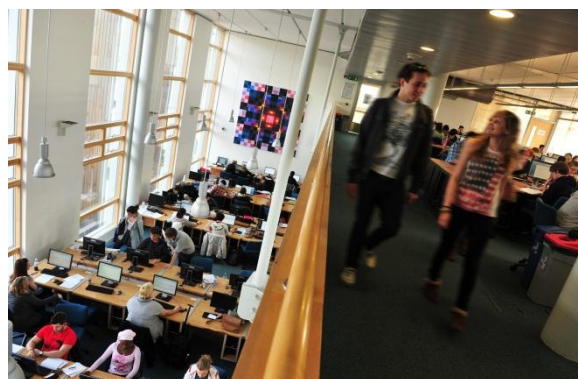


## Guide to UEA Library for new staff



2012 / 13



# Guide to UEA Library for new staff

This guide should contain all the information you will need to get started using the Library at UEA. We hope you find it useful, but please let us know if you require any further information on our services or resources. Further help is available from Library staff or on our website:

<http://www.uea.ac.uk/is/lib>

## 1. Key contacts

### Faculty Librarians

Each Faculty has a Librarian with responsibility for managing Library resources in their relevant subject areas. The Faculty Librarian provides support with any Library issues relating to your teaching and research. *In particular, the Faculty Librarian should be contacted as soon as possible to ensure the Library has the resources required to support your teaching and the students on your course. Contact your Faculty Librarian if you have any queries from students about Library resources.*

The role of the Faculty Librarian includes:

- Ordering books and electronic resources for the Library (see p.6)
- Providing subject-specific guidance and support for Library users
- Reading list checking. **We ask that you send us all your reading lists, indicating which items are likely to be in high demand**
- Delivering faculty information skills sessions (see p.8)
- Attending School boards and staff / student committees
- Facilitating access to Library resources on Blackboard

Faculty Librarian offices are on floor 1 of the Library. They may be contacted during core service hours, Monday – Friday 09:00 -17:00. The Faculty Librarians may not always be in their offices due to meetings, information skills sessions or other commitments. If they are unavailable please email or phone to arrange an appointment at a time which suits your needs.

*Faculty Librarian contact details can be found overleaf*

### Library Representatives

Every School also has an academic who acts as a Library Representative and who will liaise regularly with the Faculty Librarian over Library matters affecting the School. To find out who holds this role in your School, ask your Faculty Librarian.

### **Arts and Humanities Faculty Librarian:**

Sarah Elsegood  
s.elsegood@uea.ac.uk  
01603 59 2426  
Office: Library 1.17

*Schools: American Studies, World Art Studies and Museology, Film and Television Studies, History, Literature and Creative Writing, Language & Communication Studies, Music, Philosophy, Political, Social and International Studies*



### **Medicine and Health Sciences Faculty Librarian:**

William Jones  
w.jones@uea.ac.uk  
01603 59 2412  
Office: Library 1.19

*Schools: Allied Health Professions, Norwich Medical School, and School of Nursing Sciences.*



### **Science Faculty Librarian:**

Liz Clarke  
e.clarke@uea.ac.uk  
01603 59 1249  
Office: Library 1.16

(office hours: Mondays to Thursdays 9:00-13.30)

*Schools: Biological Sciences, Environmental Sciences*



### **Science & Research Support Librarian:**

Rachel Henderson  
rachel.henderson@uea.ac.uk  
01603 59 2428  
Office: Library 1.16

(office hours: Tuesdays to Fridays 9:00 -17:00)

*Schools: Computing Sciences, Mathematics, Chemistry and Pharmacy*



## Social Sciences Faculty Librarian:

Carly Sharples  
c.sharples@uea.ac.uk  
01603 59 2431  
Office: Library 1.17

*Schools: Norwich Business School, Economics, Law,  
International Development, Social Work and Psychology,  
Education and Lifelong learning*



## Head of Library Academic Services:

Andrew Barker  
andrew.barker@uea.ac.uk  
01603 59 2430  
Office: Library 1.14

*Responsible for Continuing Education and for the overall  
management of the Faculty Librarians*



## 2. Using the Library



### Opening hours

The Library's 24/7 pilot has been extended to 31<sup>st</sup> October in the first instance.

Non-UEA campus card holders will not be able to enter after midnight.

