

## Library Services

### Facebook Live librarian Q and A recording 2016-12-01 transcript

Helen:

Fantastic welcome everybody, welcome to this first Facebook live session my name is Helen and I'm an OU librarian and I'm live with you now until seven thirty so do ask any questions that you have. Behind the camera I have my colleague Manda. Say hello Manda.

Manda:

Hello

Helen:

Manda is going to be relaying your questions to me and also Nicola and Katherine are online and they will be posting things like links because it'd be a bit tedious if I would say just read out links for you so they're going to be corralling the questions as well remotely. So I believe we have a question.

Manda:

We do so the first question comes from Kareem, he says hi how do I gain data on volcanoes in Italy? I'm a level 3 student.

Helen:

Ok so if you didn't get that Kareem is a level three student looking for data on volcanoes in Italy. So the first thing I would say Kareem is have a look at our selected resources for your study page because we do have a page on volcanology, (Helen holds up a print out of the [library homepage](#)) excuse the blue Peterness of this but you will notice that we have this selected resources for your study link on the homepage if you go there, select Earth Sciences and then Volcanology you'll find a selected list of journals ebooks and databases in your subject. So have a look and see if there's anything you might like to explore further there. Secondly Library Search, so this is the search box in the middle of the homepage, pop in your search terms there and see what you get. Now the fantastic thing about Library Search is you can narrow down using the limiters, so on the left-hand side as you look at it you can narrow down by date by resource type so if you only want books or book chapters you can choose that and you can reduce the number of results and see what you get basically. So yeah so have a play you can't break Library Search. And if you get stuck and if you can't find what you want then just give the helpdesk ring. The contact details on every library webpage so yeah good luck Kareem. Do we have another question?

Manda:

We do, we have several questions. The next question is from Marie, do we have access to community care inform for children?

Helen:

Ok so Marie wants to know if we have access to community care inform for children? Because we got this message in advance we had a look and unfortunately we don't have access to that resource. But we have an equivalent it's called care knowledge and you can access that by just doing a search in Library Search and you'll be able to get equivalent information.

Manda:

Ok the next question that we have is from Marina, Marina is interested in SCONUL, I would like to ask about the SCONUL card, I never used mine but would like to. Can I simply turn up to my nearest participating library and borrow books?

Helen:

Ok that's a great question Marina. Just to repeat it as well. So Marina has a SCONUL card and she wants to know whether she can just go along to a local library and borrow books. The first thing I would say is make sure that your SCONUL card is still in date because you do need to renew it for every module that you take and if it isn't then you can just renew it on the library website. Also phone or contact in some way the library that you want to visit because obviously you'll need to know their opening hours, sometimes they're shut during exams also sometimes they have security considerations like they need you to bring a photograph or photo ID or something with you. So contact the library see what they require from you as a SCONUL student and then go along and you will be able to join and to borrow.

Manda:

Another question that we had ahead of time that was from Mahmood and he asks how can I use the library to search for law cases?

Helen:

Ok my Mahmood wants to know how to use the library to search for law cases. So what I would say is there is a page on the library website all about law cases I'll just point out how you get there so along the top of the library website you've got these tabs if you click on the library resources tab which is the second one along there and then down the right hand side click on law cases which is sort of two-thirds of the way down you'll get lots of information about how you actually access law cases by the library so you'll have information about which law reports will contain the case that you're looking for. So yeah so I would say don't use Library Search when you're looking for cases because it's not the best instead go to library resources and then law cases. Okay excellent.

Manda:

Ok those are the questions that we had, lets have a look. Helen is it ok to use articles I find on Google Scholar?

Helen:

Okay so question about google scholar well I think using Google Scholar in combination with library databases and Library Search is absolutely fine and in fact you might we'll find some things that you wouldn't find by the other avenues that's fine and also you can set up Google Scholar to link with our collections and there's a help page how you do that on the library website. So if you click on help and support along the top of the library website and then down the right-hand side if you click on finding e-journals and articles there is actually a subpage all about how you set up google scholar to connect to the OU library's collections and that makes it really easy because you can then do a search in google scholar and connect to the full text of an article. However I would say you always need to evaluate what you find any way but particularly when you're using something like Google Scholar you need to evaluate it for you know scholarly content you will get lots and lots of results and you need to weed out the dross basically. This is actually a really good opportunity to talk about evaluation frameworks. (Helen holds up print out of [www evaluation framework](#)) So again Blue Peter style I have some handy cardboard boards with me with printouts on them. So for simpler material a good framework to use is www, so that's who why and when you're asking those questions about the material that you found. Who wrote it why did they write it and when did they write it. (Helen holds up print out of [PROMPT evaluation framework](#)) You could also use this evaluation framework. I'm not sure if it's all in camera here but basically PROMPT is presentation relevance objectivity method provenance and timeliness so you would ask all those questions about what you find and then you would come to a conclusion whether or not it's worth while using your tma. But yes by all means use Google Scholar.

