Library Update for Online Programmes - September 2015

Library Alerts and Social Networks

Please consider registering for Library alerts and news via one of our news options:

- **Library Blog / Email Alerts:** [http://onlineprogrammeslibnews.liv.ac.uk/](http://onlineprogrammeslibnews.liv.ac.uk/)
- **RSS News Feed:** [http://onlineprogrammeslibnews.liv.ac.uk/feed](http://onlineprogrammeslibnews.liv.ac.uk/feed)
- **Library on Facebook:** [http://www.facebook.com/livunilibraryonlineprogrammes](http://www.facebook.com/livunilibraryonlineprogrammes)
- **Twitter:** @LivUniOPLAlerts
- **LinkedIn:** [http://uk.linkedin.com/pub/paul-catherall/44/b58/385](http://uk.linkedin.com/pub/paul-catherall/44/b58/385)
- **Library Newsletter:** [http://uk.linkedin.com/pub/paul-catherall/44/b58/385](http://uk.linkedin.com/pub/paul-catherall/44/b58/385)

New Subscriptions / Trials

**TRIAL: Churchill Archive**

This collection includes more than 800,000 pages of original documents produced between 1874 and 1965, ranging from Winston S. Churchill's personal correspondence. University of Liverpool staff and students have a trial access to the Churchill Archive until 23rd October 2015. To access this trial go to: [http://ezproxy.liv.ac.uk/login?url=http://www.churchillarchive.com/](http://ezproxy.liv.ac.uk/login?url=http://www.churchillarchive.com/) (login required off-campus).

Updating the University of Liverpool Research Repository

As part of our continual efforts to improve user interaction we have redesigned the front page and menus of the University of Liverpool Repository. The redesign is now available for testing and comment at: [http://tept.liv.ac.uk](http://tept.liv.ac.uk)
Please note that as this is a test server, it cannot be accessed outside of the university network. Off campus access can be gained by using Apps Anywhere or UoL VPN (see the IT Service Desk pages http://liv.ac.uk/csd).

**NEW RESOURCE: EBSCO eBook Clinical Collection**

The Ebsco eBook Clinical Collection contains over 2,000 titles focusing on medical specialties, nursing, allied health and general practice areas. Access via the library catalogue or our A-Z list of databases.

**NEW RESOURCE: LWW Health Library**

LWW Health Library contains full text access to selected biomedical and basic science books. It also contains hundreds of cases, each with a brief description for use in case or problem-based learning. Access via the library catalogue or our A-Z list of databases.

**Library Videos**

You can access a range of updated and new videos on using Library resources and Web pages; these include topics such as *Introduction to Library Resources, Your Subject Area, Referencing and Referencing Management, Technical Support, Research Support and Support for Staff*.

All the videos can be shared or embedded using the links and embed code shown at https://stream.liv.ac.uk/users/cathpaul

You can see links to individual videos on particular pages within the Library for Online Programmes site, e.g. within subject or e-resource pages, or you can browse all videos shown across the Library for Online Programmes site by visiting the “Videos/ Tutorials” link in the left menu: http://libguides.liv.ac.uk/onlineprogrammes

On the videos page you can use the menu at the top of the page to see categories of video, e.g. *Introduction to Library Resources*, then see a description of each video
listed in the right side of the page, you can expand the video appearance using the expand icon shown in the bottom right corner of the video:

In addition to general videos on using the Library Web pages you can see detailed video on using specific databases and platforms, and video on using key tools required for use of e-resources such as ‘Adobe Digital Editions’ (an application similar to ‘Adobe Acrobat’ required to access secure e-books in some collections).

If you are a student or member of staff and would like to suggest any additional coverage for the current videos or original videos to be created, please contact the Librarian for online programmes using the contact options shown on the Library for Online Programmes [http://libguides.liv.ac.uk/onlineprogrammes/contacts](http://libguides.liv.ac.uk/onlineprogrammes/contacts)

Reminder – Librarian Enquiry Service/ Consultations

You can contact the Librarian for Online Programmes for staff or student enquiries or consultations. See [http://libguides.liv.ac.uk/onlineprogrammes/contacts](http://libguides.liv.ac.uk/onlineprogrammes/contacts)

- General help using Library services.
- Skype number for cheaper calls
- Help obtaining readings, articles, E-Books etc.
- Referencing
- Library research support
- Using journal impact/ citation ratings.
- Using reference management applications (e.g. Refworks).
• Help building direct links for assignments or module development.
• Advice for developers on readings, DRM issues or subscriptions issues.
• Help using library applications such as Calibre, TOCs and other platforms.
• Help with legal, market sources, standards, reference sources etc.
• Technical help using Library systems.
• Advice for staff on developing/integrating library induction, dissertation support and other training materials.
• Support via Skype, Twitter, FaceBook, Webform/ Email, Phone:

