Introduction

The University Library exists to support the University’s mission to create and apply knowledge. We empower scholarship by providing expertise for the discovery, access, application, creation, dissemination and preservation of scholarly knowledge.

The Library delivers physical and digital services and resources through our professional librarians and teams, and these are shaped by engagement and partnership internally with students, Faculty, and Professional Services, and externally through cooperation and collaboration with the national and global knowledge community. Our strengths include people, Customer Service Excellence (CSE), and being open for business 24/7. We place students at the heart of what we do and work actively to listen and act on feedback.

2018 National Student Survey results saw student satisfaction with the University Library return to 92%. This score matches our 2016 high point in student satisfaction and places the University Library second highest scoring in 127 comparable institutions and 5% above the sector average. One University Library achieved higher satisfaction and only eleven other universities achieved 92%.
This performance also places us as top University Library for student satisfaction in the North East.

In 2017 the University Library became the first post 92 institution to provide our metadata for the National Knowledge Base, a UK-wide service to help libraries collaboratively manage their collections and improve access to print and digital resources. Our collection is now discoverable to researchers nationally and is proving popular as demonstrated by the influx of requests to the Inter library loans service.

“The refurbished Library is modern, student friendly and easy to access.”

92% student satisfaction
NSS 2018

94% student satisfaction
University Library Student Survey
2018
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LIBRARY FOR LEARNING
SKILLS FOR LEARNING

The Library’s Skills Development team works with students from pre-entry to post-doctoral level to develop the information and study skills needed to succeed at University. The team offer skills embedded within the student programme or through sessions delivered within the Northumbria Skills Programme (NSP) which students can book online.

Last academic year 5,962 students attended an NSP classroom based session, the most popular being Applying Critical Thinking. 87% of students attending our skills sessions felt more confident and understood the topic better.

We also delivered 70 induction sessions reaching 2,391 students. Our induction presentation is available online at all times for any student who missed their induction.

"Very helpful looking for information. Very supportive. Excellent!!"

“Great refresher basics with good basic examples for students to work with. Definitely learned new things.”

“The session that was delivered yesterday, went down a storm – thank you!! ”
LEARNING SPACE

There were 913,290 student visits to the University Library during 2017-18 and 19,542 study room bookings. The average length of a student visit to City Campus Library was 106 minutes, to Coach Lane Library 80 minutes and 57 minutes to the Law Practice Library.

2017 also saw the opening of new library learning and research spaces at City Campus Library. With stylish interiors and natural light throughout, the first floor of the University Library at City Campus has been transformed for both undergraduate and postgraduate students.

Students now have the choice of a full range of modern library learning spaces, individual and collaborative, group, social and immersive from the 2,100 seats available.

New space for learning.

In September 2018 we opened the Student Skills Centre in Student Central, City Campus Library.

The design of the Student Skills Centre follows the principles of active learning including providing opportunities for student involvement, engagement, collaboration and participation. Flexible furniture and the provision of power and WiFi allows the physical space to support an active learning approach, as does the use of laptops or BYOD rather than fixed technology.

“The Library redevelopment has created a quiet and relaxing place to work and revise.”

“The learning space in the library has really improved in my final year at Northumbria and there are now plenty more study areas.”

“It is perfect and much better to study than it was before “
EVENT SPACE

In 2017 we opened Student Central Commons which offers comfortable and informal spaces for student-focused events and activities. Over the last year it has hosted a wide variety of activities making use of some or all of the different spaces on offer. University events included the Sustainability Fair, part of Go Green Week and live streaming from the International Summer School. Northumbria police cadets and the North East Collaborative Outreach Programme (Future Me) both held events in Student Central Commons and from June to September the Great Exhibition of the North used the space to host a display of Peruvian artwork and a major Red Cross installation, Volunteers in Conflict (ViCE).

Over 50 individual events were held in Student Central Commons during 2017/18.

Find out more about the spaces available and how to book them for your event here
REWARDING CREATIVITY

In May 2018, the Reading List team were announced as winners of the Talis Aspire User Group (TAUG) Creativity award for the creation of a Reading Lists dashboard.