Manda:

Ok another one, referencing.

Helen:

We love referencing.

Manda:

Well lots people ask us questions about referencing, so the question was how do I reference a tweet in my assignment?

Helen:

Okay, our advice about referencing the first piece of advice we always give is check your module guidance. So go to the assessment resources page on your module website it sometimes located in a slightly different place but you're looking basically in the assessment resources and the guidance for your tma and see what they advise you to do because it might well be different from the standard advice that we give. After that if your advised to use the OU Harvard guide then you can find a link to that on the library website and again from the homepage where's my homepage, here we are (Helen holds up a print out of the [library homepage](#)). It's actually underneath the have you seen section so it says where do I find the OU Harvard guide to citing references. If you click on that it will take you to the guide and there is a section on how to reference a tweet. There's sections on all different kinds of types of reference, so we've got how to reference an email, how to reference

a forum conversation and then your bog-standard you know books, journal articles that kind of thing and tweet is there as well so have a look at that.

Manda:

Module material

Helen:

Module materials, yes Manda just pointed out to me that we've got a whole section on how to reference materials which is very useful to you of course. So yeah and please do contact us if you get stuck with referencing. Contact the helpdesk and we will do our best to help you. Sometimes you're trying to reference something which isn't in the guide and I don't you know you just have to sort of bolt things together from the different reference types and we can give you advice on that.

Manda:

Another about referencing you might want to repeat this one but what's a DOI? And how do I include it in my references?

Helen:

Ok so that question was, what is a DOI? And how do i include it in my references? Well DOI stands for digital object identifier and it's a unique combination of numbers that is assigned to some journal articles and it starts with 10 basically and you can use that DOI in your reference if you're referencing an ejournal article, again there's guidance in the OU Harvard guide. If you're referencing an ejournal article your tutor needs to follow up on it basically, they need to check the article itself, where you got it from. So there are three ways that you can enable your tutor to do that. You can use a permanent link a lot of our databases allow you to extract a permanent URL once you get to the full text. Again contact us if you'd like guidance on how to do that. Or you can use the DOI so you can find the digital object identifier if the journal article has one and you can put that in your reference. Finally if you can't find either of those things, you can just say that you found it in a particular database so accessed in Academic Search Complete. I think that's the wording but it's all in the OU Harvard guide, so basically that is what a DOI is. It's very useful when you're referencing an ejournal article.

Manda:

Nicola tells me we have got somebody asking a question, so I'm just going to get some details but before we go to that - just a basic question really, do I need passwords to access the online library?

Helen:

Ok so do you need passwords to access the online library? Well you need one and that's your OU computer user name, so you will come across links to library resources on your module website and also you will be asked to go access them via the library website. When you click on those links usually you'll get straight in if you already signed in, if not you'll get the usual sign into the OU website message that you get when you access your module website or student home and you just need your normal sign, that's fine. Sometimes

very occasionally you will be asked to choose your institution so you will choose Open University and then you'll be sent to the Open University login page. So it's really easy, it's really easy to access the resources and you don't need a long list of passwords or anything like that so yeah. But if you have any problems accessing the resources get in contact with us and we'll do our best to help you, okay.

Manda:

Okay we have two questions so the first one is Elsa just asking what's an in-text citation? What's the in-text bit mean?

Helen:

Fantastic question, Elsa wants to know about in-text bits in the citation. So with OU Harvard referencing there are two bits, two things that you need to do. The first thing is in the body of the essay you need to put in brackets the author's surname and then a year so you would put say for example if you were citing me from this year you would put (Clough, year) and then that in text citation or reference would link to the full reference in your bibliography at the end of your essay and there you would have the full details. So you would have the author the year the title, the journal title if it was in a journal title, publisher, place of publication page numbers that sort of thing. So the actual in-text citation is in brackets and it's an author and a year. You sometimes see it combined into a sentence, so for example Clough (2016) said or found that - so you can incorporate into a sentence if it's a little bit awkward to just put it in brackets. Hopefully that answers your question Elsa if not let us know, get in contact via the helpdesk.

Manda:

Ok so Marina asks us how do you reference a kindle book?

