

SERVICE STATEMENT

University Library and Collections Services University Library

1. Scope and purpose of the statement

This document outlines briefly the services that are currently delivered by the University Library for the information of colleagues across the University. It should be read in conjunction with the partnership statement.

2. Period of the agreement

This agreement is effective from 1 January until 31 December 2020. It will be reviewed and revised as necessary towards the end of this period.

3. Services provided

CentAUR – see Research Engagement

Collections Services

The acquisition of information resources (print and electronic) to support teaching, learning and research in the University.

Some funds are allocated to schools/departments for academic staff to recommend purchases through the school / departmental Library Representative as part of communication with their Liaison Librarian, though the budget and responsibility for spending lies ultimately with the Library. Otherwise expenditure of the information resources budget is undertaken and managed by Library staff. The Library uses a range of suppliers and also participates in purchasing consortia so as to obtain best value for money.

Electronic resources may be accessed under license agreements rather than purchased outright.

All material purchased from Library funds is available to all registered University staff and students. (Access to electronic resources may be subject to restrictions, depending upon licensing agreements with suppliers. These resources are licensed for educational use and commercial use is excluded.)

Print materials are available throughout Library opening hours; electronic resources are available 24/7 on and off campus, subject to systems and IT network availability.

Normally only material to support University teaching and research is purchased. It may not be possible to acquire material that is out of print.

See the Library's Collection Policies:

<http://www.reading.ac.uk/library/about-us/policies/lib-collection-policies.aspx>

Disabled users – see **Users with disabilities**

Document supply and Inter-library loans

The provision of material not available in the University Library from other libraries and document suppliers. Overseas suppliers may be used as needed.

The service is available to all University staff and students; information is on the Library website:

<http://www.reading.ac.uk/lib-ill.aspx>

Staffed assistance with this service is available normally during core service hours. Outside these times staff will make their best efforts to help.

The Library pays the bulk of the cost of each inter-library loan request, but a charge is levied as a partial contribution from schools or the requester.

The service also responds to requests from other libraries for material held in the University Library.

Enquiry services

The provision of assistance in response to face-to-face, telephone, email and online enquiries via:

- Staff at Library information desks and service points
- Appropriate specialist Library staff
- Email messages to (for example) library@reading.ac.uk

Services are available to all Library users normally during core service hours. Outside these hours staff will answer enquiries on a "best efforts" basis.

Information literacy and study skills

The delivery (by academic liaison librarians and study advisers) of information literacy and study skills teaching and support at undergraduate and postgraduate (taught and research) levels. Some such teaching is delivered in partnership with schools/departments and is integrated into curricula.

Support may also be provided in one-to-one or small group sessions with academic liaison librarians or study advisers. Quick query support is also provided.

The reference management software package EndNote is supported by academic liaison librarians.

The service is available normally during core service hours but can be outside these by prior arrangement.

Instruction in IT skills (e.g. MS Office) is not provided.

Institutional repository (CentAUR) – see **Research Engagement**

Inter-library loans – see **Document supply and Inter-library loans**

Lending services

The provision of a lending service to manage the availability of Library material including: issue, renewal, return, re-shelving, reservations, recalls, handling of user account and circulation related enquiries, and administration of penalties for defaulting borrowers.

The service is available to all University staff and students and to other appropriately registered Library users.

Issue and return services are available throughout Library opening hours via self-service machines. It is also possible to renew items, reserve items and check the status of reservations and document supply requests 24/7 via the Library system, depending upon system and network availability:

<https://rdg.ent.sirsiidynix.net.uk/client/library/search/patronlogin>

Library staff will not usually retrieve material on behalf of users, other than material in closed access which is retrieved for users to collect. Some categories of material are not available for loan.

Charges are made when material is either lost or damaged or is not returned on time.

Liaison services

The partnership working between staff in the Library's Academic Liaison Team and school/departmental staff and students to ensure the development and delivery of high-quality, user-focused services and collections to support learning, teaching and research within the resources available.

