

# Supporting Teaching and Research

This guide aims to introduce you to the range of library services and resources we offer to current staff and researchers.

It is intended to provide you with a starting point so that you can make the best use of our facilities and help you undertake research effectively.



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# GETTING STARTED

The Library forms part of Information Services Department (ISD) which also has responsibilities for IT, Telecommunications, Reprographics and the Archives Service.

The Library Service operates through libraries based at each of the University's four campuses to support the teaching and research undertaken at each of the campuses. Staff and students are entitled to make use of any of the University's libraries.

To help keep you informed about new service developments, a biannual *Information Services Newsletter* is circulated to all staff in April and November every year.

## What You Need

The University staff and student ID cards both operate as a library card and must be presented at the library Issue Desk at any campus when material is to be borrowed.

Those undertaking academic work for the University who are not on the pay-roll but wish to make use of the Library, will need to apply for a library card through the RAD system – application should be made by contacting your Faculty's RAD Authoriser, details are available from: <http://www.ulster.ac.uk/isd/itus/rad/>

## Subject Librarians

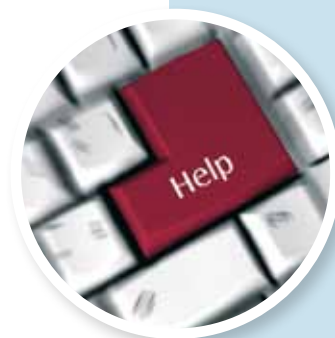
Library staff at Information Points and Issue Desks are pleased to assist staff and researchers with general queries. Detailed guidance and advice relating to individual research interests is provided by cross-campus teams of subject librarians who support each Faculty. New academic staff and research students should arrange to meet with their Subject Librarian as early as possible to learn about our full range of services and resources. The Subject Librarians are your key contacts for assistance in a specific subject area and are involved in providing value-added services, which include:

- Offer expert advice and guidance based on an understanding of the subject area and detailed knowledge of its information resources
- Teach information skills to students at all stages in their academic career from undergraduate induction to postgraduate research
- Consultancy and support in sourcing quality information in relation to individual research interests and projects
- Professional input to resource development decisions for book stock, journal subscriptions and electronic resources
- General advice on citing references and training in the use of bibliographic management software (*RefWorks*)
- Support for citation tracking and analysis (bibliometrics) in preparation for the Research Excellence Framework (REF)
- Input into QAA and other course validation exercises

Click on the *Contact Us* link on the Library Home Page to see a current list of the Subject Librarians for your Faculty (see back cover).

## Library Catalogue

The Library Catalogue is available both on and off campus from the Library Home Page. There are now nearly 1 million items held on the Catalogue and these may be searched for by keyword, author or title (basic search) and limited by date, language and format (advanced search). There are also links to all of our electronic resources, to a listing of new books recently added to stock, to reading lists and to past examination papers.



The *My Account* option within the Catalogue allows you to check your loans, view the status of book reservations and document delivery requests and check whether any overdue fines are outstanding.

## Borrowing Material

### Loan Categories

The vast majority of books may be borrowed and most are available on **Standard Loan** - academic staff and research students may borrow up to 25 books for 8 weeks. There are several other shorter loan categories available and academic staff should identify these when ordering material or contact Issue Desk staff to move existing stock into any of these categories.

#### - **Short Loans**

The Short Loan Collection consists of textbooks and other items which are required reading for students and are in heavy demand. Located at the Issue Desk, they are made available for a 4-hour loan period for use within the Library though they may be borrowed overnight and for weekends.

#### - **One Week Loans**

One Week Loan books are also in demand and are kept on the open shelves in the Library (with a blue date label inside the book and a blue dot on the spine).

#### - **Part-time Loans**

Part-time students are often at a disadvantage when trying to find the books they need. In order to accommodate their particular needs, the Library has a collection of books for use by part-time students only. These books are kept behind the Issue Desk and may be borrowed for two weeks at a time.

#### - **Offprints**

For journal articles which are in very high demand, a copy may be made and held in the Short Loan Collection as an Offprint.