Helen:

We do have a section on that Marina, so Marina is asking about referencing kindle books. We have a section in the OU Harvard guide about referencing ebooks on e-readers. That is a very good question because sometimes the page numbers in readers or in the ereader version of an ebook will be slightly different from the print version so you need to be aware of that and if Nicola or Katherine could post a link to that section of the OU Harvard guide that would be fantastic.

Manda:

Ok thank you for that let's have a look. How do I access the online training sessions?

Helen:

Ok so the online training sessions, I love the online training sessions they're my baby, I was involved right from the beginning when we started back 10 years ago now. So for those who don't know we offer online training sessions on library skills training in the evenings and at weekends. On four basic topics and you can attend these live. We use OU live which is the university's tool

for delivering online tutorials. You can find out when we're running them on the library website. (Helen holds up a print out of the [library homepage](#)) So right on the homepage the two that are coming up will be in this section upcoming training sessions. If you want to see the details of any further in advance then click on training events which is the far-right tab and that will give you all the details about what's coming up. I think we have one more before the end of the year and that's next week and I think Katherine's doing that. And then we start again January and I'm doing one on I think the eleventh. We've yet to advertise the ones after Christmas but that will be coming in the next few weeks so you'll know what to book on to, but just to say as well that if you can't attend live we have recorded these sessions and you can access those recordings on that same page by clicking on training and events you'll find a recording and you'll also find a transcript as well if that's more helpful to you. So yeah and for those of you who don't know the tool for doing the online tutorials is changing next year we're going to be using a tool called Adobe Connect so we're going to be rewriting all of our training sessions to take into account this new tool which is very exciting. So yeah watch out for that.

Manda:

Fantastic it's quite good that you mentioned the recordings because a lot of people watch those.

Helen:

Yes

Manda:

Ok a more complicated one. Helen I think we've got about 10-12 minutes left so if anyone has any more questions please post them up so we get you in.

Helen:

Please do keep asking a question.

Manda:

What is citation searching?

Helen:

Oh ok

Manda:

And how do I do it?

Helen:

OK you're right this is a little bit more complicated. Ok so citation searching is a way of searching the academic literature in a little bit more advanced way so this would be something that you would do at level 3 and above. So what it is, is you use a citation index and we have four that you can use not including

Google Scholar because you can actually do it in Google scholar as well. So those are Web of Science, Scopus, Academic Search Complete and I believe Science Direct. What it is, is you have a text, a resource, a journal article, or an ebook and what you want to know is who has mentioned that particular resource. Say it's a really key text in your area and you want to find out who is referencing that so who is referring to it, who is mentioning it and in that way. You're also finding other resources on that topic because you can be fairly certain that if somebody has referenced this key text it's going to be on the same topic so it might be worth reading. In this way you find resources that you might not find by just doing a search so it is really valuable. We have guidance on how to do a citation search on the library website, on the help and support pages. Which here we go on the help and support page. (Helen holds up a print out of the [library homepage](#)) Click on the help and support tab, then down the right-hand side, I believe it's under finding information on your research topic and there look for how to do a citation search and we've got step-by-step instructions that take you through using web of science to do just that. Also in the online training session how to do a literature search we go through that in detail as well.

Manda:

We've had a thank you from Emmy for doing the session and there was just a question from Elsa, what if I'm referencing my own answer in the module forum, should I put my own name as a author?

Helen:

We wouldn't usually reference ourselves, I mean you can certainly reference a forum post and there is a section in the OU Harvard guide on doing just that. You see authors referencing themselves if they published a book or something. I would say yeah just follow the guidance in the OU Harvard guide about referencing a forum post, but it's unusual to reference yourself. You could just state what you said again. I think that's fine I don't think you need to reference yourself in that case.

Manda:

Okay Charlotte is asking hi Helen could you explain RIS files please? I did listen to your recording about Mendeley but a reminder would be helpful.

Helen:

Ok so thank you for the question Charlotte, so RIS files or .RIS are used in reference management tools. So reference management tools are a handy way of storing your references, getting the references out of a library database to start with, storing them and then putting them in a word document for example. So they are really quite handy. Examples would be Mendeley, Ref me, Endnote. If you're using a Mac there is Papers. These RIS files are a way you can transfer your references between these tools. So for example if you try out Mendeley, add some references and don't like it and want to try a different tool like Zotero or EndNote, then you can export those references as a .RIS file and save it to your computer and then upload it to your chosen tool and it should import your references and everything should go into the correct field, so the author should be in the author field for example. So basically it's a format for transferring references between different platforms essentially. It's

also a way of getting references out of library databases as well sometimes you can automatically import or export references from library databases, sometimes though you have to actually save the references as a RIS file and then upload it into your reference management tool. So hopefully that makes sense Charlotte. Thank you for the question.

