

A NEW LEASE OF LIFE FOR OUR WITHDRAWN BOOKS



In 2002, I received a phone call from the Dean of Engineering of the University of Uyo in Nigeria enquiring about the possible donation of books and journals. The Dean explained their dire need for both books and journals in order for their courses to be accredited. I spoke to a number of my colleagues in the Department and I made my first donation of 120 books and

journals in 2003 during a visit to Nigeria. On my return, I spoke with the Technology Faculty Librarian, who advised me that I could check the withdrawn books and journals from the University Library during the summer to see if they were 'fit for purpose' and would be useful to the University of Uyo. This was the beginning of a series of large shipments of books and journals from the University of Portsmouth to the University of Uyo, Nigeria.

The University of Uyo, Nigeria was established in October 1991. As at 2006/2007 academic session it hosted a student population of about 20,000, staff population of 2,500, 80 undergraduate and 53 postgraduate programmes in 13 faculties: Agriculture, Arts, Basic Medical Sciences, Business Administration, Clinical Science, Education, Engineering, Environmental Studies, Law, Pharmacy, Science, Social Sciences and Postgraduate School. The university's website is at www.uniuyo.edu.ng/index.htm

Structure

The university's library operates a multi-library system to service the multi-campus structure of the university. There is therefore, a central library housing the collections for arts, education, social sciences, and sciences. The library annex 1 houses the collections for agriculture, business administration and environmental studies, while the library annex 2 houses the law collection. The main campus library has the engineering collection while the medical library is located at the University of Uyo Teaching Hospital (UUTH). In addition, there are strong faculty libraries that bring the library services nearer to the faculties.

Partnerships and collaboration

The library is a member of the Nigerian University Libraries Consortium (NULIB), which collectively subscribes to EBSCO Host and the library is also in a resource sharing partnership with the National Virtual Library Project of the National Universities Commission, Nigeria, for online networking.

As of 2003, a number of courses were not accredited and the Vice-Chancellor and the University Governing Council made a strategic decision to have all the programmes accredited by the relevant bodies by 2007/2008. The library was identified as one of the key areas requiring immediate attention, with the university requiring books in all disciplines to achieve this strategic objective. This is what led to the first shipment of around 3,000 volumes of pharmacy, medicine, nursing and science books in late 2006. To date, books in all disciplines have been shipped to the university. The University Senate has written to me twice to thank me for these donations.

My most recent consignment of books was shipped in February 2009. I have now shipped about 19,000 volumes of books and journals. I wish to thank my colleagues who have been, and are still, donating books and journals to me for this project. I also want to thank the University of Portsmouth library staff, especially Sue Ashby and Paul Egan for their support and understanding.

The University of Uyo library is prepared to collaborate with other academic libraries in the areas of resource sharing and other partnerships. It would be great for the University of Portsmouth to extend their hands of friendship to the University of Uyo for this further collaboration.

In April, the University of Uyo conferred on me the Award of Doctorate of Science in recognition of my work with the shipping of the books and their engineering research in manufacturing.

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Ian Bonar retires in June after 32 years' service



The editor suggested I write a reflective piece looking back on my time as a librarian. As someone who has always believed that memory lane is actually a dead end street, I tend not to reminisce too much, but, as I pass 60 and head for the hills, here are some [random] thoughts from a 38-year career.

I've not met many people who claim to have wanted to be librarians from an early age and I wasn't one of them either. While studying chemistry in Edinburgh I managed to get a holiday job in Edinburgh Public Library, a grand Victorian building on George IV Bridge opposite the National Library of Scotland and 100 yards from the new (as it was then) Basil Spence University Library, and that was the start of it.

My most vivid memory of working there is the neat enamel signs fixed to the fore-edges of the shelves – 'Do not lick your fingers to turn the pages, as the practice is unsanitary'. (They may still be there).

Having decided test tubes were not for me and libraries and information work became a choice, Library School in Manchester and then a first professional job at the University of Surrey, as a cataloguer, followed. Computers were just beginning to have an impact and the catalogue was being converted using the 80-column 'mini-catalogue' format first introduced by Maurice Line at the University of Bath. (Yes, that is 80 characters for each catalogue entry, including a UDC classmark, based, of course, on the 80-column punched card).