Core Library staff hours are 09:00 – 17:00 Monday to Friday, although a restricted service is offered until 19:00 each day. The Library website contains further information about opening hours and service levels.

### Campus card

Your campus (staff) card also acts as your Library card. You will need this to enter the building, use the Library printing and photocopying facilities and also to borrow books.



## Library Reception

The Library Reception is located at the library entrance on Floor 0 and staff there can assist with enquires relating to lost property, visitor entrance cards and general enquiries.

Telephone (01603) 59 2993

Email [lib.helpdesk@uea.ac.uk](mailto:lib.helpdesk@uea.ac.uk)

## Helpdesk

The Library helpdesk is located alongside the IT helpdesk on Floor 0. Staff can provide information on Library services and help with using the Library Catalogue, other electronic resources and general reference works. They also deal with access to online databases via Athens SLI, items in special Collections and UEA theses.

The helpdesk is also the collection point for interlibrary loans and items requested from the external store.

Telephone (01603) 59 2993

Email [lib.helpdesk@uea.ac.uk](mailto:lib.helpdesk@uea.ac.uk)

## IT Helpdesk

The IT Helpdesk is located along side the Library Helpdesk on Floor 0. IT Helpdesk staff provide help and support to all users with UEA IT accounts.

Telephone (01603) 59 2345

Email : [it.helpdesk@uea.ac.uk](mailto:it.helpdesk@uea.ac.uk)

## Campus card queries

Campus card queries are dealt with by telephone or email only between the hours of 9am-5pm, Monday to Friday.

Telephone (01603) 59 2345

Email: [it.helpdesk@uea.ac.uk](mailto:it.helpdesk@uea.ac.uk)

## Borrowing entitlement

As a member of staff, you are entitled to borrow 20 books at a time and there are 3 return dates per year. Please note that books may be recalled if requested by another Library user.

Books may be renewed online, by logging into your Library account. You can access your Library account from the 'Academic' tab of the UEA portal.

The Library has self-service machines for borrowing (pictured right) and returning books. These are situated on floor 0. On-screen instructions are provided, but please ask at the Helpdesk if you require any assistance.



### 3. Finding and accessing Library resources

UEA Library provides several ways to help you find both print and electronic resources. You can access the Library search tools from the 'Academic' tab of the UEA portal.

**Primo OneSearch** is a single starting point for books, e-books, journals, selected e-journals, UEA Digital Repository (containing UEA's recent research output) and much more.

**Library Catalogue** is the traditional catalogue for searching for print and electronic item or browsing all available print and electronic journals (there are currently over 7000 of these).

**MetaLib** allows you to quickly view, cross-search and link to all the subscribed and selected free electronic databases available in your subject areas. It also enables you to save articles and create search alerts.

The Library website contains online training and helpsheets to assist in using these search tools. <http://www.uea.ac.uk/is/infoskills>

The Library website also contains Subject Guides, which give an introductory guide to the key Library resources and useful web links for subjects studied at UEA. <http://www.uea.ac.uk/is/subjectguides>

#### Navigating the Library building



The Library contains over 800,000 books and is spread over 6 floors. To help Library visitors navigate their way around the shelves, floor plans are available next to the staircase and opposite the lift entrance on each floor or online at <http://www.uea.ac.uk/is/floorguide>

Primo OneSearch and the Library catalogue list the location (classmark) and availability of each item in the Library.

Books are arranged on each floor in classmark order. Print journals are arranged within each class in A-Z order of their titles.

### **High Demand collection**

Most of the book stock is shelved on floors 01, 1, 2 & 3, however if a book is in particularly high demand it may be temporarily added to the high demand collection on floor 0. If there are books on your reading list that you would like to add to high demand, please contact your Faculty Librarian.

### **Archives and Special Collections**

The Library holds several important collections of archives, details of which can be found on the Library website. In addition, Special Collections contains almost 9,000 titles of rare, valuable or illustrated monographs and pamphlets in all subject areas. All Special Collections items are described in the Library catalogue.

Enquiries and requests to consult the archives or special collections should be made to the Archives and LaRC reception (floor 02), on 01603 59 1010 or [archives@uea.ac.uk](mailto:archives@uea.ac.uk).

### **Off-campus access to Library resources**

Many Library books and journals are available electronically and as such can be accessed on and off-campus, wherever you have an internet connection.

On-campus access to electronic resources is usually via IP authentication so a separate login is not required, but when off-campus you will be required to enter your UEA network username and password.

