

ResIN

Research Information@Newcastle



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**Newcastle
University**

Newcastle University Library

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Check the list of Schools on page 33 and write the details of your Liaison Librarian here for quick reference:

Name: _____

Tel: _____

Email: _____

1. The University Library

The Library Service at Newcastle University essentially comprises three Libraries: The Robinson Library, the Walton Library, and the Law Library. Staff and students have equal rights of access to all three Libraries.

The Robinson Library

This is the main Library and contains stock on all subjects taught by the University except Medicine and related subjects, and Law. It is located on Back Jesmond Road West, over the footbridge opposite the Devonshire Building. The Library contains about 900,000 volumes, including a portfolio of over 2,000 print journals and 10,000 electronic journals. The collections are strong in the Arts and Social Sciences, with Literature, History, Greek Art and Architecture, Politics, and Economics being particularly well represented. The Library also has excellent and long-established collections in all branches of Engineering, most notably Civil and Environmental Engineering. In Science, the greatest strength is the breadth and coverage of the journals collection, with many runs extending back to the 19th century.

Computer workstations provide access to a wide range of electronic resources, including databases and full text electronic journals.

The Walton Library

The Walton Library is the medical and dental library, and is located on the fifth floor of the Catherine Cookson Building in the Medical School. The Library holds 80,000 volumes and there is a wide range of material to support the teaching and research interests of the Faculty, including 900 current journal titles and a substantial video collection. Services in the Walton include photocopiers, inter-library loans and access to a wide range of specialist electronic databases and journals.

The Law Library

This is located in the Newcastle Law School at 21-24 Windsor Terrace. The 30,000 volumes in the Law Library comprise student textbooks and research monographs for loan, together with a wide range of statutory material, law reports, legal journals and encyclopaedias for reference use.

Related materials such as Parliamentary Bills, Papers, Debates and a duplicate set of the Public and General Acts are available in the Government Publications Section on Level 4 of the Robinson Library. There are also several databases of legal interest available on the web, including Westlaw and LexisLibrary.

Library Term Time Opening Hours

Robinson Library	Library Opens	Main Counter Services Available Between	Library Closes
Monday-Thursday	8.30 am	9.00 - 8.45 pm	12.00 midnight
Friday	8.30 am	9.00 - 6.45 pm	9.00 pm
Saturday	10.00 am	10.00 - 5.15 pm	9.00 pm
Sunday	10.00 am	10.30 - 5.15 pm	9.00 pm

Walton Library	Library Opens	Main Counter Services Available Between	Library Closes
Monday-Thursday	8.30 am	9.00 - 8.00 pm	10.00 pm
Friday	8.30 am	9.00 - 8.00 pm	9.00 pm
Saturday	10.00 am	10.00 - 4.45 pm	9.00 pm
Sunday	10.00 am	10.00 - 4.45 pm	9.00 pm

Law Library	Library Opens	Main Counter Services Available Between	Library Closes
Monday-Thursday	8.30 am	9.00 - 8.45 pm	9.00 pm
Friday	8.30 am	9.00 - 8.45 pm	9.00 pm
Saturday	10.00 am	10.00 - 5.15 pm	5.30 pm
Sunday		CLOSED	


Bank Holidays and vacation hours may vary. For details check:

<http://www.ncl.ac.uk/library/about/opening/robinson>

<http://www.ncl.ac.uk/library/about/opening/walton>

<http://www.ncl.ac.uk/library/about/opening/law>

Or you can telephone the Library you intend to visit to check opening times beforehand. Please add (0191) 222 before each Library extension.

Robinson Library  7662

Walton Library  7550

Law Library  7944

2. Using the Library

Joining the Library

Once your contract has been processed by Human Resources you will need to register with the Library and collect your Smartcard. This can be done at either the Robinson or Walton Library.

It is helpful if you can bring some proof of status (e.g. letter of appointment, letter of introduction from Head of School) to expedite the registration process. You will be asked to register a Library password, so that you can make use of the self-service facilities offered by the Library management system.

Enquiries

There are Information Desks on Levels 3 and 4 of the Robinson Library, open at the following times during the academic year:

Monday to Friday 10.00 am – 4.45 pm

At all other times, the information enquiry service is operated from the Main Counter on Level 2 of the Robinson Library during staffed opening hours.

Similar enquiry facilities are available in the Walton and Law Libraries. A great deal of information about the Library can be found on the Library's Web pages.

Locating Books and Journals


To find out whether the Library has the books and journals that you require, check the library catalogue, which is available in all the libraries and on the Web.

Note the collection and shelfmark of the item to find it on the shelves.

Floor plans indicate the location of particular shelfmarks. Older material may be kept in Compact Shelving on Level 1 or in the Research Reserve.