Five years at Surrey and then the move to Portsmouth, as Technical Services Librarian, where the BLCMP (forerunner of Talis) cataloguing was about to be implemented – with (oh horror!) microfiche as the output for our poor users, because, of course, this was before the days of cheap computer storage and computer power. There are photographs in the archive showing I had long hair in those days, but I suppose everyone was a hippie. A year or two on and BLCMP decide to try circulation control systems and we managed to get the funding for a Data General Eclipse (a four-user system, the size of a wardrobe, running RDOS and with the processing power of a digital watch). Over time, this changed to Unix boxes of various types – mainly Sun – and there always seemed to me to be heavy irony in that name.

Oh, and around 1985/6, I think we had the first desktop computer in the library for online searching – an IBM AT Personal Computer followed by some Amstrads. Promotion to Deputy Librarian came in 1991. Being a Deputy is possibly the worst of all worlds – lots of responsibilities, but little chance of changing things. Student disciplinary matters were certainly the worst memories and there seemed to be far more of them then. And a tip for anyone in a senior role – don't engineer a situation where the only students you ever see are the ones in the naughty chair – it gives you a very jaundiced outlook on the student body.

With David Jackson's retirement in 1997, I had a period of 18 months 'acting up', before being finally given the post as University Librarian in September 1998. My worst memory from that period was being ambushed into introducing Lord Young (arch Tory from Thatcher's

years, but retired by this time) at a Hatrics AGM, having very little idea of who he was or what he was coming to talk to us about! Building sites seem to have been a consistent feature in my career. When I arrived in Portsmouth in 1977, we were six months away from the opening of the new 'central' library. (Although some departments – well, one and you know who you are – held on to their departmental collection until 2007). There followed the Phase 2 extension in 1988 and the more impressive 2007 extension followed. There is a huge learning experience involved in any major building project and it is always fascinating to see other professionals at work. One learns so much, most librarians who have done one building would like to do another one, to apply the lessons, but seldom do they get the chance.

So, counting the 'acting' bit, that is 12 years as librarian and I think that is enough. I have been waiting for some time for the tap on the shoulder and the voice that says: 'Come on now, you've done enough damage. Time to go.' It has not happened, so better to quit while I'm ahead.

Technology has been a major feature of these notes, simply because, and it is platitudinous to say it, nothing has had so much impact on librarians' working lives as the web and IT and we need to keep reminding ourselves that Google is still only an infant, barely out of nappies and, love it or hate it, where would be without it? Will there be as much change in the next 30 years as I seem to have seen in the last 30? Undoubtedly. But so many other memories revolve around the staff in and out of the library that I have worked with. I've been very lucky and had tremendous support from all parts of the University. My thanks to you all, past and present, and good luck for the future.

Ian Bonar
University Librarian



REFERENCE MANAGEMENT AT THE UNIVERSITY OF PORTSMOUTH

The use of software to manage bibliographic references has a long history at Portsmouth. In 1989 Portsmouth Polytechnic and the University of Connecticut (Hartford) arranged a year-long exchange of social sciences subject librarians. At the end of that year, our Social Sciences Librarian, Terry Hanson, returned from Connecticut enthusiastic about a piece of software that he had seen in use there, ProCite™. ProCite was a program which allowed individuals to create searchable databases of bibliographic references and to create bibliographies for word-processed documents.

Terry saw the potential in this software and established an Electronic Current Awareness Service (ECAS), whereby individual lecturers and researchers were given free copies of ProCite, the Polytechnic Library undertaking to supply users with regular batches of references matching their research interests. The references were collected weekly from a current awareness service (Current Contents on Diskette) and search profiles were maintained for the users, the profiles being modified if the user felt that too little or too much material was being retrieved. ECAS, which at its peak had nearly 300 users, continued for some 11 years, finally being phased out in 2001 when the number of users dropped to the unsupportable level of single figures. By this time ProCite had evolved from a DOS-based stand-alone program to a networkable Windows version, networked University-wide.

During the 11 years of ECAS's existence, the ownership of ProCite changed hands a number of times, the software eventually landing in the hands of the American company producing the other two major reference management packages, EndNote™ and Reference Manager™. This made little sense and it soon became obvious that ProCite was being treated as the runt of the litter, with development effort being poured into the two other products and no further development of ProCite taking place. The developers of ProCite always denied that it was being overlooked, but they finally came clean and admitted that, as of the end of 2007, ProCite would no longer be sold or supported.

