



Library Guide

Support for Teaching and Research

An introduction to the range of library services and resources we offer to current staff and researchers

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Getting started

The Library forms part of Finance and Information Services Department (FISD) 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 libraries.

What you need

The University staff and student ID cards both operate as a library card and are needed for borrowing books at the self-issue machines or at the Issue Desks.

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: 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 Open Access and adding metadata to records held on the Institutional Repository
- Support for citation tracking and analysis (bibliometrics) in preparation for the Research Excellence Framework (REF), for measuring research impact and in finalising research for publication
- Input into QAA and other course validation exercises

Click on the Getting Help link on the Library Home Page to search our FAQ database or to submit queries online (Library Help). You may also contact your Subject Librarians directly for help - see the back cover for contact details.

Library Catalogue

Our Catalogue indexes nearly 1 million items and is available both on and off campus from the Library Home Page as well as through the Portal and Blackboard Learn.

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.

- *Two day loans*

The Two day 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 2 day loan period.

- *Two week loans*

Two Week Loan books are also in demand and are kept on the open shelves in the Library (with a blue dot on the spine).

- *Offprints*

For journal articles or book chapters which are in very high demand, a copy may be made and held in the Short Loan Collection as an Offprint. Individual articles and chapters may be scanned by the Library for student access through the online reading list on Blackboard Learn (see page 8 for details).

Book reservations

You can reserve books currently on loan by using the 'Reserve' option 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.

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 campus libraries, then you may request it using the Document Delivery Service.

To use this service complete the Library's online form, remembering to accept the copyright declaration statement.

Articles and book chapters are e-mailed as a PDF file. Emailed articles are available for downloading for 30 days after being sent out by the British Library and they may be printed out once only after viewing.

Further information on the Document Delivery Service is available from:

library.ulster.ac.uk/documentdelivery



Renewing books

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

- 1) By phoning the Issue Desk or by calling in person
- 2) By using the *My Account* option on the catalogue

Standard (8 weeks) and Two Week loan books may all be renewed twice if no one else has reserved them and you have no fines outstanding. To renew books obtained through document delivery, 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. Fines for late return are as follows (currently under review):

| | |
|--------------------------------|---------------------------|
| Standard loan (8 weeks) | 10 pence per item per day |
| Two week loan | 50 pence per item per day |
| Two day loan | £1.00 per item per day |

An early warning alert is sent by University email 2 days in advance of the date due for return to the Library. Further emails are sent when items become overdue.

An online payment system is available. Fines over £5.00 may be paid online through your library account or in person at the Issue desk.

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 as early as possible.

Books, e-books and non-book material

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

- 1) an online book recommendation form on the library web page (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.

The Library's policy is to buy e-books in preference to print where it is appropriate and cost effective.

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*).

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 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 traced through the Library Catalogue - select the 'Journals' option from the Collection 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. It outlines the Library's move to an electronic only policy in preference to print where it is appropriate. The policy is reviewed every three years in consultation with academic staff. A copy of the current policy is available at:

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 as space in the Library is at a premium.

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, scanned items and to useful websites. Academic staff who wish to submit a reading list should send it electronically to their Subject Librarian or through the appropriate mailbox below:

| | |
|---------------------------------------|--|
| Art, Design and the Built Environment | adbelist@library.ulster.ac.uk |
| Arts | artslist@library.ulster.ac.uk |
| Computing and Engineering | englist@library.ulster.ac.uk |
| Life and Health Sciences | lifelists@library.ulster.ac.uk |
| Social Sciences | socscilists@library.ulster.ac.uk |
| Ulster University Business School | buslist@library.ulster.ac.uk |

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 10%) from a specific book or one article (or 10%) 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 a 'Second Extract' service provided by the Copyright Licensing Agency to obtain permissions clearance for digitised chapters and journal articles. This is a fee-based service with a limited budget to support it. Requests for material through this service must be submitted in advance of when it is needed.

Your Subject Librarian can provide further information on the scanning service.

