

Welcome

We believe Northumbria now offers the best range of Library services and facilities in the region. This supplement highlights some of these, which we hope you will try for yourself and promote to students.

Students who get to the Library, get ahead

Students who make good use of our Libraries have been seen to out-perform their peers who may be less diligent users of the rich range of information now on offer.

In one case a tutor reported a grade altering performance between those students who had made use of Library services and those who had not.

Success needs to be fed

Student use of Library facilities has increased both in frequency of visits and length of time spent on site.

It seems that we have become victims of our own success, with our Libraries becoming the first choice for students wanting to work using onsite University facilities precisely because we have developed such effective working environments even late at night or in the small hours.

Our 24 hour access pilots and late night opening regimes have garnered enthusiastic responses from users, however this success has, in turn, led to

the need for improved catering facilities. We have therefore improved and expanded our Learning café services with the launch of Go@Library.

But what about the books?

We continue to work with the University to achieve value for money and target our resources to match the needs of the academic programme. Print materials are increasingly supported by a wide range of distance and on-line materials so they can be accessed anywhere.

Our report from a recent Library visit to Malaysia and Singapore highlights the need to continue to improve our services and the delivery of facilities to our partner institutions overseas.

Research and the Library

Library and Learning Services continues to support the whole body of University staff, taught, and research students. Following our work in underpinning the RAE this year, we look forward to establishing Northumbria's own repository of research so that our research output is available online.

Library and Learning Services has seen a period of considerable success, with investment in the improvement of facilities and services for students reflected in excellent feedback and scores in local and national surveys and league tables.



RSS feeds. The Library catalogue could start to look and behave more like Amazon and Google as new features come on-stream.

Booklists might start to have more contemporary flavour to them as social bookmarking becomes more popular with students sharing materials and working in groups.

Thank you for your support. I hope you will find some new and exciting things to find out about through this supplement. If you have ideas to offer or examples we can learn from then please let us know – just send an email to need@northumbria.ac.uk

Prof. Jane Core
Director of Library and Learning Services



Keeping learning flexible...

Our use of state-of-the-art innovations, developed in partnership with colleagues in IT Services and Estates, proves our commitment to build on recent successes such as the WebFeat President's Award for Innovation for NORA and our contribution to the Computing – Most IT Enabled Organisation awards.

These include the first pilot of wireless technology, introduction of TeamMate Learning Stations and the concept of fully flexible learning suites.

What next?

Following our recent major refurbishments we look forward to the Library's continued expansion and development to meet increasing demands as part of the ongoing City Campus West developments.

We continue to advance our work on information skills which, it is now clear, can make grade altering student performance.

On a more technical level we hope to bring new services which make use of the increasingly popular range of Web2.0 tools including wikis, blogs and

Library leads the way in customer satisfaction

The annual Library and Learning Services survey has revealed outstanding overall scores for user satisfaction.

Feedback from users has rated the general level of satisfaction with Library provision at 93% or more for the last three years.

The University Survey: *Your View Counts*, carried out in summer 2007, showed similar results with the Library scoring 95% for satisfaction – the highest score across the University.

The same survey also ranks satisfaction with Library staff, rated the most helpful in the University with a 91% level of satisfaction.

Despite the Library's strong showing in these surveys, Library and Learning Services are determined to continue to improve services and facilities.

Prof. Jane Core, Director, Library and Learning Services, said: "Although clearly delighted that our students feel so satisfied overall, we are aware that

there are always areas of the service which need improvement and new service enhancements which have to be considered to sustain high levels of satisfaction."

Analysis of scores and comments from surveys are used to help Library and Learning Services to target improvements.

Jane added: "The results of these internal surveys are reflected on the national scene. In the 2007 National Student Survey and again in a recent Student Experience survey by the *Times Higher*, the Library's score was the highest in the University.

"This is proof that the Library is a major player in helping to maintain the University's position in league tables and continues to be central to the student experience."

