



A GUIDE TO
LIBRARY
SERVICES 2008

WELCOME TO THE TAVISTOCK AND PORTMAN NHS FOUNDATION TRUST LIBRARY

The Tavistock and Portman Library was formally set up in 1946. The collection at that time included material held by the Tavistock Clinic, an organisation established to counsel shell shocked victims of the First World War. The library was re-launched in 1999 as a national resource for mental health and is nationally recognized as a leading UK therapeutic resource. The library's resources reflect the multidisciplinary approach of the Tavistock and Portman NHS Foundation Trust and span all aspects of the behavioural sciences. The main disciplines covered include psychotherapy, psychoanalysis, family therapy, psychiatry, clinical psychology, educational psychology, social work and the study of organisations.

This guide describes the library, its resources and its services for both local and regional members. We value user feedback so please do contact the library staff if you have any further questions or suggestions as to how we can improve our services or this guide. Our contact details are at the back of the guide.

**Please contact us if you would like this
guide in an alternative format.**

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LIBRARY COLLECTIONS

LENDING COLLECTION

The Library has over 19,000 loan items such as books, e-books, unpublished papers and pamphlets mainly in the fields of psychiatry, psychology, psychoanalysis, psychotherapy, family therapy, forensic psychotherapy, educational psychology, clinical psychology, organisational psychology and social work.

JOURNALS COLLECTION

The Library subscribes to 220 journals in print and to a further 2200 in electronic format available via the Internet. Use the ONE STOP SHOP for a full list of our collection.

REFERENCE COLLECTION

The library maintains a Reference Collection which includes Quick Reference materials, items of high use, and an archive of older material. Reference items are for use in the library only.

THESES COLLECTION

The Library holds copies of past Tavistock Clinic Theses. Details of theses are available on the Library Catalogue. Theses are available to staff and students and are for use in the library only.

AUDIO-VISUAL COLLECTION

The Library holds an extensive Audiovisual Collection, including an archive of Trust lectures and conferences, commercially produced training material and TV programmes. Our archive recordings are currently being digitised to make them more accessible. AV items may be located via the Library Catalogue under the search terms videorecording, or soundrecording plus a keyword.

ONLINE RESOURCES

THE LIBRARY WEBSITE

The Tavistock and Portman NHS Trust Foundation Trust Library can be accessed online at: www.tavi-port.org/library

The Library web pages act as the gateway to the following:

- Library Catalogue - details of all of the Library's collection
- Electronic Journals from the One Stop Shop
- Electronic Books
- Electronic Databases
- Kat's Information Toolbox (Information and Study Skills Tools)
- Library and Information Skills Training
- Latest Media and Library News

See below for more information about some of these services.

THE LIBRARY CATALOGUE

The Library Catalogue provides information on books and other items available from the library and their current location.

To access the catalogue:

- 1 Visit www.tavi-port.org/library
- 2 Click on Library Catalogue
- 3 Click on Library Catalogue in the text on the right

ELECTRONIC JOURNALS

The library provides access to over 2,200 electronic journals. Visit the One-Stop-Shop for journals on the library's web pages for a full list and how to access them.

ELECTRONIC BOOKS

Electronic books are electronic versions of printed books. The library provides access to over 170 electronic books via Netlibrary, PsycBOOKS and the NHS's MyiLibrary collection of mental health books. These collections can be accessed via the Electronic Books section of the library website with an Athens username and password.

ELECTRONIC DATABASES

Electronic databases such as PsycINFO can be used to find summaries of sources of information such as journal articles, books, book chapters, book reviews, conferences, and dissertations. They are very useful when gathering citations for assignments, dissertations, research projects or clinical work. A link to the full text will appear if the library subscribes to that item. Check the Library Electronic Databases webpage for a full list of databases available and arranged by broad subject focus.

To access databases:

1. Visit the Library online at: www.tavi-port.org/library
2. Click on Electronic Databases
3. Then click on Electronic Databases on the right for a list of databases organised by subject

You need an Athens Username and Password to access the electronic databases. Contact the library by email if you do not have one.

