# Services

## Manager and key email contacts

<table>
<thead>
<tr>
<th>Service Areas</th>
<th>Directorate</th>
<th>Digital and Information Literacy</th>
<th>Library Experience</th>
<th>Information Management &amp; Archive Services</th>
<th>Research Collections</th>
</tr>
</thead>
</table>
| University Librarian  
Constance Wiebrands  
c.wiebrands@ecu.edu.au  
Senior Centre Officer  
Ilona Milentis  
libraryadmin@ecu.edu.au | University Librarian  
Associate University Librarian,  
Digital & Information Literacy  
Dr Nicole Johnston  
n.johnston@ecu.edu.au | Associate University Librarian  
Library Experience  
Lesley DuBois  
l.dubois@ecu.edu.au | Manager Information Management & Archive Services  
Sue Adams  
s.adam@ecu.edu.au | Associate University Librarian  
Research & Collections  
Ian Welch  
i.welch@ecu.edu.au |
| • Strategic direction of Library Services Centre teams  
• Representation on University-wide committees including Education Committee, Research & Higher Degrees Committee, Learning Technologies Advisory Group  
• Strategic/high-level advice on developments in scholarly communication, information literacy, copyright  
• Oversight of library services to the University community | • Development and delivery of general and subject/discipline-specific information and digital literacy services and resources  
• Services to support academic integrity including referencing  
• Subject Guides including SLIDE modules  
• Engagement with new and emerging library/information technologies  
• Curation of learning objects and open education resources  
• Evaluation and selection of scholarly information resources | • Support and advice to Library users  
• Orientation activities  
• Telephone/email/web enquiries and referrals  
• Payments and fines  
• Alumni accounts  
• Management of Library spaces and events  
• Communications and information about Library services and resources, including web and social media based  
• Cross-library review and planning  
• Training programs for Library staff across all campuses  
• Management of student assistants employed to provide services in each campus library:  
  • SALT (Student Assistance with Learning Technologies) team which provides assistance with learning technologies  
  • Student assistants who provide Tier 1 services at Library service points | Whole-of-University services include:  
• Development, implementation, and monitoring of records management programs  
• Application of expertise, legislation, policy, and standards to enable effective recordkeeping across the University including statutory compliance and records governance  
• Training and support programs  
• Quality assurance and monitoring  
• Management analysis and reporting  
• Management and curation of ECU and predecessor institution historical records, documents, and artefacts | Research Services:  
• Management of Research Online (institutional repository)  
• Information literacy services to researchers and HDR students  
• Assistance with research data management  
• Bibliometrics reports for Schools  
• Support for government reporting e.g. ERA  
Collections Services  
• Licensing and purchasing of scholarly information resources  
• Usage evaluation and analysis  
• Collections budget management  
• Evaluation and selection of scholarly information resources  
• Vendor relationship management  
• Interlibrary loan/document delivery service  
• Management of the Library Systems Platform  
• Management of eReserve Plus module (reading list in Blackboard)  
• Simple copyright |
| ECU links | ADTLs  
Course Coordinators  
Unit Coordinators  
Teaching staff  
Manager Learning Support (CLT)  
Manager Learning Technologies and Innovation (CLT)  
Undergraduate students  
Postgraduate coursework students  
Manager Student Success (Student Life)  
Student Hub (Student Life)  
Teaching staff  
Student Guild  
All students | All academic staff  
All professional staff  
Collaborative relationships with ITSC, Facilities, ORI staff in particular  
Student assistants who provide Tier 1 services at Library service points  
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Graduate Research School  
Office of Research and Innovation  
Strategic and Governance Services  
Researchers  
Postgraduate research students  
CLT HDR Communication Team Leader |