



## Director's Welcome

*Nigel Macartney*

## Recent Library Service Developments

*Elaine Urquhart, Assistant Director Library*

Recently the library service has been re-examining the alignment between the service and resources we provide and the needs and expectations of students and staff. The new Information Services Charter clearly outlines our commitment to delivering the highest possible service. In addition to producing the charter we are undertaking a survey of students and staff to ascertain views on our service, and we will follow up the survey with an action plan to address areas that need to be developed. This is the first time that the library has undertaken such a detailed survey and it will provide us with feedback which will be invaluable in planning and shaping our future service provision.

We have also been looking at the resources and services we provide for researchers and through the Information Services/Research Institutes Working Group meetings we have received valuable input on areas to be improved. We are developing web pages and a guide to information resources and services for novice researchers with the intention of having these available for the new academic year. A variety of other matters are also being discussed including securing adequate funding to support the provision of the necessary information resources to support research, possible digitisation of some resources and open access publishing.

In the last few months we have signed deals to provide more journals in electronic format. We now offer full text electronic access to over 10,000 titles. We have also acquired access to some significant new databases including HeinOnline a major full-text legal database covering four centuries of legal research dealing with history, law, political science and other legal topics and Safari, which give access to over 500 e-books for programmers and IT professionals

The uptake of use of Refworks, an electronic bibliographic management tool, has been excellent and we continue to deliver sessions on using this valuable new tool.

A new development of which we are proud is ViBEL (Virtual Built Environment Library), which is a portal, which gives easy access to subject-related resources. This development has received considerable praise and we hope to build on this initiative to provide a similar offering in other areas. You can learn more about this initiative in the Engineering section of this newsletter.

**Noel's text**

## Aides to academic research and teaching in the faculty of Social Sciences

*Niall Burns*

The library holds a number of excellent online reference sources which staff and students can call upon for research purposes e.g. Oxford Reference Online contains multiple subject reference works. For example what does 'Factor endowment' mean – the Online Economics dictionary will explain all. What happens if a student has included a foreign language expression in their written work and you are unsure what it means e.g. 'obscurum per obscuris' you can find the answer in the Essential dictionary of foreign terms in English. If academic staff or students require a biographical report on a figure of historical or contemporary importance they can consult the Dictionary of National Biography online. Also available is SYBWorld which covers background information on every country in the world.

In addition to the online reference sources a number of new paper Social Science type encyclopedias have been placed in stock covering a range of subject areas. The **Encyclopedia of Social Measurement** seeks to achieve a balance between the question of qualitative versus quantitative methods. It contains entries from "Causal Inference" to "Structural equation models". Anyone interested in subjects like stalking, police brutality, Islamic legal traditions, juvenile delinquency, assisted suicide, and war crimes should consult the **Encyclopedia of Criminology**. Other titles which will be available soon include: The Encyclopedia of Linguistics, Political parties of the world, Encyclopedia of Public Relations.

## Computer Room Refurbishment

*Norman Blair*

Refurbishment work was carried out successfully on the Magee Computer Room over the weekend of 26 – 27 March 2005. The Coleraine refurbishment has been postponed until the July holiday period (8-14 July inclusive) due to the risk involved with the removal of the asbestos ceiling. Alternative Computer Room facilities for Coleraine are being investigated to reduce the possibility of significant down time should a major problem arise. Power outages will be scheduled for holidays and weekends and will be kept to a minimum. Users will be notified of any such outages well in advance.

## University Email Address: Change of Protocol

*Janine Asquith*

In late 2004, Information Services notified University staff about the change in University email addresses from the 'ulst' format to the newer 'ulster' version. The changeover date was 4 January 2005.

Since that date, any incoming messages from outside UU, and with the older 'ulst' addresses, were not delivered to the recipients' mailboxes. The department recognised, however, that users needed time to review and update their address books and thus internal messages using the 'ulst' format were delivered.

On the 14 February this 'grace period' ended and from that date no message, using the 'ulst' format, and will be delivered on any of our systems. We strongly urge all users to review their address books as a matter of urgency, following our earlier guidelines:

<http://www.ulster.ac.uk/isd/itus/news/4-1-2005.htm>

## Reprographic Services

*Mark Millar*

### Have you nothing better to do?

Than stand at a photocopier and produce your own copies. Reprographics are determined to meet the demands of our users and strive to accommodate the production of all copy work. Our production times are shorter than you may think and if you pre-plan work it guarantees delivery.