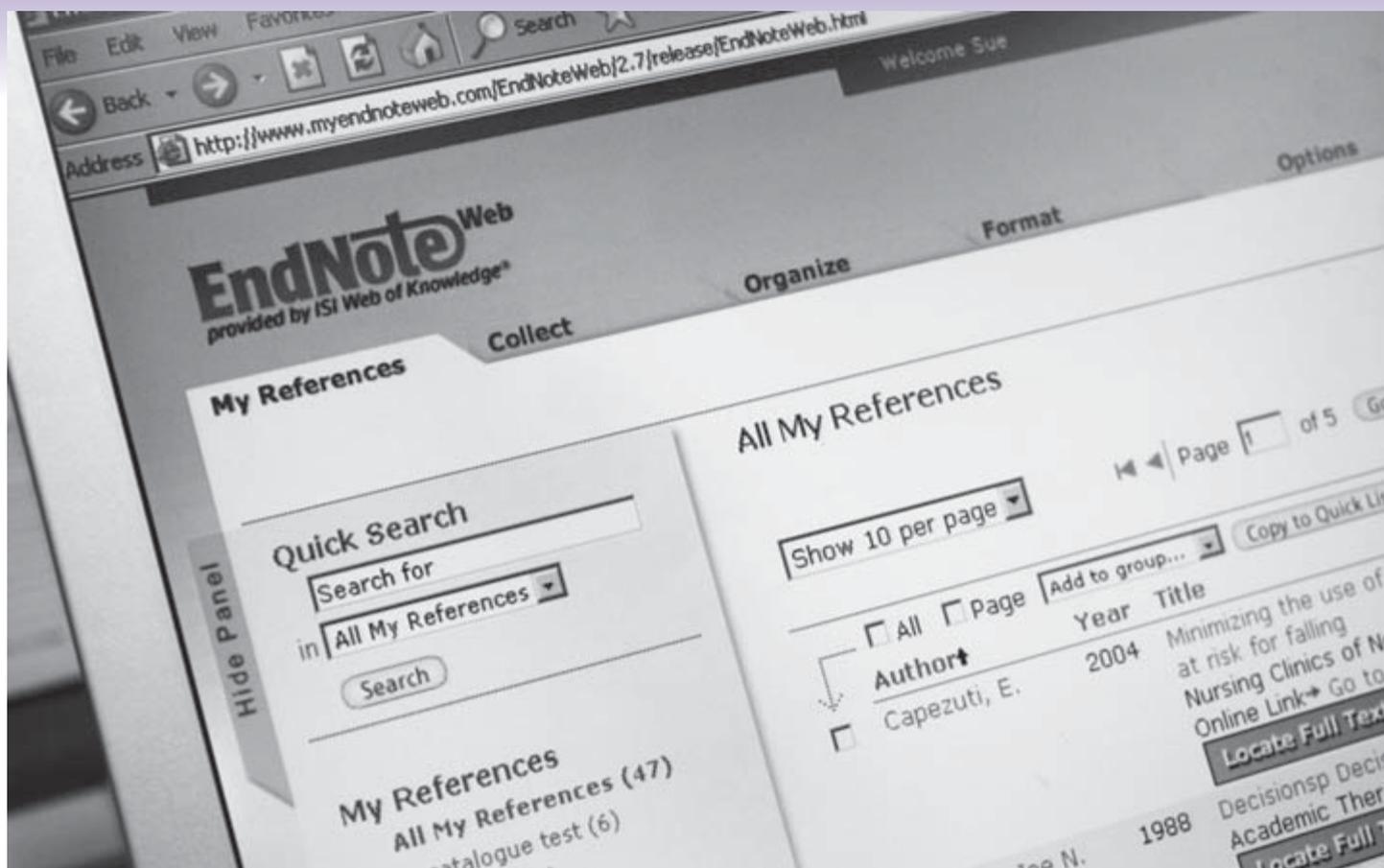
A replacement package needed to be chosen and although the personal reference marketplace contains lots of programs, there were really just two candidate packages: EndNote and Reference Manager. Both packages were designed to manage personal collections of bibliographic references but Reference Manager, developed in, and aimed squarely at, the biomedical community, was more specialised than EndNote. So EndNote was chosen as the replacement for ProCite and for some years now EndNote has been networked across the University's servers.