Borrowing

Please bring your Smartcard with you whenever you visit the Library. You need to use it to enter the Library, to borrow Library material, use Inter-Library Loans and Self-Issue. You will be held responsible for all items issued to your card. If you lose it, please report it immediately so that we can cancel it - you are responsible for all items issued to your card.

 (0191) 222 7662.

Most books can be issued for a term at a time – these are identified as LONG LOAN on the Library catalogue. They can be renewed if not requested by another Library user.

Some books and journals are NEXT DAY loan; these may be borrowed overnight, but cannot be renewed.

At any one time, you can have on loan up to 59 items.

Please return or renew books by the date stamped on the date label or displayed on your issue receipt. Fines are charged on overdue items, and current rates are displayed in the Library and on the Library Web pages.

Recalling Items from Loan

You can place a hold on LONG LOAN books that are on loan to other Library users, but similarly, the books *you* have on loan are liable to recall if requested by someone else.

You can check for yourself which books you have on loan and on the progress of your holds via the Library Catalogue. To do this you need a password of your own choice, which you should register at the main counter of the Robinson Library or in the Walton Library.

Renewing Items on Loan

You can do this by:

- ⑦ **Renewing through the Library Catalogue** You can renew items through the Library Catalogue either in the Library or via the web from your home or office PC. The Catalogue is available from the Library's home page.

You can only renew items from the Catalogue if you have no overdue books or outstanding fines over £5.00.

- ⑦ **In person** You can bring your smartcard to the Issue Desk or use the Self-Issue machines. If you bring your smartcard to the Issue Desk and not the books, it is recommended that you renew items a few days before they are overdue in case another person has reserved any. This will avoid fines owing if you are unable to renew.

- ⑦ **By phone** Books can be renewed by phone

Monday – Friday 9.00 am – 5.00 pm ☎ (0191) 222 7713

Overdue books will incur a fine for their late return. To avoid this, please renew your books before the due date. If your books are overdue, we can renew them at the issue desks. We will send out reminders about recalled items, holds awaiting collection and overdue items by email.

If an item has been reserved by another reader, or is overdue, you will not be able to renew it. Please return a recalled book to the Library from which you borrowed it as soon as possible. Recalled books returned after the due date will incur a fine of 45p per day, for their late return.

3. Library Services

Library Web Pages

<http://www.ncl.ac.uk/library/>

Here you can find detailed information about Library services, opening hours and resources for your subject.

Inter Library Loans and External Document Delivery

The Library may not stock all of the books, journals, conference proceedings, etc. that you require. Material not held here can usually be obtained via Inter Library Loans requests to the British Library Document Supply Centre (BLDSC). There is a charge for this service, currently £1.50 per request. Where items are in stock at BLDSC, it is usually possible to satisfy requests within 7 working days. However, more obscure or specialised material, which may have to be sought overseas, can take several months to acquire and will cost £9.00 for a photocopy or £15 for a loan.

You will be notified when books or other bound volumes you have requested are available for collection from the Library. Photocopied articles are sent out to you directly.

ILL requests can also be made electronically via the web. Details of the service are on the Library web pages.

<http://www.ncl.ac.uk/library/services/lending/ill>

Before applying for a journal article through Inter Library Loans you should check the Library catalogue or electronic journals pages on the Library's web pages to make sure the journal is not available electronically.

There is considerable demand for Inter Library Loans, and the true cost of this service is in the order of £17.50 per item, much more if the item is only available from another country. Thus we ask that wherever possible, you submit no more than 50 requests in each academic year. If this limit is likely to cause you difficulty, please consult your Liaison Librarian.

Research Reserve

Many less-frequently used books and journals are kept in the Research Reserve. The location of these items is clearly indicated on the computer catalogue. You can request them via the Library catalogue or via the Web under Library services or by telephone. Research Reserve requests are collected twice a day in term time. Research Reserve requests made before 9.00am Monday-Thursday should be available later the same day. Requests made after 9.00am Monday-Thursday should be available within 24 hours. Requests made after 9.00am on Friday and any made on Saturday and Sunday should be available by Monday afternoon.

Binding

The Library has its own Bindery, which is responsible for all binding and conservation of Library materials. The Bindery staff also offer a commercial binding service to Library users, particularly for theses.

Detailed information on services, charges, opening hours etc., can be found on the Library's Web pages. Please contact the Print Services Reception on ☎ (0191) 222 5144, or email [**print-services@ncl.ac.uk**](mailto:print-services@ncl.ac.uk) for further information.

Printing

The Print Room in the Robinson Library offers printing and copying of theses and other items from both paper and electronic originals. CD duplication and printing is also available, as well as a poster production service. Contact the Print Services Reception on ☎ (0191) 222 5144, or email [**print-services@ncl.ac.uk**](mailto:print-services@ncl.ac.uk) for further information.

