Empowering Scholarship
University Library
Annual report 2019
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.

The 2019 National Student Survey results saw 91% student satisfaction for question 19, confirming that the Library’s resources (e.g. books, online services and learning spaces) have supported their learning well.

This year the University Library joined the Northern Collaboration (NC), a consortium of 29 Higher Education Libraries in the North. The NC aims to provide a framework within which libraries can work together to improve the quality of services, be more efficient and explore new business models against a backdrop of rapid change in higher education. The group also encourages exchange of ideas and good practice, raising staff awareness and making connections between librarians and related professional groups.

“The Library facilities are top-notch and plentiful, so many of us have spent countless hours, pulled all-nighters and practically lived here during assessment periods.”

“The library is absolutely fantastic. 24/7 facilities, hundreds of workspaces ranging from group work areas to individual silent study areas. Thousands of books, ebooks, journals, ejournals, and online resources - the list goes on!”

“The Library has something for everyone who needs to get work done. It is open 24 hours and has staff on-hand if you ever need anything. I feel without the library, revising or working on assignments would have been a lot more difficult.”
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>2</td>
</tr>
<tr>
<td><strong>Library for Learning</strong></td>
<td>4</td>
</tr>
<tr>
<td>Preparing for Northumbria</td>
<td>5</td>
</tr>
<tr>
<td>Skills for Learning</td>
<td>6</td>
</tr>
<tr>
<td>Learning Space</td>
<td>7</td>
</tr>
<tr>
<td>Event Space</td>
<td>8</td>
</tr>
<tr>
<td>Reading Lists</td>
<td>9</td>
</tr>
<tr>
<td>Reading Lists and Blackboard Ultra</td>
<td>10</td>
</tr>
<tr>
<td>Services for students with a disability</td>
<td>11</td>
</tr>
<tr>
<td>Learning Partnerships</td>
<td>12</td>
</tr>
<tr>
<td><strong>Library for Research</strong></td>
<td>13</td>
</tr>
<tr>
<td>Scholarly Communication</td>
<td>14</td>
</tr>
<tr>
<td>Support for Research Insight</td>
<td>15</td>
</tr>
<tr>
<td>Research Data Management</td>
<td>16</td>
</tr>
<tr>
<td>Scholarly Publication</td>
<td>17</td>
</tr>
<tr>
<td>Skills for Research</td>
<td>18</td>
</tr>
<tr>
<td>Research Space</td>
<td>19</td>
</tr>
<tr>
<td><strong>Discovery and Access to Scholarly Knowledge</strong></td>
<td>20</td>
</tr>
<tr>
<td>Library Collection</td>
<td>21</td>
</tr>
<tr>
<td>Discovery &amp; Access to Scholarly Knowledge</td>
<td>25</td>
</tr>
<tr>
<td>Library Search updates</td>
<td>26</td>
</tr>
<tr>
<td>Knowledge on Demand</td>
<td>27</td>
</tr>
<tr>
<td>Copyright</td>
<td>28</td>
</tr>
<tr>
<td>Library Reciprocity</td>
<td>29</td>
</tr>
<tr>
<td><strong>Library Directory</strong></td>
<td>30</td>
</tr>
</tbody>
</table>
PREPARING FOR NORTHUMBRIA

This year the Skills Development team has again been heavily involved in the successful creation and launch of 2019_SLSPFN, the transitions module for new students, Preparing for Northumbria.

The module was made available to new students on Blackboard in early September before they commenced their studies to help them to prepare for life at University. Working collaboratively with stakeholders, the team created interactive content including videos and quizzes that helped students learn more about the experiences of current students; becoming part of Northumbria’s community; career planning; how they would participate in their learning; and the skills they would need to develop.

Building on the success of last year, the team has further developed the module to include additional content and more interactive elements for the new academic year.

2,200 students engaged with the module before arriving at Northumbria.

80% of students completing the evaluation were satisfied with the module.

1,500 students viewed the reading list within the module

86% of students completing the evaluation felt that effective use had been made of Blackboard.

“Having experienced the start of university before... I am aware of how many questions and worries new students can have. This module tackles most of the main concerns for new students in a really easy and accessible way. It is absolutely vital and fantastic!”

