

Student guide to Library services 2011/12

Get off to a winning start ...



... with the Library

This guide explains many of the ways the Library can support you and help you succeed with your course. Lots more information about our services and facilities as well as links to electronic resources can be found on the Library's Web pages at <http://www.brookes.ac.uk/library>.

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Joining the Library

When you enrol at Brookes you will automatically receive your Student card, which also is your Library card. Remember to carry this with you whenever you are on campus. This card is required for identification, entry to the Headington Library, borrowing library books, making use of our self service facilities and for use of other University facilities. Please keep your card safe. If you lose it you should immediately request a new one from the Academic Management Office and then inform the Library. Remember - you should never lend your card to another person.

There are three libraries at Oxford Brookes University and all are available for use by Brookes' students. The largest Library is the Headington Library on the Headington Campus. The Wheatley Library specialises in business, computing, mathematical sciences and engineering. The Harcourt Hill Library specialises in education, theology, human development, communication and sport.

Library Opening Hours

For the most up to date information about opening hours please see the Library web pages at <http://www.brookes.ac.uk/library/ophours.html>

Library Contact details

<p>Headington Library Oxford Brookes University Headington Campus Oxford OX3 0BP</p> <p>Enquiries: 01865 483156 libraryenquiries@brookes.ac.uk</p> <p>24 hour Renewals: 01865 483133</p> <p>Lending Services Enquiries: 01865 483155</p>	<p>Wheatley Library Oxford Brookes University Wheatley Campus Oxford OX33 1HX</p> <p>Enquiries: 01865 485869 libraryenquiries@brookes.ac.uk</p> <p>24 hour Renewals: 01865 483133</p>	<p>Harcourt Hill Library Oxford Brookes University Harcourt Hill Campus Oxford OX2 9AT</p> <p>Enquiries: 01865 488222 libraryenquiries@brookes.ac.uk</p> <p>24 hour Renewals: 01865 483133</p>
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Finding information resources using the Library Catalogue

The Library contains information in a wide variety of formats:

- Printed (books, journals and newspapers)
- Audio-visual (DVDs, CDs)
- Electronic (Internet databases, electronic journals, e-books)

As well as textbooks and background reading, the Library also contains reference books such as encyclopaedias and dictionaries, statistical and government publications, market research reports, theses, maps and many other sources of information.

The key to finding the information you need is the Library Catalogue. This gives details of all material held in the Library and tells you where to find it. The Catalogue will also tell you if an item is out on loan and, if so, when it is due back. You may use the Catalogue to reserve a book that is already on loan or located at another Library site.

The Library Catalogue is available via the Library PCs, pooled computer room PCs and the Web at all times, whether the Library is open or not. The Web address is <http://www.brookes.ac.uk/library/catalogue.html> .

Finding books on reading lists

If you are looking for a particular book and already know the author's name and the title, the best way to search for the item on the Library Catalogue is to enter into the search box the author's surname and a significant word or words from the title. The Catalogue will list any items found. For printed books, click on 'Check Availability' next to the item you are interested in to find out if it is currently available and where you can find it on the shelf (shelfmark). You can also click on 'Expand all' to find out when items are due back, if they're on loan. For electronic resources, simply click on 'Check Availability, to access the resource.

Increasingly we are adding copies of your reading lists to our system - check at <http://readinglists.brookes.ac.uk:8080/talislist/index.jsp>

Subject searching on the Catalogue

If you are looking for books on a particular subject, enter the subject in the search box. The Catalogue will list any items found. If lots of items are listed, you can narrow your search by using the 'Refine your search' options on the left hand side of the screen. Searches can be narrowed by location (library site), collection (special collections), subject, year published, author, loan type (one week, two week loan etc), format (book, e-book, e-journal etc) and content (thesis, biography etc).

Finding journal articles on reading lists

If you are looking for a particular journal article, enter the **journal** title in the search box, not the article title. The catalogue will list any items found. If lots of items are listed, use the 'Refine your search' format option on the left hand side of the screen to narrow your search to serials and/or e-journals.

