Hello and welcome to the 7th issue of the Online Library newsletter.

Let me start by congratulating all our final year students who are in the process of polishing off their dissertations/projects—well done for getting this far; and to the rest of you who are preparing for your exams—very good luck! Here in the library we cannot believe how fast the year has sped by. Not so long ago, we were talking about the Christmas holiday season, and it’s now almost March and its exam preparation and Dissertation submission period again. I would like to reassure you that you are not alone on this journey, the entire Online Library team are available to support you.

In this issue of the Library newsletter, we have included tips on how make the best use of the resources provided by the Online Library Service including: the growing e-book collection, Inter-library loans from the British Library, and the new and very popular Ask A librarian Service which allows you to speak to a professional Librarian without incurring the cost of long distance phone calls.

However, before we look at those tips, I would like to share with you some great news about Senate House Library access. I am very pleased to announce that all University of London International Programmes students have free reference access to Senate House Library, the central research library for the University of London. Whether you are based in or around London, or just visiting, you are welcome to use whenever you like for somewhere to study, or to access the Library’s extensive collections in the arts, humanities and social sciences. This is an Online library with its extensive collections—currently over 97 million items. To find out what you need to use Senate House Library go to: www.senatehouselibrary.ac.uk/membership/university-of-london

Best wishes,
Dr Sandra Tury, Associate Director-Online Library Services (University of London International Programmes)
Many of the enquiries we receive relate to how to locate essential readings. Using the Online Library Summon search to do this can save you valuable time!


All you need to do is enter the title of the article into the Summon search box on the library homepage. The article is shown on the results page, click ‘Full Text Online’ to access.

**Retrieving the full text**

The next stage is retrieving the full text, as all databases have different log in methods you need to follow slightly different methods for each one. Luckily we have developed log in guides to help with the process. You will be able to see which database the article is in and follow the instructions. Keep the Login Guides page open in a separate browser window while using Summon. After logging in you will be taken to the full text where you can read onscreen or save the article.

**Troubleshooting**

- **Article appears in results but Summon linking not working**
  Occasionally the link shown in the search results does not go to the full text. When this happens you should already know which database the article is in. You can log into the database directly from your course database list and search for the article in the simple search page.

- **The article does not appear in the results**
  We aim to provide essential reading journal articles for your course so please let us know if one of these articles is not available. We cannot always provide all further reading but we are happy to double check so please let us know.

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**Tips: Finding journal articles on your reading list**

![Screen shot of Summon search results](image.png)

Refine your search:
- Full Text Online
- Scholarly & Peer-Review

Content Type:
- Journal Article (103)
- Dissertation/Thesis (48)
- Book / eBook (21)
- Magazine Article (7)
- Book Review (2)

Publication Date:
- From [ ] to [ ]
- Last 12 Months
- Last 3 years
- Last 5 years

Discipline:
- Business (49)
Using your feedback to improve the Library: “You said, We did”

In response to feedback from you we have changed the loan period for the Dawson’s E-Book Collection from one hour to 24 hours. This ensures you have longer to access the book but also allows others students the opportunity to access. If you have other suggestions on how we could improve our services please use our feedback form.

Spotlight on databases
Family Law Online (Jordan’s) resources now available in LexisLibrary
onlinelibrary.london.ac.uk/resources/databases/family-law-online

Some Recent Acquisitions
The Online Library continues to invest in new resources to support your studies and research. You can access all of these e-books either by searching by title in Summon or by logging into the Dawson’s E-Book Collection. We are also in the process of making these acquisition lists available on your programme website e.g. onlinelibrary.london.ac.uk/recent-acquisitions-emfss

Update: Ask a Librarian Live Chat

The Online Library launched the new Ask a Librarian Live Chat Service as a pilot on the 23rd October 2017. Since launch the Online Library Librarians have live chatted with 484 students from 85 unique countries. As many of you will know, initially, this service was available on Tuesdays 9:30-12:30, 1:30-4:30 GMT. However, following the high demand for the service and positive feedback, we have extended the hours to Monday, Tuesday and Wednesday 9:30-12:30, 1:30-4:30 GMT.

Find out more at: onlinelibrary.london.ac.uk/support/help/online-library-enquiry-service/ask-librarian-live-chat
If you have not yet chatted with us, why not stop by and ask us your questions in real time at: onlinelibrary.london.ac.uk/support/help/online-library-enquiry-service.
You can also send us your feedback via the feedback form at: onlinelibrary.london.ac.uk/about/contact-us?type=feedback
Or by completing the chat survey at the end of your live chat with us. We look forward to chatting with you!

We hope that this newsletter has been helpful and informative. If you have any feedback or ideas for what you’d like to see included in the next issue, please do let us know!

If you need help with using the Library the Online Library Enquiry service manned by professional librarians is available Monday-Friday 9am-5pm BST. You can contact us by email or phone.

Contact us:
Tel: +44(0)2078628478
Email: onlinelibrary@shl.lon.ac.uk
Web: onlinelibrary.london.ac.uk/
Ask a Librarian Live is available Monday – Wednesday 9.30-12.30 and 13.30-16.30 BST