“It really helped me to feel like I’d be accepted into Northumbria University so made me feel more at ease to start.”

“The interactive nature... it can be completed anytime, from anywhere. I appreciated that there were sections just for distance learning, and that I did not have to go through all information.”
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 support embedded within the student programme or through sessions delivered within the Northumbria Skills Programme (NSP) which students can book online.

Last academic year 510 students attended an NSP classroom based session, the most popular being Dissertation planning and research. 86% of students attending our skills sessions felt more confident about the topic, 89% felt they understood the topic better and 88% felt they had learned new skills.

We also delivered 100 induction sessions reaching 3,182 students. Our induction presentation is available online at all times for any student who missed their induction.

“The support at the library is incredible! From referencing to CV writing and careers advice, it's brilliant.”

“[Induction] was helpful! I know how to find books easily now :)

“In 1st year I received instructions on how to correctly use the library search tool, which was helpful in knowing how to search for different things.”

“The sessions were lively, informative and fun and really well received from the students. Thank you to your team for the support you provide with these sessions, they really help students prepare for their first academic assignment.”

Student Skills Centre

The Student Skills Centre at City Campus provides dedicated spaces for Student and Library Services staff to deliver sessions on a wide variety of topics to support students and researchers.

88 Library skills sessions were held in the Student Skills Centre during 2018-19.
LEARNING SPACE

Students now have the choice of a full range of modern library learning spaces, individual and collaborative, group, social and immersive from over 2,350 seats available.

2018 also saw the opening of the University Library Digital Commons on the ground floor of Northumberland Building. It’s open 24/7 during term-time and Spring vacation, with generous opening hours during holidays.

There are 168 study spaces providing a choice of technology, collaborative learning space or soft furnishing with seating. There are 100 high-speed computers, 15 Macs and 6 collaborative tables for group work.

All computers in the Digital Commons have AppsAnywhere installed, which provides access to the software students need through ‘the cloud’, including specialist software that was previously only accessible in teaching labs.

801,930 student visits to the University Library.

19,088 study room bookings.

The average length of a student visit to:

City Campus Library 106 minutes
Coach Lane Library 80 minutes
Law Practice Library 56 minutes

“The spaces are big enough for groups of people to work and research with comfort. It makes the time doing work go a lot quicker.”

“I love the library! Really does lift a weight off my shoulders knowing I have somewhere to go if I’m feeling stressed.”

“Excellent facilities for whichever way you prefer to study plenty of quiet areas and areas for discussion with peer groups.”

“What amazing improvements you have done! Thanks.”

“The basement area is great for group work but I also really like the spacious desk spots with a window view on floors 2 and up when studying individually.”
EVENT SPACE

Student Central Commons at City Campus Library offers comfortable and informal spaces for student-focussed 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 Go Green Fair, Employability events, and Enterprise weekends.

Displays in Student Central included Hate Crime Prevention, International Women’s Day (including an evening reception event).

The Students’ Union held voter registration, wellbeing events, Student Union election activities and SU radio broadcasts.

Over 150 individual events were held in Student Central Commons during 2018-19.

Find out more about the spaces available and how to book them for your event here.
READING LISTS

Northumbria’s Reading List Service ensures that students can discover and access their directed reading in print or online at the point of need. The service can also digitise and copyright clear selected chapters from books or journals with **2,833** digitisations made available through reading lists in 2018-19.

Working in partnership with Faculty colleagues the service now provides access to over **116,000** references for **2,827** taught programme modules. In line with the Library’s Digital First policy, whenever possible, electronic versions of resources are provided which has resulted in **60%** of references now being digital. Since its launch across the University in 2014 the service has received over **4.6 million** page views.

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Student satisfaction with the Reading List service

Data from the University Library Satisfaction Survey 2019 shows that students feel that having an online reading lists helps them study, with 94% agreeing that online reading lists helped them prepare for their lectures, seminars, tutorials and assessments.

Students are also making good use of the functionality available to them through the service with **76%** of them using features such as reading intentions, personal notes, citation styles and viewing or exporting their lists.

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“I like to be organised and prepare for what is ahead. Plus, it gives you a range of focused material recommended by the tutor of your course.”

“The Reading List team reach out to Faculty to offer support - the team are very helpful, they're very willing to help and sit down to go through everything.”