Once you have found the journal title you are looking for, click on 'Check Availability'. If the journal title you find is in **print format**, you will need to click on 'Expand all' to find out which volumes are held by the Library. If the volume you need is listed, make a note of the shelfmark to locate the journal on the shelf. If the journal is in **electronic format**, click on 'Access details' to access the resource.

Help!

A Help option is available on the Library Catalogue which will give you more detailed information about finding books, journals and other resources. Library staff will be happy to help show you how to search the Catalogue. Please ask at the Enquiry Desk.

Borrowing items

Books, DVDs, CDs and other audio-visual items are normally available for loan. Use the Self Service points or bring items to the Library counter. You will need your Student card. Students may borrow up to twelve items. Most items are available for loan for one or two weeks.

Renewing items

If you haven't finished using an item that is due for return you may renew it.

If another borrower has reserved one of your loans you will not be able to renew it.

You may renew one or two week loan items

- by telephone (01865 483133),
- by using the Self Service points at any Library
- via the Catalogue using the My loans and reservations option
- by presenting your Student card at any Library Counter

Items may be renewed up to 12 consecutive times without bringing them into the Library. After that you need to bring them in to have them discharged and re-issued so that you can do another 12 unseen renewals. As long as no-one reserves the item you can do this indefinitely.

You may bring items to the Library Counter to be renewed as many times as you wish as long as they are not reserved for another user.

Renewing via the Catalogue

When renewing via the My loans and reservations option on the Catalogue you will get a message listing the successfully renewed items and giving the new due date. Remember to make a note of this date – it may be an idea to write it on the date label.

If another user has reserved any of your loans, you will not be able to renew those that are reserved. Please make sure you return these items by the due date as someone else is waiting for them and you will be fined for a late return.

If you get the message 'unsuccessful renewals' please contact a member of the Library staff as your item(s) will not have been renewed.

Please note that Short Loan items can only be renewed by bringing them into the Library from which they were borrowed. They cannot be renewed by telephone or via the Catalogue.

If you have any difficulty with renewing material, please speak to a member of Library staff in person or ring the 24 Hour Renewals line on 01865 483133.

Reserving items

If an item that you need is already out on loan you may reserve it. When it is returned we will keep the book for you to collect. You will need to search for the item on the Library Catalogue. Once you have found the record on the Catalogue:

- Click on Reserve and log in using your borrower number
- Specify the Library from which you wish to collect the item
- Click on Reserve. You should see the message "Request successful".

If you experience any difficulty in making a reservation, please ask the Library staff for help.

Please note that Short Loan items cannot be reserved.

What if I want an item from another site?

You may reserve items from other sites that are on loan or not on loan. Remember to select the Library from which you want to collect the item.

How do I reserve an item that shows as "On order" or "Received" on the Catalogue?

You may reserve items that are "on order" or "received" but you will need to ask at the Enquiry Desk or Counter; you cannot do this via the Catalogue.

What if the item I want is not on loan?

You may reserve items that are not on loan. This service is intended to be used if the item you require is at another site. The quickest way to obtain material that is not on loan from your home site will always be to collect it yourself from the Library shelves.

How many reservations may I have?

You may have 5 active reservations at any one time. As soon as an item is ready for collection it is dropped from your quota of active reservations.

How will I know when my reservation is available for collection?

- An email will be sent to your Brookes Google mail address when your reservation is available;
- You can check the availability of your reservations via the Catalogue using the My loans and reservations option;
- Telephone the Library 24 Hour Renewals line: 01865 483133.

Where do I collect my reservation from?

At Headington and Wheatley, your reserved items will be shelved in the Short Loans and Reservations Area when they are ready for you to collect. They will be arranged by the first three letters of your family name and the last four numbers from your student number. At Harcourt Hill reserved books are kept for you at the Library counter.

Returning items

You can return items and clear them from your record yourself on the Self Service points at any Library.

The Headington Library has a book returns slot just by the Library entrance. Please do not put Short Loan items here when the Library is open; instead return them to the Short Loan area.