The Library primarily uses Athens SLI (Single Log In) to authenticate users. This means that you don't need a separate username and password, but in order to use Athens SLI you will need to ensure you have downloaded a cookie on to your computer. You can download the cookie from the 'Academic' tab of the UEA portal.

Most electronic resources can be access off-campus by logging in via Athens SLI, however the Library also provides an alternative service, called EzProxy, to provide access to many electronic resources off-campus. Further details about EzProxy can be found here: <http://www.uea.ac.uk/is/er/ezproxy>

If you have any problems accessing Library resources off-campus, please view the E-resources information on the Library website - <http://www.uea.ac.uk/is/er> - or contact the Library Helpdesk (details on page 4)

### **Book and journal recommendation**

The Faculty Librarians welcome suggestions for new books. To recommend a book, please contact your Faculty Librarian directly, or complete the online form: <http://www.uea.ac.uk/is/booksuggestion>

If you would like to recommend a new journal subscription, please contact your Faculty Librarian and School Library Representative.

### **Interlending**

Books and journals which are not in UEA Library can be borrowed via the interlending, or inter-Library loan service. For more information, visit <http://www.uea.ac.uk/is/interlending> or contact [lib.ill@uea.ac.uk](mailto:lib.ill@uea.ac.uk), 01603 59 2437

### **Using other libraries**

UEA Library is a member of the SCONUL Access scheme, a co-operative venture between university libraries that allows staff and certain student groups to borrow material from other libraries. For further information, please ask at the Helpdesk (see page 4-5), or visit <http://www.access.sconul.ac.uk>

## **4. Support, advice and other services**

### **Research support**

The Library provides a number of services that are of particular benefit to researchers: from access to study and meeting areas such as the Learning and Resource Centre (LaRC), which is jointly run with CSED, to guidance on using software tools to keep up to date & manage resources. If you would like to find out more about Library services for researchers, please contact Rachel Henderson (details on page 2), or go to <http://www.uea.ac.uk/is/collections/researchsupport>

### **Support for Open Access and Self Deposit**

UEA Library has created a digital repository to contain the University's research findings and papers, and where copyright regulations permit, making them freely accessible to the research community and wider public, accessed at <http://ueaeprints.uea.ac.uk/>.

For further information, browse the FAQs <https://ueaeprints.uea.ac.uk/faq.html> or contact [uea.digital.repository@uea.ac.uk](mailto:uea.digital.repository@uea.ac.uk) for advice.

### **Digitisation**

The Library offers a digitization service for academic staff who wish to add to Blackboard book chapters or journal articles which the Library holds in hard copy. In the first instance please contact your Faculty Librarian who will advise on the availability of this service.

### **Copyright advice**

UEA's copyright coordinator can provide guidance on matters relating to copyright status, protection, clearance and the terms and conditions of licences to which the University is party. For further information, contact Dave Palmer on 01603 59 3523 or [david.palmer@uea.ac.uk](mailto:david.palmer@uea.ac.uk).



## Information skills

### Information Skills Librarian

Jane Helgesen

[j.helgesen@uea.ac.uk](mailto:j.helgesen@uea.ac.uk)

01603 59 2221

Office: Library 1.05



The Library offers a range of training options to help you and your students make the most of Library resources and improve information literacy skills. Training can be general or subject-specific and options include:

- One-to-one meetings with a Faculty Librarian
- 'Hands on' workshops
- Introductory talks for large groups
- Sessions for advanced searchers
- Library tours or quizzes for new users
- Online tutorials
- General drop-in hands on workshops

If you would like to organise individual or group information skills training please contact your Faculty Librarian or Jane Helgesen, Information Skills Librarian.

For more information on Library skills training, go to <http://www.uea.ac.uk/is/infoskills>

### Related services

- The **IT Helpdesk** is located in the Library on Floor 0. IT Helpdesk staff provide help and support to all users with UEA IT accounts. UEA staff requiring IT assistance should contact [staff.help@uea.ac.uk](mailto:staff.help@uea.ac.uk) or 01603 59 2345
- **Learning technologists** in the Academic Practice team in the Centre for Staff and Educational Development (CSED) offer advice, training and support on the effective use of technology in learning and teaching. Information for CSED Learning Technologists can be found at <http://www.uea.ac.uk/csed/lt/>