

The University Library

Information for Students 2017



University for the Common Good



Welcome to the library

Welcome to the university library. We have created this guide to highlight the facilities and services we provide to support your learning, research and study experience. There is more information on the library website www.gcu.ac.uk/library where you'll also find our news blog and Twitter feed, giving you up-to-the-minute updates on things affecting the library.

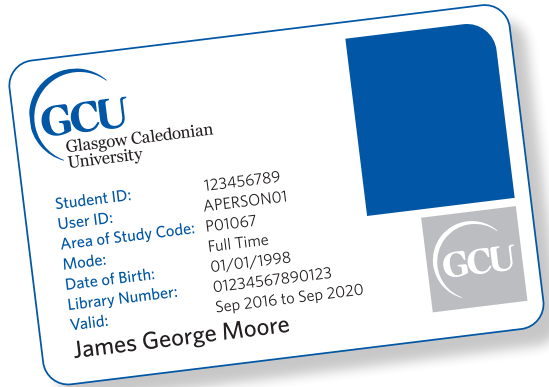
Our staff are also very happy to answer any questions you may have and to help you find what you need, so please ask any of us for help. You'll find staff at the Library Desk and throughout the library building on the subject levels providing help where you need it. If you prefer, you can pop in to see the academic librarians who offer daily drop-ins during term time.

Your library membership

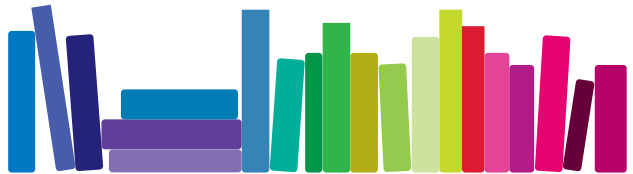
Your student card is your library card.

Your library membership is automatically created when you register with the university.

It can take 24-48 hours for your registration details to be sent to the library system and then you can borrow material and manage your library account. You need your library card to borrow items, place holds and renew online.



Opening Hours



We are open 7 days a week and usually have extended opening hours around exam times

Our general opening hours are: Weekdays **7am-11pm**

Weekends **9am-6pm**

Weekdays staffed **9am-8pm**

Weekends staffed **10am-6pm**

Finding us and finding your way around

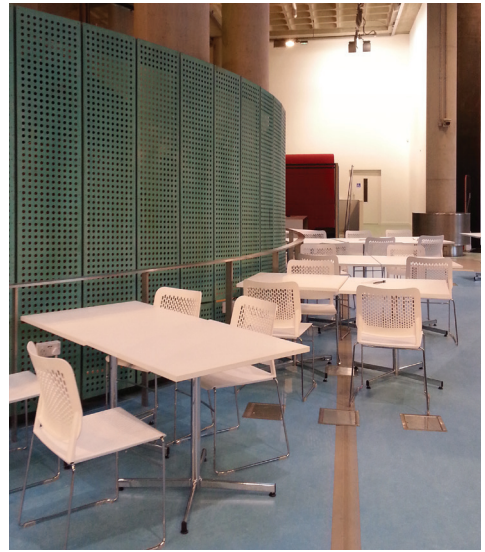
The library is in the Saltire Centre which is a modern and bright building with a variety of spaces for learning and meeting. We are based at the centre of the campus making us easy to find. The library is on five levels which are designed to help you make the most of the space whether for quiet individual study or group discussions. You can enter the building at ground level or from the link corridors on level 1 and level 4 where we connect to the two main teaching blocks - the Hamish Wood building and the George Moore building.



At the beginning of the academic trimesters there are often tours which you can join. These are free and informative and will navigate you round the building, pointing out the key facilities you may need to use. If you can't join a tour, we also have a short welcome video which you can watch in your own time. You'll find a link to that on our New to the Library web page: www.gcu.ac.uk/library/usingthelibrary/newtothelibrary

Detailed library level/floor plans can be found on the library website with information on the location of PCs, self-service machines and multi-function copiers, printers and scanners.