Training on how to use the Electronic Resources

Training guides are available in print versions from the Library or online via the Information Skills section of the Library's web pages. Also, Kat's Information Toolbox on MOODLE, the Trust's virtual learning environment, points a number of online tutorials and guides.

PASSWORDS

Access to most electronic resources requires an Athens username and password. Library members register themselves as part of the Library Registration procedure. In a very small number of cases, some resources require a separate username and password. More information is on our web pages or you can email the library for help.

SOFTWARE

Many full-text electronic resources can be downloaded in the form of an Acrobat PDF file and then saved to a file or printed. To view or print out a PDF document, you must have a copy of Adobe Acrobat Reader installed on your computer. PDF's are widely used on the Internet, so it is worthwhile installing Acrobat Reader. If you do not have a copy, visit this site to download the latest version of the software (which is distributed free): www.adobe.co.uk/products/acrobat/readstep

COPYRIGHT

Copyright compliance is your responsibility. All library resources are protected by copyright. This restricts the amount of information you can copy or download so please familiarize yourself with our copyright posters and other library copyright information. If you are unclear about any aspect of copyright please check with the library before copying or downloading, contact Lise Szwann on:

Tel: 020 8938 2306
lszwann@tavi-port.org

GENERAL INFORMATION

JOINING THE LIBRARY

To join the library, please complete a registration form, obtainable on Enrolment Day or from the issue desk. You will also be required to take an online tutorial and complete a quiz, before you can actually enrol with the library.

JOINING THE LIBRARY - REGIONAL MEMBERS

As a regional member of the library you can:

- Borrow books through the post
- Request the supply of journal articles or book chapters
- Have online access to electronic information services, such as journals and databases.

You will receive a library membership card which has an ID number on the back and you will also be advised of the PIN for your card. You will need your ID and PIN to check your library account, to order inter-library loans, to reserve books, and to renew loans.

DISABLED USERS

The library is wheelchair accessible and offers a range of facilities for disabled users.

Full details are available from the library web pages:

www.tavi-port.org/library

Tel: 020 8938 2520

Email: library@tavi-port.org

We value feedback on these services to help us develop them.

FINDING BOOKS, PAMPHLETS AND JOURNAL TITLES

The most effective way to find out what material the library has is by using our web-based online catalogue. The catalogue can be searched by title, subject or author and it gives instant information about locations and availability of items. The catalogue can be accessed over the Internet 24/7.

To access the Catalogue:

- 1 Visit: www.tavi-port.org/library
- 2 Click on Library Catalogue on the left of the page
- 3 Click on Library Catalogue again in the text on the right of the screen

FINDING JOURNAL ARTICLES

The library journal subscriptions include both print and electronic journals. The best place to start is with the ONE STOP SHOP which indexes all our journals and clearly indicates which formats and which years are available. The ONE STOP SHOP is a link from the Library web page. The library also subscribes to a number of scholarly databases that index and abstract journal articles, books, book chapters etc. Databases are useful resources when you are looking for research on your topic. If the library subscribes to the full text of the item, a link will be available from the search results page of the database. If we do not have a subscription, we can get the item for you from another library using the interlibrary loan service.

To access the One-Stop-Shop:

1. Visit: www.tavi-port.org/library
2. Click on 'Journals-One Stop Shop'
3. Click on the One Stop Shop again in the text on the right
4. Most journals require an Athens username and password for access.

LIBRARY SERVICES

ISSUE DESK

During opening hours library staff will be on hand to assist you with any general enquiries you may have.

You can contact the library by:

Email library@tavi-port.org

Post The Tavistock and Portman NHS Foundation Trust
120 Belsize Lane, London, NW3 5BA

HELPLINE

If you have particular enquiries about searching for information on our electronic resources, please contact the Library telephone helpline: 020 8938 2505.

