**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/

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

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**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.

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**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.

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**Communication**

**Library Quick Guide**

September 2012

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**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](http://library.ulster.ac.uk/contact/enq.php)

**Book Renewal and Information Line** (028) 9036 8530

**Library Information Point** (028) 9036 6964

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**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](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>
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<th>Subject</th>
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<tbody>
<tr>
<td>302.2</td>
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<tr>
<td>658.8</td>
<td>Marketing</td>
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<tr>
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<td>410</td>
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<td>Counselling</td>
</tr>
<tr>
<td>361.0</td>
<td>Counselling</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 available 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 Communication Quarterly. Use library databases to find journal articles on a topic.

Library Guide to Communication Resources
http://library.ulster.ac.uk/soc/communication/

These web pages will help you find communication subject resources in University of Ulster libraries. The Guide includes a list of key web links for communication students.

Best Databases for Communication

- Communication Abstracts
- Communication (Sage collection) – selected Sage journals
- NexisUK – local, UK and international newspapers online

Counselling and Health Communication

- PsycInfo
- OvidSP – including Medline and Embase
- CINAHL (Nursing and Allied Health)
- Proquest Complete Collection which includes:
  - PILOTS (post-traumatic stress)
  - Social Services Abstracts
  - ASSIA (Applied Social Science)

Advertising, Marketing, Lobbying, PR, Public Affairs

- ABI Global - advertising, marketing and PR
- Business Source Premier - advertising, marketing and PR
- Emerald Management - advertising, marketing and PR
- WARC.com - advertising
- Keynote Reports – market research
- Mintel Oxygen – market research
- Worldwide Political Science Abstracts
- Public Administration Abstracts
- Public Affairs Index

Linguistics

- Linguistic and Language Behaviour Abstracts

Keeping up to date and more...

- Zetoc Alert – journal article alerting service
- Scopus – multidisciplinary
- Swetswise – multidisciplinary
- Web of Knowledge - multidisciplinary