Passwords
Most Library electronic journals and databases can be used on or off campus and you should login to the Portal for access. If you have problems opening full-text, check the Passwords Guide at: http://library.ulster.ac.uk/electronic/passwd_faq/

Exam Papers
Exam papers are available online from 2001 and you can access them on the Learning Resources tab in the Portal.

Citing References
Accurate and consistent referencing is essential in academic work. The Library Social Sciences Guide to Harvard Referencing is online at http://library.ulster.ac.uk/soc/harvard.pdf. The Refworks database can also help you organise references. Refworks training sessions are available throughout the year.

Library FAQ’s
My passwords won’t work. What’s going wrong?
Check out the Library passwords guide at http://library.ulster.ac.uk/electronic/passwd_faq/ or ask us for help.

Will databases always provide me with full text articles?
Not always – use the Find It button to link to full text if available or contact the Subject Librarians for help finding full text.

Jordanstown Library doesn’t have the book or article I need?
If the book is on another campus, request it using an Intercampus Loan form. If the item isn’t in any of the University Libraries, use our Document Delivery Service. For more information about this service go to http://library.ulster.ac.uk/documentdelivery/ or ask at the Library help desks.

Community Development
Library Quick Guide
September 2012

Contact Details

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Niall Burns</td>
<td>Sub-Librarian</td>
<td><a href="mailto:nd.burns@ulster.ac.uk">nd.burns@ulster.ac.uk</a></td>
<td>(028) 9036 6970</td>
</tr>
<tr>
<td>Joanne Knox</td>
<td>Assistant Librarian – Jordanstown Campus</td>
<td><a href="mailto:j.knox@ulster.ac.uk">j.knox@ulster.ac.uk</a></td>
<td>(028) 9036 8178</td>
</tr>
</tbody>
</table>

Online Enquiries: http://library.ulster.ac.uk/contact/enq.php

Book Renewal and Information Line (028) 9036 8530

Library Information Point (028) 9036 6964

Getting started
Access all library services including the Library Catalogue, Reading Lists, Electronic Journals and Databases by logging into the Portal at http://portal.ulster.ac.uk and selecting Learning Resources.
Books and pamphlets
Use the Library Catalogue to find books in the library. You can also reserve and renew books and check your borrower record online using the My Account option.

Some useful shelf numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Shelf Number</th>
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</thead>
<tbody>
<tr>
<td>Community work</td>
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<td>Youth work</td>
<td>362.7083</td>
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<td>Community development</td>
<td>307</td>
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<tr>
<td>Social policy</td>
<td>361.61</td>
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<tr>
<td>Children’s services</td>
<td>362.7</td>
</tr>
<tr>
<td>Social work</td>
<td>361.3</td>
</tr>
<tr>
<td>Family welfare</td>
<td>362.82</td>
</tr>
<tr>
<td>Group work</td>
<td>361.4</td>
</tr>
</tbody>
</table>

Most books and pamphlets are shelved on the ground floor of the library. The short loan and part-time loan collections are shelved in the Short loan room behind the book issue desk.

E-Books: The library has a growing collection of eBooks which you can also access using the Library Catalogue.

Reading Lists: Many reading lists are available online and you can link to them through the Portal or in Blackboard.

Journals
Most library journals are now online. The Electronic Journals link on the Learning Resources tab in the Portal provides a complete list.

Tip: Use the Electronic Journals list to check if a journal title is available online eg Community Development Journal. Use library databases to find journal articles on a topic.

Guide to Library Resources for Community Development
http://library.ulster.ac.uk/soc/communityyouthwork/
These web pages will help you find community related subject resources in University of Ulster libraries. They include a list of key web links.

Best Databases for Community Development

Community Development
- Community Wise
- Social Care Online – social work and social care
- Childlink – children, young people and families

More related Social Sciences
- Proquest Complete Collection including:
  - ASSIA – Applied Social Science Index and Abstracts
  - Social Services Abstracts – social work, social welfare
  - Worldwide Political Science Abstracts
  - International Bibliography of the Social Sciences (IBSS)
- CAIN (Northern Ireland)
- Criminal Justice Abstracts
- British Education Index
- Sociological Abstracts
- Web of Knowledge: ISI Web of Science
- Swetwise

News, Management
- ABI Global Package
- Business Source Premier
- Nexis UK – local, UK and international newspapers online
- Scopus - multidisciplinary

Keeping up to date
- Zetoc Alert – journal article alerting service