Welcome to the February edition of The Link, the first for 2012!

On behalf of the Division, I would like to welcome Ms Roxanne Missingham, the new University Librarian (Chief Scholarly Information Officer), who will take up her appointment on 14 February. Roxanne has over 20 years of senior management experience in Australian public sector libraries, and brings with her a wealth of knowledge on enabling technology to provide scholarly information.

I would like to thank Maggie Shapley for stepping into the role of Director, Scholarly Information Services and University Librarian upon Vic’s departure, and all members of the Library’s senior team, for their support to Maggie over the past seven months.

I would also like to extend a warm welcome to the new Director, Information Services and Chief Information Officer, Peter Nikoletatos, who will commence his appointment on 27 February. Peter is currently the Chief Information Officer for Curtin University and has more than 25 years experience in the information and communication technology industry in Australia and overseas, and in the public and private sector.

Following a handover period in March with Peter, I will return to my role as College General Manager for CMBE and CPMS. I would like to thank everyone in the Division for the support and advice I have received during my time as acting Director. I can truthfully say I have enjoyed the experience immensely!

On to other news, the 2012 Division of Information budget has been finalised and is in the process of being loaded into the Finance system. Thank you to those who have toiled long and hard on this.

During February we will be looking at the outputs and actions arising from the 2011 ANU Staff Survey. As part of this we will brief you on the results and identify the issues we plan to address during 2012–13.

That’s it from me!

Best wishes for 2012. Anne Kealley.
Thanks to an incredible amount of hard work by the entire Division toward the end of 2011, copies of the 2012 Information Services Guide, Learn How and Teaching & Computer Room Map are now available.

The Information Services Guide (formerly iGuide) is a guide to information services provided for students and staff of The Australian National University. The publication is an introduction to online services, computing on campus, Library services, research facilities, getting help, training and support.

The Learn How is a student guide to free training available at ANU. The guide provides students with a listing of free workshops, consultations, online guides and other services to support students in their studies.

The Teaching & Computer Room Map shows the location of all lecture theatres, teaching rooms, computer rooms and Libraries on the ANU campus.

These three publications will be officially launched and distributed, along with other Information Services promotional items, at Market Day, Wednesday 15 February, coinciding with O-Week activities on campus.

Outreach has begun distributing the publications across the University, including each Library, Information Commons and ANU residence. If you would like copies for your location please email doi.outreach@anu.edu.au.

We welcome your feedback on the new publications. For comments relating to the Information Services Guide please email doi.outreach@anu.edu.au and for feedback on the Learn How please email ilp@anu.edu.au.
What will Recharge do for students and staff?

- The Recharge website—recharge.anu.edu.au—will allow students to manage their print quota including adding quota by credit card transaction.
- The Recharge kiosks provide five physical self-service locations to manually manage print quota needs.
- Sensors on print devices (Multi-Functional Devices) will recognise ID cards for transaction validation.

Recharge online

A Recharge website has been created for students and staff to top up credit remotely—recharge.anu.edu.au will be live from early February. The new Recharge website will allow students and staff to:

- View how they have used their quota online
- Add to their quota by credit card transaction
- Students or their families can check or manage print quotas from abroad.

Recharge kiosks

The new Recharge kiosks will be operational within the Information Commons located in each of the five Library locations from February 2012 and will allow students and staff to:

- Link their ID card with their existing copy credit, or add to their print quota with EFTPOS facilities
- Manually upload credit to their ID cards at a Recharge kiosk when needing to print.
- Use the Recharge station in Chifley Library to add cash to their quota.
- Self service refunds and balance management.

Sensors on Printing Devices

Once an ID card is validated at a Recharge kiosk, students and staff wanting to print, copy or scan or using a Multi-Functional Device will be able to easily wave their ID card over the sensor pad to activate their account, and proceed by following the prompts.

