

Purpose

The Librarian Digital and Information Literacy Service Delivery Model defines how ECU librarians deliver consistent, high quality, discipline-aligned support that builds capability in digital, information and AI literacy for students.

Support

- Undergraduate and postgraduate coursework students
- HDR and Honours students
- Academic teaching staff
- Digital and information literacy support across the university

Core Services

Digital, Information and AI Literacy Capability Building

Build capability in digital, information and AI literacy across learning and teaching contexts.

Services include:

- Teaching information literacy, research skills, and academic integrity.
- Supporting students to develop critical digital and information evaluation skills.
- Promoting responsible and effective use of learning technologies including generative AI for learning.
- Creating online resources and learning objects for research and digital skills.
- Supporting academic integrity processes.

Embedded Capability Development

Integrate information, digital and AI literacy capabilities into discipline curricula, in collaboration with CLT and Schools.

Services include:

- Delivering or facilitating curriculum embedded classes, workshops and modules.
- Co-designing scaffolded learning experiences with academics, Senior Learning Designers and Senior Learning Advisers.
- Designing / developing asynchronous online resources for scale.
- Providing advice on ethical considerations in curriculum, including copyright.

Advanced Research Support

Provide advanced research support for HDR and teaching staff in digital, information and AI literacy.

Services include:

- Providing expert guidance on advanced literature searching and database use, systematic reviews, and scoping reviews.
- Delivering tailored research skill development for HDR/Honours students.

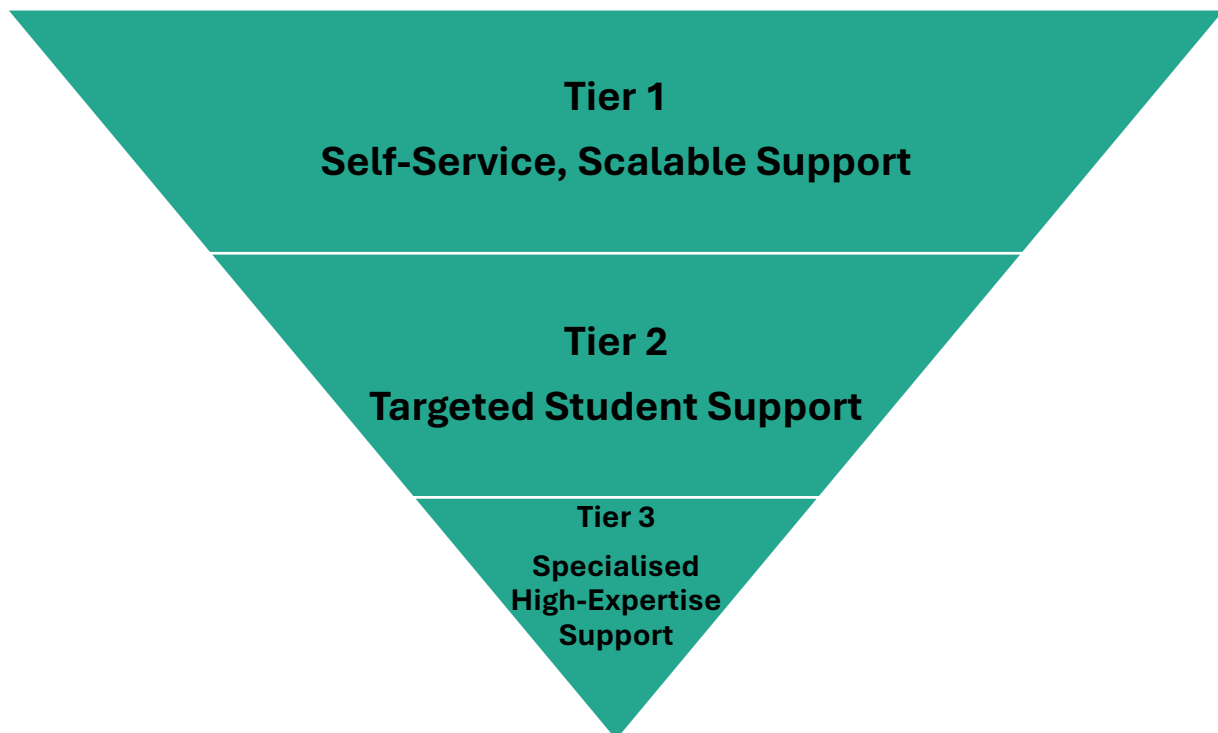
Open Educational Resources and Collection Development

Encourage use of open access resources across learning and teaching contexts, and support the development of a library collection that aligns with ECU's teaching and research priorities.

Services include:

- Advocating for creation and adoption of open educational resources (OER).
- Supporting academics to adapt and create OER.
- Managing Library-approved OER publishing platforms.
- Acting as production partners on OER adaption and creation projects, including assistance with editing and copyright.
- Providing advice on course reading list items and collection development for new and existing courses, including use of free, unlicensed and open resources.

Tiered Service Framework



Asynchronous capability building resources	(Tier 1)
Student consultations & drop-ins; workshops (generic and in-class)	(Tier 2)
Embedding capabilities (AI, digital and Information literacy)	(Tier 3)
Advanced research support	
Advice on collection development, OER adaption and adoption, and reading list item selection	

Tier 1 – Self Service, Scalable Support

Foundational support available to all students and staff. Designed for sustainability and consistency.

- Online learning modules and library guides
- Resource development of slides, resources and videos for in-class use

Audience: Students and academic staff

Tier 2 – Targeted, Student Support

Outreach and orientation sessions.

- Tailored 1:1 or small-group support (e.g. appointments, drop-in sessions)
- Generic workshops
- In-class workshops

Audience: All Students

Tier 3 –Specialised High-Expertise Support

Intensive and high-level support requiring specialist Senior Librarian expertise.

Delivered through partnership

- Consultations with course teams to map and embed digital capabilities supporting course outcomes
- Scaffolded curriculum integration of capabilities and co-designed learning experiences
- Advanced support for research/literature searching/systematic reviews
- OER production partner
- Collection development advice

Audience: postgraduate, HDR, academic teaching staff