The TAUG commented that “Northumbria University showed excellent strategic alignment with their dashboard analytics within the national (e.g. TEF) and University environment (Digital First).”
SERVICES FOR STUDENTS WITH A DISABILITY (INCLUDING DYSLEXIA)

Students registered with our Disability Support team may be eligible to receive any of the following support services from the Library:

- Extended Library loans (7 day loans extended to 3 weeks, 4 week loans to 6 weeks.)
- Materials obtained in alternative formats.
- Book retrieval service (from the reservation shelves at City Campus or Coach Lane Libraries or posted to their home address).
- One-to-one skills support sessions on information retrieval and study skills.
- Bespoke tours to ascertain individual needs and provide specific orientation for the relevant library.

2017/18 vital statistics

39 students were offered individual tours or personalised skills sessions.

131 items were supplied in alternative formats.

403 students benefited from extended loans without recall.
LEARNING PARTNERSHIPS

The Library’s Learning Partnerships team receives all Library related feedback to improve the Library and its services for students, staff and visitors. There are many ways to pass your comments to the Library – ‘Your Library, Your Say’, Student-Staff Programme Committees, social media, surveys (including the National Student Survey and University Library Student Survey), whiteboards around the Library or via Student Representatives.

In 2017/18

1,550 pieces of feedback were read and analysed.

166 comments and suggestions were received through Your Library, Your Say and 103 from SSPC meetings.

41 tours were delivered for visiting partners, prospective students and visiting academics.

“It would be great if our course leaders reminded us to give feedback as the library is such an important part of student life.”

“I feel a lot of the work the library does goes unnoticed so getting the message out would be great.”

“I’d like to know more about new resources relating to my course e.g. When new books are added.”
Our Scholarly Publications team maintain the record of research publications created by Northumbria University staff, and facilitate Open Access to those publications.

Last year 3,574 publications were deposited to Pure, the University’s current research information system, and then made available in Northumbria Research Link (NRL), the University’s open access research repository.

371,504 articles were downloaded from NRL.

We also supported the University to return 91% compliance with RCUK’s Open Access policy in 2017/18 and the team actively work with colleagues in all faculties to support open access compliance for REF 2021. The Library manages the University’s publication fund. In 2017-18 the fund enabled 87 articles to be made Gold Open Access at point of publication.

Supporting you to publish

In 2017/18 we produced a new online guide to provide researchers with practical tips for publishing in scholarly journals:

library.northumbria.ac.uk/publishing-guide
SUPPORT FOR RESEARCH INSIGHT

In 2017-18 we appointed a new Bibliometrics Librarian to continue to develop our service. Bibliometrics (also referred to as scientometrics) is primarily the quantitative evaluation of publication and citation data. This analysis can be used to judge the relative “impact” of an entity, whether that be a document, journal, researcher, institution or country.

We produce standard and custom reports at any level and for any audience. Metrics used in our reporting include research volume (scholarly output), research impact (citations, publications in top percentiles, field-weighted citation impact) and collaboration (international, national, institutional, single-author, academic-corporate).

Our Bibliometrics service can help you:

- Get the most out of bibliographic databases such as Scopus and Web of Science.
- Study the network of citations between publications.
- Identify influential authors, institutions and countries within a research area.
- Assess and compare the quality of journals.
- Monitor and track early engagement with research through online mentions and shares.
RESEARCH DATA MANAGEMENT

Northumbria University recognises that data from its research should be well managed to benefit the researcher, the University and the wider community. The University Library is developing a Research Data Management service to support staff and postgraduate research students in their research activities.

Our new online guide to research data management is now available:
library.northumbria.ac.uk/research-data-management/RDM

The University Library is working as part of a cross University team to deliver an institutional repository for research data. This repository is based on the market leading Figshare platform and will be launched in 2019.