Any queries about the new process may be directed to the Operations Manager, George Lovrincevic or Project Manager, Michael Johns, Division of Information by emailing recharge@anu.edu.au
PASSPORT PROTOCOL AND CAMPAIGN

A process, and related communications campaign, is being developed to ensure all users have secure and compliant passwords. The process will require all ANU passwords to meet a minimum password configuration including:

- A mix of upper case (A-Z), lower case (a-z), numerals (0-9), and special characters (such as ^, !, @ and %)
- Be at least 8 characters long (and even longer is better)
- Not contain your username
- Not be a simple dictionary word (such as ‘password’), letter sequence (such as ‘abcdefg’ or qwerty’) or similar

Over the coming weeks, websites including Wattle, ISIS and HORUS will feature automatic sign-on prompts to assist with this change.

To change your password visit identity.anu.edu.au

PROTECT YOUR COMPUTER

A quick and easy way to protect your computer is to have the desktop automatically lock if you haven’t used it for a few minutes. This ensures that your private data remains protected as nobody can access it without your username and password, and stops others using your account to do undesirable things, such as stealing your Internet banking password or other sensitive data.

How to setup auto locking for Windows 7, see http://techblog.xkcd.com/2011/07/how-to-automatically-lock-your-pc-after-few-minutes-of-idle/

How to setup auto locking for OSX, see http://osxdaily.com/2011/01/17/lock-screen-mac/

These and other IT Security tips are available at itsecurity.weblogs.anu.edu.au

ALLIANCE UPGRADED

Alliance, the set of tools providing the ANU community with a space for creating websites for collaboration and information sharing, has been upgraded to the latest version of the Sakai CLE (2.8). The upgrade brings a number of enhancements, including the following:

- Sign up tool–create a meeting and allow users to sign up to the meeting timeslots
- Updated forums interface
- Improved user profile–send private messages to your connections and upload photos
- Improved mail sending tool
- Improved blog
- Improved rich text editor
- Improved mobile portal–use Alliance with your mobile device, or click the link in the footer
- Site hierarchy–link a parent site with child sites and organise your site structure
- Improved polls tool
- The wiki has had a facelift and has more macros to help you format your documents
- Language updates

For all enquiries or to send feedback, please contact the DoI Helpdesk at doihelpdesk.anu.edu.au
TOOL TIPS - A NEW REGULAR COLUMN

The Information Literacy Team shares effective word processing tips!

The following tutorials are for Windows PC computers, using Microsoft Word 2010.
Do you have any suggestions for this column? Please contact ilp@anu.edu.au

Line Breaks
Line breaks are used to start a new line within the same paragraph: press <Shift> + <Enter> simultaneously. This is useful when an item in a numbered or bulleted list requires a new line, without creating a new list item when pressing the <Enter> key.

Try this:
1. Type: Queensland
2. Press the <Bullets> button in the Paragraph group of the Home tab
3. Press the <Enter> key
   (A new list item is being created)
4. Type: New South Wales
5. Press the <Enter> key
   (A new list item is being created)
6. Type: Victoria
7. Press <Shift> + <Enter>
   (This creates a new line within the third list item)
8. Type: Capital Melbourne
9. Press the <Enter> key
   (A new list item is being created)
10. Type: Tasmania
    ✔️ Finished!

Page breaks
When a page break is inserted, text is forced to a new page and a new paragraph is started.

Try this:
1. Press <Ctrl> + <Enter> keys simultaneously.
   (A page break is inserted)
✔️ Finished!

Show/Hide button
The Show/Hide button displays all non-printing characters like paragraph, line and page break symbols, spaces between words and tabs. This is useful for understanding the formatting of a Word document—a very useful feature once you get accustomed to using it.

Try this:
1. Click the Home tab to display the Paragraph group
2. Click the Show/Hide button
✔️ Finished!