Photocopying

Photocopying facilities are available in all of the Libraries. The Robinson and Walton Libraries also have colour copiers, and the Robinson Library has reader-printers which can produce hard copy from microfiche or microfilm.

The colour copier service is available during all Library opening hours in the Walton Library and Robinson Library.

Payment for all copying is made by adding credit to your smartcard. You can do this using machines in the Robinson Library and the Walton Library or by asking staff at the Issue Desk in the Law Library to do this. Photocopying tokens are also available from your School and can be ordered in bulk via SAP from Gail Widdrington. Please contact her on ext. 7654 for further details. The tokens can then be exchanged for credit at the Library Main Counter.

PLEASE NOTE:

Members of the University may only make photocopies within the terms of the Copyright, Designs and Patents Act 1988. The Act states that nothing may be copied without the permission of the copyright owner except that a single copy may be made for the purposes of research or private study within the terms of the “fair dealing” clause of the Act. Academic staff may also make multiple copies of limited amounts of printed material for students in their class under the terms of the Copyright Licensing Agency (CLA) licence. Check CLA licence details beside the copiers.

Research Reference Collection

Located on Level 4, this collection contains substantial reference works.

Government Publications

British government publications are major sources of information in almost all subject fields.

The University Library has an extensive collection, including most Stationery Office publications from 1970 to date as well as major statistical series from international organisations. Most of these publications are held on Levels 1 and 4 of the Robinson Library, although some material including publications of international organisations is held elsewhere in the Library.

The collections on Levels 1 and 4 include a wide range of Parliamentary and Statutory material from the beginning of the nineteenth century to date, and British official statistical publications.

Another important resource, the United Kingdom Official Publications (UKOP) Online catalogue, listing government publications back to 1980, is available on the Web. Other databases available on the database network or on the Web include Hansard, the official reports of both Houses of Parliament, together with UNBIS Plus, the official United Nations database. Information Desk staff on Level 4 will be happy to help you use these databases.

An increasing amount of government information is available on the Web. Useful Web addresses can be found in the separate Guide to Government Publications and Government and Politics on the Web.

Maps

The major series of Ordnance Survey maps, including a complete set of Explorer, Landranger and Pathfinder maps, are located on Level 4 of the Robinson Library. The Library subscribes to EDINA Digimap, a service which delivers current Ordnance Survey Map Data, Geological Survey maps, Marine maps and Historical maps to UK higher education institutions. Data is available either to download to use with appropriate application software such as GIS or CAD, or as maps generated by Digimap online.

www.ncl.ac.uk/library/subject/gov_pubs/digimap.php

The service is available to all members of the University, but before you can access the system you must carry out an online EDINA Digimap registration form.

Café

There is a Café on Level 2 of the Robinson Library, where you can buy food and drinks. The coffee bar/shop is run by the Students Union and they also sell a range of stationery and newspapers. Opening hours are displayed in the Café.

The Walton Library also has a Café which is open during Library opening hours.

YourSpace, The Learning Lounge and Open space

New learning spaces have recently been opened in the Robinson Library.

YourSpace, on Level 1, provides a bright and comfortable venue for students to meet and work together in high-tech surroundings. New group study clusters have been designed with large screen PCs and numerous power and data points for people bringing their own laptops.

A separate seminar area occupies part of the room together with comfortable sofas and chairs for more relaxed meetings.

The Learning Lounge is an internet café near the Library's main computer cluster providing another break-out and meeting place away from the quieter study floors.

YourSpace and The Learning Lounge are flexibly furnished so that they can change and develop over time, depending on how students and staff wish to use them.

Staff and students are encouraged to let the Library know what they think about new facilities as their ideas will help to influence how they will look in future.



4. How the Library supports your research

The Library is committed to ensuring that its collections and services reflect the research objectives of the University.

ResIN (Research Information at Newcastle) is the Library's package of services to researchers.

The ResIN web pages <http://www.ncl.ac.uk/library/resin> will guide you through the research process. Use them to discover who else is doing research in your subject area and to access information on research proposals and grants.

The “Finding information” pages explain how to find books, journal articles, primary material, statistics, data, research reports, grey literature, government information, electronic sources and much more. They guide you to Eprint servers and electronic journals as well as specialist archives and databases.

It is important that you keep abreast of new developments in your research area. Current awareness services and techniques are explained in the ResIN “Managing information” section.

ResIN will also guide you through the process of obtaining information using Inter-Library Loans and in using EndNote to record your findings.

Specific details on disseminating your research and producing a thesis are also available.

Please ask your Liaison Librarian if you or your Research Group would like a demonstration of ResIN web pages.

ResIN

The ResIN team are keen to help research at Newcastle.