Copyright legislation requires that only one copy can be held, and that the original journal must be held in the Library on that campus. The source of reference of the article is also required by the legislation. Offprints are listed by Author/Title in the Catalogue and may also be searched for by the surname of the lecturer who requested the document. If a journal is not held in the campus library where the offprint is required, then the article will be obtained from the British Library Copyright Cleared Service in order to comply with legislation. Journal articles may also be scanned for access through Blackboard Learn (see page 8 for details).

### Book Reservations

You can reserve books currently on loan by using the '*Request*' facility within the Catalogue or by completing a green reservation card available at any Issue Desk. Notification will be sent to you when the item is returned from loan. Reserved items are usually held for 7 days except for One Week Loans which are kept for 2 days.

### Inter-Campus Loans

Books not held in your campus library but available at another may be requested by completing a green inter-campus loan card at the Issue Desk. It usually takes 2-3 days for the book to be delivered – you will be notified when it has arrived.



## Document Delivery

If you require material which is not available in any of the University of Ulster libraries, then you may request it using the Document Delivery Service (formerly Inter-Library Loans). Weekly limits may apply for submitting requests.

To use this service fill in a Document Delivery Request form available from any of the Issue Desks or use the online form. If you use the online form to request a journal article or paper, you **must** print out the copyright section of the form, sign the copyright declaration and forward it to the Document Delivery Office.

Staff and research students can have their articles e-mailed to them as a PDF file. Emailed articles are available for downloading for 14 days after being sent out by the British Library and they may be printed out once only after viewing. If you wish to arrange for this please contact the Document Delivery staff in your campus library.

Further information on the Document Delivery Service is available from:  
<http://library.ulster.ac.uk/documentdelivery/>

## Renewing Books

You can extend your loans in one of the following ways:

- 1) In person at the Issue Desk
- 2) By using the *My Account* option on the catalogue
- 3) By phoning the 24-hour automated telephone information line: **028 9036 8530**.

*Standard, One Week* and *Part-Time* loan books may all be renewed twice if no one else has reserved them and you have no fines outstanding.

To renew document delivery loans, contact a member of document delivery staff directly in your campus library.

## Fines for Overdue Material

To ensure that library material is returned promptly, there are penalties for late return of material that apply to all categories of user. Current fines for late return are as follows:

Standard Loan	50 pence per item per day
One Week Loan	£1.00 per item per day
Part-time Loan	£1.00 per item per day
Short Loan	£1.00 per item per hour

An early warning alert is sent by University e-mail 2 days in advance of the date due for return to the Library. Staff are also sent further emails when items become overdue.



## TEACHING SUPPORT

### Recommending Material for Purchase

The Library is allocated an information resources budget each year which is based on Faculty requirements. Please recommend material for the Library to purchase in order to support your teaching or research needs.

Budget planning for the academic year usually starts in the preceding January so it is important that academic staff identify the resources needed to support future teaching and research needs early. If you are planning to introduce a new programme or module, or substantially revise an existing module, then please contact your Subject Librarian to estimate the additional resources required.

#### Books and Non-Book Material

You may recommend books or non-book items (eg. DVDs, CDs and Videos etc) by forwarding your requests to your Subject Librarian, using either:

- 1) an online book recommendation form on the library web page (<http://library.ulster.ac.uk/purchase/>)
- 2) a printed *Recommendation for Library Purchase* card available from any of the Library Issue Desks or from your Subject Librarian (example below)

To ensure speedy processing, please provide as much information as possible including the number of copies required and the preferred loan categories based on the number of students completing the module. Remember to indicate whether the material proposed is required urgently and if you would like to see it on arrival (*To See*) or simply to be notified of its availability (*Notify*).