NEW INFORMATION SERVICES PLANNING & PROJECT SUPPORT OFFICE RESOURCES AVAILABLE

Information Services Planning & Project Support Office

A Project is Born
For those interested in project initiation, a light-hearted look at the process is available on the Information Services Planning & Project Support Office (ISPPSO) website. This simple guide describes the process at ANU, provides clarity around the language of project initiation and links to the relevant templates. Although the presentation style is tongue-in-cheek it provides a sound introduction to the ANU project initiation process. The presentation can be found on the ISPPSO homepage projects.anu.edu.au

Show Me the Money!
Also new on the ISPPSO website is a plain English guide to obtaining funding for projects. This guide explains the five-step process for seeking funding. One of those steps is completion of an Investment Logic Map to determine whether the project has value. Want to know more about this process? Come along to an overview training session. Dates for the next sessions are Monday 26 March and Monday 14 May. For more details email projects@anu.edu.au

The project initiation presentation, guide to obtaining project funding and details of the Investment Logic Mapping training can be found on the ISPPSO homepage projects.anu.edu.au

Steering the Ship
The latest addition to the suite of ISPPSO templates and guides is a series of steering committee documents. Templates for a Steering Committee Charter and Report were developed whilst working to assist the ANDS and Recharge projects. A guide for completing steering committee reports is also available. These documents can be found at projects.anu.edu.au/resources/

Testers Required
The ISPPSO has been working on a set of six brochures describing tools that can be used when scoping and planning projects. Before these are formally published we want to undertake a trial to determine whether they are pitched at the right level. If you are interested in participating in the trial, please contact Michael Johns at michael.johns@anu.edu.au

Project Management Community of Practice (PMCoP)
It’s back! The first meeting of the PMCoP will be held on Thursday 16 February. Come along to hear representatives from the School of Management, Marketing and International Business talk about the new Master of Project Management offered by ANU. For more details refer to projects.anu.edu.au/community/index.php
The 2011 DoI Christmas Party, held in Mewt Hall on Thursday 8 December was indeed kitsch, and a smashing success! An enormous thank you must go to the organising committee for making the event the success it was.

More Christmas party images are available on the DoI Intranet at anu.edu.au/doiinternal
Where have you seen him?
Squirrelled away in the bowels of Menzies, Nic is not often seen around the campus but his presence is everywhere. That unusual looking bicycle propped up outside Hancock? Nic’s in the building. Pick up a copy of the Information Services Guide or Learn How; or posters advertising the Ethel Tory Centre or Hancock refurbishment, and Nic’s graphic design skills and flair set them apart from the norm. Nic tells the story of the University in pictures.

What’s his story?
A South Australian by birth, Nic lived in almost every Australian state capital before travelling overseas for a few months after graduating from the University of Canberra in Industrial Design. That ‘few months’ turned into four years as Nic worked his way across South East Asia and through the eastern Himalayas. Finally finding himself in London working as a photographer at Madame Tussauds, he used the city to launch himself into Europe, ending up in the beautiful medieval city of Gent, Belgium. “Gent is the most beautiful place,” says Nic. “The house I lived in had a front door that was 900 years old, inches of thick wood, and what was probably the original latch! The culture too is amazing with French, Dutch, Italian and German all mixed together.”

When in Europe, Nic incorporated his love of cycling with his thirst for culture by solo touring around England, Ireland, Germany, Holland, Belgium, France, Spain and Portugal. “Living in older European cities for a time has also enabled me to look at Canberra from a different perspective. Its space, nature, bushland and cycle paths make the city truly unique and very beautiful in its own way.”

Nic is also a founder of Rat Patrol Oz (www.rat-patrol.org/RPOz/), an organisation that has its roots in Adolph’s Brigade, a pioneering bicycle and social organisation of the late 19th Century. Nic explains. “Rat Patrol Oz includes Rides, Build Days, Events and fun! The Build Days are targeted at the general public who are welcome to come along and make Functional Art (the acronym of which we won’t print here) from old bicycles. We get all sorts of weird and wonderful bikes, but as long as it works it doesn’t matter what it looks like.”

Riding an odd looking bicycle to work may be unusual but it doesn’t come close to Nic’s main passion of hang-gliding. “I would love to be able to fly,” says Nic. “To fly with the birds without any mechanical aid would be awesome, but since I can’t, hang-gliding is definitely the way to go. The freedom of being up there, riding the wind is amazing. I fly with wedge-tailed eagles regularly. They come alongside and fly next to you, sometimes they look at me as if to say ‘what the heck?’, but they don’t mind me and I certainly don’t mind them. It’s quite a privilege.”