- If you are organising a conference, we can provide displays of relevant material to complement the meeting.
- Library tours can be arranged for sponsors and delegates.
- We can help with literature searches for research proposals too.

Electronic Journals

The Library currently subscribes to over 10,000 electronic journals, complementing our print collection of about 2,000 titles. You can access these resources from the Library web pages where you will find a full list of titles, as well as details of full text collections, such as Science Direct (Elsevier Science), IEEE, Taylor and Francis, Wiley, Blackwell and many more.

Some e-j's can only be accessed on Campus or using the Remote Application Server while others need a password for off Campus access.

Managing your References Using EndNote

Endnote is a software package that you can use to store and organise the references you find.

Endnote also allows you to produce bibliographies quickly and easily.

Newcastle University has a site licence for EndNote. It is available to students on the ISS clusters. Personal copies are available from ISS for use on campus or at home. Email software@ncl.ac.uk or call ☎ (0191) 222 8077 for more information.

You will find lots of supporting information on the library web pages <http://www.ncl.ac.uk/library/endnote.php>

If you require any help using Endnote please contact lib-endnotehelp@ncl.ac.uk (SAGE/HASS Faculty) or medliaison@ncl.ac.uk (Medical Faculty).

Special Collections

Special Collections and Archives include such items as rare books, personal papers, manuscripts, photographs and local illustrations, maps and even museum objects: primary source materials and secondary sources which are of particular value to researchers. All of these holdings are kept in closed-access stores. If you wish to consult an item you must therefore request it in advance of your visit by completing an electronic request form:

http://www.ncl.ac.uk/library/specialcollections/using/request_form.php.

The archive collections are rich in 19th and early 20th century documents although there is also earlier material. British social and political history, the history of medicine and local writing are particularly well-represented and the Gertrude Bell archive of letters, diaries and photographs is an internationally – significant resource for the history and archaeology of the Near and Middle East. The printed book collections are strongest in the history of medicine, 19th century literature, border history, 18th, 19th and early 20th century social and political history but do have relevance for a wide range of disciplines. Children's literature is a currently expanding area of concern.

General Special Collections enquiries should be addressed to **lib-specenq@ncl.ac.uk**. The Special Collections Librarian will be happy to discuss specific research needs. **Melanie.Wood@ncl.ac.uk**.

The Reading Room is open Monday – Friday 9.30 – 4.45 during term time. For vacation opening hours please check the website. Further information concerning collections and services can be found on the web pages at **<http://www.ncl.ac.uk/library/specialcollections>**. Special Collections also have a programme of exhibitions on Level 2 and produce a series of subject guides.

Copyright

Copyright exists automatically on any original work regardless of its format. All copying by University members (staff and students) must comply with current copyright legislation, and the terms of the CLA licence.

For information about copyright see the Library Web pages.

<http://www.ncl.ac.uk/library/teaching/copyright>

Plagiarism

Plagiarism is the unacknowledged use of another person's ideas, words or work, passing them off as your own. More information is available on the Library web pages:

http://www.ncl.ac.uk/library/resin/writing_up/academic_integrity/plagiarism.php

These pages link to Student Handbooks as well as to the Plagiarism Advisory Service, of which we are a registered user.

5. Other Libraries in the Newcastle Area

Whilst Newcastle University's Library service should be able to meet most of your research needs, there will inevitably be occasions when you will need to consult resources elsewhere. Within the Newcastle area, there are several significant Library and Archive collections, which you may find useful.

SCONUL Access Scheme

Members of staff and postgraduate researchers can join other UK University Libraries including Northumbria, Durham, Sunderland and Teeside using the SCONUL Access scheme.

To do this, complete an application form, available from the SCONUL website at: <http://www.access.sconul.ac.uk/members>, bring the form to either the Robinson or Walton Library where we will give you your SCONUL card.

To join another library take your SCONUL card and your Newcastle University smartcard to your chosen institution. Most University libraries are members of SCONUL, a full list is available at: <http://www.access.sconul.ac.uk/members/>

We advise that you check the web sites of individual participating libraries for their opening hours and other conditions before your first visit.

Durham University Library

<http://www.dur.ac.uk/library>

Durham University's history and the emphasis of the subjects studied there complements Newcastle, and its libraries' collections reflect this.

Particular strengths within the Library's collections include the Area Studies Collections relating to East Asia and the Middle East, the Middle East Documentation Unit, the European Documentation Centre, and the extensive Archives and Special Collections. Amongst the latter, the medieval manuscripts, the archives of Durham Cathedral (monastic to 1539) and Diocese, the Durham Bishopric Estate papers, the Sudan Archive and Abbas Hilmi II Papers, the Early Grey Papers, the Malcolm MacDonald Papers, the Basil Bunting Poetry Archive, and exceptionally rich holdings of 17th-century English printing are of particular note, as well as a large Local Collection on the history of the north east of England, and antiquarians' collections and family papers also of local importance.