We aim to provide an inclusive and equitable experience for all of our students, and our building is designed to be accessible to everyone. We work very closely with the Disability Team www.gcu.ac.uk/student/disability to meet the needs of students registered with their service who need to use library services. There are power assisted doors at the main entrances to the Saltire Centre for wheelchair users and users with limited mobility. The main lift for the library is in the tower and there is an additional lift on level 0 for access to the George Moore building. There are disabled toilets on all levels. You will need a radar key to use these toilets. Please contact the Disability Team.



Learning spaces

We understand that people need different spaces for different types of study or learning and that these needs may change throughout the academic year.

Our five levels are designed to help you make the most of the space, whether you want some silent study (levels 3 and 4) or you need to work with a group or just prefer a more bustling atmosphere (levels 0, 1 and 2). There is Wi-Fi access throughout the building and lots of places to plug in your devices.

We recognise that although much of the information and discovery tools you use are online, you still need space to study in. You will find plenty of tables and a mix of seating on all levels of the library for this purpose.

On the silent levels we provide individual seating and individual study carrels with sockets to allow you to plug in your devices. On levels 0, 2 and 3 there are 350 desktop PCs with larger tables on the lower levels. There are group study carrels on level 2 with plasma screens allowing you to practice presentations and discuss project work. On level 0 there are group study pods providing you with a semi-enclosed space to work together in. Level 0 also has 4 bookable private study rooms for use by students and staff. Summer 2017 will see the completion of the new look mezzanine on level 1. This will open up a bright and highly visible space for Academic Librarians to meet students and staff. The Mezzanine also includes seating and study tables.



Borrowing, returning and renewing material

You can borrow up to 20 items which can be a mix of books and audio visual (AV) equipment with a maximum of 15 two-week loan (reading list) books. Books are shelved on levels 0, 2, 3 and 4. Reading list books are shelved on the open, glass shelving and other books are in the compact shelving (grey movable shelves). Books can be borrowed and returned using the self-service machines or at the library desk. AV equipment and DVDs have to be borrowed, renewed and returned at the library desk. If you need to borrow a laptop, the library has a self-service laptop vending machine on level 0 (opposite the café). We have 48 laptops available to borrow for up to 3 hours. A limited amount of material is for use in the library only, for example print journals, reference material and theses.

You are able to renew books up to 5 times before the item has to be returned. If there are copies available for issue, you will be able to borrow the book again and renew up to the limit. Items cannot be renewed if they are on hold for another borrower, have been renewed up to their limit, or if you have outstanding fines of £8 or more. You can return material using the self-service machines or in person at the library desk.

There are fines for the late return of items. These are summarised on the next page alongside information on returning and renewing items. You can find further information on the library website: www.gcu.ac.uk/library/usingthelibrary/borrowing

The library provides a book retrieval service for disabled students. You can find full details on the library website www.gcu.ac.uk/library/usingthelibrary/disabilityservices

Material	Loan Period	Borrowing	Returning	Renewals	Renewal Limits	Fines for late renewal per item
Books on a reading list	2 weeks	Self-service machines or Library desk	Self-service machines or Library desk	Online or Phone 0141 273 1550 or Self-service machines or Library desk	5 times	20p/day
Books not on a reading list	4 weeks					
DVD's	24 hrs or weekly depending on type	Library desk	Library desk	Library desk	No Limit	20p/hour or part of an a hour up to a max of £5
Flip video recorders	3 days	Library desk	Library desk	Library desk	No limit	20p/hour or part of an a hour up to a max of £5
Digital cameras Projectors Voice Recorders						
Webcam and Speaker kits						
Laptops	3hrs	Self-service Kiosk	Self-service kiosk	Yes but not the same laptop	No limit	£1/hour or part of an hour to a max of £10



Holds and items you can't find on the shelf

You might find that sometimes all copies of the book you want to borrow are already out on loan. If this is the case, you can (if you want) place a hold on the book. This facility is on the library catalogue – you will see the Place Hold prompt under the image of the book jacket. To place a hold, you will need either your library number or your Student ID (both printed on your student card). When the first copy of the book on loan is returned, we will contact you by email letting you know that a copy is available for you and we will place this on the hold shelf for you to collect beside the library desk on level 0.

We also have a nearby item on shelf prompt on the catalogue which allows you to virtually browse the book shelves. This lets you see all the books on the same subject on the library shelves which is a good way of finding relevant material which may not be on your reading list.

