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| Invariably whenever I perform literature searches the most useful papers prove difficult to find in full print. The AFBI library staff are always able to deliver the literature I need and always very quickly, often without even having to resort to expensive inter-library loans which would otherwise be my only other option. | The AFBI library's document request system is extremely convenient in that it automatically populates a request with all the information which might help the library staff member locate the article. The library staff members employ their expertise and search the least costly routes first and have always managed to find the articles I have needed. | The efforts of the AFBI library have saved both time and money. They have greatly reduced the need for inter library loans which I feel I would resort to if my own searches via 'AFBI-Connect' were fruitless. They also allow time to be used more efficiently as I might take a much windier route and a much lengthier process to discover an article which they are able to find quickly. | The AFBI library's assistance in locating literature saves a great deal of time allowing me to concentrate on producing my own works. |
| Publication search | Searched, located and ordered paper. | Received paper quickly | Additional information received for the research I was conducting. |
| I regularly request the Library to download papers in pdf form or send me hard copies, which are urgently needed to meet a business deadline | The Library staff action my request urgently. | Often the papers are with me within just 10-15 mins of my request and this has been really appreciated. | I have been able to meet urgent business deadlines - something I would not have been able to do, had I to go online and try to source the publications my self or make hard copies in the Library. |
| I have also benefited from attending a short training course on EndNote provided by AFBI library staff. | AFBI library staff also provided advice on attributes of EndNote that have value for my work. | I have now established a library of EndNote references and utilise them in writing documents. Input from AFBI staff results in time reduction. | Positive. Above all, reduction in cost and time is significant. |
| Frequently Library staff assisted me in securing articles from a literature search. These articles could not be easily downloaded from the internet. | Usually these journal articles have to be purchased online via the internet. However, the library staff through their Queens' connection can download the article and supply to us. | AFBI library staff help in securing Journal articles. This facility really reduced the actual time of searching and getting opportunity cost from other source, otherwise, it could have been costly. | Positive. Above all, reduction in cost and time is significant. |
| Sourcing of references in relation to a research topic for a literature review which I found difficult to locate | A Library staff member provided copies of requested reference papers within a week of the request being made, | Having such a quick response from the Library staff ensured that the literature review was completed in a timely fashion and in a timescale agreed by the project leader. This service was invaluable as they located papers that I found difficult to locate and cost effective as I could continue with other duties while the Library staff sourced the required literature. | The literature review was completed within the deadline set. The review contributed to an International Plant Science project. |
| Advice on how to change setting in endnote so references in a manuscript again came with a name and date and not with a number | Told me how to change the setting back to default | I did not have to manually change the refs again | faster paper writing |
| I looked for a book for our project, AFBI library purchased it very quickly. It is a big help to consider new test method on the project. I looked for a book but not necessary to purchase, AFBI library got it through British library. I am happy with the help. | Librarians were able to advise on the quickest and most economical ways to get resources (books or electric papers). | I could manage to establish new methods or improve current methods more effectively on projects. | A project I was involved in was awarded best poster prize in a conference. Projects can be completed in time with cost effectively due to improved methods. |
| Endnote use | Staff member visited me in my office, helped me set up end note and gave a tutorial on how to search and save articles | Know the basic use of end note (its all I need!) | Quicker journal searching/saving in the one place. articles can easily be distributed to other staff in my team |
| Help with database searching and use of EndNote | Deborah devoted an hour or so to helping me one on one get to grips with running and saving searches. Library staff member visited the office and provided practical support and advice on managing an EndNote library and advice on other features of EndNote that were of value. | I am much more confident in the use of EndNote and of the available library databases. I can complete my literature searches in a more timely and efficient manner | Reduced time spent searching for previous studies. |
| Asked Library staff to reconfigure my EndNote library | Ongoing support was provided and any questions were responded to in a timely fashion. - they suggested automatic upload from a file of saved PDFs. | This worked really well and I was confident that PDFs were being curated and named and allowed me to recycle a lot of paper copies | this is a much more efficient way to manage scientific and policy references. We're often asked at short notice to provide summaries of relevant peer-reviewed literature and this helps. |