They said	We did
Range/availability of books needs improvement	Steady investment by University in bookfund over last 4 years
Poor opening hours	24 x 7 during exams/dissertation deadlines extended vacation opening at Coach Lane. 2.00am opening pilot at City
Nora hard to use	New, simpler Nora interface created
Poor IT provision	Increase in IT facilities at all sites
Library too noisy/more group discussion space	Zoning of different spaces and enforcement of quiet study areas University initial exploration of possible expansion of premises

Library is value for money

The Library's processes for purchasing books and journals have been praised for efficiency in offering value for money for the University in a recent audit.

The Library's fiscal expertise has been recognised in the Higher Education sector with the Library managing the North East and Yorkshire Academic Libraries (NEYAL) purchasing consortium, which negotiates journal and book supply contracts and purchasing agreements for 23 university Libraries across the region, with a combined purchasing power of £20million.

Northumbria also leads the way in electronic Library developments. To ensure a speedy ordering process, orders are transmitted via Electronic Data Interchange (EDI) direct to the suppliers and reports and invoices are transmitted back, directly into the Library computer system.

June Thoburn, Bibliographic Services Manager, said: "Our streamlined administration system saves staff time in re-keying data and improves accuracy at all stages in the process.

"The next stage will be to explore a possible SAP interface to complete the purchasing cycle.

"A recent 'shelf ready' pilot also enables our suppliers to deliver books ready catalogued so that they can be unpacked, checked, and put straight onto the shelves, getting books to students more quickly."

The Library also uses national consortia such as JISC and CHEST deals to maximise purchasing power. Such deals have enabled the Library to increase collections from 3,500 print journals to over 30,000 electronic journals.

June added: "As we migrate more of our collection to electronic format, we can make more stock available to more people from their desktop PC without the need to purchase multiple copies of popular books and journals."

Coach Lane Library's ground floor is refurbished

In January, Library and Learning Services completed the installation of new self-service units at Coach Lane library.

The new development features Radio Frequency Identification (RFID) technology, which uses tiny microchip identification tags in the back of the books.

This allows the system to identify each book more accurately than previous technology has allowed.

Thanks to the implementation of the latest self-service units, the issue and return of library items is now amazingly quick and the units incredibly easy to use.

Users need only identify themselves using their Library cards and pin number, then swipe their books through the units to either borrow or return.

In addition, the Customer Support



desks have been redesigned to create a bright welcoming entrance to the Library, with staff always on hand to assist and offer support where needed.

Vivienne McBride, Customer Services Manager, said: "We would like to thank all our users and library staff for their

patience during the refurbishment.

"Looking at the new outlook it was well worth the wait and our customers have been very enthusiastic. Feedback from users about the refurbishments includes phrases such as: 'awesome', 'brilliant' and 'love the lights'."

TeamMate Learning Stations for collaborative learning.

Library and Learning Services recently installed new **TeamMate Learning Stations** at Coach Lane and City Campus Libraries.

These mobile units offer access to multimedia and display technologies including AV facilities, network and internet access and interactive smartboard overlays.

They are excellent for collaborative study offering an opportunity for groups to research and work together.

The **TeamMate** stations can be used in study rooms or in designated open access areas using wireless access.

Flexirooms

A new study area with an emphasis on flexibility is being developed at City Campus Library.

The new Flexi Suite on Floor 1 is a versatile study area with acoustic dividers allowing the area to be arranged as one large room or two or three separated areas.

The Suite features the latest AV technology to facilitate group and collaborative learning as well as cleverly designed, mobile furniture to ensure maximum flexibility and easy rearrangement.

The Suite will be available for open access study when not in use for library user education and should be available by April.

Blended learning

Library and Learning Services is currently engaged in a project with the University of Warwick to investigate how students create a blended learning environment for themselves

Students' *Blended Learner User Preferences* (BLUP) looks at the use of formal and informal study mediums and environments, and explores how these are combined or 'blended', to suit the learning needs and preferences of individual students.

