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INTRODUCTION
Library & Information Services provides a library, computing and information service to support all University students and staff in their learning, teaching and research. Over 830,000 books are held in the Library & Information Centre and in the four branch libraries. There are over 9,600 ongoing journal subscriptions, both print and electronic. The LIC is open for over 80 hours a week during term time. This handbook will help you make the best use of the resources available. Further information is provided on the LIS Web pages which are continuously updated.

LIS home page: http://www.swan.ac.uk/lis
Locations, maps and floor plans: http://www.swan.ac.uk/lis/plans/index.asp
Opening hours: http://www.swan.ac.uk/lis/library_services/opening_hours.asp

SUPPORT FROM YOUR SUBJECT LIBRARIAN
Subject librarians are your LIS key contact for teaching, learning and research. The Subject teams cover all areas of study in the University. They provide a channel for communication and contact with LIS for all matters relating to subject based library provision. You are always welcome to contact your subject librarian.

Subject librarians for the university’s schools are listed below and on the LIS Web pages at http://www.swan.ac.uk/lis/help_and_training/subject_support_for_schools.asp

Subject Librarians and Teams

**Arts and Humanities**
Ian Glen ext. 5030 i.glen@swan.ac.uk
Bernadette Mathias ext. 5033 b.r.mathias@swan.ac.uk
Clive Towse ext. 3249 c.k.towse@swan.ac.uk
You can email all members of the team on artslib@swan.ac.uk or humlib@swan.ac.uk

**Business & Economics, Human Sciences**
Michèle Davies ext. 5027 michele.davies@swan.ac.uk
Gill Morris part time ext. 5032 g.l.morris@swan.ac.uk
Carine Harston part time ext. 5033 c.n.harston@swan.ac.uk
Avril Rolph part time ext. 3389 a.v.rolp@swan.ac.uk
Rachael Whitfield part time ext. 5032 r.b.whitfield@swan.ac.uk
You can email all members of the team on buslib@swan.ac.uk or humscilib@swan.ac.uk

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Soon after you take up your post at Swansea you will find it helpful to meet your subject librarian. He or she can introduce you to Library and Information Services and to our online databases and other resources of particular use to you.

You can contact your subject librarian about possible purchases from the Multiple Copies Fund, Innovation Fund and General Materials Fund, as noted on pp. 11-12.

Subject librarians are keen to be involved in any activity which will enable them to obtain feedback from users on their library needs and their attitudes to the service provided.
Subject librarians can support teaching and research in many ways, including those outlined below:

**SUPPORT FOR TEACHING**

**Information skills teaching**
A crucial role of subject librarians is to provide library users with the skills required to find and exploit effectively information sources through the teaching of information skills: how to use Voyager and other library catalogues, find basic reference material, perform literature searches, use printed and electronic databases and cite references. The more this can be integrated with their coursework, the more students will see it as relevant to their needs. Information skills teaching is complemented by guides in electronic and printed form and by use of the Blackboard Virtual Learning Environment software.

**Plagiarism**
The online JISC Plagiarism Detection Service is being piloted. Subject librarians can provide information on this major tool to combat plagiarism by students. Contact your subject librarian for an account to access this service and for guidance on its use.

**Acquisition of resources**
Subject librarians can help you to judge what is already available for your modules, provide advice on the acquisition of major resources to support teaching and arrange database trials.

**Blackboard**
Increasingly lecturers are making use of the Blackboard Virtual Learning Environment software to support modules. Your subject team can help you to identify appropriate online resources for Blackboard courses and offer advice about issues such as copyright and the accessibility of information sources at computers off campus. They can give advice on resource lists or reading lists in Blackboard, including the linking to online journal articles and Web sites and to Voyager records through LinkCreator.

LIS has a Blackboard module designed to introduce new students to LIS and to ways of using Voyager and other information sources.

**Student texts**
Subject librarians can advise you about the use of the Short Loan Collection and the Photocopy Collection and the different loan periods available. It is essential to send reading lists (or, if they are on the Web, the URLs) to your subject librarian. Subject librarians seek to increase the availability of undergraduate texts by various means, including the ordering of extra copies of books on reading lists.
QAA
Subject teams can provide assistance in the Teaching Quality Assessment Exercise. They can supply relevant information about Library and Information Services, such as journal and database lists and statistics showing the number of books on a particular subject.