As if gliding on thermals and rebuilding bikes wasn’t enough, Nic is also a musician and is one of three founders of the three-day music festival Corinbank. From 2–4 March 2012 the Brindabella Ranges will come alive with the sound of music, including international, national and local bands. The aim of the festival is ‘to promote Australian bands and artists, expose people to new ideas, showcase Canberra’s local talent, and to leave no trace of having been there’. Established in 2007 Nic says “Corinbank celebrates life and music, creativity, diversity and the environment. We welcome families to come and join us for one, two or three days, make friends, enjoy the surroundings, listen to music, and have fun.”

What does the future hold?
Returning to Canberra in 2001 Nic worked for a couple of design studios before arriving at ANU in January 2003. Initially with Marketing and Communications, he moved to Outreach in 2007 and is content to stay there for some time yet.

“I enjoy my work and I’m passionate about what I do. Producing high quality work motivates me, whether it is writing, graphic design, photography, or building bicycles. ANU has provided me with the opportunity to develop my professional skills, look at different career paths, and work with like-minded passionate people. I’m very grateful for that.”

Nic Welbourn
Graphic Designer, Outreach, Menzies Library

By Aine Dowling
**WELLBEING**

**Feel great by going for a walk at lunchtime**

Start your year on the right foot! Walking at lunch is a fun and healthy way to stay fit and happy during the working week. Walking is good for your heart and lungs and a 30 minute walk after a meal will cut the amount of fat you store by using it to fuel your exercise.

Here are a few helpful tips for lunchtime walkers:

- ✓ Schedule your lunchtime walk in Outlook or your work calendar. Think of it as an important appointment, which it is!
- ✓ If you can, keep everything you’ll need for walking at work. This way you won’t find yourself saying, “I forgot my shoes. I can’t go.”
- ✓ Recruit a couple of work colleagues to join you in the program. You can keep each other on track.
- ✓ Depending on your walking pace, the weather, and your tendency to sweat during exercise, you may be able to wear your work clothes and just switch to athletic shoes. Or you may prefer to slip on a t-shirt. If you’re walking briskly, you’ll heat up after about 10 minutes, so avoid the tendency to overdress. You’ll be MOVING, not sitting in the fresh air!
- ✓ Pick a route where you can grab a sandwich at the end of your walk, or make sure you bring a healthy lunch.

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**WORKPLACE TIPS**

**Celebrate Sustainability at ANU**

Learn about sustainability initiatives at ANU and how you can get involved at the annual sustainability festival, Celebrate Sustainability Day, on Thursday 23 February in Union Court. Kicking off with a free breakfast from 8-9:30am, the festivities will then continue with live music, a free barbeque lunch and lots of prizes and handouts for participants until 2pm. Join the ANU.green Sustainability team and a host of other local committed sustainability groups for a celebration of the great efforts and results of local sustainability programs.

Bring a friend, have fun, meet new people and engage with sustainability!

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**STAFF NEWS**

DoI will say farewell to a few familiar faces this month.

Finance will say goodbye to three current team members and welcome back another. Stephen Molloy, Sam Cheng and Tran Trang are leaving the University for other opportunities, and Anita Fitch returns after a twelve month transfer to the College of Law.

Josie Banens, Information Services Planning & Project Support Office, left the University in December, and Space Services was very sad to say goodbye to Liz Arnold who left at the end of January. Liz was with the Space Services team from 2008 and has moved to Effective People as a Permanent Recruitment Consultant.

We would like to wish them all the best in their future endeavours.

In other staff news, Raj-Kumar Sharma has joined the DoI HR team temporarily while regular staff members are on a well-deserved break, and William Missingham has become the newest member of IT Security.

Space Services Manager, Murray Napier, is currently on long service leave until the end of April and Judy Apps is acting in his position. Rob Carruthers is acting as Facilities Manager, and Glen Munday is acting as Senior Facilities Officer. Dr Pennie Pemberton, University Archives, will start two months long service leave on 6 February, and Maggie Shapley will return to the position of University Archivist in mid February when the new University Librarian starts.