Examination papers

Most examination papers from 2001 onwards are available electronically. 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 with the course team if requested.



‘The Library offers full text access to nearly 21,000 unique electronic journals both on and off campus’

Research support

Electronic resources

It is library policy 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 expensive 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 by their electronic equivalents.

By using your University ID number and network password, you can access all of these sources through the Library Home Page, from Blackboard Learn and the Portal ('Library & ICT' 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.

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:

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 clicking on 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 the **UFindit** button.

Discovery Service (USearch)

USearch is a library search engine which offers simultaneous searching across many of our databases in one go. It is particularly useful for those starting out in their research and looking for relevant journal articles on a topic. Access USearch from the library webpages.

Electronic journals

The Library offers full text access to nearly 21,000 unique electronic journals both on and off campus. To search for specific journal titles, click on the link for 'Electronic Journals' on the library webpages. 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.

Electronic books

The Library provides access to an extensive range of e-books including many textbooks and reference books such as encyclopaedias and dictionaries. They are accessed through the Library Catalogue by searching in the same way as printed books. Select the 'E-Book' option from the Format menu.

Subject guides

The Subject Librarians have prepared guides to the library resources 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: library.ulster.ac.uk/research

Theses

Ulster University theses can be traced in the Library Catalogue - use the keyword or author/keyword search and select the 'Theses' option from the Format menu. Theses are for consultation only but may be photocopied according to Library regulations. The Library subscribes to the database Proquest Dissertations and Theses (UK and Ireland) 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: 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: library.ulster.ac.uk/specialcollections

Open Access and the Ulster Institutional Repository

Open Access refers to material that is free to all readers at the point of use. There are two routes into Open Access - Gold or Green. Gold Open Access is where the author makes their article Open Access in a journal, sometimes for a fee. Green Open Access is where the author publishes in a journal and then deposits the final accepted version of their article into a subject or institutional repository, such as the Ulster Institutional Repository (uir.ulster.ac.uk).

The University requires research staff to deposit (copyright permissions allowing) a copy of all forms of published research in the UIR so as to support Open Access and meet the requirements of the growing number of research funders in the UK (and internationally) who now encourage or mandate Open Access.

If you have a query relating to Open Access or the Institutional Repository, you can contact your Subject Librarian for advice or consult the library guide at: guides.library.ulster.ac.uk/openaccess

Citing, referencing and bibliometrics

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. Your Subject Librarian can provide advice on referencing.

RefWorks is a Web-based bibliographic management software package provided by the Library.

The software allows you to:

- collect, organise and store references from a variety of sources, such as books, journal articles and websites
- produce bibliographies, reference lists and in-text citations in a range of referencing styles eg Harvard, OSCOLA, Vancouver, MLA, APA

RefWorks can be accessed both on and off campus from the database listing on the library webpages. First time users need to register at initial login.

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. RefWorks training sessions are held regularly in all campus libraries throughout the academic year. An online booking form is available from the 'Library & ICT' tab of the Portal.

A library guide to using RefWorks is available at: guides.library.ulster.ac.uk/refworks

In providing support to academic staff preparing for publication or the Research Excellence Framework (REF), your Subject Librarians can help you track citation data, including journal impact factors and other bibliometric data, from key sources such as Web of Science and SCOPUS. The **SciVal** database allows academic staff to find out about their research impact. It provides benchmarking for individual researchers, groups of researchers and institutions based on a variety of different bibliometric measures. Contact your Subject Librarian for help in using these databases.

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.

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

The University uses Internet-based software to detect and identify plagiarism. The software used by the University is called Turnitin and is administered through Blackboard Learn.

Photocopying and copyright

There are self-service copiers in each of the libraries. They are all operated by your University ID card.

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 under licence is:

- 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 10% 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 copy for you, we ask you to confirm acceptance of 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: 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 directly from: twitter.com/UlsterUniLib



- 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 like-minded 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 (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. Conference proceedings not held in stock 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 Science 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 (allconferences.com).