| - Help on printing out inaccessible journal articles - Document scanning | A library staff member provided print-outs of key articles that I could not obtain through AFBI systems. I was also able to get relevant documents scanned when the research office was not functioning at that particular time. | Journal articles obtained were used in the outputs to stakeholders. Timely- scanned documents made administrative duties easier to implement. | Timely delivery of project deadlines and fulfilment of administrative duties. |

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| I have asked library staff for help with obtaining scientific articles that are not available through the AFBI library. I have also asked for specific advice regarding intellectual property ownership of published articles from AFBI in specific journals and the ability to share these articles with colleagues and collaborators arising from AFBI studies. | <p>The library staff have been super quick at obtaining articles that I have not been able to get.</p> <p>The library staff have ensured that I have not fallen foul of publisher's IP rights and given sterling advice in this matter usually at the time of asking but in some cases they have been good enough to seek further advice in a timely fashion and get back to me promptly.</p> | <p>I have been able to continue my literature reviews for the purpose of publishing papers or completing project proposals without delays due to the library staff getting me the articles I needed.</p> <p>I have not put AFBI in a difficult position by sharing papers with other people that could have caused publishers to seek redress thanks to the valuable advice from the library staff.</p> | My work has gone more smoothly and faster due to the help from the library staff. |
| Some months ago the library helped with a detailed literature review I was doing for an external funding agency. I also regularly ask the library to access reference I can not get by myself | In terms of the literature review I was carrying out, I had a junior member of staff carrying out some of the work. The library provided him with support on the use of Web of Knowledge and also on Endnote | The literature review was successfully completed. The junior member of staff has also now been up-skilled in the use of WoS and Endnote, which will be very valuable for future projects | The project delivered an important report to external funder on national research priorities for agriculture and water quality |
| I found a reference to a book My Postgraduate (PhD) Students have used the AFBI library facility to support their literature needs - I largely operate (for scientific literature) through them | <p>I wanted a non-work related book and was advised to contact Amazon</p> <p>Full support (and flexibility of approach) is given</p> | <p>I enjoyed the book and gave it to a nephew</p> <p>Students have a superb research support tool, and are progressing well without having to struggle with literature</p> | The library staff are always kind and helpful Collaborative projects with QUB and other institutes are facilitated. Policy related research is at the forefront and we are able to collaborate with our larger partner institutes throughout the UK and Europe |
| I had to up-date and collect and put in folders etc. all of DR Catherine Watsons past papers before her retirement. | The Library staff were as always very helpful. They were able to search back since 1981, when Dr Watson first started, until the present day for papers she had written. This was all carried out in a professional and timely manner. | I was able to print out hard copies of the pdf's provided and create folders for her and future members of staff to read. | Dr Watson was delighted to have 2 folders with all her past papers collected in one place and to leave her 'Legacy' for future staff. |
| I had a literature review to carry out for my DARD project and received excellent support and advice from Newforge Librarians. accessing an obscure publication | <p>A library staff member spent time with me giving advice on using Endnote and practical tips with regards searching for papers.</p> <p>they accessed the publication</p> | <p>My work was carried out in a more efficient manner through the excellent help provided by library staff.</p> <p>I received the publication</p> | Newforge librarians can not be more helpful. A great asset to AFBI. working in a niche area is difficult and literature is often scarce, the library resource is therefore extremely important to the continuation of my work. |
| I have asked the library staff to show me how to use the zetoc alert system. | The library staff were most helpful and I now use this system for my journal searches. the library staff at VSD Stormont took time out to demonstrate the system and answer all my queries. I have in turn been able to recommend the system to my colleagues. | As above and I now use this system on a regular basis. | I have been able to monitor relevant journals and have applied this knowledge to my day to day work and have tested some new methods found in the journals.. I would like to add that the library staff at VSD Stormont have also efficiently ordered books for me during the year which I was able to give to my team regarding specific topics which have been most useful for new and existing staff to update training, including aspects of laboratory health and safety. |