Welcome back to Patrick Bynes, who returned in late January from long service leave.

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**DOI DICTIONARY**

**Warchalking**

This is marking outdoor surfaces like sidewalks, brick walls and signposts with chalk marks that indicate that a wireless network is available at that location. The markings indicate if the area is openly accessible, protected by a password, or protected by other security measures. Some people roam around cities and towns looking for Warchalked locations where they can use their wireless laptop computer to hook up to the Internet.
**What's New in 2012 for Academic Support?**

Academic Support

ILP worked with Outreach to produce the Learn How booklet (Student Guide to free training at ANU), which is now available in all Libraries and other locations across campus.

All Information Literacy Program (ILP) training courses are now available online. Staff members are able to register at either quicklink.anu.edu.au/kyku or quicklink.anu.edu.au/rb89 (supervisor approval required during work hours).

From mid-January to mid-February, ILP is conducting an International Academic Program for newly enrolled international higher degree students. This bi-annual event is run in conjunction with the Academic Skills and Learning Centre and the Crawford School of Economics and Government. Several hundred students will participate as part of their scholarship program.

In January 2012, the Wattle Support team became part of the newly created Centre for Higher Education, Learning and Teaching (CHELT)—see cedam.anu.edu.au/chelt. In the near future Peter Evans, Kaining Li and David Burke will make a physical move to their new area. Jenny Edwards, who will return from maternity leave in mid-February, will also move under the CHELT umbrella.

The ILP team is currently filling two vacancies and successful applicants will be announced in February.

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**Desktop Services During the Holidays**

Systems & Desktop Services

During December, as the University slowed down for the Christmas break, the Desktop Services (DS) team rolled out 350 new Information Commons (IC) computers across 17 locations including most libraries. For a team of seven people, five staff and two trainees, this is no small feat!

The DS team provides services to around 1,700 IC computers, located in 85 of the 135 buildings on campus, including around 160 lecture venues and 1,100 staff computers.

The best way to contact DS for support is by calling AskANU on ext. 59666 or logging a request on doihelpdesk.anu.edu.au

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**Business as Usual for Finance**

Finance

After a busy end to the 2011 financial year the Finance team now turns its attention to 2012, ensuring it continues to provide high quality service for the Division.
SOFTWARE PROCUREMENT INCREASED IN LEAD UP TO CHRISTMAS

Procurement & Contract Management

The last few weeks of December 2011 saw an increase in software procurement within the University. Chris Textor, Dorota Janiszewski, Peter Molloy and Lourens Roux processed almost 155 single software orders and fulfilled close to 158 requests for media/license keys by Local IT Support Staff. The team also completed 15 software licence renewals and processed close to 243 purchase orders and voucher payments.

December saw the renewal of the Microsoft Campus Agreement and the delivery of over 300 replacement PCs for the Information Commons.

December was also a busy month with Lourens and Peter continuing their ESP Procurement and Enterprise Compliance Manager training.

Software Procurement is currently working on the Contract Management Framework.

ANU E PRESS IN THE AUSTRALIAN!

E Press

ANU E Press have been recognised in The Australian following the announcement that their free-to-download titles are now available in the free MOBI format, making them directly compatible to e-reader, Amazon Kindle.

The expansion to MOBI format is due to a growing demand for files suited to e-book readers rather than just in the Acrobat PDF and HTML format suitable for computers.

This is a fantastic achievement for the hard work of the ANU E Press team.

In other news, during the first few months of 2012, ANU E Press will be taking it (slightly) easier after the launch of their new website — epress.anu.edu.au — but will continue to publish new titles, including:

- Fishing for Fairness: Poverty, Morality and Marine Resource Regulation in the Philippines, Michael Fabiny
- Reaching for Health: The Australian women’s health movement and public policy, Gwendolyn Gray Jamieson
- The Indonesian Killings of 1965-66, Robert Cribb
- Country, Native Title and Ecology, Edited by Jessica K Weir

LIBRARY PRINT MATERIALS RECEIVE AN UPDATE FOR 2012

Library

ANU Library print materials are in the process of receiving an update for the 2012 academic year to bring them in line with the new ANU style.