You can receive free e-mailed updates on academic conferences matching your subject interests by registering with Conference

‘Electronic discussion lists have become a major resource for connecting like-minded people within higher education’

- 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, 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.

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 published 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. You can access Zetoc Alert from the Library's list of databases on its webpages.

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. The *ALCID Scheme* is a cooperative venture between most of the higher education libraries in Ireland and allows access rights to the participating libraries. However, this scheme does not permit borrowing.

For further information on either access schemes contact library staff at the Issue Desk.

(ii) The *Library Travel Fund* is open to both undergraduate and postgraduate students to receive financial support to visit other information centres and libraries. The award is intended to cover the cost of the cheapest form of transport between the Ulster University 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: library.ulster.ac.uk/info/travel.php

Library and information skills (Information Literacy)

The Library has developed an Information Literacy Strategy which was approved by the University in May 2014. Information literacy is defined as being able to find, evaluate, organise and use information. The Strategy outlines how academic staff and Subject Librarians can work together to ensure that critical research skills are developed by students and researchers while at university. It includes a typical set of information literacy competencies which should be acquired by staff and students over a period of time. The Strategy can be accessed from: library.ulster.ac.uk/info/information_literacy_strategy.pdf

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 researching 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. The module includes links to short videos which help illustrate the different stages of searching and the sources available. It may be accessed from our 'Getting Help' page at:

library.ulster.ac.uk/skills/infoskills/

Undergraduate students can apply to undertake an **EDGE** activity for information literacy (Category 4). Further details from the EDGE website, or by contacting your Subject Librarian.

Staff and research students

The Subject Librarians participate in the annual Researcher Development 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.

A guide to information literacy skills is available at: **guides.library.ulster.ac.uk/informationliteracyskills**

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 (**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.

Subject Librarians

| Art, Design and the Built Environment adbe@library.ulster.ac.uk | | |
|--|-----------------|--|
| Jim Fitzsimons , Sub-Librarian | (028) 9036 6963 | tj.fitzsimons@ulster.ac.uk |
| Lorna Reid , Belfast | (028) 9536 7411 | lj.reid@ulster.ac.uk |
| Mick Carragher , Jordanstown | (028) 9036 6687 | m.carragher@ulster.ac.uk |
| Arts arts@library.ulster.ac.uk | | |
| Frank Reynolds , Sub-Librarian | (028) 7012 4540 | fj.reynolds@ulster.ac.uk |
| Lorna Reid , Belfast | (028) 9536 7411 | lj.reid@ulster.ac.uk |
| Jayne Dunlop , Coleraine | (028) 7012 4546 | ja.dunlop@ulster.ac.uk |
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| Fionnuala Carlin , Magee | (028) 7167 5386 | f.carlin@ulster.ac.uk |
| Computing and Engineering engineering@library.ulster.ac.uk | | |
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| Ulster University Business School business@library.ulster.ac.uk | | |
| Gerard McFall , Sub-Librarian | (028) 9036 8144 | gj.mcfall@ulster.ac.uk |
| Lorna Reid , Belfast | (028) 9536 7411 | lj.reid@ulster.ac.uk |
| Jane Starrs , Coleraine | (028) 7012 4158 | jm.starrs@ulster.ac.uk |
| Trevor McCullough , Jordanstown | (028) 9036 6262 | t.mccullough@ulster.ac.uk |
| Janice McQuilkin , Magee | (028) 7167 5066 | j.mcquilkin@ulster.ac.uk |

Library opening hours

Semester 1 and Semester 2

| Campus | Semester opening hours |
|--------------|---------------------------|
| | Weekdays |
| Belfast | 8.45am - 9pm (6pm Friday) |
| Coleraine | 8.45am - 9pm (8pm Friday) |
| Jordanstown | 8am - 9pm (8pm Friday) |
| Magee | 8.45am - 9pm (8pm Friday) |
| | Saturday and Sunday |
| All campuses | 1pm - 5pm |

Current information: library.ulster.ac.uk/info/hour.php