



Information Services

Getting Started Library Guide

2017-18

Essential information on using our **libraries** and **online resources**



library.ulster.ac.uk

Your path to success

There are libraries on the University's four campuses each providing an integrated resource for library, study and IT services. You are entitled to use any of these campus libraries and it is important to get to know what is available as it will help you succeed in your studies.

Your student ID card

Your student ID card is also your library card and you will need it to borrow books and to use print, copy and scan facilities. The card is also used to provide 'swipe' access to many areas of the University. You should carry the card with you at all times when you are on campus.

Finding books and other library material

To find material use the Library Catalogue online (library.ulster.ac.uk/catalogue). Search by title, author or keyword to locate where the items are on the shelves (the 'shelfmark'). The Catalogue also lets you link to electronic books, to reserve books currently out on loan and to check what you already have out on loan through the 'My account' option.

Dedicated Library Catalogue PCs are available in each campus library.

Borrowing, renewing and returning books

There is more than one loan type for books and there are different borrowing limits. The more popular textbooks have a shorter loan period. Most books can be renewed if they have not been reserved by another student. You can do this in person at the Information Point, by phoning the Library or online by selecting either 'My account' on the Catalogue or through the Library page on the University Portal.

You can borrow up to twenty books at a time. Most books can be borrowed for two months. They can be borrowed using the self-issue machines or from the Information Point.

Books can be renewed up to twice if not required by another user (N.B. all books are subject to recall at any time if requested by another user). You can renew books in person, by phone or by logging in to 'My Account' in the Library Catalogue or on the Portal, Library and ICT page. 'My Account' also lets you check the due dates of loans.

Books should be returned promptly to the Library. You will be charged if books are not renewed or returned on time. You can avoid unnecessary fines by checking 'My Account' regularly. If you do incur fines, you can pay these online through your library 'My Account' (over £5) or in person at the Information Point. Books may be returned to the return bins in each Library or at the Information Point on any campus.

Type of book	How many of each type	For how long	Overdue fines
Standard/ Two month loan	12	2 months (renewable twice)	10p per day
2 week loan	4	2 weeks (renewable twice)	50p per day
2 day loan	4	48 hours (books borrowed Thursday or Friday are due back on Monday and cannot be renewed)	£1 per day
	Total of 20 books		



Requesting books and journal articles

- If a book you need is currently out on loan then you can reserve it through the Library Catalogue or by making a request at the Information Point.
- You can request books held on another campus library at the Information Point and these are usually available for collection within two working days. Please note that '2 day' loans cannot be reserved or requested from another campus.
- If the book is not available at any of the campus libraries, you can submit an online request via the Document Delivery link in the Library Catalogue or on the Document Delivery page:
library.ulster.ac.uk/documentdelivery
- Journal articles that are neither on your campus nor online may also be requested through the Document Delivery service.

Laptop loan service

The campus libraries have laptops for loan from the Information Points. These are issued to your student card and are for use in the Library only.

Study and IT space

The Library has different areas to meet your needs including group study rooms, silent zones and clusters of networked computers. There is also Wi-Fi available to allow you to connect your own phone, tablet or laptop to the University network.

You can book a group study room for four or more students. Book a timeslot online at bookings.library.ulster.ac.uk or by speaking to library staff at the campus Information Point.

Using our online resources

You can access the library's electronic resources including databases, e-journals, e-books and exam papers using your student email address (in the form j.bloggs@ulster.ac.uk) and network password.

Your initial network password will appear on the screen when you have completed registration for your course. Your student ID number (B00...) and network password will give you access to the University Portal, WiFi and to Blackboard Learn (module information).

Access to our electronic resources is available both on and off-campus from the Library Homepage: library.ulster.ac.uk

Library resources available from the Library Homepage or the Portal

Resource	Description
E-journals	Access to more than 129,000 titles.
E-books	Access to the full content of around 777,000 electronic books (including 10,000+ key textbooks).
Databases including USearch	These allow you to search for information on a topic. There are specialised databases in all subject areas taught by the University. USearch is a useful starting point when looking for relevant journal articles for an assignment as it searches across many different databases simultaneously.
Reading lists	Online versions of your reading lists with clickable links to items on the Library Catalogue, to e-journals, e-books, scanned documents and useful web pages.
Subject guides	Library guides to the full range of quality information sources available on subject areas taught by the University.
Exam papers	Access to most past exam papers from 2001.

Getting help and advice

Subject librarians

There are teams of subject librarians who can offer you expert help and advice related to sourcing and using information for your coursework. They provide information skills classes tailored for each subject area and these will help you make good use of all the Library's resources to get the best mark possible for your assignments. You can also make an appointment to meet with your subject librarian to discuss your specific information needs. It is very important therefore to get to know who your subject librarian is on your campus. Contact details are available at: library.ulster.ac.uk/contact/contact_subject.php

The subject librarians produce online guides which will help you find the books, journals and relevant web information needed for your course. These guides can save you hours in looking for quality information sources that are right for your course. They are available on the Library pages through the Homepage, Portal and Blackboard Learn. Details at: guides.library.ulster.ac.uk

Help within our libraries

Library staff are available to help you find books and other materials or to use any of the services within the Library. Help is provided at the Information Points and throughout the Library. Please ask a Library staff member for assistance if you need help.

For further help, our contact details are:

Belfast	T: 028 9536 7268
Coleraine	T: 028 7012 3128
Jordanstown	T: 028 9036 6964
Magee	T: 028 7167 5264

Library Help online

'Library Help' and 'LibChat' services are available on the Library webpages. 'Library Help' provides answers to frequently asked questions. If you can't find the answer to your question, you can use the 'LibChat' service for a quick response. The service is available Monday to Friday, 9am–4pm during term-time. A response will be sent to you by the end of the next working day at the latest. Details at: help.library.ulster.ac.uk

Library opening hours (term-time)

Weekdays

Belfast	8.45am - 9pm (6pm Friday)
Coleraine	8.45am - 9pm (8pm Friday)
Jordanstown	8.45am - 9pm (8pm Friday)
Magee	8.45am - 9pm (8pm Friday)

Saturday and Sunday

All campuses 1pm – 5pm

Additional opening hours may be provided at times of high demand. Please check online for further information and for details of vacation opening hours: library.ulster.ac.uk/info/hour.php



@ulsterunilib