Materials receiving an update include:

- Opening Hours bookmark
- Discovery Sessions flyer
- Opening Hours sign
- Library Guides
- Library Catalogue Guide
- ArticleReach bookmark
- Fines and penalties forms
- Classification slip
- Loan slip

SPACE SERVICES: SHAKE UP IN 2012

Space Services

Several rooms have been upgraded over the summer break as part of the Teaching and Learning Commons Program.

The upgraded rooms include:

- Law G05, G06, G11, G12, G13, G14, G18 & G21
- Gould Seminar Room 235
- Baume Seminar Room 201
- Forestry Theatre
- Innovations Theatre

Also, as part of the refresh, the Physics Theatre and the Haydon Allen Tank have undergone major AV upgrades. Minor AV upgrades have been done to Copland G032, Copland G039, Crisp G17, Crisp G18, CSIT N103 and CSIT N109.

OUTREACH GEARING UP FOR O-WEEK

Outreach/Communications

Throughout December 2011 and early January 2012, Outreach has been busily preparing for O-Week (13-17 February). The team has finalised and printed the Division’s three publications—the Information Services Guide, Learn How and Teaching & Computer Room Map—which are ready for distribution to new students during O-Week Market Day, Wednesday 15 February. Other Information Services promotional materials, including brush buddies, banner pens, magnets and library bags, will also be distributed at Market Day.

Outreach is in the process of creating six new training videos. The first three videos cover the topics How to Book a Training Room, How to Use Digital Lecture Delivery and How To Use The Teaching Equipment, while the second three will explain the new print card system to be launched early February.
**FEBRUARY DOI CALENDAR**

### 3 - 6
**Back to school**
School Term 1 begins in ACT Schools

### 10 - 12
**National Multicultural Festival**
The National Multicultural Festival is Canberra's premier cultural event, which actively involves over 200 community groups, local and national arts groups, up to 70 diplomatic missions, numerous businesses and over 200,000 people who attend over 150 activities and events over the three day period.


### 13 - 17
**ANU O-Week**
O-Week is the official welcome week for students new to ANU. It is full of fun, information, and sessions that highlight the opportunities available to ANU students.


### 14
**ANU International Orientation Day**
At the start of each semester, the International Student Services (ISS) organise an Orientation Day to provide new international students with access to, and information about, services that are available to them while they are studying at ANU and living in Canberra.

### 15
**ANU Market Day**
Traditionally the biggest day of O-Week for students new to ANU!

The Division of Information will have a stall at Market Day and will be distributing updated editions of the Information Services Guide, Learn How and the Teaching & Computer Room Map, as well as a variety of other Information Services informational material.

### 20
**Semester 1 commences**
First teaching session and first semester begin

### 24 - 26
**Royal Canberra Show**
The AcréomAGL Royal Canberra Show, Canberra's largest all ages event, is staged annually by the Royal National Capital Agricultural Society.


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**LUNCH CHALLENGE**

**There's no such thing as a free lunch... but you can win one!**

Email the correct answers by 15 February and you will go into a draw to win a lunch voucher for The God's Cafe. Everyone who enters will receive a highly collectable Information Services promotional item.

Email your answers to [doi.outreach@anu.edu.au](mailto:doi.outreach@anu.edu.au)

**Guess that word!**

Can you guess what ONE word we are describing?

Example:

Clue: Display the animal hair

Literal answer: Show Fur

End answer: Chauffeur

1. Two bangs
2. 2 + 2, plaster healer
3. Viewed, equine
4. Ash Colored, 22nd letter
5. Square opposite, stumble
6. Not Hot, holiday meat
7. Wagon, Tyre
8. Church bench, leg joint
9. Bake the novel
10. Ringer, young man

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*We hope you enjoy the first edition of The Link for 2012, including its new look.*

Feedback and content is welcome every month by emailing [doi.outreach@anu.edu.au](mailto:doi.outreach@anu.edu.au)