Until late 2007 ProCite was still being networked too, but in a move designed to drive wavering users into the arms of EndNote, networked access to ProCite was recently removed from all but a few diehards. With ProCite gone, the number of different versions of EndNote could now be reduced to just one – the latest one, EndNote X1, with EndNote 7, 8 and X being removed from the network. EndNote 7 had been very good in its day, but EndNote 8 – the version in which its developers introduced a more advanced database engine – was a disaster. Very few people at the University ever used EndNote 8; consequently now only EndNote X1 is networked.

EndNote X1 is an excellent tool for managing bibliographic references. It provides a number of ways of getting references into a database. At the most basic level you can simply type your references into your database; tedious but effective for references that you can't get into the database in any other way. If that's an unappealing method of harvesting references, you can use EndNote X1 to search a few remote databases that support the Z39.50 search protocol (e.g. PubMed or our Library Catalogue, Web of Science).

Yet again you can download data from a database as an ASCII text file and then, by using the appropriate 'import filter', import those references into your EndNote database. Lastly, an increasing number of databases (Web of Science, Google Scholar) provide a 'direct export' function, where references retrieved from the database can be marked, then exported directly into an EndNote database.





What next? Having transported your references into EndNote you now have a searchable database of references which can be linked to a Word document via EndNote's 'Cite While You Write' function. In-text citations inserted into a Word document link to the full details of the references in the associated EndNote database and can be used to generate that document's bibliography in a huge range of styles, including Vancouver (used by the University's School of Pharmacy and Biomedical Sciences) and APA 5th edition (which is closer than EndNote's Harvard format to the University of Portsmouth's Harvard format – APA style).

EndNote can be a great time saver and is an invaluable tool for teachers and researchers alike. Cleverly, the details of the references that have been cited in your Word document are stored as a 'Travelling Library' so that you can send the Word document to anyone else who has Word and EndNote and they will have access to your document's cited references. They will also have the ability to edit and delete existing references or put new references into the Travelling Library, before returning the modified document to you.

EndNote Web

Sadly our EndNote site licence does not allow installation of the software on non-University personal computers. If you use a University-owned computer at home all is well; you can have EndNote X1 installed on that computer by Information Services. But if you want to install EndNote on your own computer you must purchase the software from the UK vendor (Adept Scientific www.adeptscience.co.uk). Educational discount makes the cost of purchasing EndNote X1 modest, but it is a cost nevertheless. There is now a solution to this dilemma – EndNote Web, a 'light' version of EndNote that runs on the Web and is thus accessible to anyone from anywhere. Free access to EndNote Web comes as part of our institutional subscription to the Web of Knowledge and though

EndNote Web is certainly less functional and less flexible than EndNote X1, it is still a very good reference management program. Furthermore, it is a reference management program that can, as you might expect, exchange references with its big brother. EndNote Web's website can be found at www.myendnoteweb.com.

With the appearance of EndNote Web we now have access to a reference management package that is suited to undergraduate use, undergraduates being, in my experience, rather daunted by exposure to the full version of the software, although much in need of the assistance it can offer when writing up their final year dissertations. With the increasing emphasis on correct referencing, students are ever more anxious about this aspect of their dissertations. Two years ago I demonstrated the fully-featured version of EndNote to some final year undergraduates from the School of Biological Sciences. At the point in the demonstration where I magically, at the touch of a button, conjured up a document's bibliography, the assembled students expressed their awe extremely enthusiastically.

Training workshops for EndNote X1 are provided by DCQE (contact Reshma Shingdia on ext.5258 or reshma.shingdia@port.ac.uk) and the University Library. If there is no forthcoming DCQE course, please contact your Faculty Librarian who will arrange EndNote training for you. If you would like a demonstration of EndNote Web, please contact me. I can supply introductory guides to both versions of EndNote.

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GREAT EXPECTATIONS: REFLECTIONS ON 27 YEARS OF INTERLIBRARY LOANS



I first started working in the then Polytechnic Library back in 1982, as a part-time assistant in interlibrary loans (ILL). I soon became full-time and took on various responsibilities, yet always remaining involved in ILL. That facet of my work has been fascinating, interesting, sometimes challenging and always full of variety.

I have always favoured our library policy of keeping the ILL service in direct contact with our users, by combining it with the General Reference and Information Desk. It is a valuable opportunity to meet our requesters and to be able to offer them personal attention. We get to know their special requirements and to share their enthusiasm for their research interests.

