

BIAL ANNUAL CONFERENCE, EDINBURGH 2004

Three hundred plus law librarians and sixteen conference sessions over three days - with no time off for sightseeing - may not be everyone's idea of an exciting weekend, but as a new law librarian I found the British and Irish Association of Law Librarians' Annual Conference really worthwhile, providing me with plenty of inspiration for my work in the new academic year.

The keynote speaker caught the mood of the conference and set the tone for much of what followed. David Snowden from the Cynefin Centre for Organisational Change talked about 'Understanding your Organisation.' His initial question - How many routes between 10 dots? (3.4 trillion apparently!) - was daunting, but his exploration of organisational change by means of sense-making, networking and narrative techniques was riveting - I have immediate empathy with someone who believes that 'the human brain does not work logically'. David's comparison of organising user education programmes with organising a party for teenage boys, that is know your learning objectives but work on the attractors which make the event enjoyable, and the boundaries which need to be set to make it work, also echoed strongly with me. His vision of information and library workers acting as vital conduits and connectors in organisations was particularly challenging. The message that will linger with me is the need to counteract the human tendency to circulate stories of failure by

actively looking for narratives of success, which can be analysed and applied.

One of those success stories was that of Susan Mansfield from the Treasury. As might be expected, she dwelt on activity-based costing, performance indicators, benchmarking and stakeholder mapping. However, she also showed examples of single-sided A4 reports based on the **A**chievement, **B**enefits, **C**oncerns, **D**o pattern used by the department, which I have already used as models. She also emphasised the need to flag up milestone events in reports and I came away with the determination to develop some 'lift speeches'. The vision of her buttonholing Gordon Brown for a 60 second pitch on information policy certainly challenged the stereotypical image of librarians!

Perhaps Shona McTavish's story of 'Legal Street' served to counteract the positive attitude of the two other speakers. She has researched the information-seeking behaviour of legal trainees. The extent to which she found legal trainees relying on their peers for advice and guidance on unfamiliar sources made me realise how important it is to equip our students with a real understanding and experience of a good information service before they leave university. Certainly, I hope no student would leave Portsmouth thinking that an information query was 'disturbing the library

staff'. Shona's accounts of the pressures and constraints placed on trainees are going to inform some of the induction work I undertake with students.

Finally, on a more prosaic note, Adrian Dale's presentation on 'back to the future' underlined the positive benefits to all library services of exploiting their role in communication, learning and action within an organisation. Although his talk included tips on the 'judo principles of management', it also offered some guidance to those information professionals working with legal trainees on how to improve take-up of their services.

As well as these presentations, the conference gave the opportunity to catch up on developments in legal information at workshops on the LORD and Lawpaths projects, the use of Managed Learning Environments for legal education and new approaches to user education. I was able to renew my contacts with several law librarians who have offered me help and advice over the last year as well as make new contacts with law librarians in a similar position to myself. I am sure our Library will reap the benefits of what was an enjoyable, stimulating and rather exhausting trip.

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JENA EXCHANGE 2004

In September 2004, the opportunity arose to resume our links with the Library of the Friedrich Schiller University of Jena, in the region of Thuringia, Germany. In 1991, Roger MacDonald, who was at that time our Languages Librarian, first visited their Library. Since then, he and several members of staff from both Libraries have made reciprocal visits.

This year Dr Thomas Mutschler, a trainee librarian at Jena, spent a week with us at the beginning of September and I timed my visit to coincide with a Library Conference that took place later in the month.