The project is funded by the Joint Information Systems Committee (JISC) and will continue until February 2009.

Further information on this and other JISC funded projects can be found at www.jisc.ac.uk/whatwedo/projects.

Cross University access

Northumbria Library hosts the **SCONUL Access Scheme**.

This is a co-operative venture between HE libraries which enables any University staff, researchers, part-time and distance learning students to borrow materials from other libraries in the scheme.

Users can also access a limited range of computer facilities.

For more details about the part-time and distance learning services, go to <http://northumbria.ac.uk/sd/central/library/resources/info/distance/> or call the Library on 0191 227 4736.

get fed@library

Library and Learning Services are working with Accommodation Services to launch a new catering facility at City Campus Library.

Go@library offers staff and students fresh coffee, an improved range of sandwiches and cakes and a selection of snacks to help users keep their energy levels up while working in the Library.

The facility will be staffed throughout the Library's opening hours of 8am to 2am daily, and 24 hours a day during exam times.

The initiative is a result of feedback from recent projects piloting 24-hour access to the Library. Users applauded the scheme but spending more time in the Library meant an increasing dependence on the building's refreshment facilities.

Christine Willoughby, Assistant Director, Library and Learning Services, explained: "In 1989 Northumbria was the first University to introduce a refreshment area and group discussion space in the Library. "Refurbishment of the Library in 2004, included the introduction of the

Basement Learning Café, which is now one of the Library's most popular areas, offering students the opportunity to work together informally, with few restrictions on food and drink and noise.

"During recent 24x7 pilots, the Learning Café proved particularly valuable in offering refreshments when other outlets were closed and Library visits were much longer, with nearly 70% of students making use of the café. However, feedback has highlighted the need for improved facilities so we have been working with Accommodation Services to identify and source a range of refreshments more suitable to our users."

"*Go@library* is a direct response to the needs of our students and staff. As the Library's services develop and improve, we must ensure that the facilities here compliment and match the needs of our users."

Special Collections

Part of the Library's remit is to stock specialised collections to allow structured research via a single news format.

The Library has a selection of fascinating collections that support serious research as well as more relaxed subject browsing.

Reports of all companies listed in the FTSE 100 for the current and previous years are collected for reference at City Campus Library, which also holds the Thomson Newspaper Archive, Labour History and a collection of material from the North East Centre for Playwork Education.

In addition, a significant number of student theses and dissertations are deposited in the library collections at both campuses.

The Children's Book Collection has over 200 works from the late eighteenth to the early twentieth century.

Users can see the development of children's literature from morality tales to the more recent adventure fiction or compare the illustrations and see the changes in picture use through the last 130 years.

The Library also hosts a superb European Documentation Centre (EDC), which is open to everyone, with expert help available from the EDC Librarian, Maimie Balfour.

Library & Learning Services has a team of Information Specialists who can help users decide how best to utilise the special collections. Alternatively contact the Floor 1 Enquiry Desk, City Campus Library, to see what collections are available.

Patents Advice Centre

Northumbria University Library is hosting the Patent Advice Centre whilst the City Library is being rebuilt. Only 14 libraries in the UK offer this service and Newcastle is the only one between Leeds and Glasgow.

The Centre is a drop-in service offering information and advice on all aspects of intellectual property and is available to researchers, individual inventors, students, Research & Design departments, major companies, and

Small to Medium Enterprises (SMEs). Intellectual property (IP) allows people to own things they create in a similar way to owning physical property.

The four main types of IP are:

Copyright

- which protects material, such as literature, art, music, sound recordings, films and broadcasts;

Designs

- which protect the visual appearance or eye appeal of products;

Patents

- which protect the technical and functional aspects of products and processes and;

Trade Marks

- which protect signs that can distinguish the goods and services of one trader from those of another.