If you are looking for a book which is not on loan but are having trouble finding it please contact any member of the library staff.

Self-service facilities

We want to maximise access to our services and materials when the building is open so that you do not have to rely on staffed service points. There are self-service machines on every floor which you can use to issue and return books, check your library account and, on some machines, pay with cash for any overdue items. The machines have on-screen instructions which are easy to follow.

Trolleys and a hold bin are provided for returned items.

In addition, there are smart tables on levels 0, 2, 3 and 4. These are large, touch screen tables which don't require a log in and allow you to find material on the library catalogue, check for computer availability across campus, reset your password, look up buildings on the campus map or make an appointment with a librarian for help with your research or course work.

Top-up machines to add credit for printing and photocopying are located on level 0 and level 1. You can also top-up your print credit online at <https://onlinepayments.gcu.ac.uk/print/>



Electronic resources

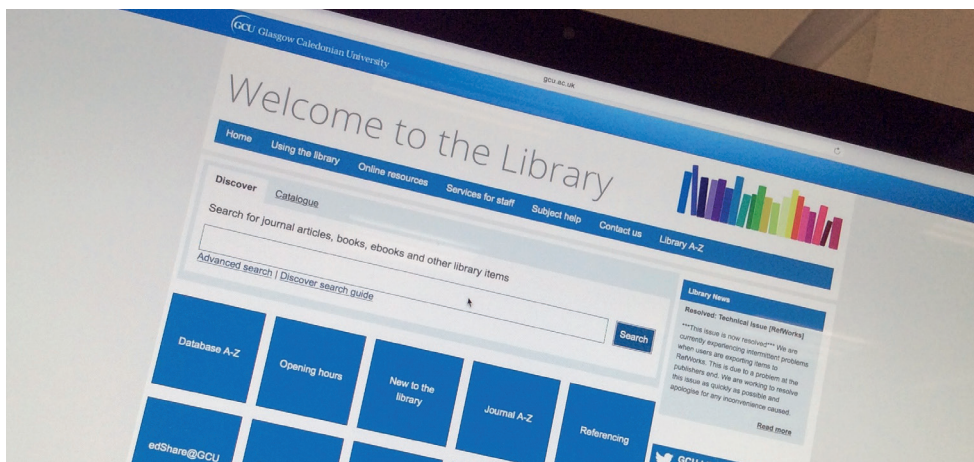
- ebooks, ejournals, databases and search tools

As well as our printed book stock and AV material, the library invests in, and provides access to, a huge range of online content and resources. Published material like ebooks, ejournal articles and databases are normally password protected. You should use your domain username and password to connect to these resources. These are the same details you use for GCU Learn and email so this is easy to remember.

The best place to start your online search is from the library web site www.gcu.ac.uk/library. Customised links for full-text content and databases will prompt you for your domain login details and you can often seamlessly connect to full-text content and services across different platforms and publisher sites without being prompted to login again.

You can also connect to any of our subscribed content from the open web using your domain details but you may have to search for the appropriate login prompt (and there are often numerous options available). The library search engine, Discover (use the search box on the library home page www.gcu.ac.uk/library) is a great starting point for finding information for your coursework as it includes most of the materials in our collections (books, ebooks, journal articles, conference proceedings, newspapers, reports, theses, dissertations and more).

You can search by keyword and apply quick limits such as date and material type.



archive centre



The University has unique archives and special collections and we would like you to use them.



preserving the **past** to inform the **future**

The Archive Centre

Housed in the Archive Centre, our archives and special collections are a unique learning, teaching and research resource open to everyone. The subject strengths are Scottish left wing politics, trade unions, campaign and pressure groups; Scottish social work, social policy and child welfare; Scottish public health; Scottish social enterprise and our contribution to the development of Scottish higher education from the late nineteenth century onwards. We house the records of our university and its parent bodies (dating back to 1875 and the formation of the Glasgow Cookery School).

Our collections sit well with the mission of Glasgow Caledonian University as university for the common good, providing resources to enhance the learning,

teaching and research experience within the broad social justice arena. There is an overriding theme of Scottish social history and social justice. As a service, we aim to preserve the past to inform the future.