Further information can be found at:

<http://www.dur.ac.uk/library/resources>

Durham University Library's catalogue can be accessed from the Library's home page (**http://www.ncl.ac.uk/library/resources/other_catalogues**), or from **<http://www.dur.ac.uk/library/catalogues>**

Main Library

The main Library is on the science site, at the corner of South Road and Stockton Road.

Enquiry Desk ☎ (0191) 334 3042.

The main Library's opening hours are available on the web at

<http://www.dur.ac.uk/library>

Site Libraries

The site libraries often have more restricted hours and it is advisable to check them before you visit.

<http://www.dur.ac.uk/library/services/>

Northumbria University Library

<http://www.unn.ac.uk/central/sd/central/Library/>

City Campus

Enquiry Desk ☎ (0191) 227 4125

This is a tall building across the road from the back of the Civic Centre.

As the Northumbria University has interests similar to ours, its Library has similar collections. However, some of its emphases are different; for example, building technology, engineering and management, marketing, film studies and fine art. Northumbria's collections of journals are a useful complement to ours.

Northumbria University houses the European Documentation Centre, in Newcastle. It is located on floor 2 of the City Campus Library and is available to visitors during staffed opening hours.

Northumbria University's Library catalogue can be accessed from the Library's home page

(http://www.ncl.ac.uk/library/resources/other_catalogues) under Library catalogues; or direct from

<http://librarycat.northumbria.ac.uk/TalisPrism/>

Literary and Philosophical Society's Library, Newcastle upon Tyne

<http://www.litandphil.org.uk/>

Enquiries ☎ (0191) 232 0192

The Literary and Philosophical Society was founded in 1793, to provide a focus for intellectual activity in Newcastle. Most of its work has long been taken over by institutions founded later, for example, the Natural History Society, and Newcastle University itself. However, it retains a useful Library collection, which is strong in 19th century erudition, local interest books from a variety of periods, and printed and recorded music. There is also a programme of public lectures.

It is to be found on the south side of Westgate Road, just along from the Central Station.

Details on accessing the Library and its collections are available from the Society's website. The Library catalogue is also available from this website.


City Library

Charles Avison Building, 33 New Bridge Street West, Newcastle upon Tyne. NE1 8AX

The new City Library Building opened in the summer of 2009, and offers a range of library and information services to the people of Newcastle.

Society of Antiquaries of Newcastle upon Tyne Library

<http://www.newcastle-antiquaries.org.uk/>

 Enquiries (0191) 222 3555

The Society is the main antiquarian/archaeological/historical association in the North East of England. It was founded in 1813, and has been collecting books ever since. The Society's Library is housed in the Great North Museum at the Hancock, jointly with the Natural History Society of Northumbria and the Cowen Archaeology Library. It was formerly in Black Gate. The Library is open Monday-Friday 10.00-4.00.

The Library's collections are concentrated in three areas: local material (though the City Library's local collection is far more extensive), journals/transactions of similar bodies elsewhere in the UK (including some not available in the Robinson Library), and general books on archaeological theory and method.


The Library is only open, in the first instance, to members of the Society. Non-members with a bona fide interest should contact the Society.

Archives and Record Offices in the Newcastle Area

There are three public archive/record services in the North East of England:

Durham Record Office, County Hall, Durham

<http://www.durham.gov.uk/recordoffice>

 (0191) 383 3253

Before visiting the Office, please make an appointment either by telephone or through the record office web pages.

As well as the usual collection of local government records, the Durham Record Office is also the archive service for parish-level records of the Church of England Diocese of Durham. Diocesan-level records are held by Durham University Library – see page 30. It also has the Durham area records of British Coal (the former National Coal Board).

Details on opening times and accessing the Collections can be found from the above website. Catalogues to the Collections can also be searched on-line.

Northumberland County Archive Service

<http://www.northumberland.gov.uk/collections>

Northumberland County Archives holdings are divided between two sites, Woodhorn and Berwick upon Tweed Record Office.

A guide to the archive service with further information on the collections and opening times is available for download from their website.

Before visiting any of the offices it is advisable to contact staff to check that the material you want is kept there and is available to view.

Woodhorn, Northumberland Museum, Archives and Country Park, Ashington, Northumberland

☎ (01670) 528080

Email: collections@woodhorn.org.uk

The majority of the Northumberland collection, such as photographs, maps, plans, mining records and memorabilia, local government records and parish registers are held at Woodhorn, a new multimillion pound museum, archive and study centre, based outside Ashington.