The Patent Advice Centre offers access to patent databases, assistance in searching and one-to-one sessions on undertaking a patent search. Patent literature is also available from the Centre.

The information and advice service is free and also provides assistance in patent searching.

Patent documents hold a wealth of technical and commercial information, 80% of which does not appear in any other published form.

Interested parties can book an appointment to discuss patents or simply visit the Centre on Floor 1, City Campus Library to talk to the staff.

For more details, contact Ann Waller on 0191 260 3250 or email: patents.advice@newcastle.gov.uk.



Global support

Library services to students studying outside the UK are being redeveloped following a recent visit to Malaysia and Singapore to research ways to improve learning services to international partners.

Jan Storey and Pam Bailey both Service Managers for Subject and Liaison and Information Specialists for the Newcastle Business School and Health, Community and Education Studies have recently visited partner institutions in the Far East to see how Northumbria could improve services to our students there.

Jan visited the KDU College in Kuala Lumpur, Malaysia, The Singapore Institute of Commerce, and the Marketing Institute Singapore with colleagues from NBS and Pam visited the Malaysia Allied Health Sciences Academy (MAHSA), also in Kuala Lumpur.

Both staff delivered presentations during their tours to over 500 students and staff, explaining the University's remote access information systems and learning resources such as the eLearning Portal, desktopANYWHERE and the Library's e-resources.

In addition to the presentations they also met with staff and students to discuss ways in which Northumbria could improve its services to students abroad.

A direct result of the meetings has been the development and imminent deployment of a new 'toolbox' for overseas partners.

The 'toolbox' will offer a user-focused approach to students and staff at Northumbria's partner institutions, providing a one-stop-shop solution with instant access to help and support facilities.

The initiative will focus upon access and exploitation of learning resources such as Skills Plus and NORA – and will make it easier for overseas users to use these resources.

Jan explained: "The meetings with staff and students at the partner institutions highlighted issues where digital learning resources weren't being utilised either because of lack of user awareness of the services available or because the systems could not access the services."

"Immediately on our return, NBS and Library and Learning Services took forward these issues and are working together to provided this 'toolbox' option which will allow overseas users a greatly improved access to our digital learning resources."

Pam commented: "It's great to be able to use these trips to channel client feedback to make a big improvement to the services we offer our overseas partners and students."

Round the clock

City Campus Library recently trialled a 24x7 access scheme during the January exam period.

This follows the successful piloting of a similar scheme last Spring, when in response to student demand, Library and Learning Services opened facilities round the clock to accommodate end of term and exam deadlines.

Although official figures for the January pilot are still being compiled, preliminary indicators are that it has once again proved a huge success.

Statistics for last Spring's pilot showed a healthy take-up, especially at City Campus with just under 8,000 visits between midnight and 8am – in addition to those who were already in the building before midnight.

The average length of stay for users was three and a half hours, with heaviest use from Newcastle Business School; Computing, Engineering & Information Studies and Arts & Social Sciences students.

97% of users were full-time students and of these, 90% said they would be using the 24x7 service several times a week.

Access to Library stock accounted for 84% of use, with 72% of users accessing IT facilities.

68% of visitors used the refreshment facilities – twice as many as during the day.

Users said that the Library environment offered a 'secure and attractive, peaceful place to work' and that 24 hour access allowed them 'greater flexibility to fit their study round other commitments'.

Christine Willoughby, Assistant Director, Library & Learning Services said: "We will again be operating a 24x7 service from Saturday 19 April to Friday 30 May to accommodate exam study and assignments deadlines.

"Until then, we will be experimenting with 2am opening at City Library during term-time, to try and fit with student study patterns."

Falcons fly in

Newcastle Falcons players and staff recently took time out to enrol at Northumbria's City Campus Library.

In an extension of the University's existing sponsorship of the club, players and staff at the Falcons can now enrol at Northumbria as external members to access stock and services of City Campus and Coach Lane Libraries.

