

Welcome to the winter edition of the LISD Newsletter in which we tell you about things we have done during a busy summer and autumn to improve our services to you. There are tips and pointers about some of the new services and guidance about who to speak to find help, give us feedback and to book training. We are always very happy to hear from our users directly so do contact us if you would like to make suggestions about how we could improve things.

Simon Jackson

Director of Library and Information Services

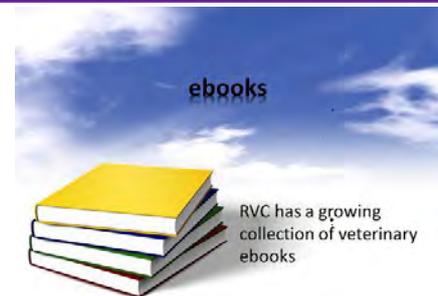
Library Books: You Say We Pay

Library & Information Services has established a new book fund for students, which will be used solely to add extra copies or titles to our collections. You can ask us to buy books and we will do so, no questions asked so you will never need to worry about too few copies of textbooks!

To request books email wepaybooks@rvc.ac.uk with all the details.

eBooks

Recently the RVC Library has bought the Elsevier and Wiley Veterinary collections. They are available through [Metalib](#) or the [LISD](#) intranet page. We now have access to over 2000 eBooks and others are being added, so it always worth checking availability.



Journals

There are now over 10,000 ejournals available through Metalib and the A-Z list. New free and open access journals are being added all the time. This year there are some new additions to our subscribed ejournals, Clinical Gastroenterology and Hepatology, Developmental Cell, International Journal of Science Education, Part B Communication and Public, Journal of Supply Chain Management, Journal of Visualized Experiments (JoVE General, JoVE CTM and JoVE Immunology and Infection), Public Understanding of Science, Sports Medicine Package and Supply Chain Management Package. ATLA journal has been discontinued. If you have any journal recommendations, please contact ashearer@rvc.ac.uk.



Library Elf is a web-based and email tool for Library users, making it easier to keep track of what's due, overdue or ready for pickup from the Library. Registration is free; the link is on the [LISD Intranet page](#) and the [Library catalogue page](#).

Athens Single Sign On

Last summer, RVC converted Athens to single sign on so that resources can be accessed off-campus using your RVC userid and password. Currently the old Athens IDs and passwords will still work for most resources but when they expire they will not be renewed.



Software developments

The range of software available to staff and students continued to develop last year with new versions of standard packages such as SPSS, GraphPad, Prism etc., and on student computers, the addition of a suite of learning assistive software from Claro. 2013 will present a number of new challenges and opportunities relating to software such as:



"THE COMPUTER SAYS I NEED TO UPGRADE MY BRAIN TO BE COMPATIBLE WITH ITS NEW SOFTWARE."

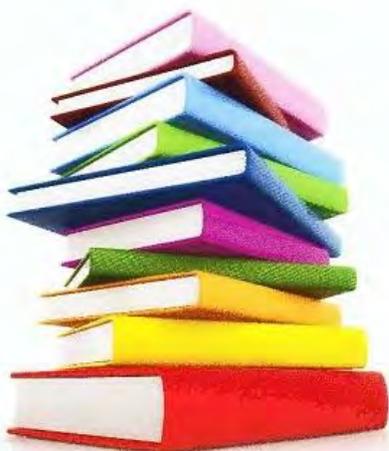
- Release of Microsoft Office 2013
- Increased uptake of Windows 8
- More devices running the newest Android operating system - Jellybean 4.2
 - Rumoured release of a new Apple operating system - OS X 10.9
 - Further updates to 'standard packages' such as SPSS, GraphPad Prism, Endnote etc.

Another major project of the Library & Information Services Division during 2013 will be to survey and consult with departments on updating their older XP computers to Windows 7 ahead of Microsoft withdrawing its support and security patches for the OS in April 2014. Any staff running much older versions of software (such as Office 2003) on their RVC computers should contact the LISD Helpdesk to discuss migration to newer versions of their software as a transition to subsequent versions to be released during 2013.

Out of Hours Support

The Out of Hours IT Helpdesk service is available after 5pm and at weekends via x5181 (0207 4685181) – to make full use of password management services and the Out of Hours Helpdesk, please remember to record your secret security question and answer at <http://ithelp/squestion.aspx>

Bookshop



The Library bookshop is still here! Last term we ordered 183 titles (around 629 books) for staff, the Library and students, ranging from Pulmonary Pathophysiology to The Behaviour of the domestic cat. We still do bulk orders of titles like Pathways to Pregnancy and Parturition and can offer up to a 15% discount on other titles.

The Pasquini books are still popular and are ordered each term from the US. Elsevier have offered an extra discount (27%) on selected titles such as Dyce's Anatomy, Fossum's Small Animal Surgery and Ettinger's textbook of Veterinary Internal Medicine. The most popular book last term was König's Anatomy (over 50 copies sold). We recently opened a trade account with Palgrave Macmillan which will allow more special deals.

An online order form will be available soon which will simplify the ordering process. The [New Book Suggestions](#) form should still be used to recommend books for the Library.

Helpdesk

In 2012, the Helpdesk completed 7871 jobs in 9273 hours; in addition, last summer we replaced 52 older PCs at Camden and 32 at Hawkshead. We increased the number of PodBooks that we loan out via the Library and now have 40 PodBooks available for 3 hour loans at each campus.

In a project with eMedia Unit, iPads with lots of useful content are available to borrow from Camden Library on 3 hour loan.



There is wireless network in all student accommodation at both campuses, as well as the network sockets in each room. For help accessing the network check out <http://ithelp/wifi/WiFiLinks.aspx> or see us at the LRC counters.

We run a laptop clinic at both sites each Wednesday during term time between 1pm and 2pm so please come to one of the sessions if you need any help setting up new devices on our wireless network, need antivirus software installing or just have a general question.

Please remember to change your password on any device you have configured to access the college wireless network or email when changing your password on campus. *Not doing this locks out your RVC account.* If you need assistance changing your password, please see the documents at <http://ithelp/wifi/WiFiLinks.aspx> or contact the helpdesk.

LISD Training

This year we are continuing to provide timetabled LISD induction sessions for all new students. There is an [LISD induction](#) module on the intranet pages and an online induction for distance learning students is in progress.

All postgraduate and most undergraduate students receive timetabled training on the reference management packages EndNote and EndNote Web. We are upgrading to the newly released EndNote X6 soon. Endnote training is available for all staff and students as bookable sessions at both campuses; also half hour 'service update' sessions covering Metalib, Portal, databases and anything else are available. These are all advertised on the RVC intranet events list.



Eduroam at the RVC



The RVC is now participating in the JANET Roaming Service or as it is better known 'Eduroam'.

Eduroam is a wireless connection service that allows RVC users with a valid Active Directory account to connect to the Internet at other participating institutions. A large number of European countries provide the service and a wide range of mobile devices are supported. The RVC intranet provides basic information ([click here](#)) and a further link to a wireless configuration page for the most popular devices. RVC users should consult their relevant Helpdesk for further information prior to visiting another Eduroam establishment as it is a 'one off' setup.

Walk in Access to Electronic Resources is available for college visitors; it allows them to access RVC subscribed resources. Contact Library@rvc.ac.uk for more information.



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Follow us to keep ahead of what's new with your Library and IT services.

We'd love to hear from you too so feel free to Tweet us your ideas, comments or anything else you think we might find interesting.

Please do let us know what services or improvements you would like to see.
helpdesk@rvc.ac.uk Library@rvc.ac.uk