Library items may also be returned to the Counters at any of our three Library sites. You do not have to return an item to the Library from which it was borrowed, unless it is from the Short Loan Collection.

When the Library is closed you may return items (including Short Loan material) to the external book boxes at Headington, Wheatley and Harcourt Hill.

Please make sure that all items returned via book boxes drop down properly into the box.

Fines

Fines are payable on items returned late. The date due for return is recorded on the receipt from the Self Service points. You can also find when items are due by looking at the My loans and reservations option on the Library Catalogue.

Current fine rates are available at <http://www.brookes.ac.uk/library/lending/fines.html>

These fines operate on all days when the Library is open. Outstanding fines from one semester must be paid during week 1 of the next semester or borrowing rights may be suspended.

If items are kept overdue for more than 21 days we send you an invoice for the replacement cost. You must pay this if the item is lost, or return the item and pay the fines. Please note that we charge a non-refundable £10.00 Administration Fee for having to send this invoice.

If you have any queries about the fines system please contact Sandra Cromey at the Headington Library (Headington Library users) or Claire Jeffery at Harcourt Hill Library (Harcourt Hill and Wheatley Library users).

Remember – it is easy to avoid fines! You can renew your books by using the Self Service points at any Library, by phoning 01865 483133, by using the My loans and reservations option on the Catalogue or in person at any Library Counter.

Short loan

Although the Library tries to stock multiple copies of books that are most in demand, it is not possible to buy enough copies for everyone to borrow a copy at the same time. At times of heavy demand even the One Week loan period is inappropriate. For this reason lecturers advise us which books are likely to fall into this category and these are put into the Short Loan Collection. The collection also includes a large number of photocopies of book chapters, articles and unpublished material.

All Short Loan items are available for periods of 4 hours or 24 hours (3 hours or 24 hours at Harcourt Hill). Up to two may be borrowed at any one time by students in addition to the normal loan entitlement.

At Headington and Wheatley use the Self Service points in the Short Loan and Reservations area to issue and return items. Make sure you note down the due back date and time as high fines are charged on items returned late.

Please note that it is not possible to reserve Short Loan items in the same way as one and two week loan items.

When are Short Loans not so short?

- After 16.00, Monday to Thursday, all 4 hour books (Headington and Wheatley) are due back at 10.15 the following morning
- After 16.00, Monday to Thursday, all 3 hour books (Harcourt Hill) are due back at 10.00 the next morning
- After 16.00 at Headington (14.00 at Wheatley) on Friday, and any time over the weekend, 4 hour loans are due back at 10.15 the following Monday morning
- After 16.00 at Harcourt Hill on Friday and any time over the weekend 3 hour loans are due back at 10.00 the following Monday morning
- 24 hour loans borrowed on a Friday or during the weekend are due back on the following Monday at the same time as they were issued (for example, if you borrow a book at 14.00 on Saturday it will be due for return by 14.00 on Monday). At Harcourt Hill items are due back by 10.00 Monday morning

Electronic resources

Thousands of information resources are now available electronically, which means you can access them from off campus, in hall, from pooled computer rooms - or - in the Library!

Use the Quick links from the Library Web pages <http://www.brookes.ac.uk/library> to search databases and access electronic journals and newspapers, e-books and other Internet resources. Some resources require usernames and passwords - details of these can be found from your PIP pages under the option Library Electronic Resources.

For help using electronic resources ask at the Library Enquiry Desk.

IT facilities

All Library sites have IT workstations that provide access to the full pooled computer room menu. You log onto these PCs using your portal password in the same way as if you were using PCs in the pooled computer rooms on campus. Your printing account also works with these PCs and you may top up your charge account at Library Counters.

IT Service Desks are located in Headington and in Wheatley Library.

Laptop use

Power points are provided in the Library for those wishing to bring in their own computers. Use is entirely at your own risk. Please ensure that you do not leave trailing wires which would create a trip hazard for other Library users. The Library has WIFI connectivity. See <http://www.brookes.ac.uk/services/cs/wireless/index.html> for more information about how to register for the Brookes Wireless service.