The initiative came about following a request from a Falcon's physiotherapist to access research material as part

of her Continuing Professional Development (CPD).

Education Advisor at the Falcons, Ian Smith, said: "Jane Core and her staff have been very helpful and from that initial request, the idea grew of giving access to interested players and staff to support them in their own CPD, education or personal interests."

Director of Rugby, John Fletcher, added: "The Library initiative is great for the players. We want them to engage in mentally stimulating activity, to be using their minds. They then bring a mental alertness to training and games. We believe in the old saying 'Healthy Mind, Healthy Body'".

Library and Learning Services Director, Prof. Jane Core commented: "Our



libraries are one of the many great reasons students chose to come to Northumbria University. The fact that Falcons players and staff are now using our libraries emphasises the need to combine academic excellence and lifelong learning with physical fitness to

maintain a competitive edge.

"We are delighted to welcome the Falcons to flex their mental muscle and stretch their learning with the support of our excellent libraries at City Campus and Coach Lane."

Learner support Law Practice Library



The Law Practice Library (LPL) was migrated to City Campus East last autumn as the School of Law vacated Sutherland Building and took up residency at the new campus.

The transfer of thousands of Library items to a new site was a huge undertaking and the success of the move was even more impressive for its completion in just three days.

The move was supervised by Kathryn Hordon, Service Manager, Learner Support. She explained: "We moved during the week commencing 3 September, and it took three days to

move the stock – despite the fact that the lift in Sutherland stopped working part way through the move!

"13,000 items were moved, including 6,000 books, 5,000 reports and 1,900 items for the law courts.

"We used a specialist library removal firm with eight removal men working on the job. We also had a Library project team of around seven people who were all involved at some point with members of Learner Support doing the final tidy up at both ends."

The move brings a whole raft of improvements to the LPL including greater space, increased IT provision – from two PCs to nearly 90 and the proximity to the Student Law Office which allows easy access to material for final year students practising casework.

In the first four months of opening, the LPL have had over 43,000 visits and the Library is full at peak times.

Steph Harris is the Information Co-ordinator with responsibility for the day-to-day running of the Law

Practice Library. She said: "I feel very lucky to be working in such an innovative space. Our central location has allowed us to build closer working relationships with our core users allowing us to react at the point of need as and when issues arise."

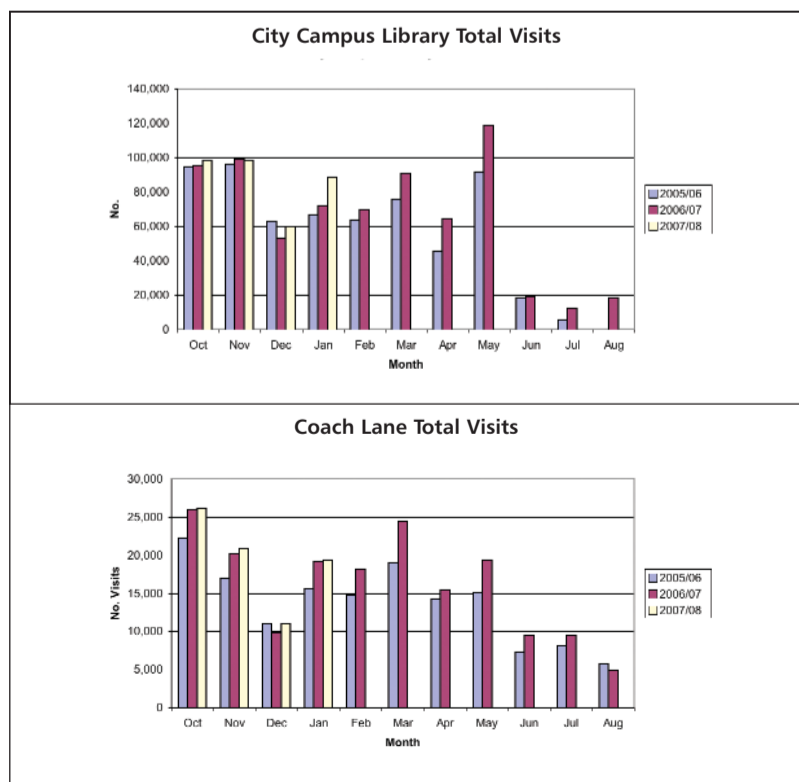


Love the library!