BORROWING AND RETURNING MATERIALS

Books may be borrowed for a period of up to one month and audio-visual material for one week. However, if books are requested by another user, they are subject to recall after two weeks. Books should always be returned to the issue desk so that they can be deleted from your reader record. If the Library is closed, books can be placed in the book return bin just outside the Library entrance. Fines are not charged for overdue items, but loans should be brought back promptly on or before their due date, so that material is available for other members.

BORROWING AND RETURNING MATERIALS FOR REGIONAL MEMBERS
(UK, NORTHERN IRELAND, EIRE, CHANNEL ISLANDS ONLY)

You can borrow up to 10 books or pamphlets at one time by post and are responsible for the costs incurred when returning books by post. Items will be issued for a period of 4 weeks initially and may be renewed once. Two weeks into this borrowing period they are subject to recall by other library members. Please return items when requested to do so.

Postal loan requests can be made by using the 'Requests' self-service function on the library catalogue. Please allow 5 working days, including posting time, for delivery. It is strongly recommended that material is returned to the library by recorded delivery.

PLEASE NOTE that if a book you request is already on loan to another library member, it may take a while before the book is available for posting.

OVERDUE ITEMS

If you have material that is overdue, you will receive one overdue letter and then an invoice that includes the cost of the non-returned item plus an administrative fee. Until the book is returned or paid for, you will be unable to borrow any more items from the library. We anticipate this being a very rare occurrence, as we know that most of our members are considerate of their fellow members' needs and return their loans on time.

RENEWALS

Items may be renewed twice, if not required by another reader. You can renew by telephone or email but we encourage our members to use the self-service renewal facilities on our online catalogue.

RESERVATIONS

If all copies of an item are out on loan, it is possible to place a reservation, which can be done via the Library catalogue. Once you are in the actual record that you want to reserve, just click on Reserve and follow instructions. PLEASE NOTE that a reserved book may take some time to be returned to the library before we can send it to you.

MAKING A POSTAL LOAN REQUEST VIA THE LIBRARY CATALOGUE - REGIONAL STUDENTS ONLY

- Visit: www.tavi-port.org/library
- Choose Library Catalogue from the left
- Click on Library Catalogue from the text on the right
- Identify the items you wish to borrow by searching the library catalogue
- If you find only 1 result, click on **Regional Members** at the top. If you retrieve many matches, click on the **Details** button to the left of the desired item, then click on the Regional Members at the top. Fill out the appropriate form entering your library ID number and then click on **Send**. Repeat the process for any further books or pamphlets you would like via postal loans.

BORROWING RESTRICTIONS

Some material is **excluded** from the postal loan service, including:

- Theses and dissertations
- Reference material
- Journals
- Audio Visual Items

PHOTOCOPYING AND PRINTING

There are two photocopiers and two printers in the Library for use by members. The price per sheet is 10p for A4 and 15p for A3. Re-chargeable Flexicards can be obtained from the issue desk for photocopying or printing, which can then be charged to the desired amount. Users must comply with copyright regulations, details of which are displayed next to the machines.

PHOTOCOPYING SERVICE FOR REGIONAL MEMBERS ONLY

At any one time we will supply photocopies of up to **three** journal articles or extracts of books held by the Library. In order to find out if we have a particular item in stock, check our catalogue. A fee of **£3.00** per request is made for this service including postage and package. Copyright law allows us to photocopy on your behalf no more than one chapter of a book or 5% of the whole book, whichever is greater and no more than one article from a single issue of a journal if it is for non-commercial private research or study. All photocopies should be ordered via the Library Catalogue. Click on the Regional Members button and complete the appropriate form.

ELECTRONIC STUDY PACKS

We provide students with an electronic collection of core readings from their reading lists. Not all tutors have opted for this service, but for those courses participating the Library has prepared study packs which are available via **Moodle**, the Trust's Virtual Learning Environment.

MOODLE

Moodle is a virtual learning environment that can operate as a very effective online learning community. Each course has its own page that can be used for:

- discussion forums
- hosting study packs
- distance learning courses and modules
- web conferencing
- in-house podcasting - so it will be possible to listen to a scientific meeting, lecture (provided it was taped), conference and lots lots more...