Studying in the Library

During your course you will need to study in different ways - sometimes individually, sometimes as part of a group. In the Library you will find a range of different types of study area - large tables, individual desks, individual study rooms, group study rooms, IT workstations. Some rooms may be booked in advance. Some areas of the Library will be designated as Silent space.

Whatever your mode of study - we ask you to be considerate to other Library users at all times. To ensure that the Library is a quiet and pleasant place in which to study and that its resources are available to all users as fully as possible, the following guidelines apply:

- All areas are quiet areas, unless specifically designated otherwise;
- If you must speak to someone, do so as quietly as possible and keep your conversations to a minimum. Absolutely no talking is permitted in areas designated as Silent spaces;
- You must not eat, drink or smoke in any part of the Library. You may bring in bottled water but keep the bottle in your bag until you need to use it;
- Please respect the Library environment - do not pollute it with litter or noise;
- Please take care of all Library materials and equipment;
- Please keep your belongings with you at all times;
- Be considerate to those working around you.

Mobile phones

We do not ban mobile phones if they are being used in a responsible manner. If you wish to talk to your friends (face-to-face or face-to-phone) we request that you do this on staircase landings or outside the Library. You should turn the ringer off as this is often the most disturbing aspect of phones. Mobile phones must be switched off and not used in those parts of the Library designated as Silent spaces.

For those with children

Whilst we cannot accept responsibility for your children within the Library, we appreciate that there may be occasions, particularly during school holidays, when you need to bring them with you to the Library. We ask you to supervise your children properly and to ensure that they do not disturb other Library users. Please note that children under the age of 16 years should not be left unaccompanied.

Photocopying

Black and white and colour photocopying facilities are available at all Library sites. You must adhere to copyright law when photocopying from published material. Guidelines on copyright are available on the Library Web pages at

<http://www.brookes.ac.uk/library/copyright/photocopylaw.html>

All the Library photocopiers work on a card system and the same cards can be used at all Library sites. The copy card is rechargeable and should not be thrown away. Make sure you write your name clearly on the reverse and keep your card safe – we are unable to make refunds on lost cards. The cards cost £1; this pays for the card and your first 7 credits (7 A4 copies). When you recharge your card in the recharging machines, a £1 coin buys 19 credits. An A4 copy takes 1 credit (approximately 5.2p each) and an A3 copy takes 2 credits (approximately 10.5p each). Please note that we cannot refund any balance left on your card when you leave.

It is possible to make overhead transparencies using the photocopiers. Heat resistant transparencies may be used in all the copiers in the Wheatley and Harcourt Hill Libraries as well as the copiers in the Photocopier Room at the Headington Library.

If you are at all unsure whether any transparencies you have are heat-resistant or not, do not use them in any photocopier. Non-heat-resistant transparencies can cause expensive damage to a photocopier. You may buy heat-resistant transparencies from the Audio Visual Unit Office at the Headington Library and from the Wheatley and Harcourt Hill Library Counters. The transparencies cost 30p each.

Photocopying Service

Subject to copyright regulations, we will photocopy 1 - 20 pages of any journal article in the stock of Oxford Brookes University Library for a small charge and deliver this to the Library of your choice or post it to your home address - whichever is most convenient.

If you have checked the Library Catalogue and are certain that the journal you want is available in our Library, then you should complete an internal journal photocopying request form. You can get the form from the Enquiry Desk at the Headington Library, and the Counters at the Wheatley and Harcourt Hill Libraries. Information about current charges and a copy of the form can be found at <http://www.brookes.ac.uk/library/lending/photocopyservice.html>.

When you need to ask for help

All libraries operate enquiry services to help you:

- use the Library Catalogue;
- find your way around the Library;
- make good use of printed and electronic sources of information

Headington Library Enquiry Desk is in the South Library immediately in front of you as you come into the Library. It is normally staffed all the time the Library is open except during advertised Self Service periods. Staff at the Enquiry Desk can provide general help and assistance, but may refer you for more in-depth help to your Subject Librarian.

