Introduction from the Librarian
Welcome to the autumn edition of Library news. Several changes and enhancements to services and collections have been introduced over the summer, due in part to your feedback received through our user survey. Further details of these changes are included in the newsletter and I would urge you to familiarise yourselves with them to ensure you are able to continue accessing the resources and services available to you. We are particularly pleased to be able to continue offering weekday 24-hour opening throughout the year during term time, as well as our standard weekend opening.

We have recently launched a project to refurbish the Library building and will be working with you over the coming months in developing a cohesive vision for transforming the Library, enabling us to better meet the requirements of current and future users. User consultation and engagement will be key to the success of the refurbishment project and we are committed to ensuring that academics and students, as well as Library staff and other stakeholders, are able to contribute to the process.

Improvements to the Electronic Library
A number of new features and a more powerful interface mean that finding articles is now easier and quicker using the Electronic Library. The Quick Search option allows you to search across several resources in your subject area at the same time. For example, if you are studying in science, you could type in your search term and search Web of Science and Scopus simultaneously. You can refine and reorder your search results and it’s easy to access the full-text documents if we have them available online.

Subject Search is more focused – you can select which databases you wish to search at the same time to find articles specific to your own subject discipline, picking which ones are most relevant to you. The Online Resources page has also been updated with a new look and more options. If you log in to the Electronic Library it is also possible to store your favourite articles, databases and online journals into separate folders.

Finding the resources you need
We aim to ensure that you have the best possible access to the resources you need for your course. Therefore, when a reading list is received from your lecturer, we create an online resource list and make it available to you via our resource list catalogue. You can use this catalogue to look up your list by course name, code or tutor’s name. Most of the readings your lecturer has recommended will be linked to this list. It may be that your course readings are mostly books, in which case you will find them in the Core and Short Collections situated on the ground floor of the Library. However, if your lecturer has included journal articles or individual book chapters, we try to make them available to you online via your resource list. If we can’t provide them digitally, we will get a paper copy and place it in the Core Collection.

Over the last few years we have increased the number of eBooks available from the Library. eBooks are available on the catalogue or via the Electronic Library. We have recently added eBooks for mathematics, economics and finance, media and film, linguistics and history, but whatever your subject, eBooks may well be available.

Check out InfoSuss, our online information skills tutorial, for further help with resource lists at www.sussex.ac.uk/library/infosuss You can also see a practical demonstration in the Library film available on YouTube.

Suggestions
Contact us with your suggestions/comments about Library services. Forms are available in the Library or on the Library web pages www.sussex.ac.uk/library
You said, we did!
If you responded to the Library survey last year - thank you. The report is available on the Library web pages, but here are some of the things we’ve already done and plan to do soon in response to the findings. Thank you to the Alumni Society who provided some of the funding for the projects and equipment.

Here are some of your suggestions and our replies:

‘I find it extremely difficult to navigate the online resources. Improvement on this service would be great.’
The Electronic Library now has a new search facility that allows you to search a selection of our online resources at the same time - this should make it a lot easier for everyone.

‘The Library should be opening longer.’
We opened 24/5 from 7 January to 20 June as a pilot, closing only on Saturday and Sunday night. Following on from this we have decided to extend the pilot for the next academic year, starting from Monday 6 October. Hours will be as follows:

Term time
We will open at 8.45am Mondays and close at 7.30pm Saturdays. Sunday hours will be from 12.30pm to 7.30pm.

For vacation and bank holidays please check the Library web pages as they will vary.

‘A lot of the books in my subject area are out of date.’
In a library this size, keeping the collection ‘fit for purpose’ is a time-intensive and continuous process. Over the summer we have focused on one subject area as a pilot and, in consultation with academic staff, have removed many outdated books. There are still a lot of subject areas to do though. We have, by the way, added thousands of new research books to the collection too!

‘There aren’t (m)any eBooks in my subject area.’
This should change as publishers improve the range and quality of titles available so you will see a lot more links to eBooks in the Library catalogue.

