



Information & Library Services

September 2009

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Introduction to libraries and computing support

How many books can I borrow?

You can borrow up to 16 library items (books or other resources) at one time

When will they be due back?

Standard loans are loaned for 4 weeks

Short loans are loaned for 1 week to full-time students, 2 weeks to part-time students

How do I borrow them?

Use library self service machines for borrowing and returning items. Ask library staff for help if you are not sure what to do.

Can I keep them longer?

You can renew your loan online as long as it has not been reserved by someone else.

Go to **My Library Account** from the portal's **Library and Computing** tab

(<http://portal.gre.ac.uk/>)

Or log into **My Account** from the Library Catalogue

(<http://libcat2.gre.ac.uk/TalisPrism/>)

Log in using the number on your ID card (see guidelines on the screen for help).

If one or more of your items cannot be renewed a message on the screen in red will explain why. Allow yourself time to return an item that cannot be renewed, for instance if someone else has reserved it; don't leave renewals until the end of the day they are due for return.

What if I forget to renew my loans?

Fines are charged if items are renewed or returned after their due date.

To help you remember a courtesy notice is sent two days before loans are due.

Please note, overdue fines cannot be waived if you fail to receive a courtesy notice for any reason (including system failure); it is your responsibility to keep track of the dates your loans are due for return.

Make sure you receive email messages by checking your University email inbox daily. If you prefer, you can set up your University email to automatically forward messages to your “home” email account.

Can I reserve books?

Reserve books online from the library catalogue. Click on **Reserve** next to the item you require and log in using your ID number. You can choose which campus to collect it from and an email will be sent to you when the item is ready for you to collect .

Please note that an item shown as “available” when requested may have been borrowed before your request reaches library staff. When this happens the item is reserved for you on its return.

Where? When ? How can I ...?

The portal **Library and Computing** tab is your gateway to our online resources; use it to check opening times, learn how to use online resources, contact your subject library team, renew loans, reserve books and find IT help and advice.

Student computing

There are computers with printing facilities at each campus; most of these are located in or near libraries. Computers with assistive software and adjustable furniture are available; more information about these and other ILS computing services can be found by following the link from our portal tab, or going direct to <http://www.gre.ac.uk/offices/ils/ls/services/studentcomp>

All libraries are wireless-enabled; help to connect with your laptop can be found on Computing Support web pages at <http://www.gre.ac.uk/offices/ils/ict/guides/nw/wireless>

Computer misuse

You have a personal login and print credit account on the University network; information about using your network account and some of our online facilities can be found in our *Introduction to e-services* at <http://www.gre.ac.uk/ils/eservices>

It is a disciplinary offence to log in to someone else’s account, or to allow someone to use yours. Please remember that downloading or sharing copyright material is illegal and also a disciplinary offence in the University. The network login of anyone found downloading illegally will be immediately disabled pending further disciplinary action.

Other facilities

Card-activated photocopiers are available in all libraries and scanners are available in main computing areas; you must observe Copyright Law when using these and guidelines are posted nearby to advise you. Other facilities such as colour printing, plotters and DVD writers are also available; ask your computing helpdesk for information about the location of these at your campus, or check your campus’s online computing support pages.

What happens if I lose my ID card?

Your University ID card is required to use any library or computing facility. You cannot borrow books without it. Your card should be carried with you at all times on campus.

If you lose it contact the Student Centre for a replacement; there will be a charge for this.

It is a disciplinary offence to use someone else’s ID card, or to allow someone else to use yours. Never borrow books for another person to use. You are responsible for everything borrowed on your account, including fines for late renewal or return, and replacement charges for any item not returned.

Code of Conduct

The agreement you signed as part of the registration for your course included agreement to comply with library and computing rules. Our Code of Conduct is part of these and can be found at <http://www.gre.ac.uk/offices/ils/ls/policies/conduct> . Please read this to ensure you are aware of what you, and others, have agreed.

Getting Help

If you are having problems using the Computer Labs or Libraries or need advice on using any of our resources, please ask for help from the IT Support desks or Library Enquiry Desk; it's what we are here for. You can also contact OSCARS when working off-campus

OSCARS are the support team for students working from home. Go to their web pages via the portal link or directly at <http://www.gre.ac.uk/offices/ils/ls/services/oscars> to find information and solutions to frequent problems. Contact OSCARS using the web form on their pages.

We are here to help; please ASK US