Manda:

Oh hang on one second, I have one question here about books and whether we actually post them.

Helen:

Ok so a question about posting books. Well as you can imagine with 170000 students and a relatively small print collection in the library at Walton Hall, which was only really designed to support the staff on campus - we just don't have the resource to post out books. Our online collections are fantastic - they are some of the best in the country really for an HE library because we don't have to spend that money on the print collections so we put it in the online collections. So to answer your question no unfortunately we don't post books however we do help you to get access to local libraries by the SCONUL scheme. There is one exception if you have declared a disability with the University and your disability prevents you from getting to a library, get in contact with us. Get in contact with the library and we will see what we can do. The online collections are fantastic, so explore.

Manda:

Okay thank you, I think we're nearly out of questions Helen, but we don't have very long to go so if anybody has any questions we've probably got about six minutes. So do you want to talk about anything that we're doing at the moment in the library or perhaps about the advent calendar?

Helen:

Oh yeah that's a fantastic prompt Amanda, thank you very much and it's great that we have Nicola online tonight as well because Nicola created this fantastic advent calendar that we tweeted about and we put a Facebook post up today about this advent calendar. So like a normal advent calendar, it has days 1 to 24 and you can only open the door on the day, so only day 1 is open at the moment and tomorrow you will be able to open door 2 and what Nicola has done is she's gone through our collections and she's found some fantastic resources. A lot of them Christmas related so do have a look at the advent calendar and perhaps Nicola or Katherine could put a link to it so you can have a look and explore as well. So we're thinking of doing a lot more of these types of sessions as well. This is our first Facebook live and I think it's going quite well, I don't know whether you agree? So we would love to do more of these, so if you have any feedback please do send it to us via the library help desk and yeah because it's a great way to engage with you, and to get the questions that you actually want to ask us as well. Because we only know what you want to know if you ask us, basically. We can't really guess.

Manda:

We do have a quick question because you mentioned contacting the library helpdesk, so where can a student find it?

Helen:

Yes very good question, (Helen holds up a print out of the [library homepage](#)).

Manda:

You might just want to explain.

Helen:

So yes if you want to get in contact with us, we have a helpdesk that is staffed Monday to Friday 9 to 5 and out of those hours if you click on the web chat you will actually be put through to our partner librarians in the United States. They staff that 24 hours a day 7 days a week for us. And they will do their best to answer your question. I mean it's staffed by professional librarians and a lot of the questions we deal with can be answered by any librarian anywhere. So if you're working at 2 o'clock in the morning it's certainly worth clicking on that web chat, to talk live to to a librarian. You can find those contact details on every library web page, underneath this chap here. Unfortunately I've cut off underneath where it has the link to the email and the phone number and the webchat link as well. Look for this chap and then you'll find you'll find the [contact details](#).

Manda:

Okay someone was just asking about what is the next training session that we're doing and I think that was how to find information for your assignment. Do you want to just say a little bit about that?

Helen:

So that's next week isn't it? Do you have the date up there?

Manda:

It's Wednesday the 7th and it's how to find information for your assignment.

Helen:

Ok so next Wednesday if you want to come along, the topic is how to find information for your assignment so what we'll be doing is we will be talking about how to choose your keywords - which is the first step really in doing a search and so thinking of synonyms that kind of thing, picking your subject apart and actually carrying out that search. In that session we go to Library Search but we also go out to individual databases as well. Then we talk about how you evaluate what you find, so using those frameworks that I pointed out earlier. The prompt framework, the www to see what's relevant and what you might want to use in your assignment. I think we also touch a little bit on referencing in that session, it's been a while since I ran that one.

Manda:

Yes just a little bit.

Helen:

Yes we also touch a little bit on referencing and it's an hour long. They're all an hour long and it's the ideal opportunity to actually ask questions of a live librarian because they're there to answer your questions and we usually leave time at the end to address any particular concerns you have and the great thing about the tool itself, OU live is that we can do live demos so the tool allows us to show the website live and we can point you out the places where you need to be.

Manda:

I think we've got 1 or 2 minutes left so you might want to just wrap things up

Helen:

Okay excellent so this has been fantastic I really enjoyed this. You can't see the room I'm in at the moment it's called the blue pod and it's in the middle of the computing help desk. So Manda and I are here late in this blue pod and I've noticed that lights have been going off. Have you noticed that? While we've been talking so people are going home but yeah, so this has been fantastic. I've really enjoyed this and hopefully will run more like this in the future if you find it valuable. I guess the only other thing to say is do have a go at Library Search. You can't break it pop in your search terms see what you get and contact us if you have any questions. Okay so thanks very much. Bye