Ulster University Library: Student FAQs

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Who can help me with any Library queries I may have?
Your Subject Librarians are:

Joan Atkinson  +44 28 7012 4287  jce.atkinson@ulster.ac.uk
Kelly McCoo  +44 28 9036 6937  k.mccoo@ulster.ac.uk
Gerry Delaney  +44 28 7167 5232  g.delaney@ulster.ac.uk
Cheree McGill  +44 28 7012 4766  c.mcgill@ulster.ac.uk
Michaela Campbell (50%)  +44 28 7167 5255  m.campbell2@ulster.ac.uk

Alternatively, contact the Life and Health Sciences Library team:
science@library.ulster.ac.uk

Outside normal working hours, the Library Help (https://help.library.ulster.ac.uk/) service provides tips and support. You can submit a question to the Library using this service.

Where can I access Library resources?

Go directly to the Library Home Page at https://www.ulster.ac.uk/library to access Library resources.

Can I borrow print books from the Library?

The Library is unable to post print books to you. Instead, use the Library Catalogue to search for and access e-books. Watch the video at https://guides.library.ulster.ac.uk/c.php?g=614131&p=4869231 which explains how to do this.
If you live local to an Ulster University campus Library, you are free to borrow print books. You will need to bring your Student ID card with you; if you have not been issued with a card bring another form of photographic identification and details of your Student B code with you.
Due to Covid-19, we do have additional guidance in place on book borrowing using the Reserve and Collect service and campus Library reopening. Always check the Library Home page for the latest information (https://www.ulster.ac.uk/library)

Why can’t I access all of the resources on my reading list?

Use the Reading Lists link on the Library Home Page to access your module reading from. Enter your module code into the Search box in the top right-hand corner of the screen to view the list:
This link will take you to the reading list which your lecturer has given the Library to support you through the module. It contains a list of references and, where possible, we have linked out from these to the full text. This will include links to electronic books, electronic journals and specific full text journal articles and websites. **However**, some books on your list may not be available in electronic format. This is because we cannot purchase them from Library suppliers. On these occasions, when you click on the link you will be directed to the Library Catalogue, where you will see the location details of the book in our campus Libraries. We may have been able to scan one or two chapters from the print book so look out for entries showing the wording “Scanned by the Library under Licence”.

**What is a database?**

A database is a collection of information (e.g. journal articles, references to book chapters, newspaper articles, directives, full-text patents) which you can search in a number of ways such as by keyword, author, title. The Library subscribes to a range of different databases; all can be accessed from [http://library.ulster.ac.uk/electronic/](http://library.ulster.ac.uk/electronic/).

**I have to use Library databases – where do I begin?**

All of the Library databases are listed at [http://library.ulster.ac.uk/electronic/](http://library.ulster.ac.uk/electronic/). The Life and Health Sciences Library team have created help guides for many of the databases. Look for the Guide link as illustrated in the example screenshots below:
Click on the link to access the help guide.

The key databases for your discipline are listed on the Databases tab of your Library Subject Guide (https://guides.library.ulster.ac.uk/LHS?b=g&d=a&group_id=12916)

**USearch** is an easy resource to start with – it searches across a number of databases simultaneously. Go to http://library.ulster.ac.uk/electronic/check/eiscard.php?eisno=720 and click on the *Click to Connect* link at the top of the screen:

I have to write an essay – do you have any tips?

Within each of our Life and Health Sciences Library Subject Guides, we have a tab entitled **Writing Skills**. Click on this and read the information on *Where to start*.
The University also subscribes to the **Studiosity** service. This is an online service providing students with 24/7 academic writing support either by live one-to-one chat or by uploading a more significant piece of draft writing for review. Find out more at [http://addl.ulster.ac.uk/yt-sso/welcome/](http://addl.ulster.ac.uk/yt-sso/welcome/).

**Where can I get help with referencing and creating a bibliography?**

Click on the **Referencing** and **RefWorks** tabs on your Library Subject Guide ([https://guides.library.ulster.ac.uk/LHS?b=q&d=a&group_id=12916](https://guides.library.ulster.ac.uk/LHS?b=q&d=a&group_id=12916)). Here you will find links to our referencing quick guides, complete guide and a selection of referencing videos.

**RefWorks** is a web-based service that allows users to manage their references and to produce bibliographies in a range of citation formats for publications and assignments. You will find the link to RefWorks (New version) on the **Library Databases** page ([http://library.ulster.ac.uk/electronic/](http://library.ulster.ac.uk/electronic/)). Our **RefWorks library guide** ([https://guides.library.ulster.ac.uk/refworks](https://guides.library.ulster.ac.uk/refworks)) is an excellent starting point for distance learning students.

**Can I use my local University/ College Library?**

Normally distance learning students would be able to join the Sconul Access and ALCID schemes. Due to Covid-19, these services have been temporarily suspended.

**What is OpenAthens and how do I get my username and password?**

Athens is an authentication system which the Library uses to provide access to electronic resources such as journals, books and databases. You do not need a separate OpenAthens username and password. If presented with an OpenAthens screen like the one below, type Ulster into the Organisation search box and select ‘Ulster University’.

![OpenAthens screen with Ulster University selected](https://example.com/openathens_screen.png)
After clicking 'Ulster University', you will be redirected to a new Ulster login page. You must login with your Ulster University email address and Ulster University network password. After clicking 'Sign in', you will be directed to your desired e-resource.

Why can’t I get access to full-text of a journal article?

There are a number of reasons why you may not be able to view full-text journal articles. Here are a few:

1. The Library does not hold a subscription to cover your article. Use the Electronic Journals link on the Library Home page to search by journal title and check the Library's holdings.
2. You are not Athens authenticated. Look for an OpenAthens, institutional or federated login option. You may have to select Ulster from a list of participating institutions before logging in to the Ulster network using your UU email address and Network Password as in the picture above.
3. Cookies are not enabled on your browser. Check the settings to correct this.
4. Your browser does not work well with the provider's interface. Try using another browser.
5. Your operating system, browser or plug-ins are out of date. Update them and try again.