

# A Library Guide for International Students

## Welcome

Welcome to the University of the West of England (UWE) Library Services. The Library consists of five campus libraries. The largest of these is the library at Frenchay. The others are at the Bower Ashton, Glenside, Hartpury and St Matthias campuses. Although you can use any of these, the one you will use most will depend on which subjects you are studying. To enter the Frenchay Campus Library you will need your UWE ID card in order to pass through the turnstiles.

More detailed information about the Library and its services is available both on our website at: <http://www.uwe.ac.uk/library> or in the printed Library Services Handbook which, if you have not already received it, can be obtained from any of the enquiry points in the Library. In the meantime this guide aims to give you some basic information to **get you started**.

## Finding Library Materials

To find materials in the Library you will need to search the Library Catalogue. The catalogue contains a record of all the books, journals, newspapers, (both print and electronic) and audiovisual (AV) resources etc. which the Library provides. It shows where they are located, whether they are available for loan, and for how long.

You can also use the catalogue to check your own Library account to see which books you have on loan. If your books are due back you can renew them, as long as no one else has reserved them, and you can place reservations (or holds) for items which are not immediately available. To do these personalised things you will need a Library PIN number. This can be obtained in the Library, at an enquiry or information point. You will have to show your UWE ID card. You can access the catalogue from catalogue terminals in the Library and via the internet using our Library website at: [www.uwe.ac.uk/library](http://www.uwe.ac.uk/library). Once you have identified where an item is located then you can go to the shelves yourself to fetch it. If you need help in finding material, ask at an enquiry point. You can take the items you want to read to any of the study spaces provided in the Library, and you can take them to any floor without

needing to ask permission. Or you can borrow books to use outside the Library.

## Borrowing

You can borrow most books for 4 weeks (long loan). Some books may only be borrowed for one week (medium loan) while others may only be borrowed for 4 hours or overnight (short loan). At Hartpury there are also some two week loan books. The loan period is clearly indicated inside the front cover of the book. You must get anything you wish to borrow issued to you at the Service Desk on Level 2 of the Library (or use one of the Self-Issue Machines). Anything not issued to you will set off an alarm as you leave. Remember that fines are charged for the late return of books. To avoid fines, you can renew your books via the Library Catalogue, in the Library (you need to bring either your ID card or the items to renew), or by using the 24 hour Telephone Renewals Service on **0117 32 82092**.

## Reference Material

Some Library materials cannot be borrowed, such as the journals (sometimes referred to as periodicals or magazines) and the reference books. Reference books include items such as dictionaries, encyclopaedias, handbooks, atlases etc.

However, you can photocopy journal articles or chapters from books provided you keep within the **UK Copyright restrictions** on photocopying which are displayed near each of the photocopiers

## Photocopying

Photocopiers are provided in all our libraries. To operate them you will need to logon using your UWE network username and password, after first adding money to your *pharos account*. Please ask at an enquiries desk to do this.

## Electronic Resources

As well as the printed books and journals which are visible on the shelves many more books, journals, and other texts are provided electronically. Most of these are listed on, and can be accessed from, the Library Catalogue or

the Library website. You can access these from any computer with an internet connection, both on and off campus.

When using electronic resources off campus, and sometimes when using them on campus, a username and password will be necessary. In most cases these will be the same as the username and password you use to log in to UWE computers. These will be given to you by your Faculty. Details about passwords can be found on Library website, <http://www.uwe.ac.uk/library> under Help with ... Usernames and Passwords.

### **Study spaces**

As well as a large number of study desks throughout the Libraries, all our Libraries have a variety of spaces for different types of study – such as silent study rooms and group study rooms. There are also many study spaces equipped with computer terminals, and, for those who wish to access the network using their own laptop computers, our Libraries have a wireless network.

**Library Regulations** Please respect other Library users and try to avoid disturbing them. Talking should be kept to a minimum and mobile phones must be switched off.

### **Library Training**

During your course Librarians will provide training in using the Library resources for information-retrieval and research and can offer guidance on the best databases to use for your topic. You can also get individual specialist help with finding information by contacting the Librarian for your Faculty.

**Getting help in the Library** If you are having difficulties finding what you need don't hesitate to ask for help. You can obtain help at an enquiry point in the Library, or you can contact the Librarian for your Faculty.

Contact details for the Librarians are on the Library Support for International Students web page at:

[www.uwe.ac.uk/library/info/international\\_students.htm](http://www.uwe.ac.uk/library/info/international_students.htm)

This web page provides links to other useful resources such as, online access to overseas newspapers, an online introduction to the Library, and study skills tutorials. Additional help is available from any member of Library staff or email a question using Ask A Librarian ([www.uwe.ac.uk/library/help](http://www.uwe.ac.uk/library/help)). If you have difficulty understanding any of the information presented in Library leaflets, notices or guides please tell us.