SUPPORT FOR RESEARCH
Members of staff and researchers who are new to Swansea University are advised to contact their subject librarian to discuss their information needs. We can help you to:

- Identify appropriate bibliographic tools to help you find different types of publication, such as books, journal articles, legal information, official publications and statistics, scientific data, British Standards.
- Identify past and current research using ASLIB Index to Theses, Digital Dissertations, the ESRC’s Regard service and the Swansea University collection of theses.
- Use ISI Journal Citation Reports for Science and Social Science to identify which journal titles in your field have the highest impact factor.
- Locate sources of quantitative and qualitative data using the Economic & Social Data Service, the Arts & Humanities Data Service, the UK Data Archive and the Census Registration Service.
- Carry out cited reference searching on the Web of Science.
- Identify sources of funding using COS Funding Opportunities.
- Be aware of issues surrounding intellectual property, such as patents, trademarks, design, and copyright.
- Locate other major libraries and archive collections.
- Be aware of services which are useful for keeping up-to-date, such as the ZETOC service from the British Library; various email alerting services (such as Grapevine from the Social Science Information Gateway).
- Use bibliographic software, such as Endnote, to manage your references.

Other Key LIS staff

Senior Management
Chris West ext. 5174 c.m.west@swan.ac.uk
Director of LIS

Sara Marsh ext. 5176 s.l.marsh@swan.ac.uk
Deputy Director of LIS (personnel matters, staff training)

Tony Ollier, ext. 5482 r.a.ollier@swan.ac.uk
Deputy Director of LIS (IT)

Paul Reynolds ext. 5026 p.r.reynolds@swan.ac.uk
Head of Bibliographic Services, responsible for allocation and monitoring of materials budget
Maureen Saunderson  ext. 5565  m.a.saunderson@swan.ac.uk
Head of Training, IT training for students, e.g. ECDL

Martin Price  ext. 5858  m.price@swan.ac.uk
Head of Public Services – Issue Desk, Information Desk, Student IT Support desk, Staff
IT Support, public services, subject teams

**Bibliographic Services**
Andrew Brown  ext. 3150  a.t.brown@swan.ac.uk
(Voyager and related services)

Pam Beardsmore  ext. 3692  p.beardsmore@swan.ac.uk
(Cataloguing enquiries)

Kathy Sivertsen  ext. 5041  k.sivertsen@swansea.ac.uk
(Book Orders; responsible for placing orders for books and standing orders)

Ann Preece  ext. 5037  a.preece@swansea.ac.uk
(Periodicals Orders; responsible for ordering and receiving serials)

Lynne Cooling  ext. 5043  l.cooling@swansea.ac.uk
(Stock Editor; responsible for stock weeding and withdrawals)

**Systems and Networks**
Paul Manning  ext. 5108  p.c.manning@swan.ac.uk
Head of Systems

Paul Matthews  ext. 5107  p.w.matthews@swan.ac.uk
Head of Communications

Clive Richards  ext. 3093  c.r.richards@swan.ac.uk
(Blackboard; software licensing)

Lia Papachristou  ext. 3473  l.papachristou@swan.ac.uk
(Blackboard)

Alex Roberts  ext. 3239  a.l.Roberts@swan.ac.uk
Mostyn Jones  ext. 5076  m.s.jones@swan.ac.uk
(LIS web development officers)

**IT Support**
Glen Donnachie  ext. 3007  g.e.donnachie@swan.ac.uk
(Manager)
Kim Llewellyn ext. 5941 k.a.llewellyn@swan.ac.uk
(Software advisor)

Issue Desk Librarian (Library and Information Centre)
Sue Miller ext. 5047 s.miller@swan.ac.uk
(Issue Desk, special needs, services to distance & lifelong learners)

Archives
Elizabeth Bennett ext. 5021 e.a.Bennett@swan.ac.uk
Archivist

Recording for the Blind Centre
Kathy Williams ext. 5085 kathy.Williams@swan.ac.uk
Manager

Site Libraries
Education Library 518659 edmail@swan.ac.uk
Natural Sciences Library ext. 5024 nslcirc@swan.ac.uk
South Wales Miners’ Library 518603 or 518693 miners@swan.ac.uk
Morriston Hospital Library 703767 s.m.storey@swan.ac.uk

FACILITIES

Obaining an IT account
Most staff members are allocated a PC for their own personal use in their office and should have been allocated a username and password for accessing the campus network. If you have not had an account allocated you should contact your departmental IT Representative in the first instance.