Free up more of your time by using Reprographic Services.

The benefits to using our services are:

- Cheaper copy costs (up to 45% reduction over departmental copiers)
- No time spent standing at copiers
- Binding and finishing options available
- Consistent quality

Details of our location, services and how to use them can be found at:

[www.ulster.ac.uk/isd/reprographics/repro-leaflet.pdf](http://www.ulster.ac.uk/isd/reprographics/repro-leaflet.pdf)

## Submitting Readings Lists to the Library

*Who?*

As part of its efforts to make reading lists available in a more dynamic fashion, the library has been developing the use of an online reading lists database (TalisList). To facilitate the loading of information to this database, new mail boxes have been set up to receive incoming reading lists from academic staff. These are a generic faculty based mailbox and any lists sent to them will be copied to the appropriate subject team as well as the library staff responsible for co-ordinating input on to the database.

All academic staff are kindly requested to submit any reading list or indeed any documents containing reading lists to the following special e-mail addresses –

### **Arts**

[artslist@library.ulster.ac.uk](mailto:artslist@library.ulster.ac.uk)

### **Business & Management**

[buslist@library.ulster.ac.uk](mailto:buslist@library.ulster.ac.uk)

### **Engineering**

[englist@library.ulster.ac.uk](mailto:englist@library.ulster.ac.uk)

### **Life Sciences**

[lifelists@library.ulster.ac.uk](mailto:lifelists@library.ulster.ac.uk)

### **Social Sciences**

[socscilists@library.ulster.ac.uk](mailto:socscilists@library.ulster.ac.uk)

Any queries regarding the submission of lists or about the TalisList database in general can be directed to your campus subject librarian. The database may be accessed from the Library's homepage.

## Security Breach at Jordanstown and Supportive Action & Proposed

*Eric Courtney*

A major breach of electronic security at the University occurred over the Christmas period. This breach was based largely at Jordanstown, where an initial figure of 260 PCs had been identified in a list found on a compromised PC. The figure eventually rose to 325 PCs at Jordanstown and another six at Coleraine (4) and Magee (2). One server, IFARMJ01, was attacked as well and was subsequently cleared. All machines identified were blocked from Internet access until a series of repairs and updates to security software were carried out. Following a concerted effort of technical staff from Information Services and the faculties, over ten working days, only forty PCs remain to be reconnected.

In addition to the breach described above the network faced three separate denials of service attacks over the same period. The attack signatures (modus operandi) indicate that they are from different sources, although all attacks have been traced to Holland.

These attacks have prompted Information Service to initiate a second phase of clean up in order to identify other PCs that have may been accessed, but have not been identified yet and to provide the tightest security available to prevent, so far as is possible, future contamination of the University's network and PC based services.

## Francis Stuart Correspondence

*Who?*

The Library has recently acquired a significant collection of Francis Stuart material . The collection consists of 154 letters and 5 postcards from Francis Stuart to Ron Hall, covering the period 1952 to 1984 , 5 letters from Francis Stuart's wife Gertrude, some typed poems by Stuart and related clippings. This material will complement and enhance the collection of books and papers of Francis Stuart already held in the Special Collections in the Library at Coleraine. This material is of considerable interest to researchers in the area of Anglo-Irish Literature. Anyone who is interested in viewing the collection should contact either Frank Reynolds or Janet Peden in the Library in the first instance. Contact details are as follows:

[je.peden@ulster.ac.uk](mailto:je.peden@ulster.ac.uk), Tel: 028 703 24546

[fj.reynolds@ulster.ac.uk](mailto:fj.reynolds@ulster.ac.uk), Tel: 028 703 24546

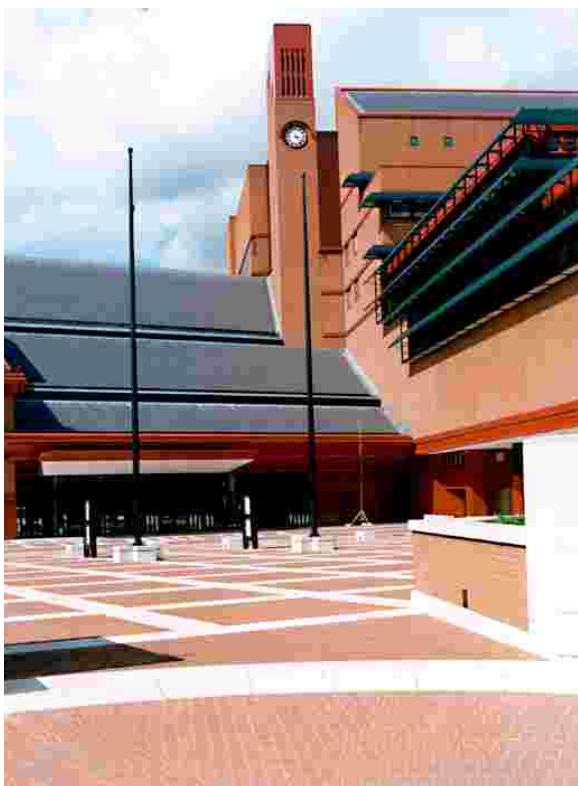
## Netware 4 service closure

*Janine Asquith*

The Netware 4 service has been in operation for nine years and has reached the end of its viable lifetime. The main Netware 4 servers were removed from service during the early Spring 2005. The service will be replaced by the Next Generation Desktop Service (NGDS/CDE v2) which is currently under development.

## Access to the British Library's Reading Rooms

Laura Mills



Students wishing to use the British Library's reading rooms will no longer be required to produce a referral form from their university library. Students interested in accessing the Library's vast collections should apply for a Reader Pass directly from the main site in St. Pancras, London or Boston Spa in Yorkshire. The Library's admissions staff will apply their standard admissions criteria which will relate to "need". Details of the admissions criteria can be found at:

[www.bl.uk/services/reading/admissions.html](http://www.bl.uk/services/reading/admissions.html)

It will be necessary for all applicants to provide proof of signature (credit card, passport, driving licence) and home address (utility bill, bank statement, driving licence) before a reader's pass will be issued.

The Library can accommodate over 1,200 readers at any one time. It offers access to over 150 million items spanning four thousand years including books, manuscripts, newspapers, maps, sound recordings, images, patents and database subscriptions making it a unique resource for researchers.

Further information can be found on the British Library website at [www.bl.uk](http://www.bl.uk) or telephone reader admissions on (0)20 7412 7677, e-mail: [reader-admissions@bl.uk](mailto:reader-admissions@bl.uk)

---

## Business Source Premier - Major New Business and Economics Database

Gerard McFall

The Library has taken out a major new subscription to EBSCO's Business Source Premier database. A total of 7,300 publications are provided in full-text format and these include over 2,000 academic and trade journals.

Of the journals available, approximately 1,000 are peer-reviewed with holdings for over 300 core research journals dating back to 1965 or earlier, for example, the *Harvard Business Review* dates back to the first issue in 1922. The peer-reviewed titles have searchable cited references and this greatly increases the searching power of the database. A journal alerting service is available so that users can be informed when a new issue of a particular journal has been added to the database.

As well as journal titles, there are many other full-text sources available including 2,800 industry reports and hundreds of country economic reports produced by the Economist Intelligence Unit. There are nearly

10,000 detailed profiles from Datamonitor of the world's largest companies and a small but growing number of full-text electronic textbooks (currently 150 titles).

The second edition of the 12-volume *Encyclopedia of Management* by Blackwell is also indexed in the EBSCO database. The print copy of the encyclopedia is available for reference in Jordanstown's Learning Resource Centre.

Business Source Premier is a welcome addition to the already large suite of full-text services currently available to support business and management programmes.

In order to reduce duplication of online journal titles, the Library is withdrawing access to the smaller database, *European Business ASAP*.

Business Source Premier may be accessed through the Library's website using an Athens username and password.