“The reading intentions...help me keep up with what I've read and what I will need in future.”
NEW AND IMPROVED BLACKBOARD READING LIST INTEGRATION

The University Library has worked with colleagues in IT Services to improve the integration of online reading lists with BlackBoard.

Previously the linking of a Blackboard module to an online reading list in the Reading List service has been a manual process carried out by the module tutor. The rollout of Blackboard Ultra has meant that we have been able to automate this using an education technology standard called Learning Tools Interoperability (LTI).

This makes the linking of an online list a more automated process for Faculty colleagues, and for students means that using the 'Reading List & Tools' link in the module's left-hand navigation menu takes them through to a list if one exists on the Reading List service for that module. A link to full online reading list can also be included in the 'Course Content' section of a module as can links to sections of a list.

Reading lists and Library Search

The new look Library Search interface also brings students closer to their online reading lists with a new 'Cited on reading lists' flag. If an item found in Library Search appears on an online reading list, students will see a link to take them directly to the relevant list or lists on the Reading List service in the details for that item.
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.

2018-19 vital statistics

37 students were offered individual tours or personalised skills sessions.

9 items were supplied in alternative formats.

1,126 students with a disability benefited from extended loans.

“Library books have been available and the staff have always been willing to help. We have had helpful guides on how to use the library services which has been a fantastic help.”

“The option to have my books posted to me is brilliant and helps me a lot.”

“I feel the staff have been extremely helpful and have always been there when I have needed support/extra guidance.”

“They support me as well as I could ever ask.”

“With my learning disability, dyslexia, staff have put extra measures in place to ensure that I am supported.”
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 2018-19:

2,361 pieces of Library-related feedback were read and analysed.

214 comments and suggestions were received through Your Library, Your Say and 33 from SSPC meetings.

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

“IT’S YOUR LIBRARY, HAVE YOUR SAY”
LIBRARY FOR RESEARCH
SCHOLARLY COMMUNICATION

Our Scholarly Publications team maintain the record of research publications created by Northumbria University staff, and facilitate Open Access to those publications.

Last year **5,152** 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.

**493,300** articles were downloaded from NRL.

The Library manages the University’s publication fund. In 2018-19 the fund enabled **127** articles to be made Gold Open Access at point of publication.

“Meeting the open access rule requirements are really important around potential REF pieces. The publications team are incredibly helpful and can guide you on the process.”

“Fabulous. What brilliant service you provide. Makes our life so much simpler.”

“Trust me, many academics are in dire need of tutorials from you on publications as well as in connection to REF. You guys are doing a great job!”

Preparation for REF

The Scholarly Communications team is supporting the University’s submission to REF2021 through systems, supply of print and electronic publications, provision of data, and expert advice and guidance. In particular, the team has provided support since 2014 in capturing details of published research outputs, and ensuring publications meet the requirements of the Research England policy on Open Access. The team works closely with Faculty and Research & Innovation Services, to help meet the University’s strategic ambitions for the submission.
Our Bibliometrics service produce standard and customised reports at any level and for any audience. Indicators 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), plus many more.

2018-19 saw us provide rich insights into our international partnerships, realise improvements in reporting capabilities through mapping our institutional hierarchy into SciVal, as well as establishing bibliometric support for REF2021.

Looking ahead to 2019-20 we will be developing the service further in addition to adding new bibliometric content and guides to University Library Online.

“Many, many thanks for producing this. It looks excellent and is exactly what the various internal stakeholders have been looking for.”

“This is fantastic! I just wanted to say a big thank you. This looks great and gives us more to think about!”

“These data are very helpful. Overall these provide me with some strong ammunition to strengthen REF5b. Many thanks for all the work that went on to this - I realise this was probably not a trivial task - much appreciated!”
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’s Research Data Management Service supports staff and postgraduate research students in their research activities.

The University’s Institutional Research Data repository, powered by Figshare is now available for academic staff and postgraduate researchers to store, share and publish research data: [figshare.northumbria.ac.uk](http://figshare.northumbria.ac.uk)

The Research Data Management Service can provide advice on:

- Depositing your data to Northumbria Figshare
- Completing a data management plan
- Organising, storing and preserving your research data
- Complying with institutional and funding bodies’ data policies

SafePod

As part of a cross University team, the Library has been awarded an Economic and Social Research Council grant to host a SafePod. This service will be available to Northumbria University staff and students and external visitors by early 2021.