University of ULSTER		ISD: RECOMMENDATION FOR LIBRARY PURCHASE			Author/Editor	Edition	Year	Price
Title					LIBRARY USE ONLY			
ISBN					Order No.			
Preferred format (tick one box) HB <input type="checkbox"/> PB <input type="checkbox"/> Ebook <input type="checkbox"/> DVD <input type="checkbox"/> CD ROM <input type="checkbox"/> OTHER: <input type="checkbox"/>								
Requestor's Name and Staff/Student ID No		To See <input type="checkbox"/>	Requestor's Comments		Date Received by Acquisitions			
		Notify <input type="checkbox"/>						
		Urgent <input type="checkbox"/>						
Reading lists - Module code(s)		Required <input type="checkbox"/>	Recommended <input type="checkbox"/>		Supplier			
		Other section:						
Copies required for each campus		B	C	J	M			
Number of copies for: Standard Loan					Reports			
One Week Loan					<input type="checkbox"/> In Stock			
Short Loan					<input type="checkbox"/> On Order			
Part-time Loan					<input type="checkbox"/> Out of Print			
Reference					<input type="checkbox"/> NYP			
Total required (including already in stock)					<input type="checkbox"/> Untraceable			
					<input type="checkbox"/> Other			
LIBRARY USE ONLY		Class number		Librarian's Comments				
Dewey		Library of Congress						
Approved by:		Fund:		Additional? <input type="checkbox"/> Replacement? <input type="checkbox"/>				

#### Journals

The Library subscribes to a vast range of journals, both print and electronic. Unlike book purchases, subscriptions represent an ongoing financial commitment which absorbs a large portion of the overall Library budget. Subscriptions are reviewed annually when preparing next year's budget estimates. Proposals for new titles should be placed with your Subject Librarian well in advance for subscriptions beginning the following January. New titles and proposed cancellations must be agreed within the Faculty. When new programmes or research areas are being planned, please discuss journal provision with your Subject Librarian so that an

approach for additional funding can be made if necessary. It is always advisable to discuss any proposed new journal subscription with your Subject Librarian who will be able to advise on alternative electronic access to a particular title [see the section on 'Electronic Journals'].

Printed journals may be located through the Library Catalogue (select the 'Journals Catalogue' from the drop-down menu). Note that journals are for reference only and may not be borrowed.

### Other Electronic Resources

Recommendations for new subscriptions to database services are also welcomed by the Library. Subject Librarians are happy to arrange trials of new databases for evaluation by academic staff.

### Collections and Information Access Policy

The Collections and Information Access Policy includes general guidelines for the selection, management and withdrawal of all forms of information resources in the Library. The policy is reviewed every three years in consultation with academic staff. A copy of the current policy is available at:

[http://library.ulster.ac.uk/info/collections\\_policy.pdf](http://library.ulster.ac.uk/info/collections_policy.pdf)

The policy includes our guidelines on accepting donations of material. If you want to make a donation please contact your Subject Librarian in the first instance.

## Reading Lists

The Library maintains a database of current reading lists which provides active links to catalogue entries for books and journals as well as full-text sources such as articles, book chapters and to useful websites. Academic staff who wish to submit a reading list should send it in electronic format to their Subject Librarian or through the appropriate mailbox below:

Art, Design and the Built Environment	adbelist@library.ulster.ac.uk
Arts	artslis@library.ulster.ac.uk
Computing & Engineering	englist@library.ulster.ac.uk
Life and Health Sciences	lifelist@library.ulster.ac.uk
Social Sciences	socscilist@library.ulster.ac.uk
Ulster Business School	buslist@library.ulster.ac.uk

Based on our experience of dealing with reading lists and the difficulties students sometimes have when using them, academic staff should consider the following points when submitting their lists:

a. **Books:** Before listing an item make sure that it is in the library and that there are sufficient copies

- Check that the bibliographical details are correct and presented consistently
- Highlight the author's surname in some way (especially for the benefit of overseas students) and include at least the author's initial(s)



b. **Journal articles:** Underline or highlight in some other way the title of the journal. Some students will not have seen such a reference before, may mistake it for a book and look in the catalogue under the name of the author of the article.

- Write out the journal title in full the first time it appears on the list, rather than use an abbreviation.
- The date, volume, issue and page numbers are essential to students in locating specific articles.

c. If you have put material on Short Loan or Part-time Loan please indicate this on your reading list. This includes articles made available as Offprints.

d. Despite the Library's efforts to secure and maintain material in good condition, items can sometimes go missing or need to be withdrawn due to poor physical condition. Reading lists need to be checked regularly to ensure that all items are still available. Please liaise with your Subject Librarian who can help with this.

