# BECOME INFOWISE

Learning Services

# Contents

## Aims and Objectives

To provide students with the skills to:

- ❏ Identify information need, locate, analyse and present information ethically.
- ❏ Identify key information resources in the field of Social Work
- ❏ Construct strategies for finding information using electronic resources.
- ❏ Perform effective information retrieval searches using online databases, electronic journals and electronic books.
- ❏ Evaluate the relevance of the information retrieved.
- ❏ Manage information effectively.

## Section 1

## Information Skills and Literature Searching

An information literate person knows when and why they need information, where to find it, and how to evaluate, use and communicate it in an ethical manner (CILIP, 2004).

This set of skills and behaviors can be applied to any situation throughout life.

How can this be applied to my research at university?

- **A need for information** – what is my research question?
- **The resources available** – what resources are best suited to my enquiry?
- **How to find information** – how will I formulate my research strategy?
- **The need to evaluate search results** – how do I critically analyse the information retrieved?
- **How to focus and refine searches** – how can I find the most useful results?
- **Ethics and responsibility of use** – how do I avoid plagiarism?
- **How to communicate or share your findings** – how should I present my findings?
- **How to manage your findings** – how can I store and retrieve my results?

*Information literacy skills* are required to effectively perform 'evidence-based health care' by locating reliable evidence to inform clinical decision making. These skills will assist you in life-long learning and enhance your employability skills.

Edge Hill has a large collection of print and electronic resources to support your studies and it is important to know how to find these resources and how to search them effectively to find relevant, authoritative and up-to-date information.

Books, journals, e–journals, e-books, reports, reviews or guidelines can be located within a subscription database, on a website or on the library shelves.

Resources are located via the Library catalogue http://library.edgehill.ac.uk/

In addition, a list of resources, support and guides can be found on Learning Edge (BlackBoard). Next to your learning Edge home tab click on <mark>'Your FoHSC Resources'</mark>
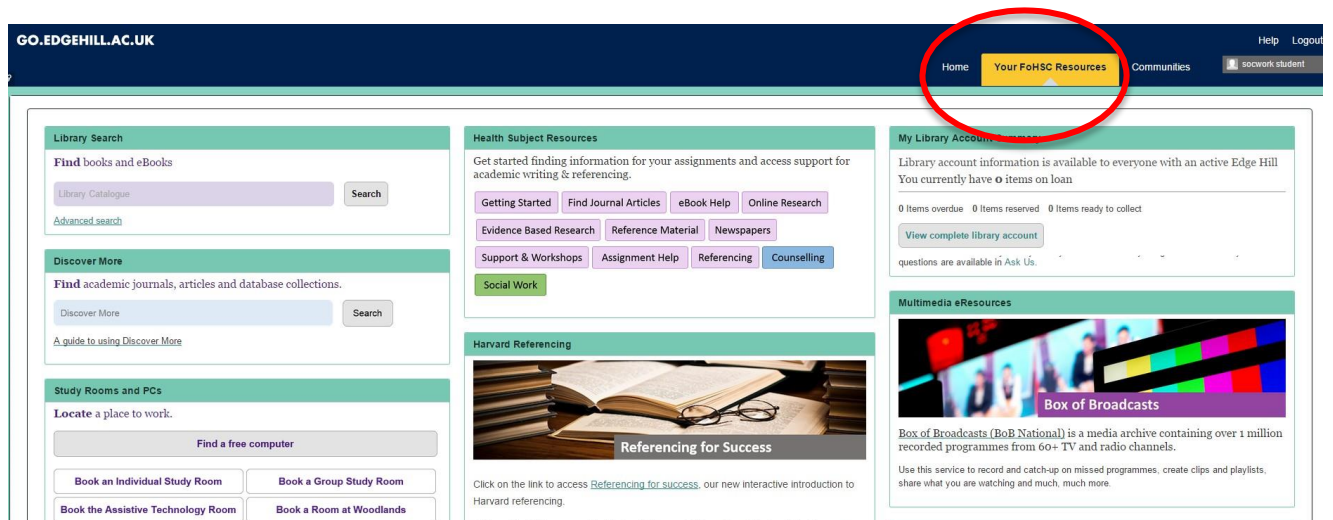


Subject Resources pages are available for all subjects via the Learning Services webpages.

www.edgehill.ac.uk/ls/

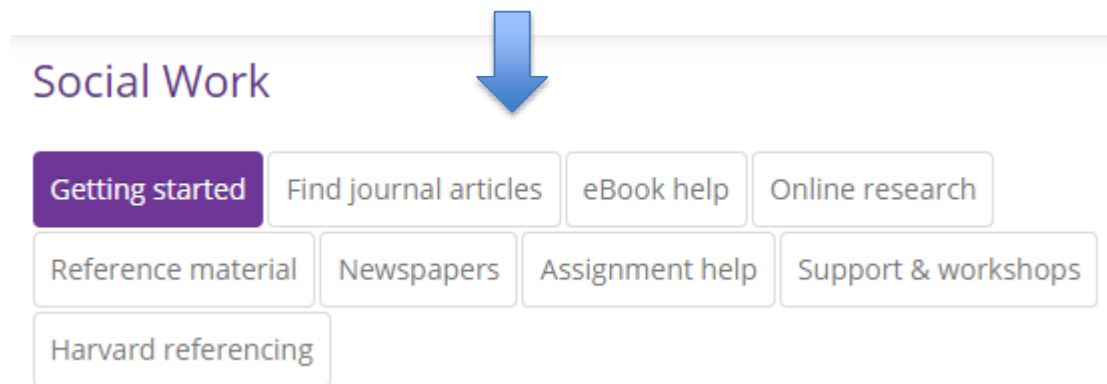Feel free to explore other subject links for access to information that may be relevant to your research.

Select a button to get started finding information.