Figshare enables researchers to “store, share and discover” research outputs, contributing to research data management, scholarly outputs and funder compliance.
SCHOLARLY PUBLICATION

Northumbria Journals is the Open Access publishing platform managed by Northumbria University Library, in collaboration with the Faculty of Business & Law. The platform provides Open Access to five international journals, giving students, academics, law practitioners and the public the ability to read and re-use the most up-to-date research without any cost.

Three more journals are in production: the Student Journal of Legal Education will provide a forum for Northumbria’s law graduates to jump-start their publishing career, the International Journal of Public Legal Education and the International Journal of Gender, Sexuality and Law will take Northumbria Journals into new and exciting waters.

The Sydney Morning Herald and ABC News reported in March this year on the journal’s 2017 article on enforced treatment in mental health (Decision-making capacity and the Victorian Mental Health Tribunal). The abstract of the article was viewed 372 times in March 2018 alone and more than 700 times in total, and the article was downloaded more than 50 times.
SKILLS FOR RESEARCH

The Library offers support to PGR students and academic colleagues to develop their skills for research. The NSP includes face to face sessions specifically developed to support PGR students and academic colleagues as well as tailored sessions and one to one appointments.

In 2017-18 we delivered 60 research skills sessions and our 16 inductions reached 150 new PGR students. We co-delivered a development programme with colleagues from Research and Innovation Services in the new Research Commons, City Campus Library where they offered support sessions alongside our skills sessions to maximise visibility and awareness.

We launched new monthly research themed drop in sessions covering reference management, getting published, copyright and returning to research.

“Superb trainer. Clear explanations, demonstrations, accessible delivery, responsiveness to questions.”

“The material and the content of your presentation was so well designed to cover lots of key issues in a really accessible way.”

“I was very satisfied with the support. My expectations were met and exceeded.”

Working in partnership.

During 2017-18 the Library and the Research Development team introduced a regular monthly meeting to share best practice and information about respective training events. The RIS team piloted a ‘meet the team’ event in the Research Commons in March where they and Library colleagues met with researchers to highlight the support and training programmes on offer.
RESEARCH SPACE

In October 2017 we opened the Research Commons at City Campus Library, a new and unique space for PGR students and academic staff. We designed three collaboration spaces, perfect for workshops, seminars and research meetings with colleagues from external organisations. Our two research consultation rooms which provide space for one to one support or interviews have also proved popular. During its first year 922 researchers made over 34,600 visits to the Research Commons. The collaboration spaces have been booked 305 times by 118 different users and the consultation rooms received 172 bookings from 82 individual researchers.

“Your new Research Commons facility is outstanding, perfect for research work. Thank you and well done!”

“The new Research Commons has a great mix of digital devices and spaces for studying and meeting colleagues. Desks with double screens are much appreciated.”

“PGR rooms are great! So much better.”
DISCOVERY AND ACCESS TO SCHOLARLY KNOWLEDGE
LIBRARY COLLECTION

The University Library continues to work in partnership with students and Faculty to develop Northumbria’s Library Collection.

Faculty and students have contributed to ensuring the breadth and depth of the Library collection by submitting 737 individual requests for print and ebooks through the Library’s Recommend a book service.

The Library’s Collections team also works closely with colleagues in Faculty to develop business cases for the purchase of new resources that support learning and research across the University. In 2017-18 the University Library trialled 12 new electronic resources and as part of our ongoing collection review, considered 150 resource business cases resulting in the renewal of 131 resources and the acquisition of 25 new resources.

Library collection vital statistics 2017/18
481,913 print books covering 254,643 titles
914,468 ebooks
83,783 ejournals
39 primary digital sources
94 databases

“The selection of Literature is immense and covers every conceivable subject matter.”

“The Library is fantastic, full of current literature to help boost those grades!”

“The Library is brilliant! I have been able to find academic literature to achieve the best in my assignments.”
NEW ADDITIONS TO THE UNIVERSITY LIBRARY COLLECTION 2017-18

The Visual History Archive (VHA) is a unique and important streaming collection of primary source video testimonies from survivors of and witnesses to genocide, including the: 1994 Genocide against the Tutsi in Rwanda; Armenian Genocide (1915-23); Cambodian Genocide (1975-1979); European Holocaust (1939-1945); Guatemalan Genocide (1978-1996); Nanjing Massacre (1937); Central African Republic (2012-Present); South Sudan Civil War, (2013-present); and contemporary antisemitism against Jews. The largest digital archive of its kind in the world, the VHA offers insight into life before, during, and after the interviewee’s experience with genocide.