Getting help with your computer
Your department should have a departmental technician who will provide first line support. If your department does not have a technician then you can contact IT Support on extension 5060 or email itsupport@swan.ac.uk

Software
Most of the software you require should be available via your office PC – contact your departmental IT technician or IT Support for advice. The University also has licensing agreements in place that allow staff to install certain software, such as Microsoft Office or anti-virus software, on your home PC. Contact IT Support for further details.
Staff wishing to have software installed on the students’ open access network should also contact IT Support.

LIS IT FACILITIES

- Over 500 Open Access PCs for students, all with CD Writers and USB ports
- Information PCs for quick access to Voyager, the library catalogue and other electronic resources.
- Networked printers.
- Scanners.
- Photocopiers.
- The LIC has wireless access for PCs (and coverage is growing around campus). You can register for this service at http://swis.swan.ac.uk

TEACHING FACILITIES

- There are 3 PC rooms in the Library & Information Centre available for teaching. Each is equipped with an interactive whiteboard and a ceiling mounted projector; PC Room 3 also has audio facilities.
  - PC Room 1 has 26 student PCs
  - PC Room 2 has 20 student PCs
  - PC Room 3 has 33 student PCs
- To book a room contact IT Support on extension 5060 or email itsupport@swan.ac.uk

VIRTUAL LEARNING ENVIRONMENT (VLE): BLACKBOARD

- Blackboard is a comprehensive and flexible e-Learning software platform that delivers a course management system. It has been in use at Swansea University since 2001.
- Support is given by the Blackboard team – blackboard@swan.ac.uk
- The Blackboard web page http://www.swan.ac.uk/lis/blackboard will give you access to useful documents and information about forthcoming workshops.

SPECIAL NEEDS

- LIS aims to provide equal access to resources for all students. We work closely with the University's Disability Office and with the Recording for the Blind Centre.
- Sue Miller has responsibility for students and staff with special needs. Sue can advise on accessibility in the Library & Information Centre. Her office is at the Issue Desk; contact on extension 5047 or email s.miller@swan.ac.uk.
- A Visually Impaired Resources Room is situated on Level 2 of the LIC, near to the fire escape. Students and their helpers may work in the room at any time the Library is open. There is no booking system. Access to the room is with a key available from the LIC Information Desk; the room is normally kept locked to secure any student property kept there.
AUDIO VISUAL (in Library and Information Centre)

- Video and DVD players are available in carrels on Level 3, Study Hall. Headphones are available from the Issue Desk.
- Videos and DVD are shelved alongside books at their relevant Library of Congress call number.
- Other media, such as microfilm and microfiche, are housed in the Large A-V Room on Level 2, West wing.
- Contact individual site librarians for details of their A-V arrangements.

VIDEOCONFERENCING

- The Welsh Video Network is based in the Library & Information Centre tower, level 7. It is the largest video conferencing network in Europe.
- WVN is a UKERNA project commissioned by ELWa and funded by the European Regional Development Fund.
- Links all FE and HE institutions in Wales.
- To make use of these facilities email support@wvn.ac.uk or phone Philip Davison on extension 3318.

VOYAGER, THE LIBRARY CATALOGUE

- Voyager is the bilingual web-based catalogue of the libraries of Swansea University.
- It is freely available at http://voyager.swan.ac.uk (no username needed).
- It brings together the holdings of all the branch libraries of Swansea University including book stock, journal subscriptions, database and electronic resource subscriptions, video and DVD holdings and the photocopy collection.
- Voyager can give you bibliographic details of individual titles and also tell you how many copies we stock, location and availability.
- Voyager allows you to renew your books online (My account).
- Voyager allows you to reserve books which are out on loan (Request).
- Voyager allows you to save searches to run again at a later date. (Save searches).
- The Bookbag facility allows you to save details of useful books to retrieve later.
- You can use the Link creator facility to create stable links from items on an electronic version of your module reading list (e.g. in Word) to the live Voyager bibliographic record. This saves your students having to search for each individual item on the list. Ask your subject librarian for help with this.
- Voyager enables you to see details of new items added to stock in the last four weeks according to branch, call number, keyword, author or date.
- Voyager enables you to link to other university and national library catalogues which are on the web. This includes COPAC, a union catalogue providing access to the holdings of 24 of the largest university research libraries in the UK and Ireland in addition to the British Library, the National Library of Wales and the National Library of Scotland.
Printed guides to Voyager are available in all branch libraries and in the LIC Catalogue Hall and also available electronically at http://www.swan.ac.uk/lis/help_and_training/pdf/Voyager_brief.pdf