## A Need for Information.

Your assignments require you to use high quality information that is relevant and up to date. To achieve this you need to develop good information skills by following these 3 steps:

1. Define your topic (focus your research question) and plan your search
2. Locate information
3. Evaluate the information
4. Manage information

## Where do I start?

1. Write the question down.
2. In your own words describe what the assignment is about.
3. What are the main topics or themes?
4. What are the keywords? (keywords are the main concepts or themes that you use to search for books, journal articles or websites on a specific topic).
5. Consider alternative terms that describe your main themes or concepts. (e.g. drug use & substance misuse) or e.g. (old, older, aged, elder & geriatric)
6. Do information resources need to be very up to date e.g. the last 5 years only?
7. Do they have to be UK based only?

**Consider information sources you have available to you:**

- Colleagues
- Tutors
- Subject Librarians
- Library Catalogue
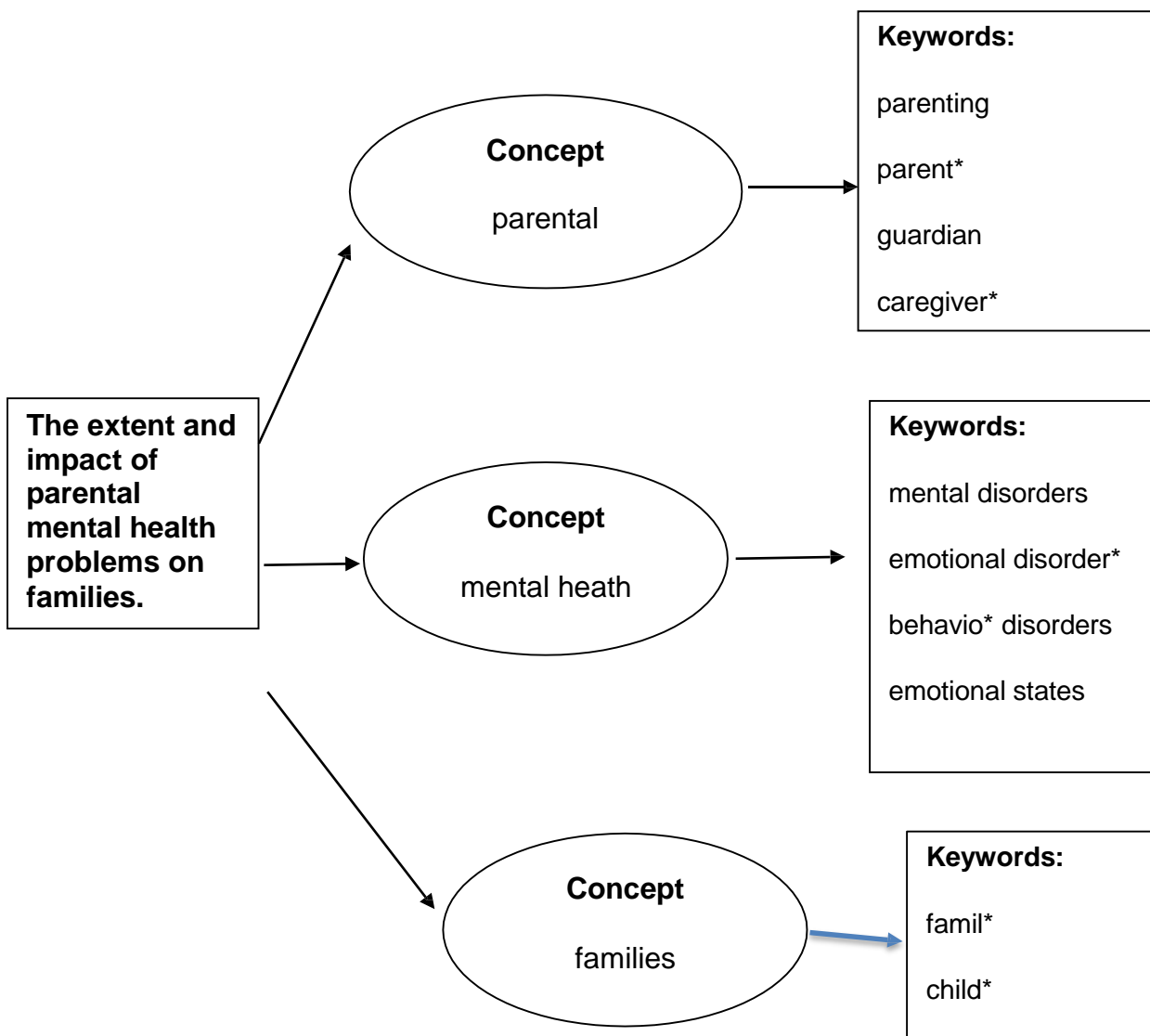- Library Subject Pages

**How do I find information?**

**Creating a Search Strategy:**

The starting point for your research will be to look at your question and break it down into key concepts.

For example you may be researching: **The extent and impact of parental mental health problems on children.**

The main concepts would be **parent, "mental health"** and **children**.

For each concept you will need to think about which keywords could be used to search for information. Brainstorm for synonyms, alternative terminology and spellings for each of your ideas or concepts. Use your background reading from key texts to assist with this.

| | | **Keywords:** |
|---|---|---|
| | **Concept** | parenting |
| | parental | parent* |
| | | guardian |
| | | caregiver* |

**The extent and impact of parental mental health problems on families.**

| | **Keywords:** |
|---|---|
| **Concept** | mental disorders |
| mental heath | emotional disorder* |
| | behavio* disorders |
| | emotional states |

| | **Keywords:** |
|---|---|
| **Concept** | famil* |
| families | child* |

Keywords can then be combined to create a number of different search strategies which can be typed into a database to find journal articles:

Sample search strategies combining keywords using **AND**, **OR**, **NOT**.

parent **OR** parental **AND "**mental disorder\*"

caregiver **AND "**behavio\* disorder" **AND** child\*

**Boolean Operators**

Words such as **AND**, **OR**, **NOT**, when used to combine search terms or keywords, either broaden or narrow the retrieval results of a search. Named after a system of logical thought developed by an English mathematician, George Boole.