The SafePod will enable remote access to sensitive, confidential, large-scale social science microdata sets: [esrc.ukri.org/files/funding/funding-opportunities/safepod-brochure](http://esrc.ukri.org/files/funding/funding-opportunities/safepod-brochure)
SCHOLARLY PUBLICATION

Northumbria Journals provide Open Access to **six** 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. The journals are managed by the Library, in collaboration with the Faculty of Business & Law.

In 2018-19, the **Student Journal of Professional Practice and Academic Research** and the **International Journal of Public Legal Education** were launched.

All the journals are available at journals.northumbria.ac.uk

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“The Scholarly Publications team always respond so quickly to any and all things I ask and just today they have got the journal up in time for the last day of the conference. We are so fortunate to be working with you!”

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Open Library of Humanities

The University Library joined the Open Library of Humanities (OLH) as part of their Library Partnership programme. OLH is an Open Access publisher using an alternative publishing model. Instead of charging a fee to the author’s institution to enable free, immediate access to their published article, OLH is instead financed through membership fees paid voluntarily by Universities. In paying this small membership fee to OLH, we can ensure the continuation of an affordable route to OA publication for researchers in the humanities, for the benefit of both researchers and readers.
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 2018-19 we delivered 43 research skills sessions and our 11 inductions reached 152 new PGR students. We co-delivered a development programme with colleagues from Research and Innovation Services in the Research Commons, City Campus Library where they offered support sessions alongside our skills sessions to maximise visibility and awareness.

The monthly research themed drop in programme continued following their introduction 2017-18, covering reference management, getting published, copyright, returning to research and research data management (new for 2018-19).

Continually improving

We are always looking at ways we can develop our researcher support to keep up to date with changes in information and digital scholarship. This year we developed, in partnership with PGR students, pilot skills sessions on using Word to format your thesis; we made amendments following feedback from attendees and this will be added to the programme of skills sessions in the coming months.

“The PGR training sessions are varied and interesting. I have enjoyed attending them.”

“The delivery was great; the hands-on PC to practice what had been covered was just wonderful.”
RESEARCH SPACE

The Research Commons at City Campus Library provides a dedicated library space at the heart of campus for interdisciplinary networking, collaboration, and digital scholarship for PGR students and academic staff.

The three collaboration spaces are 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 continued to be popular.

During 2018-19:

1,002 researchers made over 39,501 visits to the Research Commons.

The collaboration spaces have been booked 1,638 times by 194 different users and the consultation rooms received 565 bookings from 121 individual researchers.

“Research Commons: Loving this space, getting loads of work done.”

“The research commons space is excellent, I find it a productive working environment and well set up [to] support research.”
DISCOVERY AND ACCESS TO SCHOLARLY KNOWLEDGE
LIBRARY COLLECTION

The University Library continues to work in partnership with students and academic staff to develop a multidisciplinary collection that meets the University's education and research needs.

In 2018-19, students and staff have contributed to ensuring the breadth and depth of the Library collection by submitting 783 individual requests for print and ebooks through the Library’s ‘Recommend a book service’.

The Library’s collections team also work closely with academic colleagues to trial and procure relevant new resources that support learning and teaching across the University.

In 2018-19 we trialled 13 new electronic resources and considered 175 resource business cases, resulting in the renewal of 107 resources and the acquisition of 52 new sources of scholarly content.

Wellbeing Collection

The new Wellbeing Collections are available in the City Campus Library Basement (near to the soft seating/newspaper/printer area) and in the Coach Lane Library Learning Café. These offer students the opportunity to access books outside of their academic reading that might help to motivate, inspire, or support them through a difficult time in their lives. Student feedback so far as has been very positive:

“What a wonderful idea to have a wellbeing section apart from Reading List texts! People forget it’s important to have a balance: we don’t always want to be reminded and surrounded by our studies!! My only complaint would be the selection isn’t big enough!”
NEW ADDITIONS TO THE UNIVERSITY LIBRARY COLLECTION 2018-19

In 2018-19, the University Library acquired a significant number of new resources across multiple subject areas, including new AV material, databases, ejournals and primary digital resources.