New users of the Woodhorn archive will need to complete a registration form to gain access to the study centre, which is available for download from [**http://www.northumberland.gov.uk/collections**](http://www.northumberland.gov.uk/collections)

You will also need to present another form of identification on your first visit.

Berwick Record Office, Berwick District Council Offices

☎ (01289) 301865

Email: archives@berwick-upon-tweed.gov.uk

Berwick Record Office holds records relating to the geographical area held by Berwick upon Tweed Borough Council. Many of the resources held at Berwick are available on microfilm, therefore it is strongly advised to ring in advance of your visit in order to reserve a microfilm reader.

**Tyne and Wear Archives Service,
Blandford House, Blandford Street, Newcastle**

<http://www.tyneandweararchives.org.uk>

☎(0191) 277 2248

Tyne & Wear Archives Service is the record office for the cities and metropolitan districts of Newcastle upon Tyne, Sunderland, Gateshead, South Tyneside and North Tyneside.

The core of the collections is local government and health authority records but there are substantial collections of business, magistrates and other material as well. The service has religious facsimile records relating to the above cities and metropolitan areas, however the original Church of England material is all at the Durham and Northumberland Record Offices within those counties' historical boundaries.

Details on opening times and accessing the collections can be found from the above website.

6. Recommending material

We rely on you to advise us of the material you require to support your research programmes. Whilst this has traditionally meant books, journals and electronic resources are becoming increasingly important. Please talk to your Liaison Librarian at the earliest opportunity about your information needs.

Books

Recommendation forms are available from your Liaison Librarian or from the counters in the Robinson Library and the Walton Library.

Alternatively, you can download an electronic version of the recommendation form from the Library pages on the World Wide Web, <http://www.ncl.ac.uk/library/contact/recommend>

You can also send publisher's catalogues or publication details in an email message to your Liaison Librarian.

At present, it takes approximately **30 days** for us to acquire UK material which is not available locally, and approximately **56 days** to acquire US and other foreign material (which is normally supplied via sea-freight).

For further assistance, please contact your Liaison Librarian.

Before you send off your printed or electronic book order to library_books@ncl.ac.uk it is advisable to have a word with your School Library Representative, as some schools operate a system of reviewing all book orders centrally before sending them to the Library. If you are uncertain who your School Library Representative is, please ask your Liaison Librarian.

Journals

Whereas books are a one-off purchase, journals represent a continuing financial commitment from one year to the next. In order to subscribe to new journal titles, the Library needs to make an equivalent saving elsewhere in the portfolio. Increasingly, however, publishers sell their

journals in ‘packages’ which can make the cancellation of some individual titles difficult, and therefore, it can be difficult to release the funds required to take out a new journal subscription.

We would, however, encourage Schools to keep the Library informed of new journal wishes, so that we’re aware of the demand for new titles and are able to prioritise requests across the university.

We ask that all new journal requests are co-ordinated via school representatives, in consultation with Heads of Schools, so that the titles can be ranked and the Library advised of which titles are most important to support the work of the School. Although recommendations can be made at any time of the year, in practice, we prefer to consider them at the start of the calendar year – in Jan/Feb so that where portfolio changes are needed, we can consult with academic staff in time to effect changes when the subscription renewals are requested by subscription agents in September/October.

Other Types of Material

The Library is acquiring an increasing number of electronic resources, including abstracting and indexing tools, full-text databases, journals, and interactive study skills programs to support open learning. We are always pleased to consider recommendations to purchase or subscribe to such material; please contact your Liaison Librarian if you wish to recommend such material.

Purchase of Material from Academic Schools/Staff

We recognise that there are a few exceptional circumstances where it may be more advantageous to purchase material for the Library from individual members of academic staff or departments, or for them to arrange purchase on our behalf.

Transactions arranged in this way must first be approved by your Liaison Librarian, who will indicate approval by completing a request form in the usual way and attaching the seller’s own receipts. It must be understood that where such approval is not obtained, no reimbursement can be offered. Reimbursement is a Payroll matter therefore, University staff must submit an “expenses and mileage” claim form (F1003/1) with the receipts.

The conditions governing such purchases are summarised below:

1. The material must constitute a desirable addition to Library stock.
2. Either the material must bear a discount significantly greater than that to which the Library would normally be entitled (e.g. works prepared by members of University staff, proceedings of Conferences attended by staff, discounts arising from membership of professional bodies); or the cost of obtaining material through our normal Library ordering procedures would be prohibitive.
3. In all cases, receipts must be provided. Failure to do so will lead the Finance Office to treat any reimbursement as earned income, which is therefore subject to Income Tax.

7. Communicating with the Library

Your primary contact with the Library will usually be through your *Liaison Librarian*, who can advise you on:

- ⑦ Procedures for ordering books and journals and other resources for the Library.
- ⑦ How to gain access to databases, electronic journals and other electronic information resources in Newcastle, the UK, or abroad.
- ⑦ Use of the Inter-Library Loans service.
- ⑦ Availability of other local Library resources and access to other libraries.

