Connect with us for all the latest Library news, hacks, support and resources

@NorthumbriaUniLibrary
@nulibrary

You might be surprised by what you find out! #MyNULibrary
The annual Library survey took place over two weeks in November and December 2019. Here’s what you told us:

- 94% of you agreed that the library resources have supported your learning well
- 99% of you can access library resources when you need them
- 94% of you agreed that the reading list service helps you prepare for your lectures seminars, tutorials, and assessments

We asked you what the main reasons are that you visit your libraries in person – you said
- Silent learning spaces
- Computers
- Printing

You have given us lots of valuable feedback about what you’d like us to do more of or do differently. We’re looking at all the feedback to see what we can put into place. We’ll update you on what we’re doing around the Libraries and on social media.

We’ve used your feedback to ensure this Library update reflects your queries and concerns as well – look out for the quotes!

“The learning spaces are really well set out and there’s plenty of private spaces to work even in the collaborative areas. This is especially helpful to me because I prefer some background noise when I’m working as opposed to total silence.”
Accessing the Library

Please help us to provide a safe and supported learning environment for you by carrying your University smartcard with you at all times.

Your smartcard is your University ID.

Do not lend your card to anyone else and if you lose it please report this to Ask4Help.

“It helps me feel safe (especially when using the library at night) that the doors are locked and require student passes to enter.”
Silence

*noun*
complete absence of sound

*verb*
cause to become silent; prohibit or prevent from speaking

Please respect others working around you in silent study spaces.

No music (even with headphones), no mobiles, no whispered conversations.

"The silent study spaces are silent for some of the time, but other times people are blasting music, eating loudly, talking with friends."

Silence means silence.
Finding print books

What do the numbers on the books mean?
Our collection is arranged by subject using a combination of numbers and letters called a shelfmark which is printed on a label on the spine of the book. Books on similar topics are generally arranged together.

How do I find the books on the shelves?
Library Search and your module reading lists will tell you which library and floor a book is on. They will also tell you the number (shelfmark) - make a note of this information!

Shelfmarks are arranged in numerical order from the front to the back of each floor. Shelfmarks and subjects are listed on panels at the end of each row of books. Check the shelfmarks until you get to the one you need. Some books have very long shelfmarks, but don’t panic! Compare the numbers in turn until you find the correct one. Where there are lots of books at the same shelf mark, the 3 letters at the end are used to further sort the books into alphabetical order.

Read our Library Search: Find a book guide for further guidance.
Did you know that you can borrow up to 25 books at once?

**You can keep your books for up to a year!**

Whether you borrow a 4-week loan book or a 7-day loan book, your books will automatically renew for up to 1 year, unless they are requested by another reader or you have more than £20 in fines.

**How will I remember when they are due back?**

At the end of the year you need to return your books to avoid fines (we’ll remind you when this date is getting near). We also send you a monthly email to your University email address, reminding you about any books you have on loan. We’ll also get in touch through your University email address if you need to return a book early, because it is needed for use by another reader. Please return it promptly, as another reader will be waiting for it!

**The book I want is on loan to someone else - do I have to wait a year to get it!?**

No, of course not. If a book you require is on loan to another reader, you can request it through Library Search. We will contact the current reader and ask them to return it early. When it’s returned it will be held for you on the reservation shelves, and again we’ll let you know when it is available for you.

We may also have an electronic version – look for “Read it online” in your Library Search results.

More hints and tips on borrowing and returning books are available online: [library.northumbria.ac.uk/borrowing](http://library.northumbria.ac.uk/borrowing)
Tips on accessing items on your reading list

A reading list contains key resources for your module in one place – books, journal articles, videos and anything else your module tutor thinks is helpful for your studies. Clicking on an item’s title will allow you to see more information about it.

You can identify items available online by the description (‘Electronic book’) and the ‘view online’ link. Clicking the link will take you to the resource (after you confirm your Northumbria username and password, if needed).

You will find information about the availability and location of a print book or other physical item by clicking on the item’s title in a list. The information will show how many copies there are in the University Library collection and their availability. You can click through to Library Search, to see further details about an item.

You can find more help and tips on using your reading list: library.northumbria.ac.uk/studentreadinglists
Tips for using your reading list

Use the **reading intentions** to mark what you will read and what you have already read.

- Click on the grey circle then choose from the drop-down menu.

Use **personal notes** to add private reminders of particular chapters you want to read, notes on the content, or reminders of which assignment relates to the reading.

- Click on the 3 dots and choose ‘Personal note’.

Your module tutor may have added notes about the reading. Look out for the mortar board!