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**SEARCH TIPS**

**Truncation**

**\*** This symbol will find any ending of a word

 **e.g. child\* will find child, childhood, children etc.**

**Wildcard Characters**

**?** This symbol is used to replace any single character,

**?** This symbol cannot be used to begin a word**.**

**e.g. wom?n will find** woman and women

**Phrase Searching**

**"quotation marks"** placed around two words or more will ensure they appear together in search results. **e.g** "risk assessment" will retrieve more focused search results.

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**Create a Search Strategy:**

Now think about your research topic or question and write it here:

_____

_____

Write down the key concepts or ideas and keywords you could use.

| Key Concepts | 1.<br>Mental Health | 2. | 3. |
|---|---|---|---|
| **Keywords** | "mental illness"<br><br>**OR** | | |
| | "mental disorders"<br><br>**OR** | | |
| | "emotional disorders" | | |

Write out your search strategies which you can then apply to an online database, library catalogue or search engine.

_____

_____

NOT FINDING WHAT YOU NEED?

- If your search strategy isn't finding any useful information, stop to question whether your strategy is effective.
- Could you be using the wrong keywords? Review relevant literature, database thesaurus, subject dictionary or key texts.

- Is the subject too specific for anything to have been written about it?

## Section 2

## Critical Appraisal

**Appraising Research is part of Evidence Based Practice.**

Research is one form of evidence to inform practice and decision making in social work. Experience and professional judgement are other important forms of evidence.

Some in social work view **E**vidence **B**ased **P**ractice as a mix of:

a) learning what treatments or interventions "work" based on the best available research (whether experiential or not),

b) discussing client views about the treatment to consider cultural and other differences, and to honor client self-determination and autonomy,

c) considering the professionals "clinical wisdom" based on work with similar and dissimilar cases that may provide a context for understanding the research evidence, and

d) considering what the professional can, and cannot, provide fully and ethically (Gambrill, 2003; Gilgun, 2005).

**EBP** is a way to balance your own views with large scale research evidence.

Access the Social Work Toolkit via the library catalogue and search on:

"**critically reflective practice".**

The best way to find high quality research information is to carry out a literature search on one or more journal databases and to download, copy or request relevant current publications.

Once you have the papers or journal articles you should consider a number of things before using the results. This applies even if the publications are from peer reviewed journals.

- How appropriate was the research study to your research question? (rationale for the research)

- Was the research study executed appropriately? (research design, sample, data collection, analysis and ethical issues)

Assessing the strengths and weaknesses of research articles is required to determine the validity, reliability and applicability of the research to social work practice.

**Appraising Websites**

In theory anyone can publish anything on the internet so there are important issues about the quality and quantity of the material published.

Visit your subject pages on the Learning Services Website for <u>useful websites </u>that have been chosen for online research



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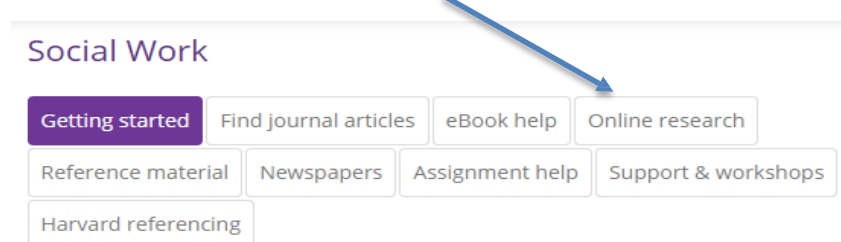
Whenever you are searching the internet take time to evaluate any results!

Remember to use the following criteria (otherwise known as the CRAAP test*):

**Currency: *The timeliness of the information*.**

- When was the information published or posted?
- Has the information been revised or updated?
- Does your topic require current information, or will older sources work as well?
- Are the links functional?

**Relevance: *The importance of the information for your needs*.**

- Does the information relate to your topic or answer your question?
- Who is the intended audience?
- Is the information at an appropriate level (i.e. not too elementary or advanced for your needs)?
- Have you looked at a variety of sources before determining this is one you will use?
- Would you be comfortable citing this source in your research paper?

**Authority:** *The source of the information.*

- Who is the author/publisher/source/sponsor?
- What are the author's credentials or organizational affiliations?
- Is the author qualified to write on the topic?
- Is there contact information, such as a publisher or email address?
- Does the URL reveal anything about the author or source?
- Examples:  .**com  .edu  .gov  .org  .net**

**Accuracy:** *The reliability, truthfulness and correctness of the content.*

- Where does the information come from?
- Is the information supported by evidence?
- Has the information been reviewed or refereed?
- Can you verify any of the information in another source or from personal knowledge?
- Does the language or tone seem unbiased and free of emotion?
- Are there spelling, grammar or typographical errors?

**Purpose:** *The reason the information exists.*

- What is the purpose of the information? Is it to inform, teach, sell, entertain or persuade?
- Do the authors/sponsors make their intentions or purposes clear?
- Is the information fact, opinion or propaganda?
- Does the point of view appear objective and impartial?
- Are there political, ideological, cultural, religious, institutional or personal biases?

*Modified version of CRAAP Test created by Meriam Library at California State University, Chico.

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**How do I use the Internet more effectively for Academic Research?**

**Virtual Training Suite** – **www.vtstutorials.co.uk/**

**Online tutorials for university subjects including: health and social care.**

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## Section 3

## Finding Journal Articles

**Why use journal articles?**

Journals can be valuable sources of information because they:

- ✓ Keep you very up-to-date with current ideas and practices.
- ✓ Report on original research.
- ✓ Contain articles written by experts in the field.
- ✓ Can be extremely specialized.
- ✓ Supplement and up-date information from recommended reading lists.