| Library staff have been able to help me locate journals, have shown me how to use online searches, e journals etc | As part of schedule 5 course library staff gave a good presentation and demonstration on how to do a thorough literature search. They taught us the importance of using different search engines and journal finders such as web of knowledge, science direct etc.to give a comprehensive overview of work and studies carried out. | Assurance that thorough literature searches have been carried out. | Project research carried out faster as have better knowledge of how to search and use the e resources of the library. |

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| <p>There are a number of examples that are relevant. QUB staff at AFBI Stormont have been instrumental in setting up literature alerts (to rapidly identify new publications) to complement literature searches. Locating and purchasing journal articles that are at the pre-publication stage and are not freely available. Provision of Endnote training and refresher courses.</p> | <p>As well as being on hand within the library complex, QUB staff have made themselves available to sort out problems at the computer terminal. This provides a rapid solution to setting up and maintaining literature alerts. When publications are needed at short notice, QUB staff can be relied upon to obtain or procure articles at short notice, when possible. This has been extremely useful in maintaining continuity in business needs, without disruption. Continued support by providing training and in reinforcing those training courses has been very helpful to increase expertise with Endnote and in extending this skill with various forms of writing.</p> | <p>Retrieval of information and access to a greater range of publications has been made significantly easier. This makes my job a lot easier to carry out, either by representation to DAERA or in submitting manuscripts for publication.</p> | <p>When deadlines are increasingly short and the quality of submitted material needs to be greater, access to QUB expertise as well as a significant range of information, has a big impact on the delivery of work within and beyond AFBI.</p> |
| <p>I had been asked for health and safety advice regarding a workplace issue. My research on the topic identified that I may need to consult a British Standard to be sure I was providing accurate advice. I did not need or want to purchase the BS unless it would be of further use to me.</p> | <p>I asked the Library staff if they could arrange to provide the BS. The library staff worked quickly and were able to give me sight of the BS overview.</p> | <p>This was sufficient to deal with my requirements. The document would not have been of further use to me and thus I gained the information I required without purchase of the expensive BS.</p> | <p>I was able to complete my health and safety advice on the topic.</p> |
| <p>I asked the VSD library staff to locate and retrieve for me a large number of archived references relating to liver fluke epidemiology, structure and immunogenicity for the purpose of compiling review articles and theses for examination by the Royal Veterinary College and by QUB.</p> | <p>The staff were able, in a remarkably short time period, to locate all the articles and provide me with many in the form of photocopies and others in the form of PDFs. These were found, not only in the archived stacks at VSD, but also in the archives at QUB and elsewhere including the British Library and Edinburgh University. Help was also provided to convert many of the photocopied articles to PDF form for electronic archiving.</p> | <p>The articles were used to prepare two review articles on the topics of structure and toxicology of fluke parasites, and to compile theses for submission to the RCVS and to QUB.</p> | <p>The review articles have been used to direct and inform planning of future research and grant proposals in the areas of anthelmintic resistance in parasites and development of vaccines for fasciolosis. On the basis of one of the theses, Fellowship of the Royal College of Veterinary Surgeons was awarded. The other thesis is being examined by QUB for the award of DSc.</p> |
| <p>I have asked the library to source books in a specific subject area.</p> | <p>The library very quickly provided access to an e-book.</p> | <p>The promptness of the response allowed me to prepare more fully an important presentation.</p> | <p>I was able to incorporate additional information into my presentation, which fully supported and strengthened the points which I raised.</p> |
| <p>Due to the nature of my research some of the citations are old so I have frequently asked the AFBI library staff for help in locating particular references which were only in hard copy.</p> | <p>I am based in a location remote from the AFBI Library - Wexford. The library staff kindly scanned and emailed or photocopied and posted the appropriate material.</p> | <p>A better and more comprehensive literature review and scientific papers.</p> | <p>So far two of my three PhD chapters have been published and the third is in review.</p> |
| <p>I have asked library staff to help in sorting out a full pdf file download issue. we have subscribed to the e-version of journals but was not able to download via the Endnote.</p> | <p>Ongoing support was provided and any questions we had were responded to in a timely fashion. Library staff tried all different ways including contacting Endnote helpdesk to resolve the problem.</p> | <p>It is found out that the problem was caused by the platform that Endnote uses.</p> | <p>The promoting of the Endnote use in AFBI has saved lot of time for AFBI staff in finding PDF documents and improved the research efficiency in the institute</p> |