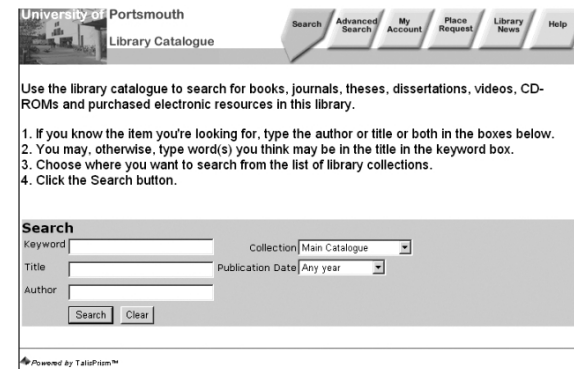
For Dr Mutschler, one week was too short to examine the work of a library in detail, but long enough to meet a great team of librarians and broaden his horizons by observing the work of the Frewen Library. The exchange gave him the chance to gain an insight into subject enquiry work, and exchange ideas and experiences. He was very impressed by the tutorial work done by the Subject Librarians in the field of user education and information skills. The e-learning activities were of particular interest to him, especially the services offered for distance learners. As a trainee librarian it was also important to gain an insight into general library workflows and cataloguing and classification. He was very interested to learn about the Athens authentication system: 'very useful for everybody who wants to use central services of the library from external locations'.

I was very impressed with facilities in the new University Library in Jena where every student workstation is connected to the University network. There are many individual study carrels and several group study rooms, both very popular with the students. An efficient book

transportation system carries books around the library between the different floors and the despatch room. Of particular interest was the work of the legal deposit section who claim copies of all publications relating to the state of Thuringia, and my visit to the historical archives at the Beutenberg Campus.

The conference I attended was on 'The Multimedia Library'. It was interesting to learn about the development of the Virtual Library in Halle and Berlin and some of the initiatives in electronic document delivery services, such 'Scan on Demand', Subito and DOD II.

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Once a search has been performed, the search results are formatted like those of a search engine. The user can immediately see the number of copies of a title and the physical medium (book, disc etc.) is shown by an icon. The results are initially sorted by **title**, but may be resorted by **date** or **author**.

Each result may be opened up to see detailed copy information, which gives the location of each item on the shelves. The user can also choose to **email**, **print** or **save to disk** a list of the search results.

Keyword searching is a very effective way of searching for items on a particular topic, but it does miss those items that don't have the sought keyword(s) in their title. This is where 'browsing' the **Subject Index** can be very useful. Browsing uses the Dewey Decimal Classification scheme to gather together books on the same subject, irrespective of the words that they have in their titles. An example of browsing the Subject Index is shown below, where the user is looking for all books on a very broad topic - **chemistry**.

Subject Index		Guide: Click on the subject to show titles for that subject	
CHEMISTRY	540	There are 216 titles for this subject	Sort by Title Page 1 of 22
CHEMISTRY - COMPUTER APPLICATIONS	540.2854		
CHEMISTRY - DATA TABLES	540.212		
CHEMISTRY - DICTIONARIES	540.3		
CHEMISTRY - FOR	540.24574		

Loans: 2 overdue					
Title	Barcode	Loan Type	Due Date	Renews	Potential Charge
1. Honsberger, Ross Ingenuity in mathematics / by Ross Honsberger. - Washington D.C. : Mathematical Association of America, 1970. - 0394015797	83060839	4 WEEK LOAN	02/03/2004 23:59	0	£3.00
2. Honsberger, Ross Mathematical gems. - [1] : 83001344 from elementary combinatorics, number theory, and geometry. - [Washington] : Mathematical Association of America, 1973. - 0893853019		4 WEEK LOAN	29/03/2004 21:45	0	£1.50
To renew one or more loans:					
1. Click on the box to the left of the title(s) you wish to renew					
2. Click on Renew Loan					
Reservations:					
Title	Status	Reserved Date	Last Useful Date	Collection Site	
1. Hill, Adrian, b. 1895 What shall we draw / written and illustrated by Adrian Hill. - Revised and enlarged edition. - London : Blandford Press, 1968. - 071370019x	Active	01/03/2004	11/02/2005	FREWEN	
To cancel one or more reservations:					
1. Click on the box to the left of the title(s) you wish to cancel					
2. Click on Cancel Reservation					
Inter-library loans:					
Title	Status	Collection Site	Requested Date	Last Useful Date	
1. BIOMETRIKA / COOKE, P. - 67, 1980. - 10061719PP	Requested	FREWEN	17/03/2004	15/06/2004	

A new version of the Library Catalogue, called Prism, has been introduced this year, and this has now completely replaced the old web-based catalogue. It offers a more modern search interface, more functionality and will evolve new features over the next few years. Prism offers the ability to search for material using a number of access points: **author**, **title**, **keyword**, **classification**, **ISBN** or any combination of these.