The service is provided for all staff and students of the University. Liaison can take place through both formal and informal mechanisms and is available normally during core service hours.

Library catalogue and discovery system

The Library catalogue (known as Enterprise) is the central module of the Library Management System (SirsiDynix Symphony). The discovery system the Library uses is Summon. Together these are the principal means by which Library users search for, discover and locate/access Library information resources (print and electronic).

Both are available to all Library users 24/7, depending upon system and network availability.

Maths Support

Maths Support is a drop-in service which is available to all University staff and students for help with any mathematical topic needed for study, teaching or research: e.g. basic arithmetic, percentages, formulae, logarithms, differentiation, integration, etc. Help with statistics is also available, as is advice on some mathematical or statistical software packages.

The service is available at advertised times, see

<https://www.reading.ac.uk/lib-maths-support.aspx>

Reading lists – see **Teaching Support**

Research Engagement

In addition to liaison services, collections services and information literacy, study skills and maths support for research, the Library also provides and manages the University's **Institutional Repository, CentAUR**.

This is a searchable digital archive of the research outputs of the University, listing published items, including journal articles and conference proceedings, books and book sections, and other formats that constitute the research outputs of the University. Where copyright permits the versions of papers (that have been peer reviewed and accepted for publication, or that are published) are included.

The publication period is 2003 onwards, although some earlier items have also been added.

CentAUR is available 24/7 (depending upon system and network availability) to all University staff and students, and also to other users who can access bibliographic details and many refereed full text versions free of charge, for personal research or study in accordance with an End User Agreement.

<http://centaur.reading.ac.uk/>

Advice, guidance and training on bibliometrics and publishing is also provided to researchers.

Study Advice – see **Information literacy and study skills**

Study space

The provision of and access to a variety of types of study space – individual, group, silent, quiet, collaborative, IT equipped.

Library study space is available to all University staff and students and to other Library users throughout Library opening hours. Restrictions on entry by non-University staff and students may be in force at certain times of the year, such as the revision and examination period.

The PC facilities are provided and managed in conjunction with the University's Digital Technology Service. The staffed DTS Service Desk is located on the 1st Floor of the Library.

Talis Aspire online reading list and digitised content management system – see Teaching Support

Teaching support

In addition to liaison services, collections services and information literacy, study skills and maths support for teaching, the Library also provides and manages the **Talis Aspire online reading list and digitised content management system**.

This enables academic staff to create online reading lists within a single interface, linked to from Blackboard. Links can be created to items on the Library catalogue, items from e-journals and subscription databases, external web pages and embedded multimedia. A scanning request process incorporating assured copyright compliance is also provided.

The service is available to all University staff and students 24/7, depending upon system and network availability.

Information, advice and support are available through school / departmental academic liaison librarians.

School / Departmental libraries

University Library staff are always willing, if asked, to offer advice to, and share experience with, colleagues in schools/departments who provide local libraries, resource centres or reading rooms.

The Library has managerial responsibility for the Institute of Education Learning Hub and for the Department of Meteorology Library. Services are provided in close consultation with relevant Institute/Departmental staff within the resources available.

Users with disabilities

Information on the services the Library is able to provide for users with disabilities is available on the website at:

<https://libguides.reading.ac.uk/help-disabilities>

The Library's User Services staff will show disabled users around the Library as requested, introduce them to relevant members of staff, explain how to find material in the Library and discuss any concerns they may have.

4. Other services

It should be noted that elements of other University functions or services are housed in the University Library. These include

- Print management services multifunctional devices (printers / copiers / scanners) for University staff and students and other Library users
- The Library Café
- IT PCs and Service Desk

Whilst not responsible for the management of these services Library staff collaborate closely with their University colleagues who do manage this provision. Inevitably Library staff also have to answer enquiries, and field comments or complaints, from users about these services. This they do to the best of their ability, referring queries when necessary.