Ebooks and Ebook Collections

In line with the Library’s ‘Digital First’ policy, we significantly enhanced our Westlaw subscription by enabling access to all Westlaw ebook content. Students and staff can now access digital books and ‘loose-leaf’ content online with no restriction on how many users can access a text at once.

Based on evidence of usage, we expanded our Manchester University Press ‘Gothic’ and ‘Imperialism’ collections, and our IOP Concise and Expanding Physics ebooks, and invested in a new collection: AAS-IOP, which covers all areas of astronomy, astrophysics and planetary science.

We also added Oxford Bibliographies for Ecology, Environmental Science and Geography and Cambridge University Press ‘Hot Topics’ collections including Maternal-Foetal Medicine; Data Privacy & Protection; Ecology & Environment; Robotics and Mental Health.

We also added Cambridge Elements – a new concept in academic publishing from Cambridge University Press. Conceived for a digital environment and regularly updated, the ‘Elements’ are a dynamic reference resource for students, researchers, and staff, which bring together original, concise, authoritative, and peer-reviewed scholarly and scientific research in the arts and sciences.
Ejournals and Ejournal Collections
The Library subscribed to a number of new ejournals/ejournal collections at the request of academic staff, covering a wide array of topics and including full online access to the **BMJ**, plus:

- *Journal of Gender-Based Violence*
- *Journal of British Cinema and Television*
- *Journal of Engineering Manufacture*
- *International Journal of Positive Behavioural Support*
- *Journal of Brand Strategy*
- *International Journal Of Speech Language And The Law*
- *Journal Of Occupational Science*
- *British Journal of Midwifery archive* *
- *Research Synthesis Methods*
- *Sleep Medicine Clinics*
- *RSC Journal Archive*
- *Studies In Higher Education*
- *American Meteorological Society Journals*

*this resource was selected for purchase based on usage and turnaway data from our supplier. Turnaway data shows where our staff and students have tried to access a resource that we don’t have in the collection.*

Print Journals

Where content is not available online, we still purchase a small number of print journals.

New acquisitions included: *Emagazine, Mortise and Tenon, Mousse* and *The Municipal Journal*. 
Audio Visual Resources

New ‘audio-visual’ resources include **Sage Counselling & Psychotherapy**: a collection of tutorials, interviews, demonstrations and short films addressing practitioner issues, and **Visible Body**, a new 3-D, interactive anatomy resource which was trialled and purchased at the request of academic staff, and includes modules covering ‘Anatomy& Physiology’ and ‘Human Anatomy Atlas’.

We have also invested in **JOVE Science Education** – a revolutionary video library dedicated to teaching scientific fundamentals through easy-to-understand video demonstrations.

Databases

The Library upgraded its subscription to **MLA International Bibliography** from an abstract only version to include some full text. We added **Grove Music Online** and **Oxford History of Western Music** in preparation for the University’s new music programmes, and subscribed to **Entertainment Industry Magazine Archive (ElMA)** which enables access to trade and consumer magazines from 2000 to date in the fields of music, film, and entertainment.

We have also added **Statista**, a statistics portal which provides access to over 1m national and international market and consumer datasets.

Primary Digital Resources

Over the last academic year, we have continued to actively invest in primary digital resources, adding **Naxos** – a music streaming service for classical musical including recordings of over 800 labels (including Chandos, New York Philharmonic and RCA Records); **First World War: A Global Conflict** (the final module in our First World War collection from Adam Matthew); **Race Relations** (from Adam Matthew), and added **African –American Newspapers 1827-1998** to our historical newspaper collections.

We have also added **Digital Theatre Plus**: an online library of play and production recordings; practical guides and teaching aids.
DISCOVERY & ACCESS TO SCHOLARLY KNOWLEDGE
Our discovery services connect students and researchers with scholarly content and offer a personalised My Account service for saving and requesting items.

Our support of access to this content enables Northumbria students and researchers to choose how and where they interact with scholarly knowledge.