Two search screens are offered: standard and advanced. The standard search screen is configured with the most popular search options; the advanced search screen offers more complex searching facilities and the ability to limit the search by language. It also offers the ability to browse an index such as the **author**, **subject** or **classification** index.

Advanced search

1. Use the Search options or scroll down to browse the indexes.

Search:

1. Choose what to search: Keyword Title Author

2. Type search term(s):

4. Limit search by: Collection Main Catalogue Publication Date any year or enter specific year: Language Any

5. Show references per page: 10 Search Clear

Browse a list:

1. Choose list to browse: Author

2. Type search term(s):

4. Choose collection: Main Catalogue

5. Show references per page: 10 Search Clear

The **Borrower Info** section of the catalogue has also been improved and renamed **My Account**. On successful login the system will display details of the user's loans, fines, reservations and inter-library loans. Users can easily renew their books, cancel reservations or inter-library loans and also view details of previous loans or requests.

Future developments: there are a number of developments in the pipeline, which include the ability to search other libraries' catalogues and the Internet. We are also looking at being able to place purchase orders and interlibrary loan requests via Prism. It will be possible to access external resources without having to enter extra passwords; for example, to access Athens authenticated resources via Prism without having to enter your Athens password. ProCite and other bibliographic management software users will be able to download search results directly into their own databases.

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SIDE-BY-SIDE WITH PROCITE

The use of personal reference management software has a long history at Portsmouth, being a feature of research support ever since a colleague brought ProCite back from the University of Connecticut in 1989. Shortly after this an Electronic Current Awareness Service (ECAS) was developed, which provided both the ProCite software and regular supplies of references – matching researchers' interests – on disk. At its peak ECAS had 250 users but over the years, with administrative workloads eating ever deeper into the time available for research, the number of staff using it dropped to single figures. ECAS was, therefore, shut down a couple of years ago, although the Library continues to support ProCite users with regular half day training courses, bookable through the Department for Curriculum and Quality Enhancement. Ring ext. 3328 to make a booking.

And now there is another contender for personal reference management. Since the summer of 2004, the reference management

program EndNote has been networked side-by-side with ProCite. As the three major personal reference management programs (ProCite, EndNote and Reference Manager) are all owned by the same American software company, it seems likely that one or more will eventually disappear. Despite protestations to the contrary, ProCite – which has the smallest user base – seems to have been chosen to be culled, and to cover this eventuality we are now networking EndNote Version 7 side-by-side with ProCite.

Even though the University is now networking EndNote, ProCite users should not despair; we don't plan to cut the ground from under your feet and we will continue to support the package alongside EndNote for the conceivable future. EndNote, though a less powerful package than ProCite, is very popular – it already has a band of contented users within the University – and has a huge user base worldwide. We are pleased to be able to provide this software side-by-side with ProCite, assuring a secure future for

personal reference management at Portsmouth. As with ProCite half-day EndNote training courses are bookable through the Department for Curriculum and Quality Enhancement on ext. 3328.

ProCite vs EndNote: Are you a ProCite user who would like to migrate to EndNote? If so contact me. There are minor compatibility issues between ProCite and EndNote, mainly due to the fact that EndNote limits the size of its reference libraries, which ProCite doesn't. Note too that if you need to store and handle references containing characters with diacritics, EndNote is much better at doing this than ProCite.

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LIBRARY STAFF ENCOURAGE Q-JUMPING!