## Scanning Service for Copyright Material

The Library offers a centralised scanning service for copyright material which is made accessible through a reading list on Blackboard Learn. For any given module, under the terms of the University's *Copyright and Scanning Licence*, we are limited to scanning one chapter (or 5%) from a specific book or one article (or 5%) from a journal issue. We are not permitted to scan more than this without the consent of the copyright owner.

For distance learning courses only, where material is needed beyond these limits, the library will use the HERON service to obtain copyright-cleared and digitised chapters and journal articles. HERON is a fee-based service and there is a limited budget available for this. Requests for material through HERON must be submitted at least 2 months in advance of when it is needed.

Your Subject Librarian can provide further information on both the scanning and HERON services.

## Examination Papers

Examination papers are available electronically from January 2001. To access the database from the library webpages, you will need to logon using your University ID number and network password in order to view the full-text of the papers.

## Course Validations

Academic staff involved in validations of new programmes, revalidations or visits from outside professional bodies should arrange a meeting with their Subject Librarian well in advance of the review. This is to ensure that library resources for the subject are comprehensive and up-to-date, and that documentation relating to the Library submitted prior to visits is accurate. Your Subject Librarian will be happy to discuss any potential library issues or concerns.

During these events, we can arrange a tour of library facilities along with appropriate documentation and attend review meetings if requested.



# RESEARCH SUPPORT

## Electronic Resources

It is library policy intention to move to electronic format whenever possible. Proposals for new resources are welcome and academic staff are advised to discuss requirements with their Subject Librarian. Note that new resources may not normally be purchased unless they have been included in the budget estimates for that year.

The Library already subscribes to a vast range of electronic information. Over 70% of the library's budget is now spent on electronic resources each year. Print resources are increasingly being replaced or augmented by e-books, e-journals and e-newspapers.

By using your University ID number and network password, you can access all of these sources through the Library Home Page, from the University's Virtual Learning Environment (Blackboard Learn) and the Portal ('Learning Resources' tab).

### Passwords


Most electronic resources are password controlled to comply with licensing requirements and to ensure that access is only available to current staff and students. Using the 'Athens' authentication system, you will be able to access the majority of these resources by logging on using your University ID number and network password from the Library Home Page, Blackboard Learn or the University Portal. ***We strongly recommend that you access the resources from the Portal.***

A small number of databases have a unique username/password and these can be provided by contacting the Library. Further information on Library and IT passwords is available at:

[http://library.ulster.ac.uk/electronic/passwd\\_faq/](http://library.ulster.ac.uk/electronic/passwd_faq/)

If you have any problems accessing the Library's electronic resources then please contact a member of library staff for assistance.

### Databases

The Library subscribes to hundreds of databases in all the subject areas taught by the University. You can see the full A-Z list by visiting the 'Databases' link on our Home Page or through the library webpages on either Blackboard Learn or the Portal. Most databases are accessible off campus and your Subject Librarian will be pleased to assist you in their use. Links are provided to the full-text within each database where available. Note that many databases which contain citations to journal articles also have a facility to allow the sourcing of the full-text article contained in other library databases through use of a  button.

### Electronic Journals (TDNet service)


The Library offers full text access to over 20,000 electronic journals both on and off campus and this number continues to increase. To search for specific journal titles, click on the link for 'Electronic Journals' on our Home Page or through the library webpages on either Blackboard Learn or the Portal. After login, you will be able to search for particular journal titles and, where available, link to the fulltext titles through the appropriate database. Some journals may be held on a number of different databases though the individual holdings may vary. Note that there may also be a *publisher embargo* on making the most recent issues available in certain databases.





Search screen for finding an electronic journal title

## Electronic Books

The Library provides access to a growing range of e-books including textbooks and reference books such as encyclopaedias and dictionaries. They are located in the Library Catalogue in the same way as printed books but with a  icon to identify them and a “Click here to access” link. A separate sub-catalogue of all the e-books is available as an option from the drop-down menu in the Main Catalogue.

