Welcome to the first edition of Y Cranc.

“Why Y Cranc?”, I hear you ask. Cranc is the Welsh word for a crab so alludes to our location as the closest Bay campus building to the beach, and also to the shape of the Library building with the two library wings curving round like a crab’s claws. Rest assured, the Bay Library staff are not “cranky” and will not give you a sharp nip!

Your Library Subject Support Team

At the Bay Library you’ll find five subject librarians supporting staff and students for the School of Management and College of Engineering:

Michele Davies - Academic Liaison librarian for SoM.
Alasdair Montgomery – Academic Liaison librarian for CoE.

Michele is your designated Academic Liaison Librarian to consult on overall teaching and research provision, postgraduate liaison, as well as collection development and supporting School and ISS strategies.

• Giles Lloyd-Brown
• Naomi Prady
• Philippa Price

Giles, Naomi and Philippa joined us earlier in 2015 and are highly professional, energetic and resourceful librarians. They have a dual role of supporting both School of Management and College of Engineering staff and students. In fact Giles also supports College of Science on Mondays and Tuesdays when he’s based at Singleton.

Gareth Hill is the Careers Adviser for Engineering and Management.
Support for Research

Support from your subject team at the Bay

Your Subject team can support staff and Postgrad researchers with the following:

- Searching the international Web of Science, EBSCO Business Source Complete, ProQuest Business Collection, Specialists, Wiley FAME, Bankscop, IFR, European Standards Online, Brit Data Service and Mintel.
- Use of bibliographic software (Endnote and BibDesk) to manage references.
- Keeping up-to-date.

Support from the Research librarians at Singleton

The Research librarians. This is a post shared by Dr Sam Oakley (Weds – Fri) and Susan Glen (Mon-Tues), based at Singleton Park campus.

They can assist you with RIS, REF, research data management, and Open Access support, as well as other research agenda items.

You may contact them by emailing iss-research@swansea.ac.uk

Follow the Research blog.

Sam Oakley
Susan Glen

4 into 1: A simpler way of getting answers to your problems

A new one-stop Library desk.

Ever been puzzled whether you should approach the IT Support desk or the Information Desk with an e-journal query? Where should you pick up your inter-library loan requests? Why borrow SPSS from one enquiry desk, theses from another, and books from yet another desk?

From September 1st there will be a simpler way. The new Bay Library will have one enquiry point for all IT, Careers and Library (both borrowing and information-seeking) enquiries. The new “Library Desk” will be staffed by a team of 12 service advisors, trained to deal with first level enquiries.

The team are backed up by senior service advisors and a Customer Services manager. There will be a speedy and efficient referral system in place so our Library customers can be served as quickly and efficiently as possible.
New online Service Desk

In addition, staff and students can log requests for help via the online “Service desk” system. This has the benefit for the user being able to track progress of an issue. The benefit for the Library is that escalating problems can be monitored and dealt with more efficiently. For those of you interested in the technicalities, the online “Service desk” system at Swansea uses Landesk software.

Key points:

Opening hours: Building - 24/7 & Library Desk 8am-midnight (Mon-Fri); 10am-midnight (Sat & Sun).

To contact the Library desk phone 4066 or email library@swan.ac.uk

Access Service Desk via Home and click on the ISS Service Desk icon.

School of Management staff and students can continue to contact the Library subject support team for SoM via email (buslib@swansea.ac.uk) or by phone to the various team members.

E-books

The amount of e-books the library provides is increasing significantly. We like e-books because they're available 24/7, can be accessed anywhere and multiple users can access them at the same time.

Common problems

Our e-books need special licences; just because you can buy an e-book on Amazon doesn't mean that we can buy a copy for the library. Some publishers have made their e-books prohibitively expensive and/or prevent downloading or multi-users access.

Potential solution

We are investing in packages of e-books that offer good value for money and good access in terms of multi-user access and the ability to download. Over the past 12 months we have started access to Elgar Online and Wiley IFRS. All of the e-book collections relevant to business, management and economics are listed on our iFind Research page.

Reading Lists

We would like to work with module leaders on developing reading lists with 100% online resources. If you would like to provide this for your students let us know. We can help you identify e-books and/or other online material for you to recommend.
As you’re probably aware, the library offers access to thousands of online journals which can be accessed wherever you have internet access, be that in your office, working from home or on the beach during your summer holidays! This year, we’re pleased to bring you up to date, full-text access to even more Business and Management journals. Titles include:

- European Journal of Finance
- Entrepreneurship and Regional Development
- International Journal of Human Resource Management
- International Journal of Electronic Commerce
- Journal of the American Statistical Association

We also have a good selection of online journals to support your CPD as a university lecturer. If you’re interested in developing your knowledge of teaching and learning (any HEA Fellowship candidates out there?), the British Educational Research Journal would be a good place to start.

**10 most popular journal titles during 2014/15, used by School of Management:**

1. Journal of Banking and Finance (2630)
2. Journal of Business Research (2628)
4. Journal of Finance (1926)
5. Leadership Quarterly (1824)
6. Journal of Business Ethics (1672)
7. Strategic Management Journal (1664)
8. Academy of Management Review (1503)
10. Tourism Management (1386)

Total times the top 10 online journals have been accessed: **19,312**

Total number of one-to-one appointments delivered to students: **51**

**Student contact with the library team:**

- Proquest: 14,567 accesses
- Bankscope: 502 accesses
- Fame: 592 accesses
- Mintel: 1864 accesses
- IFRS: 152 accesses*

**Number of sessions delivered to students:** **115**

**Total database accesses: 14,567**