BORROWING, RETURNING, RENEWING AND RESERVING

- Academic staff can borrow up to 30 items from any Swansea University branch library.
- Most items are “normal loan”. This means 12 weeks for academic staff and postgraduates although normal loan means a shorter period for your undergraduate students (two weeks). Some items are “one week loan” or “short loan” (overnight or 6 hours during the day).
- During term-time, reservations can be made in person, online through Voyager or by phone.
- Items can be renewed in person, online through Voyager or by phone provided the items have not been requested by another library user.
- Items can be returned in person or, if the library is closed, through the post box outside the library.
- Fines are charged on overdue loans.

MICROFILMS/MICROFICHE

- A microform reader/printer/scanner is available in the Microform Room. Lenses for use with this facility are issued at the Information Desk.
- Microfiche/card readers are also available in the Microform Room.

PHOTOCOPYING

- Staff photocopying cards which are charged to departmental funds are available. For application form contact the Student IT Support desk ext. 5450.
- Certain new staff cards can be activated with a photocopying facility.
- Black and white photocopies cost 6p per A4 sheet and 12p per A3 sheet.
- Colour photocopies cost 30p per A4 sheet.

RECIProCAL AGREEMENTS WITH OTHER UNIVERSITY LIBRARIES

SCONUL Research Extra

- Swansea University is a member of the SCONUL Research Extra (SRX) scheme. This allows academic staff and research postgraduate students to borrow from other HE libraries across the UK provided they are members of the scheme.
- SRX application forms can be printed off the SCONUL web pages at http://www.sconul.ac.uk/use_lib/srx/appform.pdf. Complete and sign the form and hand in to any Swansea University library to collect an SRX card. You can then present your SRX card at any participating library.
- Most Welsh HE institutions are members of SRX including Cardiff, Glamorgan, Lampeter, Newport, Aberystwyth and Trinity College, Carmarthen.
- Please note that borrowing entitlements will vary from institution to institution.
For your students:

UK Libraries Plus
- This scheme allows part-time, placement and distance learning students to borrow books from other member libraries. Most HE libraries in the UK are members of the scheme. Further details from the LIS website or the LIC Issue Desk.

SCONUL Vacation Access
- The SCONUL vacation access scheme allows all students to use the libraries of other UK Higher Education institutions for reference only. Access is granted during the vacations of the library being visited.

LIBRARY FUNDING
LIS is mainly funded by an annual grant from the University. From within this annual grant, funding for the purchase of books, journals and other library materials is allocated to individual schools. The funds used to purchase library materials are: Subject Funds, the Multiple Copies Fund, the Innovation Fund and the General Materials Fund. In line with university accounting procedures the amount allocated to each school must be spent within the financial year or it will be clawed back to central university funds.

(i) Subject Funds
Each school’s allocation is further divided into funds for journals, standing orders, books and (if applicable) inter-library loans. After sufficient funds have been reserved for recurrent expenditure on journals and standing orders, the residue is available for the purchase of books. Each school is responsible for determining how the subject fund should be spent, in order to ensure that the proportions spent on teaching and research materials, books and journals, and audiovisual and electronic services are best suited to the needs of the school. If you wish to recommend purchases from this fund, contact your library representative with the details.

(ii) Multiple Copies Fund
The Multiple Copies Fund is available to supplement the Subject Funds, where there is urgent demand for additional copies of course books. Spending of the Multiple Copies Fund is the responsibility of subject librarians. They buy additional copies of items already in stock based on close consultation with Library Representatives, other teaching staff, direct feedback from contact with students, and analysis of data generated by the Voyager system (reservation waiting lists, loan frequencies for reading list items, etc.). They may also order additional copies when new titles are being ordered from Subject Funds. If you wish to recommend purchases from this fund, contact your subject librarian with the details.
(iii) **Innovation Fund**

The Innovation Fund is used to support special needs such as:

- Purchase of library materials in support of new members of staff.
- Purchase of library materials in support of new areas of research where existing stock is weak.
- Purchase of library materials in support of new or revised courses and modules.
- Purchase of new works whose cost would prohibit purchase from subject funds (e.g. major new subject encyclopaedias, reference works, or electronic databases).