Two new resources were added to the Library’s existing collection of six primary digital sources from publishers Adam Matthew. Eighteenth Century Drama is a unique archive of almost every play submitted for licence between 1737 and 1824, as well as hundreds of documents that provide social context for them. Eighteenth Century Journals brings together rare journals printed between 1685 and 1835 to illuminate all aspects of eighteenth-century social, political and literary life.

SAE (Society of Automotive Engineers) Technical Papers are written and peer-reviewed by experts in the automotive, aerospace, and commercial vehicle industries and are made up of more than 102,000 technical papers and journal articles on the latest advances in technical research and applied technical engineering information.

Supporting the University’s growing partnership with the Law Society of Ireland Westlaw IE is an online legal research service that includes Irish legislation, as well as case law dating back to 1871, Irish Court Rules and a selection of legal journals, expert commentary, analysis and news.
Drapers online is the primary source for business intelligence for the fashion industry in the UK and Ireland and since its first publication in 1887 this weekly title has been an important source of news, views, information and analysis for the sector.

Daily Mail Historical Archive 1896 - 2004 provides access to more than 100 years of the Daily Mail (London) in full digital facsimile form with advertisements, news stories and images that capture twentieth-century culture and society.

Several new journal subscriptions have been purchased including Violence and Victims, the Journal of Infrastructure Systems and Legal Studies.

The Library’s collection of ebooks has been further enhanced and expanded with the acquisition of two unique collections containing almost 200 titles from Manchester University Press - Manchester Gothic and Manchester Studies in Imperialism. The Library’s collection of front list titles from IEEE-Wiley and IEEE-MIT have also been expanded to include purchase of upcoming titles in 2020 and 2021. 6 key titles from Elsevier eLibrary in the subject areas of midwifery, nursing, physiotherapy, and 3 multi-volume encyclopaedias from Science Direct covering the areas of food and health, applied ethics, and forensic and legal medicine have also been added to the collection.
SCHOLARLY RECOMMENDATION

In December 2017 we launched a new big data driven scholarly recommendation service as part of Library Search. The recommender (BX) provides students and Faculty with new choices to discover relevant journal literature. Recommendations are based on library discovery activity of millions of researchers from 300 universities worldwide. Algorithms developed by the Research Library at Los Alamos National Laboratory analyse the data to identify scholarly network associations between journal articles to make each recommendation.

The recommendation service complements the other discovery tools in Library Search including citation trails and virtual browse. In 2017/18 1,888 articles recommended by the service were viewed by users of Library Search.

Discovery and access figures 2017/18

2,484,612 searches in Library Search
1,245,220 ‘Read it online’ clicks in Library Search
3,273,560 ejournal full text downloads
4,631,507 ebook full text downloads
194,799 print book loans with 523,979 print book renewals

“I find Library Search amazing and invaluable for any assignment.”

“The library article search function is great and works well, the access it provides has been of great help in my final year.”

“It’s a quick and easy way to find articles and books relevant to my essay.”
**KNOWLEDGE ON DEMAND**

The Inter Library Loan Service enables staff and students to obtain material on demand from academic libraries worldwide. In 2017/18, 7,945 inter library loan requests were made by students and staff and we supplied 1,027 items to 173 institutions including a number of academic libraries, the House of Lords and the House of Commons.

The Book Postal service provides access to Northumbria’s print collections for students who are studying part-time, distance learning, are work based learners or students on placement, or are based at our London or Amsterdam campuses. Staff on sabbatical can also request items in this way. In 2017/18, 2,236 requests were made through this service with 2,161 print books and 75 electronic books supplied.

Sharing our data nationally.