STAFF PUBLICATIONS

The Library produces an annual list of current publications by Trust staff. Details of former staff publications are available on request and most can be located on the Library catalogue.

GETTING MATERIAL FROM OTHER LIBRARIES: INTERLIBRARY LOANS

Journal articles and books that are **not** in stock in the library may be obtained from other libraries. A fee of **£5.00** per request is charged for this service. Please give as much accurate publication information as possible and include the source of reference (such as a bibliography or electronic database record). This request should be made via the on-line library catalogue. Click on InterLibrary Loans and choose the appropriate form.

We are unable to post books obtained from other libraries to regional members, however we can supply a photocopied chapter from a book from another library and journal articles. To order photocopies click on Inter Library Loans and choose the appropriate form.

PAYMENTS FROM REGIONAL MEMBERS

Payments for the Photocopying and the Interlibrary Loans services can only be made by cheque at the moment. Please make cheques payable to '**Tavistock and Portman NHS Foundation Trust**'.

PERSONAL LIBRARIAN SERVICE

Clinical departments, disciplines, courses, specialist units and regional courses have been allocated a member of the library staff to look after their information needs. There may be times when you or the staff or students you work with or teach want to contact a named person about a specific problem or query. Having this one-to-one contact means that a query can be dealt with quickly.

CURRENT AWARENESS SERVICES (CAS)

The library provides a number of current awareness services, such as Media Alerts, Tavistock and Portman press cuttings, recent staff publications and RSS feeds to key journal contents pages

EXTERNAL MEMBERS AND VISITORS

The Library offers a number of fee-based services for external members, including day tickets, annual membership and life membership. There are reduced membership packages available to former Trust staff, trainees and students. Contact the Library for full details of services available.

ACCESS TO OTHER LIBRARIES

The following information is for students on Tavistock courses accredited by University of East London, or Essex University.

Students on courses accredited by these institutions may be entitled to full library access at the accrediting body or be able to participate in the SCONUL scheme mentioned below. By using this scheme you will be able to find a local library near your home, that can also support your study and research.

VISITING OTHER LIBRARIES

Before visiting another library, you are strongly advised to check in advance for details such as location, facilities, opening hours, any conditions of use etc. Be prepared to show proof of identity and/or home institution. Most university libraries will provide their catalogue online via the Web so that you can check their stock before you set out.

SCONUL VACATION ACCESS SCHEME

Postgraduate students following taught courses at/accredited by UK and Irish universities and HE colleges will normally be granted reference use of other higher education libraries free of charge during the vacations of the host institution, as part of this scheme.

Students need to ensure they present their UEL or Essex library cards, not the Trust library card. Visit SCONUL's website for more details: www.sconul.ac.uk

UNIVERSITY OF EAST LONDON
Barking Campus
Longbridge Road
Dagenham
Essex RM8 2AS

Tel: 020 8223 3000 (Switchboard)

www.uel.ac.uk/lis

ESSEX UNIVERSITY
Albert Sloman Library
Wivenhoe Park
Colchester
Tel: 01206 873333

libwww.essex.ac.uk

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OPENING HOURS

If you want to visit the library our opening hours are:

TERM TIME

Monday - Thursday 09.00 - 21.00

Friday 10.00 - 18.00

VACATION

Monday - Friday 10.00 - 17.00

During the vacations the library may be subject to closure at certain times.
Please consult our web page or telephone for up-to-date information.

CHANGE OF ADDRESS OR CONTACT DETAILS

Please notify the library immediately if you change your address or contact details; in particular please keep us up-to-date with your current email address.