We are located on the ground floor of the library.

Full details at
www.gcu.ac.uk/archives

Help finding and using information

Academic librarians can help you identify what types of information you need for your research or coursework and can help you find and use this information effectively.

Although it feels easy to find some information, it is also very common to feel that you are drowning in irrelevant information and can't find exactly what you are looking for. This is especially true when you have to undertake a large piece of work like a dissertation or project. They can help you think about the types of information that best meet your needs, choose the right database or search

engine and create an effective search to get the best results.

You can see them for quick enquiries at a drop-in which run on week days between 11am to 12 noon and 2pm to 3pm or make an appointment for more tailored help.

www.gcu.ac.uk/library/subjecthelp/contactyourlibrarian/requestanappointment/

Academic librarians work closely with your lecturers and often arrange classes or workshops related to your module assignments. Look out for these on your timetable or as announcements on GCU Learn.





Printing, photocopying and scanning

We have printing, photocopying and scanning facilities on levels 0, 2, 3 and 4 of the library. The machines are located in the printer pods which also have a telephone connecting you to the IT Helpdesk if you have any technical problems or the paper needs replenished.

You can send a file to be printed and collect it from any printer in the library so you do not have to use the printer on the floor you are working on (handy if the space you are in is particularly busy). The printers default to black and white copies but you can also print in colour if preferred. You can also scan documents and send them to your email account from the print machines.

All students receive a free quota print allowance at the start of the academic year (not at the start of each academic trimester). The free quota is based on your student status (e.g. full-time, part-time) and is automatically added to your account when you register. You can top up this print credit throughout the year either online or at a top-up machine. There are top-up machines on levels 0 and 1 of the library.

Information Services (IS) provide very useful help and advice on the university web site www.gcu.ac.uk/student/computerstuff/

Getting help and contacting us

The library desk on level 0 near the main entrance to the library is staffed 7 days of the week: 9am to 8pm weekdays and 10am to 6pm at weekends. Staff are able to help you with all aspects of using library services including the basics of borrowing and returning material and finding items on your reading list using the library catalogue. They can get you started on finding information for your research or coursework and can refer you to the academic librarians for a drop-in or for a longer appointment if you need it.

Additionally, staff can tell you about some of the other student support services you can use and can help you with some basic IT information including using email and GCU Learn.

Contact the desk:

- in person
- by telephone on 0141 273 1000
- by email library@gcu.ac.uk

Staff are also available on all levels of the library and can offer you support where and when you need it. Look out for them and please ask for help.

We welcome feedback on our services and facilities and will always respond.

Our feedback form is on the library website www.gcu.ac.uk/library/contactus/ and we will aim to reply to you within 24 hours.



Other useful contacts

Information Services (IS) can help you with passwords, email, GCU Learn, printing, wireless access and all other IT-related enquires. Contact the IT Helpdesk:
E: ithelp@gcu.ac.uk
T: 0141 273 1234

Campus Life student support services can help connect you with the professional support services across campus: careers, disability team, funding, registry and visa immigration support. Find them on level 1 of the George Moore Building or contact them: E: studentsupport@gcu.ac.uk



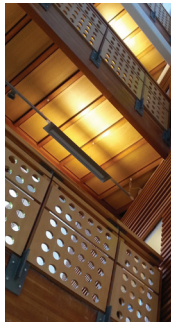
Learning Development Centres (LDC) can support your academic writing and help you with essays, presentations and other academic skills. There are three centres supporting students across the three academic schools.

You can contact them by email, telephone or in person:

Learning and Development Centre School of Engineering and Built Environment
Room M534, George Moore Building
E: askLDC@gcu.ac.uk
T: 0141 273 1230

Learning and Development Centre Glasgow School for Business and Society
Room W508, Hamish Wood Building
E: LDCgsbs@gcu.ac.uk
T: 0141 331 3300

Learning and Development Centre School of Health and Life Sciences
Room A107 Govan Mbeki Building
E: LDC_hls@gcu.ac.uk
T: 0141 331 3456



University for the Common Good

Library Desk

Level 0 Saltire Centre

T: 0141 273 1000

E: library@gcu.ac.uk

W: www.gcu.ac.uk/library