The New Year saw the introduction of a new self-service system, **Q-Jump**, to the Frewen Library. Purchased from Plescon (a supplier of library security systems), **Q-Jump** is used in a number of UK academic libraries to enable library users to issue and return their own loans. More details can be obtained from Plescon's website: <http://www.plescon.co.uk>

Initially we hope that the new terminal will reduce queues at the Issue Desk at busy times. Library staff will be promoting the new system by encouraging users out of the queue and over to the **Q-Jump** terminal, which has been sited near the Issue Desk on the ground

floor of the Frewen Library. In the long-term, we'll be looking at extending the service to enable the issue and return of loans at times when the Issue Desk is not staffed.

How to Q-Jump

- Use the touch screen to select issue or return, then follow the on-screen instructions. When you place a book on the terminal it is both issued to you and then desensitised (so you won't set the security alarm off!).
- For those of you with a burning desire to pretend to be librarians, I'm afraid that

we've decided **not** to have little date stamps for your own use on the terminal; instead, a till receipt is issued to you, confirming the due date of the loan.

- A till receipt is also issued to you when you successfully return a loan through **Q-Jump**.
- If the self-service transaction fails, there will be messages on screen to explain why, as well as suggestions for further action.

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RUNNING IN, PLEASE PASS...

The eagle-eyed amongst you may have noticed, at the start of the new semester, the staff on the counter staring at their computer screens more intently than previously, or muttering a hurried 'Now where has that gone...?' when you ask them a question. All symptoms of having a brand new library management system!

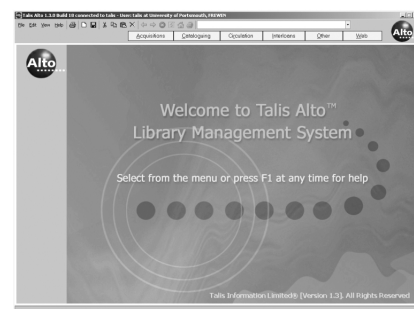
Talis Alto is the major new version of the Talis Library Management System. This is a substantial upgrade, with a graphical user interface replacing the old text-based 'blue screen' Talis. Talis Alto has now been rolled out to 40 plus Talis customers around the UK, including the University of Portsmouth Library.

Heads of section within the Library attended a series of workshops in May 2004, in preparation for launching the new system and cascading

training to library staff. Fortunately, we were able to run Talis Alto alongside the old text-based version on each terminal, so that training could be staggered through the summer vacation and into the new semester.

Talis Alto was first adopted by the Information Desk team and Issue Desk team in July 2004, closely followed by the Technical Services team later in the summer. Talis Alto will be rolled-out to the remaining teams this year.

Like any new system, Talis Alto is both loved and loathed! Some staff love its new colours and layout, while others find the screens too 'fussy'; some staff love the flexibility of using the mouse and the other Windows shortcuts, while others preferred the simplicity of using function keys and the keyboard only. It will take some time to



get used to the new interface, but Talis Alto is definitely the way forward!

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OPENURL LINKER SERVICE

At the start of this academic year we installed a new piece of software that links many of the Library's bibliographic databases to electronic journals. In fact, you may have already noticed and used this software. The software uses a technology called 'OpenURL linking', which has the ability to generate information from an article citation, check our access to it and ultimately link directly to the full text of the article, if available.

In a nutshell, when you search a bibliographic database, (databases which contain article references but don't contain the full text of the articles, e.g. Medline, Geobase, ASSIA) you may notice a '**Locate Full Text**' button. In some databases this button is located within the search results screen; in others it is located within the article details screen.