# Report on Operation of Foyle Scheme April 2004 – February 2005

Ciaran Cregan, Campus Library Manager, Magee

The scheme has been operating for over 10 months now. So far 83 people have successfully applied to borrow from the Magee Library.

|   |    |
|---|----|
| North West Institute Of Further and Higher Education    | 63 |
| Derry Public Libraries                                  | 17 |
| MDEC Library, Altnagelvin                               | 3  |
| Total   | 83 |
| Members of Magee Library applying to use NWIFHE Library | 1  |

There have been 176 issues and renewals since the launch of the scheme and this hasn't impacted negatively on the availability of book stock to our UU users. It is important to note that Foyle members cannot borrow Short-loan or One-week books, so they cannot borrow our most in demand items. Once or twice Foyle members have questioned this, and on one occasion as CLM I allowed a one-week book to go out after establishing there was no current demand on it from our students.

No problems whatsoever relating to fines or any failure to return books have come to our attention.

Foyle members have not been taking up any unreasonable amounts of Issue Desk or Subject Librarian staff time.

The application and membership processes are now well established and are running without any problems. All our staff know about the scheme and can advise users or applicants accordingly.

## Benefits of Scheme

The benefits are principally for members of the NWIFHE and Derry Public Libraries. They can avail of access with borrowing rights to a substantial collection of books. Usually they are interested in books that will support their course of study, and they are borrowing books not available from their host library.

The main benefit for us in the library is that we can channel requests to become external readers through the scheme. This gives the same opportunity to all in the community to use our resources regardless of whether they have had previous links with the university.

It has certainly helped with managing requests to become external readers. There is a benefit for the University of Ulster at Magee as well in that they could use Foyle as an example of a positive contribution in the "Town and Gown" relationship. As far as I know, the University has not really capitalised on this.

## Drawbacks

As detailed above, we would find it difficult to point to any drawbacks at all.

---

## Streaming Development at University of Ulster

Eric Courtney

IT User Services have been investigating streaming technology and are taking steps to incorporate it into our service. Awareness events were held at Jordanstown, Coleraine and Magee in January 2005 to demonstrate some of the key features of streaming. The events were open for all to attend and gave staff an opportunity to see examples of streamed material, hear how IT User Services intend to develop the service and to ask questions regarding the technology.

## Electronic Classrooms

Norman Blair

Electronic classrooms have been commissioned at Coleraine and Magee. These large Lecture Theatres include dual videoconferencing systems, audio science microphones for enhanced sound quality and tutor tablets to enable selection of various devices within the lecture theatre. These areas facilitate teaching of large class sizes either on the same campus (Coleraine only) or across campus. Induction sessions will be organised for staff. They include LT1 and LT9 at Coleraine and MG207B at Magee.

## Faculty of Engineering News

*Who?*

Mick Carragher was invited to speak at the IUISC Conference which was held in Sligo 2-4<sup>th</sup> March. His talk was on his work with VIBEL and how it is being developed as a subject portal for the study of Built Environment courses within UU. VIBEL will be used as a form of template for other schools within the faculty. Already work is well under way and the portals should be rolled out hopefully in March.

SCOBE seminar/workshop. A very successful lunchtime seminar was held in Jordanstown on 14<sup>th</sup> December for SCOBE. 65 academics and research staff attended the seminar where they shown e-journals, e-books, and databases all relating to built environment. As well they were shown TalisList and RefWorks. Thanks to Pauline Hagan, Joanne Knox, Liz Young and Annette Linton for their help.

Follow up seminars.

Similar seminars are planned for the other 4 schools in the faculty. The next one will be on the 14<sup>th</sup> March

for the School of Computing and Mathematics. It will be held in the Information Skills Room in Jordanstown. So it's watch this space!

## Information Services: Staff Changes

*Keith Livingston*

Mrs Caroline Cole, Clerk Typist, joined the Reprographics Department in Coleraine in November 2004.

Miss Julieanne Ritchie left Information Services in March for a new position in XXXX. We wish her every success in her new venture.

Catherine O'Kane commenced work on 1 November in South Library, Coleraine as Information Assistant.

Karen Gwilliam, Tatiana Malinova, Evieta Galbraith, Virginia Aiken, Geraldine Allen and Conor McCrory have joined the Jordanstown Library staff

---

## New Databases

### **Safari**

No, it's not the Library's away day to the zoo to spot the lions and giraffes!

Safari Tech Books Online is a collection of e-books from two leading IT publishers – O'Reilly and Pearson. The library has subscribed to 555 online books all in the subject area of Computing and IT. To access this excellent resource go to the EIS page in the Library Homepage. The Safari resource is being treated as a database for the moment but hopefully all 555 titles will be included in the Library catalogue. The safari collection has Athens authentication.