Figures for people using Northumbria Libraries are at their highest ever levels.

The number of people using City and Coach Lane Libraries has increased over the last three years despite the development of online Library services for remote access and the growth of student hubs with access to e-Library facilities.

Following refurbishments at both Libraries, user figures have been increasing year-on-year, with users also spending longer onsite, making the most of the attractive learning spaces.



Feedback from students suggests that they find the Library a comfortable and effective place to study, with all the resources and facilities they need in one place.

In addition, clients cited convenient opening hours and a sense of security as key to their decision to use Library facilities onsite.

A number of individual Library services are experiencing increasing demand.

Use of Enquiry Services has increased by over 65% with users making more involved queries about resources, software and printing support.

The Library runs a number of teaching sessions for students and staff which explain the resources available in the Library as well as techniques for finding information easily and quickly. The teaching sessions have jumped 61% to 1,490, while Staff Workshops, run by MARCET, have increased 66% to 461 workshops per year

Schools are increasingly asking for these sessions to be timetabled for their students as feedback indicates that better information gathering, along with improved referencing techniques has lead to higher quality assignments.

Institutional repository

Northumbria will launch a new initiative this spring in the form of an Institutional Repository.

The scheme provides a single digital storage and access point for all quality research and scholarly outputs and will be freely available to everyone.

The Institutional Repository is being outsourced to open access publishers *BioMed Central* but the metadata creation and the administration remains under the control of Library and Learning Services staff

Carole Moreland, Assistant Director, Library and Learning Services, said: "The Repository has the potential to raise the profile of the University externally and increase citations of research output.

"It provides a single access point to all the scholarly material created within Northumbria.

"Learning and teaching at Northumbria benefits, not only from access to this accumulated research material, but also has the capability to deposit quality learning objects in the repository."

Help and Support

Library and Learning Services aims to provide a high-quality extensive help and support service to all students.

The Learner Support team provides a support model helping students access and use the resources to support their learning and can draw on specialist assistance where required for more in-depth or higher level support.

LLS can also act as intermediary to connect students with any specialist assistance they may require from Schools, academics or other central services. The aim is to improve the student experience by channelling requests for support to the correct area rather than students having to physically move between support locations.

Help is available face-to-face via five enquiry desks across the campuses, at City Campus Library – Floor 1; Coach Lane Library – ground floor; Language Resources Centre – Squires Workshops; Law Practice Library, CCE, and Pandon Building. Alternatively users can telephone 0191 227 4125 or email need@northumbria.ac.uk.

Podcasting and audio technology

Working with academics from Modern Foreign Languages, the eLiteracy team have produced a new website containing basic language learning materials.

The *Listen to Language* website provides basic language learning audio files in MP3 format which users can download and listen to whenever and wherever is convenient.

Audio files are available to listen to online or download to MP3 players.

Languages covered are French, Spanish and Mandarin Chinese.

For further details, go to: www.northumbria.ac.uk/listento language

Library tours

Users can find out more about the Library and its resources by taking an audio tour of City Campus Library or viewing a virtual tour from the comfort of their PC.

Users can download the audio tour to MP3 player or borrow a pre-loaded listening device from City Campus Welcome Desk.