‘The catalogue says it’s there but I can’t find it on the shelf.’
We were puzzled by the number of comments like this as shelving has been very efficient all year with books back on the shelves within a couple of days. To try and find out more, staff recorded books during March/April that students said they couldn’t find and, if the desk wasn’t busy, went with them to the shelves to try and find them. Of the 82 books reported as ‘missing’, 60 per cent were found on the shelf in the correct place so something isn’t working as it should. We will be doing some more investigative work to find out what this is and hopefully find a way to solve it.

‘I can’t always get the readings I need for my course. There are 150 students on my course and we all need the same book - why don’t you buy more copies?’
We’ve developed a strategy with academic staff to improve access to core readings on your reading lists. In practice, this means using
online resources where possible (eBooks, journals etc), course readers, as well as you buying your own copy if you need to use it throughout the course. The following changes to policy should also help. We will:
• put at least one copy of your core texts in the Core Collection;
• multiple copies of recommended texts for the Short Loan Collection;
• link through to the readings you need on our Resource List system so that you only have to look in one place;
• provide online access to as many resources as possible so that everyone can get access to them 24/7. We’ve digitised a lot of the photocopies that were held behind the lending desk to achieve this - available through the Resource List system only; and
• contact your lecturers if you tell us we haven’t got the books on your reading list.

‘I find the Library building confusing and difficult to use. Can there be more “on-hand” Library staff in shelving areas, to help with locating books, journals etc.’

We’re glad you thought this was a good idea as we are introducing a pilot scheme of Library ‘rovers’ this term. These are staff who are out on the floors for a few hours each day providing ‘at-point-of-need’ support in locating stock, searching the catalogue etc. We hope this will help those who are less confident in using the Library and should also generate ideas for improving signage and collection layout.

Keep an eye out for them and ask for help if you need it.

‘The Library catalogue is so old fashioned. Can’t you update it?’

We agree! To improve both look and functionality of the catalogue we have bought AquaBrowser, a new product that will be implemented in the early part of the new academic session. You’ll also see some new freestanding kiosks on each floor, dedicated to quick searching of the Library catalogue.

‘Fit out the group study rooms with a computer to access study related information from the internet.’ ‘Find a space for another computer cluster.’ ‘Only a few desks are suitable for laptop use because they are too small and we need more electric sockets.’

You’ll have noticed that we’ve done all of these over the summer. The study rooms have been upgraded and now all have a sympodium in them (this is a combination of a standard PC and a smart board).

There is a new computer cluster on the first floor and the PCs on the ground floor that were just for catalogue searching now have full access to all ITS services. The study area on the first floor and the silent area beyond the doors (near the Gs) have both been refurbished. As part of this project we’ve been able to provide a power socket at each study space for plugging in your laptops safely - no more trailing cables.
Research support for doctoral students

The Research Liaison team organises awareness-raising sessions for postgraduate researchers on the resources available in the Library to support their research. These may take the form of hands-on training sessions to help you identify and make best use of resources for your subject or the facilitation of seminars on issues of interest to the research community. If you feel you would benefit from an awareness session, either individually or as part of a group of fellow researchers, then you can book using our online booking form available from the Library website www.sussex.ac.uk/library/informationfor/postgraduates.html.

Goodbye Athens, hello Shibboleth

We now no longer use Athens to provide access to electronic resources. Instead we use a new system called Shibboleth, which is designed to be flexible and can be used with a greater number of resources. In the UK it is referred to as the ‘UK Federation’.

You should not notice any differences; you just need to enter your Sussex username and password (on a secure Sussex web page) when prompted. However, be aware that some online resources will require you to select ‘UK Federation’ (or Shibboleth) from their homepage. A few resources such as Digimap will require users to re-register to continue using them.

ID cards

Remember, you need your University ID card to enter the Library. Please ensure you have it with you to save the disappointment of being refused entry. Only five cardless visits will be allowed per year.