### **BCIS**

To reflect the impressive growth in the number of students that have enrolled for the QS degree, we have taken out an extra 10 subscriptions to BCIS. This will allow a total of 15 concurrent users at any one time. Unfortunately this database is not available off campus but the extra subscriptions should help students to get access.

### **ISURV**

We have taken out the full subscription for this database which is provided by the RICS and is its online information centre. It contains full text information on current practices, regulatory matters, compliance and RICS guidance in the following areas: Building



surveying, Commercial property, Construction, Disputes, Environment and Valuation.

### **Barbour**

We have taken out a subscription to Barbour's Professional Series which will give us access to one of the most comprehensive electronic health and safety information databases available. This service supports the information requirements for compliance with, and enforcement of, health and safety legislation, implementation of in-house standards and best practice on health and safety at work and beyond minimal requirements. It is aimed principally at health and safety managers, environmental health officers, safety representatives, health and safety consultants, occupational hygienists and risk managers. The 4 main topics covered are Management; Workplaces; Substances hazardous to health and their control; and Administration An excellent database for Environmental health and environmental Engineering courses!

## Life and Health Sciences Library Resources

Who?

### Researchers

There is now a guide to Library and Information Resources for Researchers in the Faculty available from the LHS Faculty Subject Guide at

[www.ulst.ac.uk/library/sci/research/index.php](http://www.ulst.ac.uk/library/sci/research/index.php).

We are trying to bring together all the resources relevant to research in a single "one-stop shop". We welcome suggestions for improvements or additions as it is just a first attempt. Please contact any of the Faculty Librarians, contact details are available at

[www.ulst.ac.uk/library/sci/contacts.htm](http://www.ulst.ac.uk/library/sci/contacts.htm).

### Faculty Subject Guides

We are replacing the Campus Subject Guides and the Internet Guides with a single subject guide, for example Nursing, Biology, Psychology, and so on. You can see progress by going to the Faculty Subject Guide at

[www.ulst.ac.uk/library/sci/](http://www.ulst.ac.uk/library/sci/)

and looking in the drop-down menu under Subject Guides. This brings together all the resources, campus-based and electronic, for each subject. We have included a guide for Business and Legal Resources for Life and Health Sciences as many courses now have some business or law related content.

### New Resources

The range of e-journals has now been greatly increased by the addition of titles from Wiley, Kluwer, British Psychological Society, Sage, Brill, BMJ, Science Online and OUP. All the titles are listed on the A-Z list at

[www.ulst.ac.uk/library/electronic/fulltextejournal.htm](http://www.ulst.ac.uk/library/electronic/fulltextejournal.htm)

You can use the Search facility to look for titles beginning with or containing a word, e.g. beginning *Advanced journal of ...* or containing *Environment* or containing *Nursing*. We have also added a large number of titles which are freely available from HighWire Press, a division of Stanford University Libraries. Most of these have an embargo of between 6-24 months so that the most recent issues are not available, but they still provide a valuable additional resource. There is a link to HighWire on the library's EIS page at

[www.ulst.ac.uk/library/electronic/](http://www.ulst.ac.uk/library/electronic/)

## Corporate IT Laboratory Refurbishment

Norman Blair

The following areas have been refurbished during the Christmas break:

### COLERAINE

**L002** (Training Room)

- 12 new workstations

### PORTRUSH

**Computer Suite 1**

- 10 new workstations

### JORDANSTOWN

**LRC**

- 50 additional workstations installed on lower floor. (410 now available)

**1D08** (Training Room)

- 12 new workstations

**12L03** now closed

### BELFAST

**81C05**

- 40 new workstations

and you can search the database for articles. No password is needed and HighWire is available from on- and off-campus.