2018-19:

- **150,946** print book loans, with **404,420** renewals of these loans
- **4,526** print item reservations
- **3,093,811** full text article requests (or equivalent)
- **4,556,935** downloads of ebook chapters
- **47,645** visits to personal My Accounts
- **48,874** items saved to My Accounts

In 2018-19, our academic search tool, Library Search, completed **2,051,855** searches, providing links to academic content from within our collection, alongside wider global knowledge made available on demand.

“I used library online to find online journals as well books in the library. Really helpful that right away you can see the number of books, if they're available and where they are. Easy to request if they are already on loan or at a different campus.”

“Easy ways to search for what you need from the library, like specific articles which are able to be used for assessments, or the ability to select a particular publication type, whether it be book, article, newspaper, etc.”
LIBRARY SEARCH UPDATES

In September 2019 Library Search was given a new look and feel with a more modern, improved design and new features including:

- Improvements to My Account, including an overview after logging in.
- The e-shelf in My Account became My Favourites, where you can save individual items, important searches and can organise them using your own labels.
- Links to online reading lists where a resource on Library Search is part of a module's directed reading.

458,474 print books covering 248,461 titles
916,210 ebooks
84,713 ejournals
51 primary digital sources
94 databases

“I have never struggled to find any book or journals that I require.”

“It has a well-developed search engine which helps you look up any book and allow you to locate it easily on the shelf. This coupled with the automated issuing and return service ensures that there is never any confusion or rush.”

“Using library search allowed me to find the suitable books to help me with my revision.”

“I use library search for my assignments, before I search the topic anywhere else.”

“I can easily access and search for the information that I need from home.”
KNOWLEDGE ON DEMAND

The On Demand service enables staff and students to obtain material held outside of the University Library collection on demand from academic libraries worldwide.

In 2018-19, the On Demand team fulfilled 6,661 requests from Northumbria students and staff. 1,612 items from the University Library collection were supplied to 241 libraries across the UK and abroad including Yale University, University of Hong Kong and the National Library of Norway.

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 2018-19, 1,950 requests were made through this service with 1,916 print books and 34 electronic books supplied.

“This is a superb service. I often require material that is now out of print or published outside of the UK and it is rare that I haven't had my request satisfied.”

“The interlibrary loan service is very efficient and really an enormous help to me, as I do often need to get hold of books that aren't in the Library's collections.”

“It's incredible how quickly you guys are able to source materials. On behalf of my colleagues, many thanks once again for supporting our research and teaching - we appreciate you!”
Support for Distance Learning Programmes

A new online programme of distance learning MA Design courses is being offered by the University in partnership with Pearson. The Copyright team has liaised closely with colleagues at Pearson, as well as the academics involved in delivering the course, to ensure copyright compliance and in obtaining permissions, where necessary, for the use of third party material included in these modules.

COPYRIGHT

The University Library’s Copyright Service is a source of expertise, guidance and support on all aspects of copyright for Faculty, staff, 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) licence and the Newspaper Licensing Agency (NLA) licence.

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 2018-19:

- 163 enquiries from individual students, staff and researchers.
- 297 permissions for copyrighted materials were secured.
- 7 students were supplied with 9 items in an alternative accessible format.

“Thank you for your very thorough response. It has saved me a huge amount of effort and dispelled some confusion around copyright.”
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 2018-19:

377 SCONUL Access members registered to use Northumbria University Library.

448 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.
**Library Search**
A-Z list of databases and subject resources
Recommend a book, journal or database to support your learning, teaching or research.

**Request access to your module’s online reading list**
Access the Reading List service self-help advice and guidance
Contact a member of the Reading List team to request support with using the service:
0191 227 4142 / readinglists@northumbria.ac.uk

**Access information about the ILL service**

<table>
<thead>
<tr>
<th>Learning and research skills development</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Book a Library induction or skills session for your students</strong></td>
</tr>
<tr>
<td><strong>Skills Plus Menu</strong></td>
</tr>
<tr>
<td><strong>Information for Researchers</strong></td>
</tr>
<tr>
<td><strong>Research Skills menu</strong></td>
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<tr>
<td>Contact the team: 0191 227 4132 / <a href="mailto:as.library.skills.development@northumbria.ac.uk">as.library.skills.development@northumbria.ac.uk</a></td>
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<tr>
<th>Support for Research</th>
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<td>The team also support the REF and will support you in ensuring your outputs are eligible for submission.</td>
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