New issues of journals are published regularly – weekly, monthly or quarterly.

**Locating a hard copy journal title:**

You can access journal articles in a number of ways. It may be that Learning Services have a print subscription, in which case you need to search on the library catalogue, to see if we have the particular title, volume and issue you require, and then locate the printed copy of the journal on the shelves.

**Type the journal title in the search box.**

| Home | Ask us | Add a book | A-Z eResources | ...ing Lists Online | Refworks Flow | Help | My Account 🔒 My Saved Lists |

Welcome to Edge Hill's library ca...gue

Search for books and eBooks 🔍

More search options

**Useful Links**

Discover More

Learning Services

Opening Hours

Subject Resources

Edge Hill Research Archive

**Locating an Electronic Journal Title:**

It is very likely that the library has an electronic subscription to the journal you are after.

Use the A-Z eResources link on the library catalogue homepage.



Type your journal title here.

On the results page you will be given a link to the database your journal is located in. In this case, Critical Social Policy is located in the database called SAGE

| All Resources | E-Journals Only | E-Books Only |

Find E-Journals by title or identify number:

Title begins with ▼ [                    ] Search

If you already have a citation and want full text, try Citation Linker

Browse e-journals by title

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

**Browse** e-journals by subject

-- Please select a subject category -- ▼ Search

All Resources | E-Journals Only | E-Books Only

0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

Title begins with ▼ | critical social policy | Search

-- Please select a subject category -- ▼ | Search

**1 record** retrieved for the search: **Title begins with "critical social policy"**

Critical social policy (0261-0183) Look up Article More full t... ...ons.

from 01.02.1999 to present in SAGE Premier 2015

Click on this database to access the journal
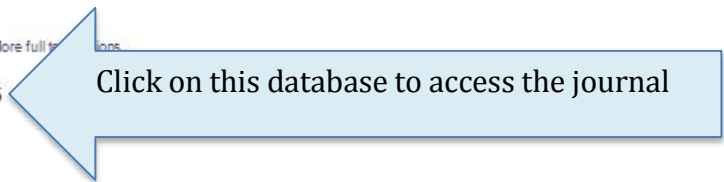
If the library has neither a print or electronic copy of the journal article you require, it may be possible to obtain the article from another library. This can be done via inter-library loan.

www.edgehill.ac.uk/ls/library/inter-library-loans/

**Searching an Online Subscription Database**

**Searching Academic Search Premier**

- Go to the library catalogue and search on the words **Academic Search Premier**
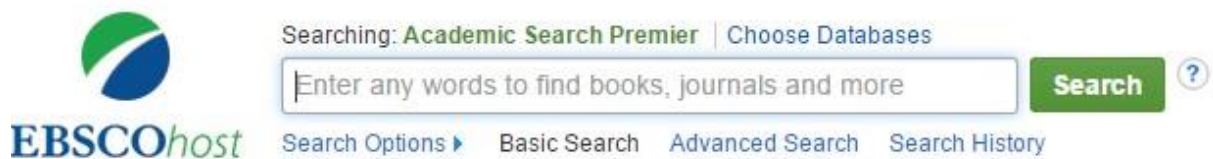- **Click on the title** in the results page

Academic Search Premier
Electronic resource. English. **Published** Ebsco

Check Availability | Save

- Then click on the access this eResource button.

**Academic Search Premier**

Access this eResource

- **In the search box type: social work then click on search.**

Searching: Academic Search Premier | Choose Databases
Enter any words to find books, journals and more | Search ?
EBSCO*host*   Search Options ▶   Basic Search   Advanced Search   Search History

As you type you may see alternative subject terms that are used by the database to index articles. They can be selected for a more focused search.

**How to focus and refine your search.**

Time to focus your search and think about adding additional key words and applying limits to the results.     Try searching on: **social work and** "**risk assessment"**

On the left hand side of the page are a number of options to filter the results. Information can then be evaluated for suitability to the research question and then analysed and worked with to produce new knowledge and understanding.

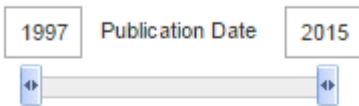Try limiting your results to a particular date range using the 'Publication Date' filter.

1997 Publication Date 2015

Click and drag the moveable slider to specify the date range you want to search.

Or type in dates.

**Limit To** ˅

☐ Full Text

☐ References Available

☐ Scholarly (Peer Reviewed) Journals

1997 Publication Date 2015

Show More

**Make a selection on the left hand menu to refine or limit your results.**

You can select only **Full Text** results

Or **Peer Reviewed** articles.

A peer-reviewed journal will not publish articles that fail to meet the standards established for a given discipline.

Peer reviewed journals are usually published or sponsored by a professional scholarly society, professional association, or university academic department.

**Source Types** ˅

☑ All Results

☐ Academic Journals (483)

☐ Magazines (25)

☐ Reviews (10)

Show More

Subject: Thesaurus Term >

Subject >

Publication >

Company >

Language >

Geography >

NAICS/Industry >

Click on the arrow to select **Subject: Thesaurus Terms** or **Subject** to refine your search results.

**Do you require UK results only?**

Now go through your records and select for any that you think are worth keeping for further evaluation. You can save them to a folder that you can later email, print or save.

Make judgments based on the titles, keywords and abstracts.

1. Considering **social work assessment** of families.

By: Devine, Lauren. *Journal of Social Welfare & Family Law.* Mar2015, Vol. 37 Issue 1, p70-83. 14p. DOI: 10.1080/09649069.2015.998005.