## Subject Guides

The Subject Librarians have prepared guides to the library resources available to support teaching and research in each of the Faculties. These guides draw together information from a wide range of quality sources and include print and electronic subject sources, reference material, links to Faculty reading lists and news on library developments. Links to the Subject Guides are available directly from our Home Page or through the library webpages on Blackboard Learn or the Portal.

For those undertaking detailed research, the Library’s Subject Pages also include links to more detailed research support pages which provide information on our full range of services and resources for researchers. Our Faculty Research Support pages may be accessed from: <http://library.ulster.ac.uk/research/>

## Theses

University of Ulster theses can be found in the Library Catalogue - use the keyword or author/keyword search and select the ‘Theses’ catalogue from the drop down menu. Theses are for consultation only but may be photocopied according to Library regulations. The Library subscribes to the database, *Index to Theses*, which contains basic details of theses from Great Britain and Ireland from 1716 to the present day.

*EThOS*, the open access repository for UK theses, is now available for searching from the British Library website at: <http://ethos.bl.uk>. This database offers free access to an index of UK theses as well as the full text of a growing number of theses that have been digitised. Registration is required to access the full text. To check the availability of theses from other universities, please contact a member of the Document Delivery library staff.



## Special Collections

The Library holds a significant number of Special Collections which will be of interest to researchers locally, nationally and internationally. The Special Collections comprise both manuscript and rare published material and are held separately from the main stock in the University Library. Access conditions vary depending on the Collection being consulted and the campus on which it is located.

A separate library guide is available which provides brief descriptions of each of the main collections along with relevant contact details and access arrangements. An online version of this guide is available at:

<http://library.ulster.ac.uk/specialcollections/>

All visitors to the Collections will be asked to sign in and provide their staff/student identification card. The Collections will normally be available during the hours of 9am to 5pm, Monday to Friday. Appointments to view material can be made by telephone, email or post.

## Citing and Referencing

When undertaking research all references must be correctly and consistently cited so that readers of your work can easily identify and locate the material to which you have referred. Individual Schools often recommend a particular style of citation and when preparing research for academic publication you must follow the guidelines for authors provided by your publisher.

The Library Training Page (<http://library.ulster.ac.uk/training/>) includes guides to citation and referencing.

**RefWorks** is a Web-based bibliographic management software package and is available for use through the Library.

The software allows you to:

- create a database of references by importing them from a saved text file, directly exporting from an online database or by entering them manually
- organise references into folders
- use your references to produce an instant bibliography in a format of your choice

RefWorks can be accessed both on and off campus from the Library web pages (click on 'Databases'). First time users need to register at initial login and we strongly recommend that you access RefWorks through the 'Learning Resources' tab of the Portal.

It is recommended that you contact your Subject Librarian for a demonstration of RefWorks or go through the online tutorial (click on the 'Help' option within RefWorks) before starting to use it. Regular training sessions are organised by subject librarians throughout the academic year and advertised through the Library webpages.

In providing support to academic staff preparing for the forthcoming **Research Excellence Framework (REF)**, your subject librarians can help you track citation data, including journal impact factors, from key sources such as *Web of Knowledge*.



## Plagiarism

For those undertaking research, failure to cite and reference other people's work may constitute plagiarism. Plagiarism is the unattributed copying of the work of another person and is a form of literary theft.

- All academic research must be an individual's own work. Sources of information need to be fully acknowledged. Supervisors of those undertaking research provide help on how to reference properly using a preferred referencing style (e.g. Harvard method). Ensure that you adhere consistently to whatever referencing style is selected.
- Plagiarism is regarded by University Course Committees as a very serious offence and it will be subject to formal disciplinary proceedings. The University's policy and framework of penalties for dealing with plagiarism offences is available from the Academic Office Home Page.