Unfortunately, demand always outstrips the available funds, and so there is less money in this fund than is necessary. **If you wish to recommend purchases from this fund, contact your subject librarian with the details.**

(iv) **General Materials Fund**

The General Materials Fund, as its name implies, is used to purchase material that will be of use to several schools, faculties or disciplines (such as newspaper subscriptions and quick reference material). The General Materials Fund is controlled by the Director of LIS. Suggestions for purchase from this fund can be made at any time and should be submitted via the appropriate subject librarian. Unsuccessful requests can be purchased from subject funds. **If you wish to recommend purchases from this fund, contact your subject librarian with the details.**

**Journal Subscriptions**

Journal subscriptions are reviewed each summer. Contact your library representative if you want to start a new subscription or cancel a subscription.

**BOOK ORDERS**

Library representatives are responsible for co-ordinating book orders within their school, although each school will obviously determine how it wishes to allocate subject funds among different courses, research areas, subject groups, etc.

A book requisition form should be completed for each title required. This form should also be used for ordering other materials such as videos, DVDs or journals. Each form must be signed by an authorised signatory approved by the Head of School.

The more bibliographic data that is provided on the form (author, title, publisher, price, etc., and especially the ISBN/ISSN) the faster the order will be processed. Subject librarians can assist with this. There are links to information about publishers on the LIS Information Gateway page (click on the Publishing link under Academia). Advice on sources of bibliographic information can be supplied by subject librarians or book orders staff.
A book is usually made Normal Loan unless a different period, such as One Week Loan, is specified on the Book Requisition from.

**Loan periods of books**

- **Normal Loan** – this is the standard loan period. For undergraduate students, these books are issued for two Weeks; for staff and postgraduate students, they are issued for twelve weeks.

- **One Week Loan (OWL)** – this loan period is available to enable copies of a book to circulate more quickly among a large group of students. Most reading list items are now one week loan.

- **Short Loan Collection (SLC)** – items designated as SLC are kept behind the Issue Desk and are issued for short periods. This enables intensive use of a single copy by large numbers of students. Due to shortage of space for this collection only one copy of a book is usually kept here. Most items in the SLC can be borrowed until issue desk closing time on the next working day. Some items in heavy demand are borrowable for six hours.

- **Reference Use Only (RUO)** – items for the Study Hall (e.g. dictionaries, encyclopedia) or the Catalogue Hall (e.g bibliographies).

Loan periods may vary in branch libraries. Consult your subject librarian for advice if you are not sure which loan period to use.

It is possible to see a list of new books that have been added to stock by using the New Items search in Voyager – this can be found among the links near the top of the screen.

Typical arrival time for UK items is approximately 3-4 weeks; overseas material normally takes longer. (Lecturers requiring new books also need to allow time for the library to process and catalogue them ready for borrowing.) In order to ensure that funds are spent by the end of the financial year in July, it is advisable to submit all book orders by the end of May, although orders for material currently available from UK commercial publishers will normally be received before the end of the financial year if orders are placed up to the end of June. Any books which have not arrived by the end of July will be charged to a school’s subject allocation for the following year.

**ATHENS AUTHENTICATION**

Many online electronic resources to which Swansea University subscribes require a username and password in order to gain access. This is certainly the case if you wish to access from off campus, for example from a PC in your home. The most common authentication system adopted by HE institutions throughout the UK is the Athens system. Many database suppliers comply with this system. Athens is used by Web of Science, JSTOR, Science Direct, Cambridge Scientific Abstracts and many more services. To find out what your Athens username and password are, contact your subject librarian or branch library or ask at the Information Desk in the Library and Information Centre.
REPRESENTATION

Your school’s library representative, together with at least one other member of staff in the school, is invited to attend the Library Users Group meetings normally held three times a year. These provide an opportunity for library representatives to raise library issues.

Your school’s computing representative, together with at least one other member of staff in the school, is invited to attend the Computing and Media Users Subcommittee meetings.

Library and I.T. matters can also be raised in staff-student consultative meetings.

REPORTS & DOCUMENTS

Access to the LIS Development Objectives, Annual Reports and Policy Documents, Library Regulations, Computing Regulations and LIS News can be found in the About LIS section on the LIS homepage at http://www.swan.ac.uk/lis.

If you would like to give us comments on this handbook, please pass them to your subject librarian. When revising the handbook we will consider any comments and suggestions.

rev. 08/05