In January 2018, Northumbria Library holdings were added to COPAC (Consortium of Online Public Access Catalogues which brings together the catalogues of more than 100 UK and Irish Libraries) and the new National Bibliographic Knowledge Base (NBK) which replaces COPAC in summer 2019. Northumbria was the first post-92 institution to submit holdings to the NBK, making our collection more discoverable nationally and we have seen a 1,288% increase in requests from other UK libraries as a result.

“Thank you so much our wonderful interloans team! You definitely have magic!
You always can find the resources that we can’t find! Thank you so much!!”

“Fantastic, very swift and informative support for an inter library loan request. Thanks so much - it makes all the difference.”

“The book postal service is very useful, I attend class two evenings a week, and taking the additional time to go to the library isn't always easy with home commitments.”
COPYRIGHT

The University Library’s Copyright Service is a source of expertise, advice and support on all aspects of copyright for Faculty, students and researchers. The Service also manages and monitors the use of copyright related licences on behalf of the University including the Copyright Agency HE (CLA) Licence, the Educational Recording Agency (ERA) and the Newspaper Licensing Agency (NLA) license.

In 2017/18 we received 168 enquiries from individual students, staff and researchers and 293 permissions for copyrighted materials were secured.

During 2017-18 the team introduced twice monthly copyright drop-in sessions to add to sessions currently delivered through the NSP.

Inclusive learning

The Copyright and Reading List teams work together to obtain scholarly materials in alternative formats where required for student accessibility. They liaise with publishers or rights holders to acquire an accessible version, or if required create one in-house. In 2017-18, 6 students were supplied with 131 items in an alternative accessible format.
LIBRARY RECIPROCITY

The SCONUL Access scheme is a reciprocal agreement benefitting thousands of students and researchers each year by providing access to space and resources in libraries across the UK and Ireland. Over 45,000 students and staff in institutions around the British Isles use the scheme annually to access space and resources to support their research, teaching and learning.

During 2017/18 **445** SCONUL Access members registered to use Northumbria University Library. **848** of our staff and students registered to use other academic libraries around the country.

Alternative options

Wherever you are in the country you may wish to visit other libraries, academic and public. There are many different options for visiting and sometimes joining other libraries as external borrowers.

Operating procedures vary from institution to institution and service to service, it is always worth checking websites or contacting other libraries directly. Our Customer Experience team can advise if you have any queries.

“As I live near Portsmouth, I have made use of the SCONUL Access and use the Portsmouth University library.”

“I also often consult books in the special collections in Durham, Ushaw College or the Cathedral. I make good use of SCONUL.”
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<th>Collections</th>
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<tr>
<td><strong>Library Search</strong> / A-Z list of databases and subject resources</td>
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<tr>
<td>Recommend a book, journal or database to support your learning, teaching or research.</td>
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<tr>
<td>Request access to your module's online reading list</td>
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<tr>
<td>Access the Reading List service self-help advice and guidance</td>
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<tr>
<td>Contact a member of the Reading List team to request support: 0191 227 4142 / <a href="mailto:readinglists@northumbria.ac.uk">readinglists@northumbria.ac.uk</a></td>
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<td>Access information about the On Demand service.</td>
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| Learning and Research skills development |
| Skills Plus |
| Book a Library induction or skills session for your students |
| Research Skills menu |
| Contact a member of the Skills Development team: 0191 227 4132 / as.library.skills.development@northumbria.ac.uk |

| Support for Research |
| Pure |
| Open Access |
| The Scholarly Publications team also support the REF and will support you in ensuring your outputs are eligible for submission. |
| Contact a member of the Scholarly Publications team: 0191 349 5555 / openaccess@northumbria.ac.uk |
| Research Data Management |
| Contact the team with queries about research data management: as.researchdata@northumbria.ac.uk |
| Bibliometrics |
| Contact the team for advice and training on bibliometrics, citation database tools and journal impact: bibliometrics@northumbria.ac.uk |

| Copyright |
| Access copyright information to support your teaching and research |
| Contact a member of the Copyright team for individual copyright advice and guidance: 0191 243 7314 / copyright@northumbria.ac.uk |