Most of our ILL customers at the University Library are staff and researchers, but students doing their dissertations, either at first degree or at Master's level, are also encouraged to seek material outside our own collections to develop their research skills and to extend their knowledge of their chosen topic.

Demand levels for the ILL service over the years have depended much on availability of searching tools. Back in the early eighties, material would be found in printed bibliographies or in indexes produced on microfilm or microfiche. However, the arrival of the CD-ROM as a bibliographical indexing tool opened up a vast world of possibilities and created a huge increase in demand for material, much of which was published abroad, and therefore difficult and expensive to obtain.

The development of the internet has created a whole new perspective for the requester. Searching can be instantaneous and increasingly, material is available freely online. More especially, the library policy to subscribe to huge electronic journal and book collections has offered our users instant access to thousands of articles and books, wherever they are working, on campus, at home and abroad. We have therefore seen that demand for the ILL service, which peaked in the early nineties, has since declined to a steady level over the last few years.

The hub of the ILL service in the UK has always been the British Library (BL) Document Supply Centre in Boston Spa in Yorkshire. They still supply about 95 per cent of all our requests. In the early days, we used to type all our requests onto special ILL forms, which we bought by the box-load from the BL. I can remember the rush to catch the last post at 3pm, so that the requests would arrive at the BL the next day. Now, of course, our requests are whisked by automatic email to the BL almost as quickly as they are typed onto TALIS, our automated library management system, and it is possible to receive some items the following day.

Before sending our requests to the BL, we always check to see whether requested items are held by us, either in print or electronically. Requesters often ask for material already available to them and through our contact with them, we can find out whether they need some guidance on using our library catalogues, or whether we need to work on making our catalogues more intuitive or user-friendly. We then verify the details of the requested item. In former times, when print was the only format available, we used printed bibliographic tools, such as the British National Bibliography and the British Library Current Serials Received. We now have the benefit of

powerful online services for checking bibliographic details and for location searching. TALIS holds records of the BL'S collections as well as those of many other academic and public libraries in the UK. In addition, we have access to COPAC (the combined library catalogues of most major UK research libraries), SUNCAT (the union catalogue of serials held in contributing UK libraries), as well as WorldCat (invaluable for tracing items not held in the UK).

We always aim to obtain material as quickly as possible, so our procedures are streamlined to send accurate details as soon as possible to the BL. Yet there are always challenges. Handwriting can be difficult to decipher and it is useful to have at least a smattering of some European languages in order to identify the many references in languages other than English. Often it is the identifying and locating of the more obscure items which gives the greatest satisfaction.

The BL is at the heart of many developments in the ILL service that benefit higher education. These include SED*, Secure Electronic Delivery of journal articles, and EThOS**, the Electronic Theses Online Service. Electronic delivery of journal articles is available to all our users on request and particularly useful for our remote users who may experience problems with postal deliveries. The EThOS service is still very new, but rapidly expanding to provide instant free download of British doctoral theses.

Apart from obtaining material for our library users, we also lend our books and supply photocopies of articles from our stock to other libraries, through various consortia which exist to facilitate loans between their member libraries. We currently contribute to requests received via TALIS Source, an inter-lending scheme based on users of the TALIS library management system, and used to be a net provider to HATRICKS, the Hampshire Technical, Research, Industrial and Commercial Service, which existed principally to support the information needs of local companies, until its demise in 2007.

As an 'interlibrary loaner' you always feel you belong to a large club of ILL staff in other libraries, whether academic, public, institutional or industrial. FIL, the Forum for Interlending and Document Supply, was originally formed in 1989, to represent the interests of ILL staff in all types of libraries in the UK and Ireland. An annual conference is held in July to which speakers are invited to present on relevant topics and at which there is a valuable opportunity for networking.

Working in ILL has given me the opportunity to meet many interesting staff, students and librarians; to keep up-to-date with the many developments in ILL processes and to contribute to fulfilling the 'great expectations' of our library users.

* SED: www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/sed/

** EThOS: <http://ethos.bl.uk/>

Janet Wilmot



A PERSONAL HISTORY OF LIBRARY AUTOMATION...

Prompted, not by impending retirement, but by Ian's last words, I thought I might share some reflections on how 'library automation', the application of computers to library operations, has changed over the last 40 years.