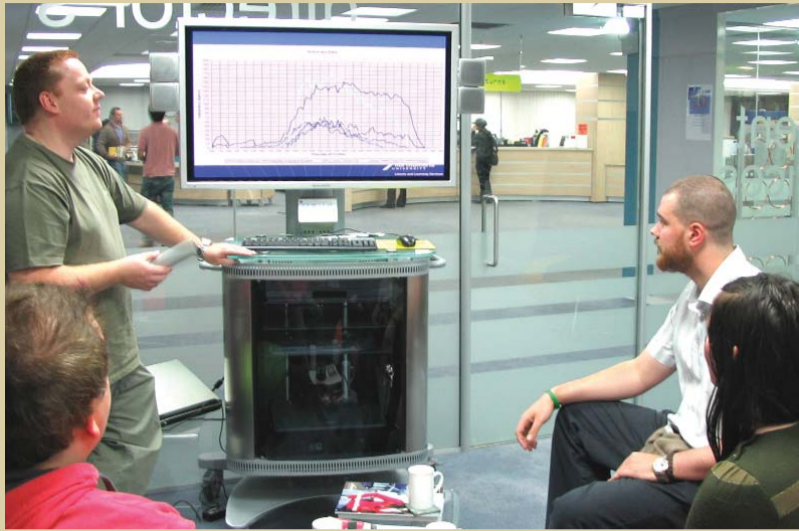
There are two virtual tours. The first is a guide around the Library and the second shows how to use the resources.

Find them all at: www.northumbria.ac.uk/library/welcome.

The Institutional Repository will be available from April, and staff and students are invited to talk with their Information Specialist to see how the Repository can benefit them.

A week in the life of Learner Support

The Learner Support team provides front-line student support via telephone, email or face-to-face, at Library and Learning Services enquiry points across the University. The team also design and deliver student induction and basic information skills training sessions.



A typical week in Learning Support might go like this:

Monday

AM: Kick off the week on the Enquiry Desk at City Campus Library. Several students ask for help completing a study skills assessment via the eLearning Portal. We have been briefed by the staff concerned and can point the students in the right direction. Some queries can be answered immediately, such as resolving password issues. Others require more specialist support and these enquiries are passed to

PM: Help deliver an induction session about Library and IT for a group of new international students and answer any queries the students may have.

Tuesday

AM: Attend a training workshop run by MARCET covering the differences between Word 2003 and 2007. It is important that we are aware of new developments and services so we can explain any related issues to the students.

Information Specialists in our Subject and Liaison team.

PM: Desk session in the Law Practice Library at City Campus East. The new Law Library is very busy with in-depth queries regarding law material.

Wednesday

AM: Attend a remote helpdesk session answering queries received by telephone and email. Topics vary from talking through a connection to desktopANYWHERE to advising on correct referencing techniques; technical IT enquiries are referred to the IT Helpdesk for specialist help. Our remote helpdesk email: need@northumbria.ac.uk, is our single point of contact for all Library service enquiries and help on using information resources.

PM: Inputting Inter-Library Loan requests to our automated system. These requests for books or journals which are not in stock at Northumbria are transmitted to the British Library who can hopefully supply a loan or a photocopy to aid students, post-grads and staff with their research.

Thursday

AM: Start the day in the Language Resources Centre, assisting with the specialist resources, processing new DVD recordings and checking

the shelves are in order.

We show a group of 'A' level students and teachers the different methods available to practice their language skills. These include software programs, audio tapes, books, videos and DVDs. These sessions are important in encouraging future students to study at Northumbria.

Weekly: Evening shift on City Campus Enquiry Desk: As tomorrow is a hand-in deadline for many undergraduate assignments there are lots of students working in the Library. We receive several frantic enquiries from students who think they have lost their work but luckily it can usually be recovered using their snapshot folder. The desk closes at 8.50pm but as the Library is open until 2am, with support available from the IT Helpline, we leave lots of students working away into the early hours.

Friday (half day)

AM: Spend the morning in Pandon Basement at the Open Access IT area. Today is exceptionally busy with students printing assignments to meet their deadlines, but there is still time to work on some self-help sheets for



the Library's search tool, NORA. The sheets are being tested to make sure they provide suitable information to allow students to use NORA independently.