| <p>Due to changing work requirements and sharing of staff between work areas I have needed to acquire knowledge in new fields. I needed some guidance in how best to do searches.</p> | <p>I had previously attended one of the library courses which provided me with the knowledge to start my searches. However when I had any questions or needed any help at all to refine my search or had difficulties with the online system I was able to ask library staff directly. Staff were always extremely helpful.</p> | <p>I was able to target my library searches efficiently. I was more confident about new work areas and expanded my scientific knowledge to enable me to take part in different work programs and suggest ways to update techniques.</p> | <p>Increased knowledge meant that I was able to understand better about new work areas and contribute more to the completion of targets. As the future for AFBI seems to be increased fluidity of staff between work areas the library must surely be of increasing importance in aiding staff to successfully cope with these new demands.</p> |
| <p>Needed training in library use</p> | <p>Have found the "one off" information sessions useful (eg give an overview of the services are available) but also have appreciated the one to one help that the staff give. (eg Endnote) and the gracious way that they deal with queries</p> | <p>Able to supply items to senior staff within the section eg summary of literature searches and reviews, reference management (endnote), PDF docs</p> | <p>I was able to complete one of my objectives within the section and it also contributed towards my own personal development</p> |
| <p>I have asked the library to help find references I have found the new system not as user friendly as the previous one i.e. on locating specific articles I have approached the library to get some PhD theses from other universities.</p> | <p>Library was able to assist and indeed on one occasion located an article which was particularly difficult to find so thanks for that The theses was delivered to AFBI Hillsborough very quickly and efficiently</p> | <p>A satisfied customer Theses obtained</p> | <p>I am involved in a major government project and access to information at short notice is a priority Access to a library is essential and the AFBI library is of great help in this More citations for my PhD</p> |

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| We discovered that when on science direct, we could not obtain Journal of Dairy Science papers due to a broken link, | A library staff member looked into the issue and provided support on this issue. | This link was restored | This was able to assist in our work by accessing Journal of Dairy Science papers |
| I asked to be trained in the use of Endnote for collating research papers of interest. | The AFBI library team organised a training session for me. The training session was very informative and the level of detail has high without being overwhelming. The staff were able to supply good examples to demonstrate the training session effectively. I found the training very useful. | I have been able to collate research papers on several different topics into distinct groups, with access to PDF formats in one easy-to-use program. | This Endnote training will facilitate the writing of bibliographies in the future. |
| References that are not properly cited (sometimes on several reference lists!) and are impossible to track down, particularly when a deadline is looming. | Library staff at AFBI had the expertise to search out these references. | The references were then accessed and properly cited. | The report was completed on schedule with an accurate list of references, thanks to the great work of the library staff at AFBI. |
| I had to write a review of 60 yrs of Grassland research in NI. | Library staff located a number of obscure and old publications by scouring across various sources | This led to greater productivity and a much more collaborative environment for completing the project. | A good publication in a major book which has brought good attention to AFBI. |
| The library staff provided me with both group and one-to-one training in the use of Endnote library. | A Library staff member came to my office and provided practical support and additional training in the application of the software. Ongoing support was provided thereafter when requested. | The Endnote library is used daily by the research group which has impacted greatly on the ease with which relevant literature can be shared within the group and referenced. | The Endnote library is used daily by the research group which has impacted greatly on the ease with which relevant literature can be shared within the group and referenced. |
| The VSD library staff have proved invaluable in sourcing literature that was not freely available online but was critical to a research program undertaken by our group. | Library staff liaised with the relevant staff members and sourced the material very quickly in order to meet the required deadline. | Library staff liaised with the relevant staff members and sourced the material very quickly in order to meet the required deadline. | The deadline for research grant application was met. |
| The Library and Library staff have been of immense help to me in my time here. The quality of the Library at VSD was one of the attractions in joining AFBI. Examples are too numerous to mention but include literature searches, purchasing of texts and provision of reprints. | All of the Library staff have always been extremely kind and helpful to me and nothing has ever been too much trouble. | I have always been supplied with the information I need often at short notice. This is often the case when DARD/DAERA require information. | Simply, the Library has had a huge positive benefit on my work in providing help and information. |