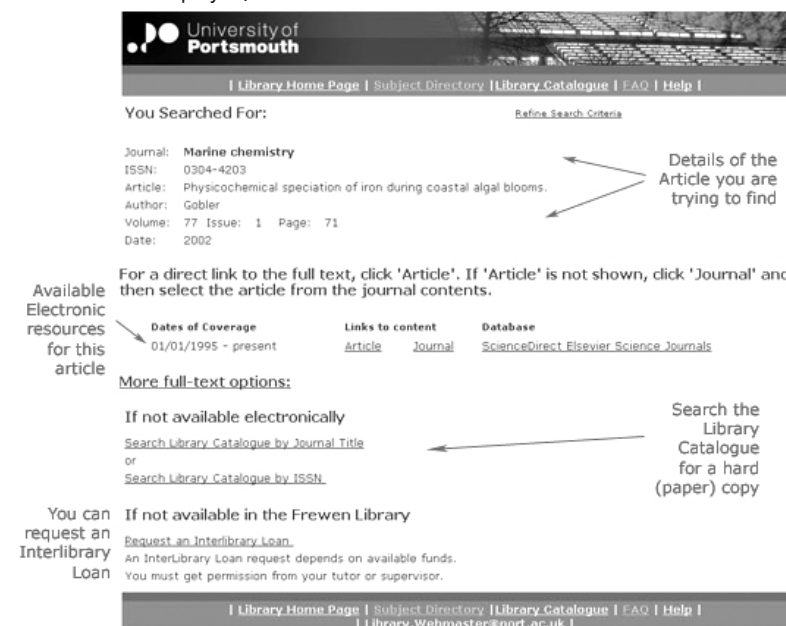
Clicking on this button searches the University's list of available full text journals, identifying if you are entitled to access the full text of the article in electronic form. It then opens another browser window and displays the results of the search in that window.

At the top part of the screen, basic bibliographic details of the article you have searched for are displayed, below which is an

area where you will see if any electronic full text has been located.

If electronic full text has been located '**Dates of Coverage**' will show the date range for which we have access to electronic copies of the journal. 'Links to Content' displays links that will take you directly to the article, or if this is not available to the journal page. You will need to note the volume, issue and page number to navigate to the full text within the journal. The '**Database**' link will take you to the home page of the publisher who provides the journal. In some cases this is the only link available. Again, you will need to note the journal title, volume, issue and page number to navigate the site to find the journal and the article.

If electronic full text is NOT available you can trigger a search of our Library Catalogue to see if the journal is available locally in hard copy. Click on either the '**Search by Journal Title**' in the Library Catalogue or Search Library Catalogue by ISSN links. The latter link will initiate a more specific search since it uses the journal's ISSN (International Standard Serial Number) – unique to a particular journal – rather than searching on title words, which may retrieve more than one matching title.



If no hard copy of the publication is available locally you can generate an interlibrary loan request. The '**Request an Interlibrary Loan**' link will generate an interlibrary loan request form with the article information already inserted. You must then add your own details and print the form out. Please note that interlibrary loan requests depend on available funds and, in many cases, requests will also require permission from your tutor or supervisor. All undergraduate requests require countersignatures as do some postgraduate requests.

This service is still in its infancy. Many journal providers and databases are still developing this service so the number of databases supporting OpenURL linking will continue to grow. Our current aim is to improve the services we already have and continue to develop ways to make searching more effective.

Problems: if you are experiencing problems with this service please contact the Electronic Resources Helpdesk in the first instance – portia.help@port.ac.uk

Off campus users: off campus users should be able to use this service. However, when you try to link to the full text, you will have to enter an appropriate password.

Enabled databases: we have set up the following databases to be used with the Link Finder software: WebSPIRS, Cambridge Scientific Abstracts, Web of Knowledge and ELSC – Caredata. More will be added as the databases become OpenURL compliant.

A-Z list of journal titles: this is an additional service that lists all the electronic journals we have full text access to.

More information: visit www.port.ac.uk/library/openurl

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UNIVERSITY LEARNING AND TEACHING CONFERENCE

Two of our Subject Librarians presented papers at the University Learning and Teaching Conference last December. Subsequently their presentations have been added to the University's RADICAL Online Conference WebCT site. These are:

- Anne Worden (Librarian for Languages, Geography and Social Sciences) 'Student awareness of dissertation research sources: do we assume they know more than they do?'
- Roisin Gwyer (Librarian for Health & Social Care) 'Once is not enough: information literacy in the curriculum?'

Both presentations discuss the need for embedding information skills in the curriculum throughout courses and beyond the induction period. If any member of staff would like to find out more about how we can work together on this please contact your Subject Librarian. Also read the RADICAL papers!

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