Saturday

PM: All Learner Support staff work regular weekend shifts. Today's shift is on the Enquiry Desk at Coach Lane Library. As many students based at Coach Lane work in addition to their studies, weekends here tend to be very busy.

A group of education students are looking for advice on their PowerPoint presentation. As well as offering immediate help we can also point them to the 'Effective PowerPoint presentation' session run by Learner Support as part of the current Information Skills programme.

And that's the end of another week... until next time...

Supporting RAE

Library and Learning Services has been actively involved with the University's recent Research Assessment Exercise (RAE) submissions.

RAEs are designed to produce quality profiles for each submission of research activity. The Higher Education funding bodies then use these profiles to help determine their grant to support the research. Therefore the support service offered by Library and Learning Services for the completion of the submissions is central to the success of many of Northumbria's research bids.

Carole Moreland, Assistant Director, Library and Learning Services, explains: "Library support for research isn't limited to teaching advanced information skills, literature reviews and locating resources to support research.

"Many Library staff are actively involved with RAE activities, purchasing books, locating periodical articles and creating PDFs for burning to CD.

"Library staff have pulled out all the stops

to ensure that the University had copies of all the hardcopy and PDF output due for submission in the RAE 2008.

"Working as a team with the Research Office and School administrators we helped ensure that the Northumbria submissions met the deadlines."

The checking and verification of book and journal titles and Digital Object Identifiers could only follow after the acquisition of articles for the submission.

Some of the non-mainstream and foreign journals led to protracted paper-chases across Europe, requiring patience and flexibility from Library staff to obtain the required stock.

Carole added: "My thanks go to all the staff who worked so hard to support the University's RAE submissions. Thanks to your support, research at Northumbria can continue to grow and develop."

NORA notches up second birthday

The system now features a new interface with clear, step-by-step instructions to simplify the search process while previous pages have been redesigned into *Guide*, *Search Subjects* and *All Resources* tabs

NORA was originally launched in February 2006 and instantly revolutionised online academic reference material tracking.

Previously, users had to identify the most appropriate databases for a subject, learn to use a separate interface for each subject, and then track down the relevant journal articles.

NORA blends these two tasks into one "search and retrieve" tool. Based on Webfeat and Serials Solutions software, NORA groups together databases in each subject area, searches them simultaneously with one interface, and connects to the full text journal with a single click.

Jane Core, Director of Library and

NORA, the Library's award-winning search tool is now embedded in student use, thanks in part, to a recent update.



"In 2007, NORA won the Webfeat Award for Innovation, and is now a reference site for other libraries seeking to implement similar systems. All in all, not too bad going for a two-year-old."

For more information about NORA, go to: <http://northumbria.ac.uk/sd/central/library/nora/>



Keeping you posted

One service offered by Library and Learning Services which has enjoyed a steadily increasing usage recently is the part-time and distance learning postal service.

The scheme provides a postal service for books and journal articles which can be sent world-wide to Northumbria students studying part-time or by a distance learning programme.

In addition to books and journals, the service can also send copyright compliant photocopies of journals or articles.

Use of the service, now in its eighth year, has grown consistently over the past few years with 1,326 items sent out in 2006 and 1,444 items sent last year.

The service has a vast reaching impact with recent items being sent as far afield as Darfur, Fiji and the United States.

The service has received extremely positive feedback from customers who rate the service as 'amazingly efficient', and the staff as 'very helpful and quick to respond to emails'.

Customer Services Manager, Viv McBride, said: "Library staff get great satisfaction providing the service. It's a good feeling to know that we are supporting students worldwide."

The service is reviewed regularly to ensure that it continues to be tailored to meet the learning programme of distance learning and part-time students.

Learner Support – 0191 227 4125 (City Campus) or 0191 215 6565 (Coach Lane Campus)
email need@northumbria.ac.uk www.northumbria.ac.uk/library/help