As a student in the late 1960s, every library I used provided access to its collections in the same way, via a card catalogue. Becoming a librarian I took a step backward, as the first library I worked at didn't even have a card catalogue. The shelves themselves, arranged in title order, were the catalogue; if a book wasn't there and there was no record of who had borrowed it, then it wasn't in the library's stock. Brutally simple and very effective for that particular library, the National Lending Library for Science and Technology (Boston Spa), effectively a mail order warehouse for books, but not really feasible for a smaller user-friendly library.

Leaving Boston Spa in 1975, I was faced with setting up a library *de novo* at the Anglian Water Authority, one of the new Regional Water Authorities established in the 1974 reorganisation of local government. On my arrival I was delighted to see that the library already had some essentials in place: a desk, a seat, a coat stand and a small catalogue cabinet for the inevitable card catalogue. There may have been no bookshelves, no typewriter, nor any catalogue cards, but at least there was a catalogue cabinet waiting to be filled with 5"x3" cards. However, 1975 was the beginning of the age of 'cheap' mainframes and automation was soon in the wind.

I did maintain a card catalogue for a few years while the library's collection was being built up, but automation came quickly, courtesy of a suite of COBOL programs written by Northumbrian Water Authority and shared with the other Regional Water Authorities. Northumbria's programs produced a printed library catalogue in a number of separate sections: a combined Author/Title index, a Keyword index and a Classified index – this using Universal Decimal Classification, the engineer's version of the Dewey Decimal Classification. Data input was via handwritten catalogue forms and the printed indexes that resulted were limited to upper case letters only. Each week I eagerly awaited the new indexes from the Authority's computer centre, eventually rising to a position of trust where I had my own username and password for the Authority's Honeywell DPS-8 mainframe and was in a position to order my own print runs, as often as I wished.

At that time Anglian's Honeywell mainframe was the largest commercial Honeywell installation in Europe, boasting a heady 512Kb of core memory and serving hundreds of terminals scattered across East Anglia. But, exciting though it was managing and automating a small library, the time eventually came to move on.

Automation had arrived at Bath University years before me, using the 'Bath Minicatalogue' simplified catalogue format, with microfiche indexes mirroring the printed indexes at the Anglian Water Authority. Circulation control was automated, operated in real time using a small minicomputer, which I once, in error, switched off, bringing the circulation system crashing to a halt and incurring the long-lasting wrath of the Circulation Librarian. Circulation worked well enough, but the library's Periodicals Catalogue was another matter. It was computer-produced, written in a language that no one at Bath knew (RPG2), and it had remained static for many years, the printed copies updated by hand. Having developed a taste for automation I offered to try and reautomate production of the Periodicals Catalogue as the University's Honeywell multics mainframe supported a programming language I thought I could master, PL/1. PL/1 proved easy to learn (at least in the superficial way that I needed to use it) and it was ideally suited to the sort of data processing that libraries needed.

Soon a new Periodicals Catalogue was being produced every month and with lower case letters too, the system eventually including some elements of financial control. Eventually, just as I was about to move on, Bath decided to automate properly, purchasing an expensive library management system, McDonnell-Douglas' URICA, which provided, for the first time, an Online Public Access Catalogue,

an OPAC. For the curious the very first OPAC went live in Canada at Guelph University in the summer of 1976, using the Geac library automation system; the first UK academic library to provide an OPAC was the University of Hull in 1980, a source of pride to me as an East Yorkshireman.

In March 1984 I arrived in the small, hot, humid emirate of Bahrain, appointed as the Arabian Gulf University College of Medicine and Medical Science's first Chief Librarian. Attracted by the promise of money to automate the college library with an off-the-shelf system, I was devastated when this money wasn't forthcoming, my arrival having coincided with the college's first (and last) major funding crisis. However, though a lump sum for automation was now ruled out, I was told that I could automate on the sly, but only if I could do it by degrees. A software house rose to this challenge and installed a eight-user Unix machine and then over the following three months automated the college library's operations, providing a simple integrated library management system to my specification. To buy time, circulation of the book stock was automated independently using a circulation program written in dBaseIII, which enabled the book stock to be managed properly from the first day of the library's opening. And with this temporary solution in place, the software house eventually produced a simple, robust library management system that offered an integrated OPAC, cataloguing, circulation control and an acquisitions system. This served the college well until my departure in August 1986, attracting interest from a number of other small libraries in the region, where, apart from a few large academic libraries in Saudi Arabia, automation was unknown. Sadly my successor, unfamiliar with automation, closed the system down and recatalogued everything onto 5"x3" cards! So, for an all-too-brief time, the college library was the only automated library in Bahrain.

