>
<td>May 4</td>
<td>May 5</td>
</tr>
<tr>
<td>Queensland Public Holiday - Labour Day All Day Event</td>
<td>Brisbane Library 11:00am</td>
<td>Online 10:00am</td>
<td>Online 1:00pm</td>
<td>Online 11:30am</td>
</tr>
<tr>
<td>Rockhampton North</td>
<td>Rockhampton North Library Ground Floor 11:00am</td>
<td>Online 10:30am</td>
<td>Bundaberg Library 11:00am</td>
<td></td>
</tr>
<tr>
<td>Rockhampton Library Ground Floor 11:00am</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ASK A LIBRARIAN**
Help!!!
Level 3 support

Consulting/meeting attendance

Copyright

L&T support

Technology/systems

Specialist staff
TECHNOLOGY ALERT
Acquisitions Spend Plan - Higher Education
Tuesday, 2 May 2017
The Library Advisory Group has approved the 2017 spend plan.

Library research support team roles defined
Friday, 28 April 2017

Library Search usability testing
Thursday, 27 April 2017

Library Report for 21-04-2017
Friday, 21 April 2017
Library Report for 21-04-2017

Virtual Tea Room

Kate Houston
A few of us had coffee this morning. Jenny tried the turmeric latte. We’re waiting to see if she turns yellow later in the day.

@ You, Suzanne Shannon, and Joo Kim like this.
Next steps

Collaboration

Communication

Knowledge management
THANKS!

Any questions?

You can find us at k.simon@cqu.edu.au & a.croft@cqu.edu.au
Credits

Special thanks to all the people who made and released these awesome resources for free:
× Presentation template by SlidesCarnival
× Icons from The Noun Project