The JISC Plagiarism Advisory Service provides advice to academics on all aspects of plagiarism including how to avoid it. Their website is at:

<http://www.plagiarismadvice.org>

The University uses Internet-based software to detect and identify plagiarism. The software used by the University is called *Turnitin* and is administered by the Research Office whose website (<http://research.ulster.ac.uk/plagiarism/plgadvice.html>) includes help on using the software.

## Photocopying and Copyright

There are self-service photocopiers in each of the libraries. They are all card-operated and academic staff may use their departmental copycard in these machines.

The *Copyright Designs and Patents Act 1988* allows copying of copyright materials under certain circumstances. The amount of a published work which may be photocopied is generally interpreted as:

- no more than one chapter of a book
  - no more than one article of a journal issue
  - no more than one single case report from a law report volume
- OR
- no more than 5% of a given work, whichever is greater

Copying must be for the purposes of non-commercial research or private study, which is why, if we make or obtain a photocopy for you, we ask you to sign a copyright declaration that you require the copy for this purpose.

## Current Awareness – Keeping Up-to-Date

We know that it is vital for staff and research students to keep up-to-date in their subject field. The wealth of information available can make this a time consuming task. However, there are various current awareness services available which can make this task easier and help ensure that you are kept abreast of developments in your research area.



### - Library Blog for Researchers

Along with a number of subject-specific blogs, the Library maintains a blog specifically developed for researchers as a means of keeping up-to-date on research developments. The blog is regularly updated and includes news information on library resources, events and other topical announcements. It may be accessed from the library webpages or directly from:

<http://blogs.ulster.ac.uk/library-research/>

The Library has also set up a *Twitter* account which may be accessed from within the Researchers Blog or from:

<http://twitter.com/uulibrary>

follow us on  
twitter



### - Discussion Lists

By joining a mailing list in your chosen subject area you can keep up to date on the latest developments. Electronic discussion lists have become a major resource for connecting likeminded people within higher education in the UK and across the world. You join a list by sending an email. The process is free and secure, and you can unsubscribe from a list at any time. The leading UK academic discussion list service is *JISCMail* ([www.jiscmail.ac.uk](http://www.jiscmail.ac.uk)).

### - Conference Proceedings

Recent and ongoing research is not always published in journals. The results of research currently being undertaken may appear in published conference proceedings before they appear in academic journals. Research papers presented at conferences and symposia can be found on our Library Catalogue if we have it in stock or, for non-stock items, in the conference index of the integrated British Library catalogue. Conference proceedings may be obtained from the British Library through our Document Delivery Service.

Other useful sources of information on conference proceedings include the Zetoc database which is updated daily and includes an email alerting service to help you keep up-to-date with new papers of interest. The *Web of Knowledge* service also has a dedicated conference proceedings database. Both of these databases may be accessed from our 'Databases' link on the Library webpages. For other information on conferences, try *Allconferences.com* ([www.allconferences.com](http://www.allconferences.com)).

You can receive free e-mailed updates on academic conferences matching your subject interests by registering with *Conference Alerts* ([www.conferencealerts.com](http://www.conferencealerts.com)).

### - Books

Many online booksellers provide an alerting service which emails you details of new books in a specific subject area. *Amazon* offers a free alerting service but you need to register.

Some major publishers have a facility on their websites to check details of new books. Email alerting services are also available from some publishers, such as, *Blackwell*, *Cambridge*, *Elsevier* and *Oxford University Press*.

### - Journals

One of the most effective ways to keep up-to-date in journal literature is to save and re-run searches on the most relevant databases for your subject. Your Subject Librarian will be able to advise you on how to do this for the databases in your research area.

*TDNet*, our electronic journals service, allows you to set up alerts for new table of contents from specified journal titles by registering to use the 'My Profile' option.

*Zetoc Alert* is a database where you can register your interest in a range of academic journal titles. As soon as the table of contents of the titles you have selected are ready they will be emailed to you. You may also set up alerts for articles that match searches for authors names or keywords from article titles.

*ScienceDirect* allows you to set up 'volume/issue alerts' which will notify you by email when a new issue of a specified journal becomes available. You can also set up a 'search alert' that will notify you by email when a stored keyword search retrieves new articles.