**Subjects:** CHILD protection services; **SOCIAL** services; **RISK assessment** -- **Social** aspects; CHILDREN -- Services for; CHILD welfare workers; FAMILY relations; CHILD abuse investigation; Child and Youth Services; GREAT Britain; **SOCIAL** aspects

Academic Journal

Cited References: (58)

360 **Link to Full Text** Check 360 Link for Full Text

To view your entire folder contents open the folder at the top of the screen.

| New Search | Publications | Subject Terms | Cited References | More ▾ | Sign In | 📁 Folder | Preferences | Languages ▾ |

EBSCOhost

Searching: **Academic Search Premier** | Choose Databases

Enter any words to find books, journals and more [ Search ] ⑦

Basic Search   Advanced Search   Search History ▸

Make sure you access the folder you saved items in before exiting the database or you will lose the articles you have saved here. It is a temporary folder.

**Articles**

1-3 of 3

Page: 1

Name ▾   Page Options ▾

☐ Select / deselect all | Delete Items

☐ 1. Considering social work assessment of families.

By: Devine, Lauren. Journal of Social Welfare & Family Law. Mar2015, Vol. 37 Issue 1, p70-83. 14p. DOI: 10.1080/09649069.2015.998005. , Database: Academic Search Premier

Academic Journal

**Subjects:** CHILD protection services; SOCIAL services; RISK assessment -- Social aspects; CHILDREN -- Services for; CHILD welfare workers; FAMILY relations; CHILD abuse investigation; Child and Youth Services; GREAT Britain; SOCIAL aspects

360 **Link to Full Text** Check 360 Link for Full Text

🖨 Print

✉ E-mail

💾 Save as File

➡ Export

Become InfoWise                          Social Work

**Section 4**

Google Scholar is a freely available online search tool designed to search scholarly literature across all subjects.  **http://scholar.google.com**



From one place, you can search across many sources: articles, theses, books, abstracts and court opinions, from academic publishers, professional societies, online repositories, universities and other web sites.

It can give some very useful results for a review of past research, but is not explicit about which bibliographic databases and journals it searches, so for a comprehensive review you would need to search the important ones for your subject individually as well, or the publishers' own websites which will contain the most up-to-date research and a full back-catalogue of past academic work.

**Access your subject databases here:**

www.edgehill.ac.uk/ls/subject/social-work/resources/

You can only access the full-text results on Google Scholar if EHU has paid a subscription for the item.

To ensure that you receive a link next to items EHU subscribes to, you need to save the university name in Google Scholar settings.

Become InfoWise                    Social Work
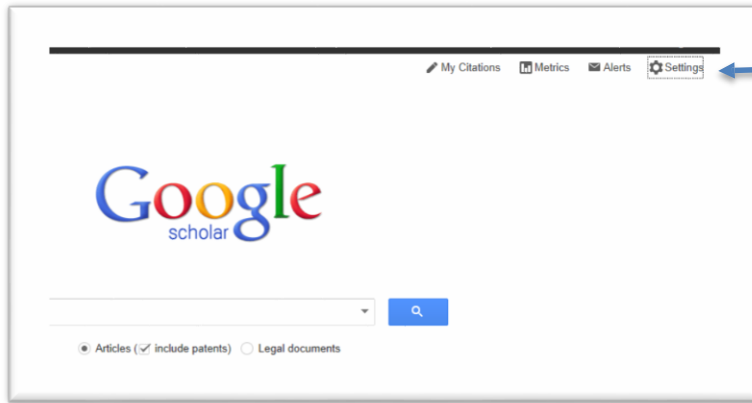
Step 1. Select Settings



Step 2.

Select

Library links
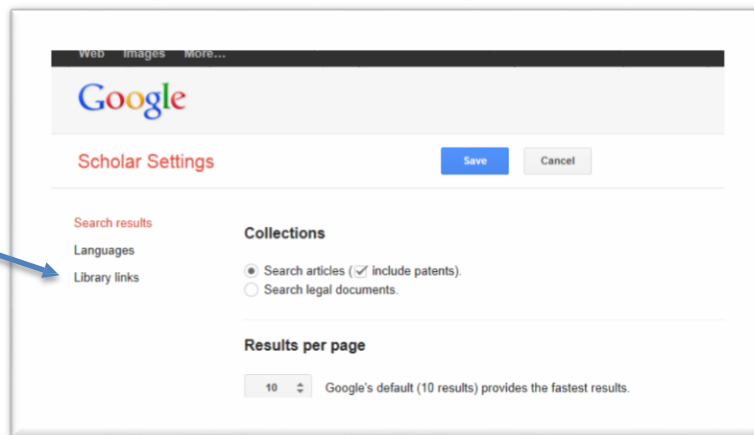
Step 3.    Type Edge Hill University Library into the search box.

Step 4.    Select / tick all options shown.

Show library access links for (choose up to five libraries):



e.g., *Harvard*

☑ Edge Hill University - Full-Text @ My Library
☑ Open WorldCat - Library Search

Search Google Scholar and you will see the **Full-Text @ My Library** link next to content held by EHU library. Use this link to access Full Text.

Developing innovative models of practice at the interface between the NHS and child and    Full-Text @ My Library
family **social work** where children living at home are at risk of abuse and …
B Luckock, J Barlow, C Brown - Child & Family **Social Work**, 2015 - Wiley Online Library
… The findings of this scoping review have identified a limited a number of reports of a small range
of innovative models of working at the health service interface with 'children's social care', where
a **social work risk assessment** is likely to be required to enable child safeguarding …
Related articles    Import into RefWorks    Save    More

Become InfoWise                                    Social Work

**How do I locate law information on the library website?**

The Law and Criminology subject web pages have many resources which may be useful for Social Work students.



[www.edgehill.ac.uk/ls/subject/law-and-criminology/](www.edgehill.ac.uk/ls/subject/law-and-criminology/)

- Select the **Resources** tab and choose the **Journals and databases** link.

  [Westlaw](Westlaw) is a very large database of legal materials from the United Kingdom, European Union, United States and other common law jurisdictions.
  The database provides really useful training video's to help you to locate legislation, cases and journal articles. As social workers you may wish to see the actual legislation and statutes which underpin action.