New databases which will shortly be added to the list of Electronic Information Services include the following free resources from JISC:

ArchSearch

Health Survey for England

Institute of Physics Journal Archive

National Diet and Nutrition Surveys

National Food Survey

PSIGate

Vital Statistics for Wards 1981-1991

## Library Staff on the Radio

Keith Livingston

Janet Crawford, Alicia George and Mary McCullough have all been interviewed, Janet and Alicia in April and Mary in September, for Radio Ulster's "This Place", talking about a special place or house that they have known. If you have the appropriate software on your PC, their interviews can still be heard by accessing

[www.bbc.co.uk/northernireland/community/thisplace](http://www.bbc.co.uk/northernireland/community/thisplace)

## Implementation of a “Default Deny Network” for inbound traffic

Harry Young

In the face of serious attacks by hackers on the University’s computer network and systems in December and January, the University implemented a “Default Deny Network” on all inbound traffic to the University network and systems. This took effect on Tuesday 15 February 2005.

Previously, all inbound traffic had access to all University PCs and services (known as "default permit" mode). From 15 February, only verified inbound traffic has been able to access specific services that the University wishes to be visible to the outside world.

The majority of PC users should not be affected by this change of service. While University PCs and servers can access services outside the University, only services registered with the UU firewall will be visible to the outside world. Staff seeking clarification should contact the ITUS Helpdesk for advice.

### Permitted Services

All of the University's main services (WebCT, UUonline etc), faculty/research web and ftp services already registered through the server connection policy are presently operating behind the firewall. The main consequence of closing the firewall fully will be that access to files on University servers from outside will be restricted to the following methods:

Email (SMTP, POP, IMAP or where web-based access has been enabled)

CITRIX Thin Client serve

FTP (to registered servers)

WfM

Secure Shell connections - SSH access for interactive 'terminal' secure file transfer and secure copy connections will be permitted by default (Note: Putty and WinSFTP are freeware applications enabling simple and secure encrypted connections from remote PCs into suitably enabled servers)

To users of web-based Netstorage on Novell Filestore (this service is presently in development and some reliability and useability issues currently exist)

WebDav clients (these are included as part of the Windows 2000 and XP operating system) could be used to access filestore on suitably configured Web Servers (Netstorage complies with this)

### Potentially Affected Services

Staff who use remote control software (such as PC Anywhere and VNC) to access files from outside the

University UU Servers not in compliance with the University's Server Connection Policy

### How to Register a Service

Staff wishing to register remote control software (such as PC Anywhere and VNC) must first obtain a fixed IP address from their Internet Service Provider (ISP). They can then download and complete the Server Connection Application Form:

[www.ulster.ac.uk/isd/infra/uucert/pdf\\_files/ServerConnAppForm.pdf](http://www.ulster.ac.uk/isd/infra/uucert/pdf_files/ServerConnAppForm.pdf)

Completed forms should be forwarded to the Network Manager for processing.

UU Servers not in compliance with the University's Server Connection Policy should be registered using the Server Connection Application Form and forwarded to the Network Manager.

### Important warning to those maintaining registered services

It should be noted that the "Deny All" inbound firewall is a risk reduction measure, it is not a risk elimination measure. Therefore, services that are visible through the firewall will need to be secure and best practice guidelines followed. These systems and services will be policed for conformity with the University's technical standards and access policies. Services that do not comply with the server connection policy will not be allowed access through the firewall.

## Data Projector Installations – Next Phase

Norman Blair

Physical Resources have been approached to commence the next phase of our data projector installations. This will take place over the summer months 2005 and will concentrate on the Magee campus. Six rooms have been identified initially for fixed provision.

## ISD Faculty Liaison Event

Keith Livingston/Eric Courtney

# LibQUAL+

## Charting Library Service Quality

### Your views on your Library Service

*Colette McKenna*

*User Services Librarian*

As part of our ongoing improvement process, the Library plans to survey users to assess the quality of our library services. The survey is part of the international LibQUAL+™ project and is designed to define and measure the quality of library services. The information this survey provides is vital in improving our services.

It measures users' perceptions of service quality and identifies gaps between desired, perceived and minimum service levels. The 22 core survey items measure user perceptions of service quality in three dimensions: Information Control, Library as Place and Affect of Service. Five local questions are added to the list and there is a free-text box for open-ended comments from survey participants regarding their concerns and suggestions.

This online survey should take no more than 10-15 minutes to complete and will run until 29<sup>th</sup> April 2005.

LibQUAL+ will provide us with a detailed comprehensive report and full analysis of the findings approximately 4-6 weeks after the close of survey. Not only will we be able to assess our users' perceptions of our library