Please talk to your Liaison Librarian at the earliest opportunity, about how the Library can best support your research needs, and those of any research students working with you.

Library Representatives

Most Schools have Library Representatives, who act as the main link between staff in their subject area and the Library. Their responsibilities are:

- ⑦ To keep the Liaison Librarian informed about teaching and research needs - for example, to provide information about new degree programmes or modules which are being planned, to advise the Library of changes in teaching methods or research initiatives, all of which may have Library resource implications
- ⑦ To advise the Liaison Librarian of any problems encountered by staff or students in relation to the Library service

- ⑦ To pass on information from the Liaison Librarian about new Library services or initiatives, so that students and staff may use the Library to best advantage

The Liaison Librarians are keen to work closely with the Faculties and Schools through both individual contacts, and formal meetings with academic staff. They can also arrange personal information skills sessions or workshops or demonstrations as appropriate.

There are several other ways to find out what is happening in the Library. We publicise new services and resources on the Library's web pages also in the University NewsLink. The Liaison Librarians will contact academic staff by e-mail to publicise items that are of particular relevance to them. We also send out posters to be displayed to advertise new services and new resources.

Library Web Pages

<http://www.ncl.ac.uk/library/>

A lot of information is available from the Library's Web pages which can be accessed from any pc connected to the University's network. Here you can find detailed information about Library services, opening hours and resources for your subject. It includes guides, help sheets, handbooks and rules, as well as information service links to Library catalogues, databases and electronic journals. Information to support your research can be found through the link to ResIN (Research Information at Newcastle).

Electronic Mail

You can contact the Library via e-mail. All members of Library staff have their own e-mail addresses, and a list of those you are most likely to need is included at the back of this booklet. If you are unsure who to contact you can send a message to [**library@ncl.ac.uk**](mailto:library@ncl.ac.uk) and it will be forwarded to the relevant member of staff.

If you prefer more traditional media, all three libraries, (Robinson, Walton and Law) have comments forms prominently displayed. All comments and queries will be replied to within a week.

Useful Contacts

*Please note: all phone numbers shown are internal University extensions.
If dialling from outside, please preface the number shown below with
(0191) 222*

General Enquiries

Robinson Library  7662

Walton Library  7550

Law Library  7944

e-mail **library@ncl.ac.uk**

Liaison Librarians

Faculty of Humanities and Social Sciences

School of Architecture, Planning and Landscape

Please contact Susan.Millican@ncl.ac.uk or Julie.Quick.ncl.ac.uk in the first instance

School of Arts and Cultures

Lucy Keating..... ☎ 7656
e-mail..... Lucy.Keating@ncl.ac.uk

School of Education, Communication and Language Sciences

Linda Kelly ☎ 7667
e-mail..... Linda.Kelly@ncl.ac.uk

School of English Literature, Language and Linguistics

Lucy Keating..... ☎ 7656
e-mail..... Lucy.Keating@ncl.ac.uk

School of Geography, Politics and Sociology

Please contact Susan.Millican@ncl.ac.uk or Julie.Quick.ncl.ac.uk in the first instance

School of Historical Studies

Lucy Keating..... ☎ 7656
e-mail..... Lucy.Keating@ncl.ac.uk

School of Modern Languages

Lucy Keating..... ☎ 7656
e-mail..... Lucy.Keating@ncl.ac.uk

University Business School

Please contact Susan.Millican@ncl.ac.uk or Julie.Quick.ncl.ac.uk in the first instance