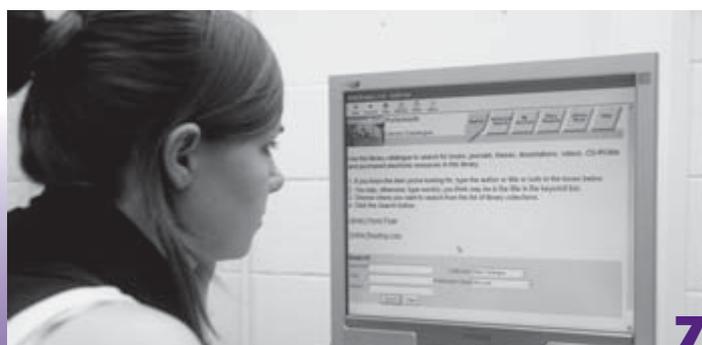
In January 1987, I moved to Portsmouth Polytechnic where library automation had been in place since the mid-1970s. Circulation control was sophisticated, but surprisingly there was no OPAC. Access to the collections was via microfiche and so it remained for a few more years, until a text-based OPAC finally arrived. With the appearance of the World Wide Web, a web-based OPAC – currently called Prism™ – eventually appeared, and this is the catalogue search engine that we use today. Soon the current version of Prism will be replaced with Prism 3 and, speaking for myself, I can hardly wait for its arrival. In 1993-94 I left Portsmouth to spend a year in a new American liberal arts college in south-western Bulgaria, and in my time there, yes, you've guessed correctly, I introduced library automation to the college library, the chaotic card catalogue eventually yielding to a British PC-based library management system, making the American University in Bulgaria the first university in Bulgaria to implement library automation.

Ian is right. Nothing has affected the working lives of librarians (and the experience of our users) as much as the arrival of cheap computing power, personal computers and the World Wide Web. So, although progress would be even better if it would just occasionally stop, the future is rich with promise.

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UNIVERSITY OF PORTSMOUTH ARCHIVES

The University of Portsmouth Archives, which are housed on the Library's Second Floor, are a collection of materials relating to the history and development of the University and its constituent institutions from 1869 onwards. Those institutions are the city's School of Science and Art, Municipal Technical Institute, Municipal College, College of Technology, College of Art, School of Education, and Polytechnic.

The Archives consist of records, reports, minute books, official University publications (including prospectuses), student magazines, lectures, photographs, news cuttings, posters, leaflets, miscellaneous items, and 'printed ephemera acquired over the years from the University and its constituent institutions'. The oldest materials date from 1869.

The catalogue of the University Archives is organised according to three main groupings, the largest being of material relating to the University itself. The other two deal with the College of Education which merged with Portsmouth Polytechnic, the University's predecessor, in 1976, and with the College of Art, which merged with the University in 1994. The catalogue is searchable and available electronically through the University Library website at <http://www.port.ac.uk/departments/studentssupport/library/general/facilities/specialcolls/universityarchives/>

The year 2008 saw two centenaries, each of which was marked by its own display, drawing widely on materials from the University's Archives. One display celebrated the centenary of the opening of Park Building in 1908, with images, documents and a set of specially designed posters, which incorporated historic photographs and graphics.

The other display recalled '100 Years of Art Education in Portsmouth', and was on view in the gallery space at Eldon Building. A large poster included photographs of an early life class, a 1950s model of the original building and a parade of prospectus covers. These events naturally engendered research into the University's history, and both attracted donations of related memorabilia (such as newspaper cuttings, photographs and personal memoirs).

Much of the University's social and academic history is conveyed by photographs and in official and student publications. Drama productions and sports teams are featured in many photographs. There are pictures from different decades of students working in science labs and art studios. The University's inauguration in 1992 is well covered, by both in-house photography and the press. The extensive collection of Portsmouth student magazines has been used for research and has brought a donation of titles such as Broadsheet, Pace and Fax. Prospectuses and graduation lists have been used to locate course information and students' academic results from past years. Much material is also regularly received from Marketing and sometimes from members of staff.

Appointments to carry out research in the Archives can be made through Chris Martin or others on ext. 3244.

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