You can find more help and tips on using your reading list, including saving/exporting your lists and changing the citation style: [library.northumbria.ac.uk/studentreadinglists/interacting](library.northumbria.ac.uk/studentreadinglists/interacting)
Tips for navigating your reading lists

You can filter your list by:
- Format – either physical or online
- Reading intentions you have added
- Items with or without any personal notes you have added
- Importance that your module tutor has assigned to items, e.g. Essential, Recommended or Further reading.

You can navigate your reading list using the Table of Contents.

Use the search box to find a particular item on your reading list quickly.

You can find more help and tips on navigating your reading list, tracking recent changes library.northumbria.ac.uk/studentreadinglists/navigating

“Filtering is the best service for me, it helps me narrow my search to precisely what I am looking for.”
Recommend a book

If you can’t find the books in the Library collection that you need, let us know!

You can recommend a book to the Library using the recommend a book service – let us know what the book is, why you think it should be added to the Library and we’ll consider your request.
library.northumbria.ac.uk/recommend

Do you need a book for your own study or research?
The On Demand service can provide faster access to books, journal articles, conference papers, and theses for your dissertation research and may be more suitable for time-limited research.
You can make up to 50 requests per academic year.

You can find more information on our Inter Library Loan webpages: library.northumbria.ac.uk/ill

“A facility to request books that the library doesn't already have would be useful, as academic textbooks cost a lot and are often only needed for a semester per person.”

“I didn’t learn about inter-library loans until my third year which is a shame because I could have been using that for longer.”
Academic writing skills are essential to communicate your understanding of a topic and produce a critical, balanced discussion in your writing.

Critical thinking skills help you to learn with an open mind, to question what you have learned and evaluate what you hear, read and observe.

Academic integrity underpins your research and learning activities and development of your subject knowledge in a fair and honest way.

Subject literature is an excellent source of good quality scholarly information to support your learning and research.

Postgraduate research requires skills that will help you to develop your knowledge, core competencies and skills.

Your dissertation is possibly the largest single piece of academic work you have undertaken.

Did you know you can also attend one of the Northumbria Skills Programme workshops or call in to our weekly drop-ins? No appointment necessary!
Time Management

At University most of your learning will be self-directed. This can be a challenge if you have not had to manage your time before. Managing your time effectively will enable you to make full use of lectures, seminars and free time in-between, and help you to do your best in assessments.

What is time management?
Time management is the ability to plan and control how you spend your time effectively to achieve your goals. This includes juggling university work, jobs, social life and family.

Prioritising your workload
You’re likely to have more than one task to complete at a time, and prioritising your workload can help ensure everything gets done on time.

1) write down everything you need to complete alongside any associated deadlines – include events and work commitments as well.
2) For each task - consider whether it is important (what impact will this have?) and/or urgent (is there an immediate deadline?)
3) Be realistic about what needs to be done now and what can wait.
4) Find an approach to help you structure and organise your time – this could be a daily to-do list, a weekly schedule, a diary or a smartphone app.
5) Try to vary the tasks you are working on throughout the day and take regular, short breaks. It’s also advisable to switch off your phone, as distractions like social media and instant messaging can really slow you down and make tasks take a lot longer than they need to!

More help is available in the Time Management helpguide. You can also find help on other independent study skills on Skills Plus.
AppsAnywhere provides access to the software you need through the ‘cloud’, including specialist software that was previously only accessible in teaching labs. You can find AppsAnywhere on the computers in the University Library Digital Commons and City Campus Library basement.


“I can’t find the software I need for my course.”
Where can I print?
As well as in the Library, you can print out your work from any printer across campus. This means that, during the busiest times of the year and there are queues, you can use other printers.

Simply Print
Simply Print allows you to upload and print a document from your own laptop, Smartphone or home computer to the University printers. Your request will go into the print queue just like it would on campus and you can go to any available printer, swipe your Smartcard and print out your document. See IT’s guide for detailed instructions on How to Use Simply Print

Any other printing questions?
Check the ‘How to print, copy and scan’ on the Student Portal

“I would like the library to have more printers as sometimes it gets very busy.”
Student Central at the University Library
Student Central brings together services linked to assessment, course enquiries, the University Library, Careers and Employment, Finance, Accommodation, and Student Life and Wellbeing.

It provides space specifically equipped for one-to-one and group support from specialist services, including Library and Careers drop-ins, and counselling sessions from our Student Support and Wellbeing team and Student Central at City Campus is staffed 24/7 during term time.

The Ask4Help team are your first point of contact for library help.