Wheatley Library Enquiry Desk is near the Quick Reference and Statistics Collection, beyond the Library Counter. It is normally staffed, during semester time, Monday - Friday 11.00 - 17.00.

Harcourt Hill Library Enquiry Desk is immediately in front of you as you come into the Library. It is normally staffed, during semester time, Monday - Friday 11.00 - 17.00.

General help and assistance can be obtained from the staff at the Library Counter. Detailed help is available from your Subject Librarian.

Telephone numbers for enquiries

Headington Library : General Enquiries: 01865 483156;
 Lending Services enquiries: 01865 483155

Wheatley Library : 01865 485869

Harcourt Hill Library : 01865 488222

24 hour Renewals line 01865 483133

A full range of printed library guides are available from Enquiry Desks to help you make good use of the Library, its services and resources.

What help is available when the Library is closed?

Lots of information is available from the Library Web pages. Add the Web address to your Bookmarks/Favourites:

<http://www.brookes.ac.uk/library>

Choose the Ask us option to make use of our Electronic Enquiry Service, which includes:

- Frequently Asked Questions - answers to common problems (eg how to find out the username and password for a database)
- Electronic Reference Desk - this can be a good starting point for finding information (including links to encyclopaedias, dictionaries etc.);
- Lending Services Helpdesk - for help with problems with borrowing, reserving and renewing material from the Library;
- Our Enquiry Form - complete our electronic enquiry form and we will respond within two working days

Choose the Subject help option for guides and links to resources that will help you research within your subject area.

Help with information skills

Searching information sources can be a daunting and complex task. Often a session will be built into your course where your Subject Librarian will introduce you to key resources in your subject and how to use them.

We also offer a range of surgery sessions during each semester to provide tips and advice on researching within your subject or using specific electronic resources. Look out for posters giving details of these sessions or check the Training sessions section of the Library Web pages.

If you can't get to any of these sessions, we also offer a number of Brookes Virtual tutorials that you can work through in your own time. See <http://www.brookes.ac.uk/library/bvtutorials.html> for more information about these.

Safety in the Library

In an emergency

- If you hear the alarm bell ringing you must leave the Library immediately;
- Do not stay behind to collect personal belongings;
- Follow the green Fire Exit notices to the nearest exit;
- If the Fire Exit is not already open break the glass bolt or panel with the hammer provided;
- Go as quickly as possible to the designated assembly point and wait there until you are told it is safe to return.

Where are the designated assembly points?

Headington	Across Gipsy Lane at the corner of Grays Road
Wheatley	Outside the Dora Cohen Hall
Harcourt Hill	Visitors car park

If you find a fire

- If you find a fire sound the fire alarm using the nearest fire alarm call point;
- If at all possible, tell a member of Library staff;
- Leave the building as above.

Accident/incident

If you have an accident or are involved/witness to an incident please report it to a member of Library staff who will give you an accident/incident form to fill in.

Library regulations

1. Books and other library materials (apart from journals and items designated for reference use only) may be borrowed from the Library by registered borrowers.
2. A borrower card may only be used by the person named on the card.
3. Anyone borrowing materials from the Library is responsible for their care and safe return on or before the date due. Fines are charged when materials are returned late.
4. Borrowers are personally responsible for all materials borrowed on their cards and will be required to pay the cost of replacement or repair of material which is lost, damaged or not returned.
5. The unauthorised removal of library materials will be treated as theft.
6. Library materials must not be mutilated nor library equipment misused.
7. Users must not eat, drink or smoke in the Library nor by their conduct disturb others.
8. Registered borrowers must produce their borrower cards for examination on request by library staff.
9. The University cannot accept responsibility for any damage to or theft of library users' property.
10. Contravention of these regulations may result in suspension from further use of the Library, and in disciplinary action.

Note: Users of the Library are subject to the University Regulations, and these are a part of them.