Alternatively, many individual publishers of journals will email table of contents details to you if you register with them.

## Using Other Libraries

(i) *SCONUL Access* is a reciprocal borrowing scheme which allows academic staff and research students to borrow books from the libraries of over 160 higher education institutions in the UK and Ireland.

For further information, and to obtain an application form, contact library staff at the Issue Desk.

(ii) *The Library Travel Fund and Alumni Fund Travel Scholarship* are open to both undergraduate and postgraduate students to receive financial support to visit other information centres and libraries. The awards are intended to cover the cost of the cheapest form of transport between the University of Ulster and the location being visited. Due to financial constraints, travel is normally restricted to within the United Kingdom and the Republic of Ireland.

An application form must be completed in advance of travel and this may be obtained from the Library Home Page at: <http://library.ulster.ac.uk/info/travel.php>

## LIBRARY AND INFORMATION SKILLS TRAINING

### Taught Students

If students are to make effective use of the Library's resources, they need to be given an introduction to the services we offer and to be taught some of the techniques necessary for finding material they need for their coursework.

A joint library/IT induction programme is offered to all new students at the start of each Semester and is arranged through Course Directors.

Following induction, the Subject Librarians offer a range of specific classes covering the resources relevant to the subject, including searching and evaluation techniques. These sessions are highly recommended and can be arranged at appropriate times during the students' course. Ideally, students are introduced to these information skills progressively throughout their programme of study, starting with fairly basic skills and then acquiring more advanced skills and techniques, particularly for dissertations.

Contact your Subject Librarian if you would like to arrange a class for any group of students. These need to be arranged well in advance of the date required in order to ensure that staff and appropriate facilities are available. Library classes for part-time students can also be arranged at a time and location suitable for them.



An online Information Skills module has been developed by the Library to help students search for information effectively. It may be accessed from the Library Training page at:

<http://library.ulster.ac.uk/skills/infoskills/>

The module includes links to short videos which help illustrate the different stages of searching and the sources available.

### **Staff and Research Students**

The Subject Librarians participate in the annual Generic Skills Training programme for new Research Students and deliver information skills training as part of this programme at the start of the new academic year.

Similar sessions can be arranged for other research students and also for new academic staff, either individually or in small groups, by contacting your Subject Librarian.



## **COMMENTS AND SUGGESTIONS**

We are committed to improving our services to users and so we welcome feedback from you, both formally and informally.

There is a 'Comments and Suggestions' form available, both in print and electronic format (<http://library.ulster.ac.uk/contact/ccs.php>), to pass your comments to us. A response will usually be made to you by the Campus Library Manager.

Subject Librarians also attend appropriate committees such as Faculty Board where issues regarding the Library may be raised.

<b>Subject Librarians</b>	<b>Art, Design and the Built Environment</b> Email enquiries: adbe@library.ulster.ac.uk
	Sub-Librarian: Jim Fitzsimons (028) 9036 6963 tj.fitzsimons@ulster.ac.uk
	Belfast: Lorna Reid (028) 9536 7411 lj.reid@ulster.ac.uk
	Jordanstown: Mick Carragher (028) 9036 6687 m.carragher@ulster.ac.uk
	<b>Arts</b> Email enquiries: arts@library.ulster.ac.uk
	Sub-Librarian: Frank Reynolds (028) 7012 4520 fj.reynolds@ulster.ac.uk
Belfast: Lorna Reid (028) 9536 7411 lj.reid@ulster.ac.uk	
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## Library Opening Hours

### Semester 1 and Semester 2

#### Coleraine

Monday - Friday

8.45am - 10pm (8pm Friday)

#### Jordanstown

8.00am - 10pm (8pm Friday)

#### Magee

8.45am - 10pm (8pm Friday)

#### Belfast

8.45am - 10pm (6pm Friday)

Saturday and Sunday

#### Coleraine, Jordanstown, Magee

1pm - 5pm

#### Belfast

10am - 5pm (Saturday only)

Current information: <http://library.ulster.ac.uk/info/hour/hour.htm>