24/7 Support and Online Chat

In addition to contact options for the Librarian for online programmes mentioned above, please be aware of our 24/7 and online chat services. If you are an online student the following options are also listed on the Contacts page within the Library for Online Programmes:

• **24/7 IT support telephone line** - this is available at all times including University closed days such as the Easter or Christmas period, see the Contacts page within the Library for Online Programmes or use UK:0151 INT:+44 151 [79 44567]

• **Ask Us questions and answers to common problems** – you can access the Ask Us service to see common answers to Library issues, this service can be accessed from most Library pages, for access from the Library for Online Programmes, see the Ask Us icon in the left menu. You can see some common questions on the opening page, use the search box to locate further questions and answers:

![Ask Us](image)

Please see answers to common questions below. Note - if you search Ask Us, and your required service shown in the right menu of Ask Us. The Library enquiry service is provided by the Library when the Library is closed including weekends and closed days. Please observe the following when:

• For IT support when the University is closed, please use the 24/7 IT support line, rather than the Library service shown in the right menu of Ask Us. The Library enquiry service is provided by the Library when the Library is closed including weekends and closed days.

• The Library enquiry service provides general help using the Library (e.g. searching for information, database searching problems, shelving, printing, access to service access issues).

• **IT support online chat** – this is available during normal office hours/weekdays, if you use the general chat service below and have an IT query you may be referred to an online chat operator on the IT Service Desk, you can access this system on the IT Service Department Web pages:
This link is also shown on the Contacts page in the Library for Online Programmes. If you have an IT query after 5pm on a weekday you are advised to call the 24/7 IT support telephone line.

- **24/7 online Library chat** – note you can contact the Librarian for Online Programmes via Skype in the first instance for specialist advice. This is staffed by our on-campus Library enquiry team in normal office hours and staffed by an out-of-hours team outside these times, on all closed days and University holidays. To access the chat service for Library related enquiries you will need to open the Ask Us system as mentioned above, if you are unable to locate a satisfactory answer on the system click the chat icon shown in the right menu of the Ask Us Web site:

![Chat icon](http://liv.ac.uk/csd)

In addition to the current “Harvard (Liverpool)” guidelines for citing and referencing, the University Library is proposing a series of new support materials for consideration within academic schools currently using “Harvard (Liverpool)”.

The current Harvard guidance is a local style – this is due to the lack of a standard international Harvard format.

The new materials being suggested are intended for longer term consideration by academic schools as a potential replacement of ‘Harvard (Liverpool)’ in the near
future, any current usage of ‘Harvard (Liverpool)’ will be supported into the foreseeable future and legacy access to the current materials will remain online as long as necessary.

The new guidance is based on Pears and Shields’ well established citation and referencing textbook, ‘Cite them Right’; this Harvard style is broadly compatible with the current local style, it has been widely adopted across the education sector and has been implemented in a number of citation management software/ systems such as Refworks and EndNote. This style is also documented in the online portal version of the ‘Cite them Right’ textbook licensed by the Library (see our Referencing support pages or visit http://www.citethemrightonline.com.ezproxy.liv.ac.uk/).

The online text has been made available to Library users online for a number of years and can be accessed from our referencing Library support pages.

The online ‘Cite them Right’ portal provides detailed guidance and interactive tools to support citation and referencing. Support within citation management and database systems is also emerging and much more satisfactory than our locally configured arrangements.

Online staff can access a more detailed proposal on the proposed use of ‘Harvard (Cite them Right)’ and all proposed new student guidance from their SharePoint/ UoL VOCAL sites (also see suggested sources below).

Reminder - Video Library introduction for Staff

For a video introduction to the Library for Online Staff and additional guidance including the online staff Library Handbook, help creating perma links to E-Resource
and Library Web content, please see the Staff page
http://libguides.liv.ac.uk/onlineprogrammes/staff

Library Reports/ Papers

You can access recent Library reports in the following locations:

- **Laureate UoL SharePoint (Laureate account holders only)** – or browse to the Documents > Shared Documents > Library

- **Library Service for Online Programmes (UoL VOCAL site, requires an UoL MWS login)**

- **Online Degrees Information (UoL VOCAL site, requires an UoL MWS login)** – or browse to Documents > Library

- You can see all latest Library reports/ papers in these locations, including proposals for recent Library projects.