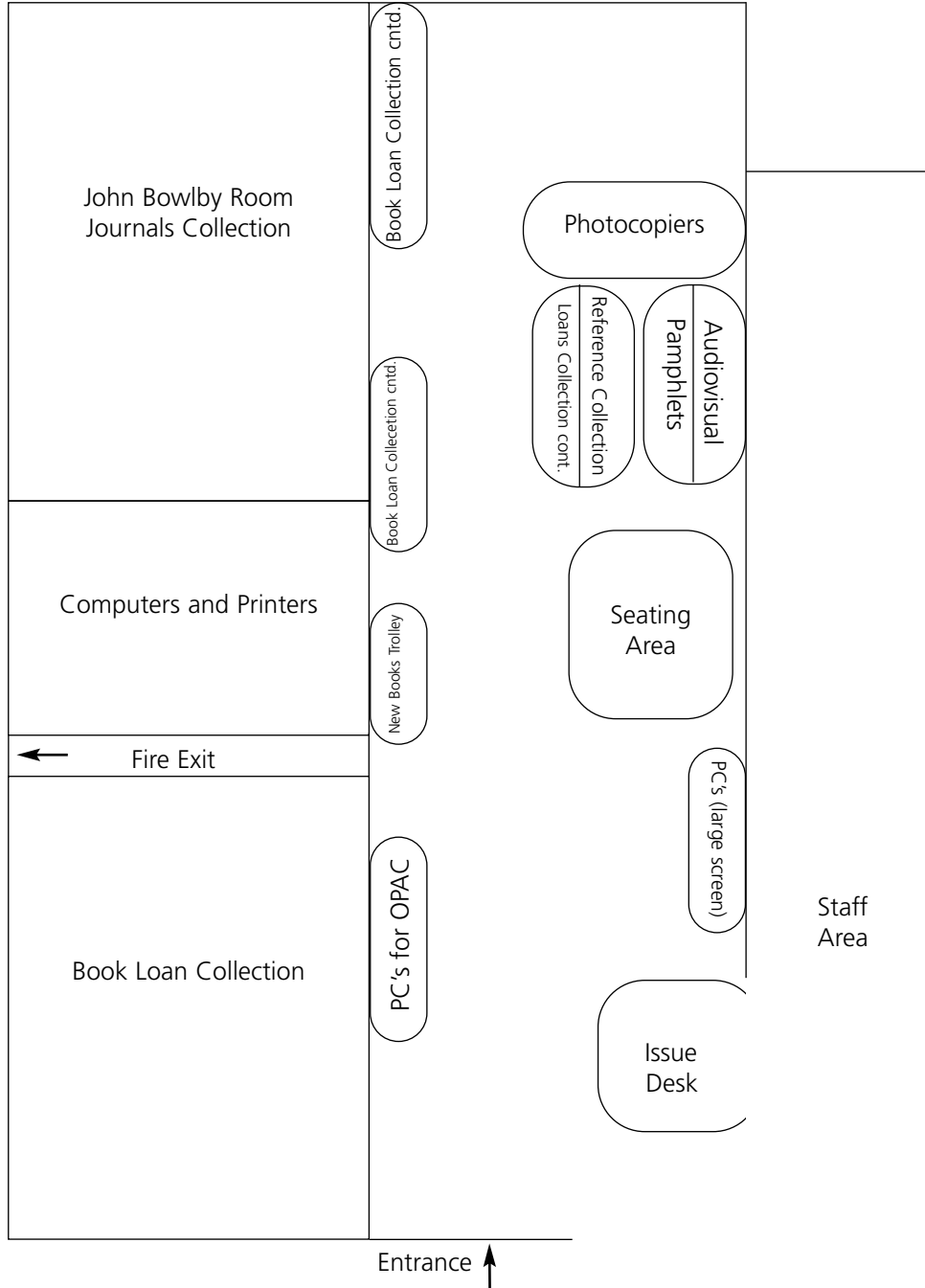
TEL

020 8938 2520

EMAIL

library@tavi-port.org

LIBRARY MAP



LIBRARY

Tel: 020 8938 2520
library@tavi-port.org
www.tavi-port.org/library

The Tavistock and Portman **NHS**
NHS Foundation Trust