Westlaw also employ a student representative from EHU called Chanelle who is a 3<sup>rd</sup> year Law student and will answer questions about the database and how to use it.

chanelle.moran-bakes@edgehill.ac.uk

Become InfoWise                    Social Work

**Searching for information on the Internet:**

As multidisciplinary students the Criminology resources and useful websites may also provide you with information and articles relevant to social policy.

Return to the **Social Work subject page** on the Learning Services website and select the tab **Online research.**
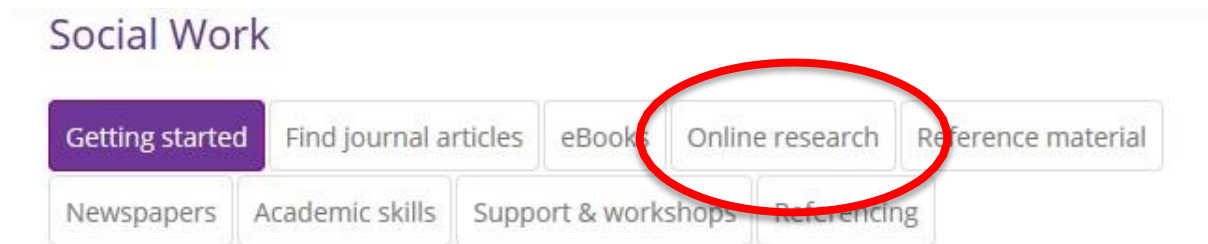


www.edgehill.ac.uk/ls/subject/social work/

Additional Links:         www.legislation.gov.uk/,         www.mentalhealthlaw.co.uk/

Social Care Institute for Excellence : An independent charity working with adults, families and children's social care and social work services across the UK to improve knowledge and skills and provide information to inform decisions about social care.

 Follow this link to law resources.



Become InfoWise                              Social Work
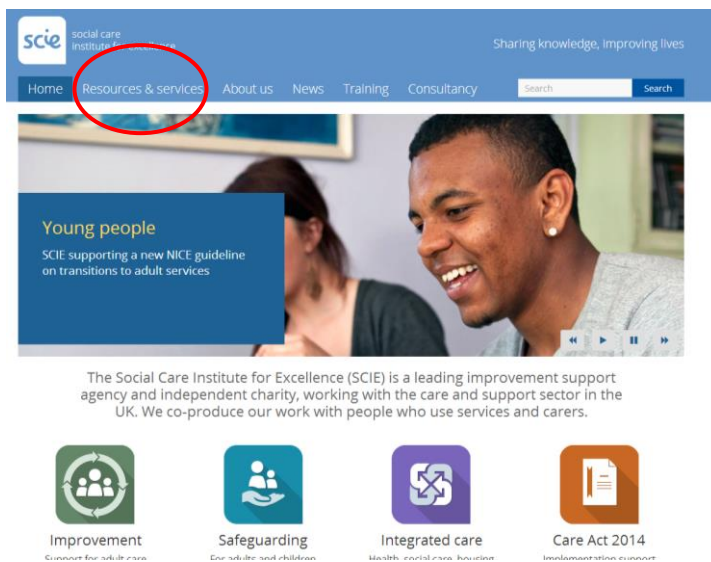
# SCIE resources and services

## Find resources by subject topic

| Featured | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|
| L | M | N | O | P | Q | R | S | T | U | V | W | XYZ |

**Geography**
United Kingdom
England
Wales
Northern Ireland
Scotland

**Series**
At a glance
Consultancy service
Consultation
Consultation response
Corporate
eBulletin
e-Learning
Featured article

## Finding SCIE resources and services

You can find our resources and services through the:

- **A–Z topic list**: Select a letter (above) to see a list of social and health care subject topics.
- **resource series type list**: Using the links on the left to browse by resource series type.
- **geographical location list**: Using the links on the left to browse by geographical location.
- **search box**: Usng the search box above, enter any term to perform a freetext search.
- **SCIE resources list**: See a list of our current featured resources below.

## SCIE resources

1 **2** 3 4 5 Next »

Results 1 - 10 of **702**

### Care Act 2014

Resources and support to help implement the Care Act 2014

### What do you think?

Please send us your comments and suggestions. It will help us to continue to improve our work in the future.

**Complete our feedback form.**

### Keep up to date

**Register for a SCIE account** to hear about our latest resources, news and events and to use all of our services.

---

**Filter results**
✕ Clear selected filters

**Topic**
e-learning **17**
dementia **9**
mental health problems **9**
people with mental health problems **9**
parents **7**
communication **5**
Fewer ⌃
mental health care **5**
sexuality **5**
assessment **4**
law **4**
parenting **4**
substance misuse **4**
families **3**

## e-Learnings

1 **2** 3 4 Next »

Results 1 - 10 of **38**

### Sexual, reproductive and mental health e-learning

e-Learning

An elearning resource looking at key aspects of sexual and reproductive health in the context of mental illness,

### Dementia e-learning

Part of **Dementia Gateway**

e-Learning

The Open Dementia e-learning Programme is aimed at anyone who comes into contact with someone with dementia and provides a general introduction to the disease and the experience of living with it. This programme is designed to be accessible to a wide audience and includes a considerable amount of video footage shot by both the Alzheimer's Society and SCIE where people with dementia and their carers share their views and feelings on camera.

### Parental Substance Misuse e-learning

### What do you think?

Please send us your comments and suggestions. It will help us to continue to improve our work in the future.

**Complete our feedback form.**

### Keep up to date

**Register for a SCIE account** to hear about our latest resources, news and events and to use all of our services.

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## Section    6

# Grey Literature

Grey literature includes publications such as:

- newsletters

- policy documents

- some research reports

- minutes of meetings

- professional and regulatory body requirements

- leaflets

- internally printed reports

- unpublished undergraduate and postgraduate theses and dissertations

- unpublished conference papers

- blogs, tweets, bulletin board and other social media postings

**Why use Grey Literature in research?**

It can be invaluable to your research: it is part of the overall evidence base and functions as an alternative source that may be used to overcome possible bias presented by published information.