You can contact them in person in Student Central at City Campus Library, Coach Lane Library and CCE1, via your Student Portal or by telephone on 0191 227 4646.

Ask4Help is the University's enquiry service dedicated to supporting students 24/7 during term time. Any queries which Ask4Help cannot answer themselves are referred to the relevant specialist team in the University - this might be for an appointment; a drop in session; or so that they can reply to you directly.
The University’s Student Life and Wellbeing Service will assess any student who requires additional support during their time at the University, and will recommend to the Library what specific support we should offer each individual student. Support that could be offered includes:

- **Retrieval service or home delivery** - we may be able to fetch books from the shelves on your behalf. You would place requests through Library Search, but you will have the option to collect them from either City Campus or Coach Lane Library (at least 1 working day's notice required), or have them sent to your home address.

- If you have a carer/helper/support worker who regularly accompanies you to the library, you can request that they are given their own Smartcard to save them from having to sign in at an Ask4Help desk on each visit. To apply for a reference-only Smartcard they will need to bring in two forms of ID (one photographic and one with a current address). You can also request that they have proxy borrowing rights to your Library account if you wish, to allow them to borrow items on your behalf.

All open access PCs in all our Libraries have JAWS, Text Read and Write, Mind Genius and Zoom text installed, available within the Assistive software menu. You may also be able to use Ally, which exists within Blackboard and enables you to download content in alternative formats to suit particular needs, this can include alternate text formats, electronic braille or audio.

Full information on the support that could be offered by the Library is available online: library.northumbria.ac.uk/info-student/disability

“In my DSSR, I have the book retrieval service but I've never been shown how to use it.”
Students studying part-time or by distance-learning

The University Library has a number of dedicated services for students studying part-time or by distance-learning. We can post books and journal articles to you, world-wide, with extended loans to ensure that you can access your directed reading and research. Guidance on how to use this service is available here.

**Book Postal Service**
Your University Library provides a postal service for books and journal articles which will be sent world-wide to Northumbria students who are studying part-time, by distance learning or are work based learners. Guidance on how to use this service is available [here](library.northumbria.ac.uk/info-student/part-time).

**Article/chapter supply service**
Most journal articles and a lot of books are available electronically, however, articles from journals and chapters from books available in print format can be scanned and sent to you, providing your request does not contravene copyright legislation.

If you require an article from a printed journal or a chapter from a book, please complete the [request form](library.northumbria.ac.uk/info-student/part-time) for each item required.

The service operates Monday - Friday, 9:00 am to 5:00 pm GMT. Requests made outside these hours will be dealt with on the next working day.
Tell us what you think about your library. We use your feedback to keep developing Library services for you.

There are lots of ways to get in touch with us:

- Email yourlibraryyoursay@northumbria.ac.uk
- Fill in the online feedback form: library.northumbria.ac.uk/yoursay
- Complete a 'Your Library, Your Say' card available at each Library
- On social media
  - @NULibrary (Twitter)
  - @NULibrary (Instagram)
  - @NorthumbriaUniLibrary (Facebook)

All feedback is considered and acted upon, where appropriate. We aim to respond within 7 working days to feedback where an email address has been supplied or has been sent through social media.

We publish your feedback and our responses online each month: library.northumbria.ac.uk/yoursay/feedback

“It is good to know there are many different ways to give feedback, this should be made more clear to everyone.”
Careers & Employment Service

• 1-1 support for students and graduates in Student Central through drop-in or booked appointments with careers guidance and information professionals.

• Careers advice by Faculty aligned professionals delivering in-course sessions.

• High quality multimedia careers resources via the employability hub Careers Online and the NU Careers app.

• Careers workshops – central programme covering career management and sector insights.

• JobsOnline, a vacancy system advertising part-time jobs, including on-campus roles, work experience and volunteering opportunities and graduate jobs.

• A Graduate Jobs and Placements Fair, Part-time Jobs Fair and full programme of employer events.

• Enterprise skills training and workshops, support with starting a business.

northumbria.ac.uk/careers
Careers & Employment Service

- On campus – **Student Central** at City Campus Library, City Campus East and at Coach Lane Campus
- Email [nucareers@northumbria.ac.uk](mailto:nucareers@northumbria.ac.uk)
- Speak to **A4H** at the desk or telephone 0191 227 4646
- Find out more at [northumbria.ac.uk/careers](http://northumbria.ac.uk/careers)
- Social media - Twitter, Instagram, Facebook, NUCareers

Northumbria University
Careers and Employment

Download the app from the Apple Store or Google Play