University Law School

Linda Kelly ☎ 7667
e-mail..... Linda.Kelly@ncl.ac.uk

Faculty of Science, Agriculture and Engineering

School of Agriculture, Food and Rural Development

Moira Bent..... ☎ 7641
e-mail..... Moira.Bent@ncl.ac.uk

School of Biology

Moira Bent..... ☎ 7641
e-mail..... Moira.Bent@ncl.ac.uk

School of Chemical Engineering and Advanced Materials

Jenny Campbell..... ☎ 7640
e-mail..... Jenny.Campbell@ncl.ac.uk

School of Chemistry

Moira Bent..... ☎ 7641
e-mail..... Moira.Bent@ncl.ac.uk

School of Civil Engineering and Geosciences

Cliff Spencer..... ☎ 3425
e-mail..... Cliff.Spencer@ncl.ac.uk

School of Computing Science

Moira Bent..... ☎ 7641
e-mail..... Moira.Bent@ncl.ac.uk

School of Electrical, Electronic and Computing Engineering

Jenny Campbell..... ☎ 7640
e-mail..... Jenny.Campbell@ncl.ac.uk

School of Marine Science and Technology

Moira Bent..... ☎ 7641
e-mail..... Moira.Bent@ncl.ac.uk

School of Mathematics and Statistics

Jenny Campbell..... ☎ 7640
e-mail..... Jenny.Campbell@ncl.ac.uk

School of Mechanical and Systems Engineering

Jenny Campbell ☎ 7640
e-mail Jenny.Campbell@ncl.ac.uk

Faculty of Medical Sciences

Erika Gavillet ☎ 7792
e-mail erika.gavillet@ncl.ac.uk

Helene Farn ☎ 8109
e-mail H.M.Farn@ncl.ac.uk

Linda Errington ☎ 8108
e-mail linda.errington@ncl.ac.uk

General Library Services

Bindery and Print Services ☎ 7663
e-mail..... Moira.Stephenson@ncl.ac.uk

Book and Journal Acquisitions ☎ 7589
e-mail..... Pamela.Dodds@ncl.ac.uk

Inter Library Loans ☎ 7601
e-mail..... S.E.Bennett@ncl.ac.uk

Librarian's Office

Librarian

Wayne Connolly ☎ 7587
e-mail..... Wayne.Connolly@ncl.ac.uk

Librarian's P.A.

Jennifer Rankin..... ☎ 7674
e-mail..... J.A.Rankin@ncl.ac.uk

Specific Library Services

Liaison & Academic Services

Jill Taylor-Roe..... ☎ 7652
e-mail..... Jill.Taylor-Roe@ncl.ac.uk

Special Collections and Archives

Melanie Wood..... ☎ 7671
e-mail..... Melanie.Wood@ncl.ac.uk

Library Handbook for Research Staff

Reader Services

Liz Lockey..... ☎ 5180
e-mail..... Liz.Lockey@ncl.ac.uk

Services and Operations

Elizabeth Oddy ☎ 7658
e-mail..... E.J.Oddy@ncl.ac.uk

Technical Services

Pamela Dodds ☎ 7589
e-mail..... Pamela.Dodds@ncl.ac.uk

Information Systems Manager

John Williams ☎ 7645
e-mail..... John.Williams@ncl.ac.uk

What You Can Expect from the Library

The University Library is committed to providing a high quality service, and was the first University Library in the country to win a Government Charter Mark Award in recognition of its achievements in meeting users' needs. The Library is the only University Library in the UK to be awarded the Chartermark five times.

Service levels are monitored against a set of core standards, and our performance against these standards is displayed in all 3 principal libraries (Robinson, Walton and Law). We also operate a Customer Care Policy, which sets out the code of good practice which underpins the services we offer:

- ⑦ We will put our users at the centre of our service
- ⑦ We will create a service responsive to our users' needs
- ⑦ We will treat our users with respect and courtesy
- ⑦ We aim to provide a helpful and friendly service
- ⑦ We wear name badges and will give our names to our users
- ⑦ We will provide the fullest possible service at all times within the constraints of available resources
- ⑦ We are aware of and assist users with special needs; for example: part-time users, users with young children, users with disabilities and users whose first language is not English
- ⑦ We publicise our services and opening hours and keep Library users informed of changes
- ⑦ We display Library rules and regulations clearly
- ⑦ We provide customer care training for Library staff
- ⑦ We train our staff to provide a quality service
- ⑦ We provide comments forms, and undertake regular surveys of user opinion
- ⑦ We reply to signed comments within 5 working days
- ⑦ We will use comments to help us improve our service

What the Library Expects from You

There is also a Code of Conduct (for Library Users) which is a general statement of what is expected from users of Library services.

We ask you:

- ⑦ To treat Library staff and fellow users with respect and courtesy. Library staff will treat you in a fair and consistent way
- ⑦ To carry your University Smartcard/Library membership card with you when you visit the Library, and show it to Library staff on request. Do look after your Library card, and do not lend it to anyone else
- ⑦ To respect the needs of other users of the Library:
- ⑦ To take care of books, journals, and other Library property and equipment
- ⑦ To look after your personal property. Opportunist thieves are always around, so keep valuable items with you at all times


Comments and Suggestions


We welcome your comments and suggestions and wherever possible, will use them to improve the services we offer.

Comments forms are freely available in the Libraries and will be responded to within 5 working days. An electronic version of the form is available at from the Library's web pages.

If you have any comments on this handbook, we would like to hear them, together with any remarks on topics we have omitted to cover, as this feedback will help us to improve future editions.

Please send your comments on this handbook to:

Jill Taylor-Roe
Head of Liaison & Academic Services
Robinson Library
e-mail jill.taylor-roe@ncl.ac.uk
 7652

Moira Bent
ResIN Research Support Group
Robinson Library
e-mail moira.bent@ncl.ac.uk
 7641

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