It is generally not peer-reviewed so it is important to critically appraise it prior to use.

**Sources of Grey Literature information**:

**Databases:** The library subscribes to a large number of databases. In addition to journal articles and books, many of the databases also index certain types of grey literature (e.g. conference proceedings, clinical trials, dissertations, etc. Tip! Use Advanced Search.

**Government Reports:** Access reports via whichever government department has commissioned the report.

- Department of Health www.gov.uk/government/publications

  This site contains a full listing of Command Papers and House of Commons Papers (HCPs) from 17 May 2005 to the present. A selection of papers published before 17 May 2005 can be accessed via a link on this site.

**Dissertations/Theses:**

- ProQuest Dissertations and Theses (access via the library catalogue). A comprehensive listing of theses with abstracts accepted for higher degrees by universities in Great Britain and Ireland since 1716. Now includes links to the full text where available**.**
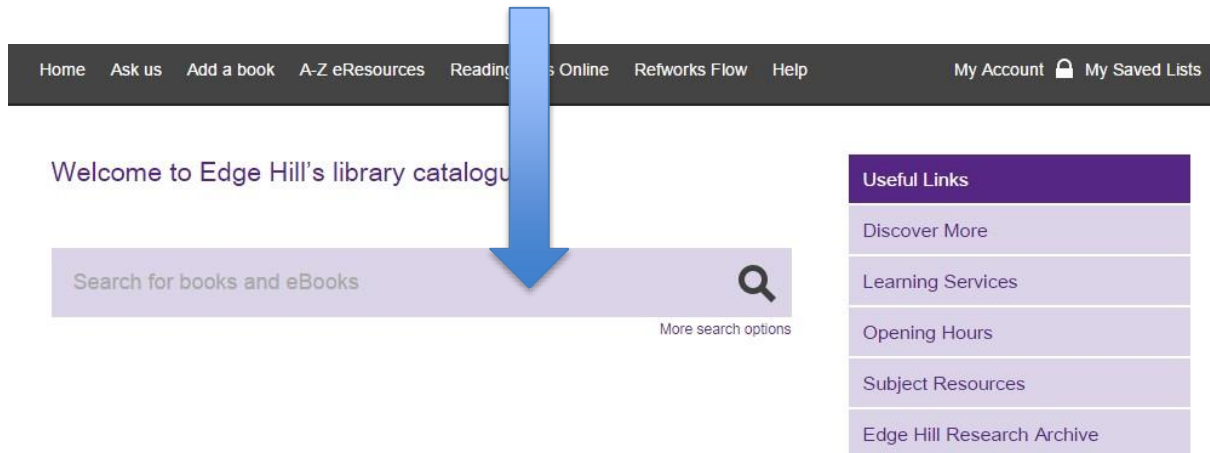
**Other Sources of Grey Literature:**

- NHS Evidence www.evidence.nhs.uk/
- NHS Evidence Health Information Resources www.library.nhs.uk/
- Social Care Online www.scie-socialcareonline.org.uk/
- Childlink www.childlink.co.uk/
- OpenGrey: System for Information on Grey Literature in Europe. www.opengrey.eu/
- National Institute for Clinical Excellence (NICE) www.nice.org.uk/
- COPAC : search over 70 UK and Irish academic, national & specialist library catalogues. http://copac.ac.uk/

## Section 7

# eBooks

Edge Hill University Library provides 24 hour access to over **100,000** electronic books.

You can access eBooks via the library catalogue at university, at home on the train and at a time that suits you.



- On the results page refine your results to ebook

You have the option to set up a user account when using the eBook which will allow you to store searches, personal notes and bookmarks.

For more information on eBook access and instructions for use refer to the following link:

www.edgehill.ac.uk/ls/subject/social-work/ebooks/

Always remember to look for help links on the eBook screen to assist you in using the eBook efficiently.
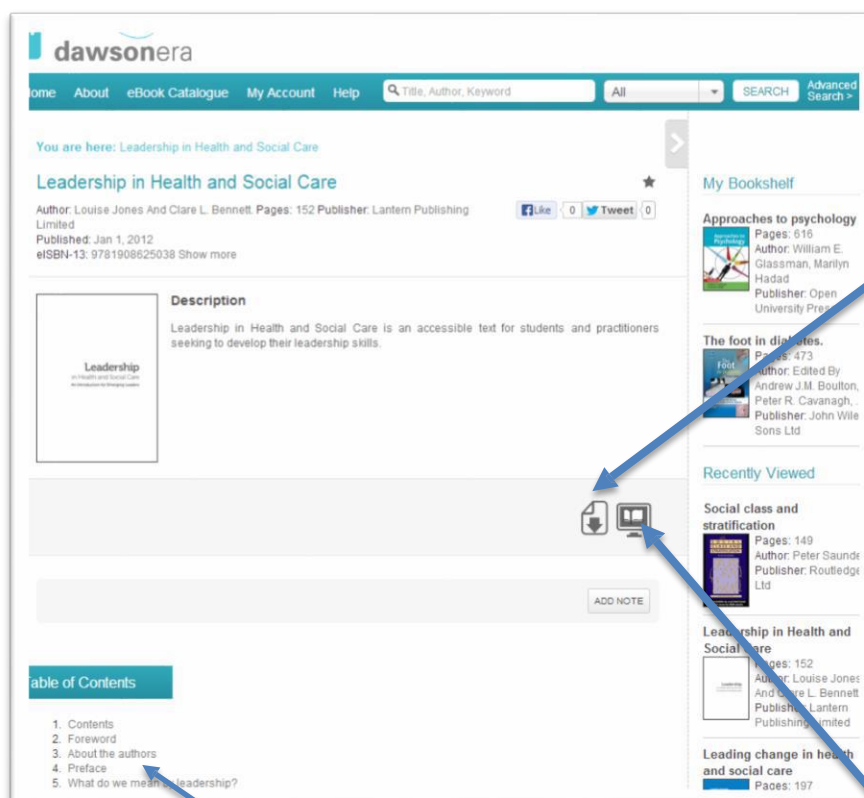
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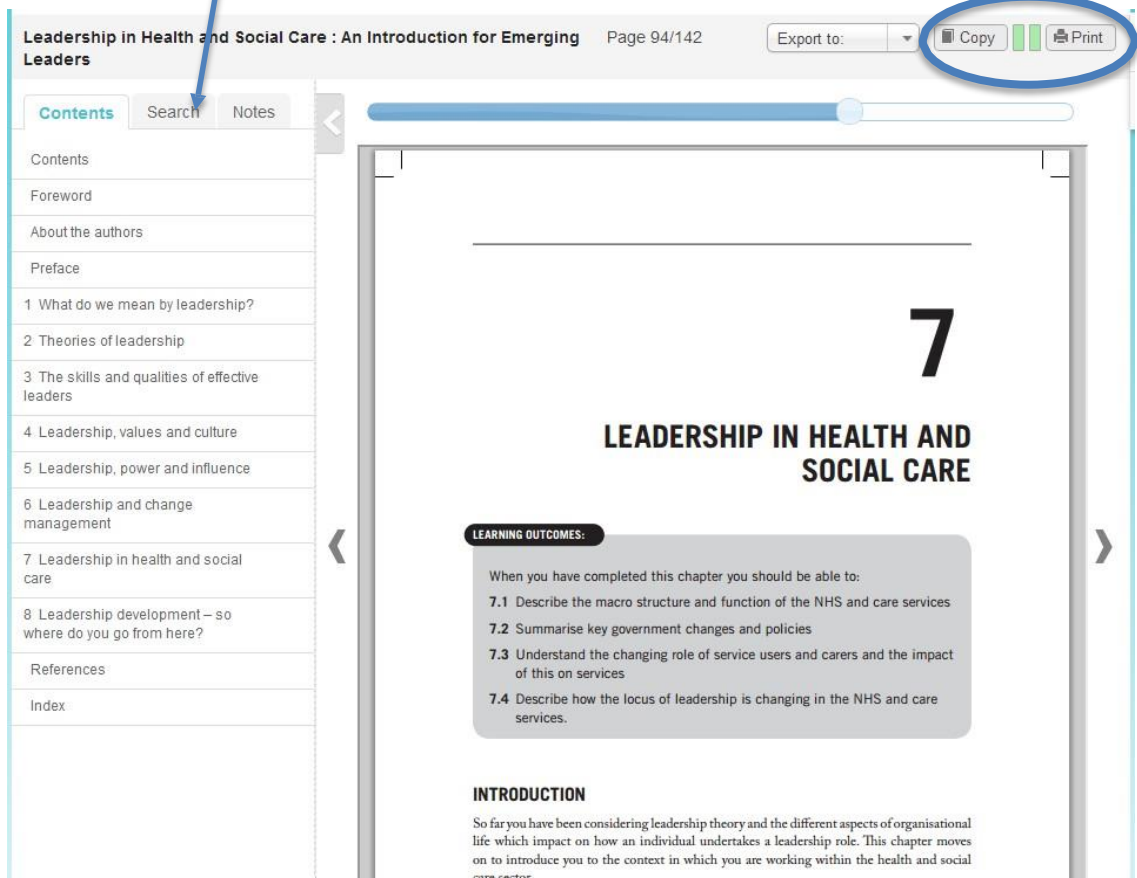


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## Section 8

## Managing Information

During your research you will have to deal with a large volume of information.

It is worthwhile developing an effective information management strategy which will save both time and frustration.

**Managing referencing details**:

Accurately record details to reference your information sources.

Refer to the guide for Harvard Referencing available on the Learning Services web pages.

www.edgehill.ac.uk/ls/assignment-help/help-with-referencing/

The guide will assist you in determining the relevant referencing details required for different formats of information. By recording your references correctly you will be able to find the information again with minimum effort.

**RefWorks:**

RefWorks is a web-based bibliographic management tool that allows you to create a database of references. References can be added manually or imported from electronic journal collections and Google Scholar. You can easily produce formatted bibliographies in the referencing style of your choice, including: Harvard, APA and MHRA. An add-in to Word enables you to add references to your paper or essay as you write it.

Access further information, tutorials and a guide via the Learning Services web pages or type Refworks into the library catalogue.

**Copyright:**

The ethical use of information sources is an essential academic skill and one that continues throughout your life when dealing with information usage.

This website gives advice and guidance on what can and cannot be copied under English law and under license. http://library.leeds.ac.uk/copyright

**Managing database searches**:

When using online databases make use of electronic folders on the search screen to store searches. The contents of the folder can be saved or emailed to your email account.

Alternatively, you can set up an account.

Online databases and eBook providers also allow you to set up accounts to store your saved searches.

Look for links on the database search screen such as:

- Log in / create account
- Sign in
- My Workspace
- My Research

**Email alerts:**

Another useful way of keeping abreast of up and coming information, is to set up an email alert. Most databases that house journals allow you to do this.

You can set it up with your key word strategy and as soon as anything is published on that topic, an email is sent to your email account outlining the abstract of the journal in relation to any research you may be doing.

**Further Help**

LS provides as part of its academic writing and study skills service: 1 to 1 support for undergraduate and postgraduate research proposals, dissertations and literature reviews. The service seeks to enable students to produce written work that is focused on a specific, feasible topic as well as being structured and clearly written.

To book a one to one or for any skills query, visit the Ask desk, 1st floor, University Library, Ormskirk.

Ring 01695 584214 or email inclusiveservices@edgehill.ac.uk

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