It’s your library!

89% satisfaction rate in the National Student Survey (NSS) 2018

93% satisfaction rate in the Library Tell Us Survey 2018

Your Library holds the prestigious Customer Service Excellence standard

Luton campus Library: RIBA East Award winner 2018

Your Library is in the top 25% of UK universities for ebook use, number of hours of support and number of PCs per student

93% satisfaction rate in the National Student Survey (NSS) 2018

Library Handbook 2018/2019
We have fantastic facilities and excellent staff who will support you throughout your academic journey.

We want you to have a great learning experience by offering:

- a variety of superb study spaces
- an extensive collection of books and resources
- up-to-date IT facilities
- excellent customer services
- expert help and advice to support you in developing outstanding academic skills

This handbook is a guide to the extensive range of services and support available at Aylesbury, Bedford, Luton and Milton Keynes campuses and online. Full details are on our website: lrweb.beds.ac.uk

Your experience of using Learning Resources and Service Excellence (LRSE) is very important to us. Please let us know what you think through the Tell Us feedback postcards available at every SiD desk, Library/LRC or online at: www.beds.ac.uk/tellus
DISCOVER
DISCOVER is the University of Bedfordshire’s single search tool that enables you to search most of our electronic resources and catalogue simultaneously: lrweb.beds.ac.uk/discover

Some of the digital resources aren’t included on DISCOVER and need to be searched independently. To find out more read the Subject Guides: lrweb.beds.ac.uk/subjectguides

Subject Guides
To find out more about the best resources for your subject use the relevant subject guide, written by your Academic Liaison Librarians: lrweb.beds.ac.uk/subjectguides

A-Z Study Hub Resources
Search over 200 guides written by our expert skills support teams. Topics such as writing, referencing, searching and evaluating information, Microsoft Office, maths, study skills and many more: lrweb.beds.ac.uk/a-z

Library Catalogue
The library catalogue is your gateway to all the resources in our collection, both print and digital:

library.beds.ac.uk/search/D
lrweb.beds.ac.uk/digital

Reading Lists
Each of your units on BREO will contain a link to the relevant reading list. Your tutors have created the list to guide you to the reading they want you to do for your course. You can also check the reading list website: readinglists.beds.ac.uk
You can search by the unit code or name of the unit. Make sure you are looking at the 2018 – 2019 reading list for your unit.

Can’t find what you want? email studyhub@beds.ac.uk.
Find your Academic Liaison Librarian at lrweb.beds.ac.uk/subjects or email: libraryideas@beds.ac.uk
**Visit us in person**
Study Hub is free to attend and open to all students.

Regular drop-in services are offered across University campuses. There is no need to book a place, just turn up and we can help.

Study Hub is also able to offer academic skills workshops which are a great way to get ahead in your studies.

**Visit us online**
There is a wide range of academic skills learning materials for you to use:

- Self-help guides
- Exercises
- Videos
- Workshop materials

[lrweb.beds.ac.uk/studyhub](http://lrweb.beds.ac.uk/studyhub)

**How we can help**
Study Hub is your one stop shop for developing your academic skills. Our team of specialists is on hand to help with:

- Finding and using information
- Referencing and avoiding plagiarism
- Academic and assignment handling
- Presentations and group work
- Maths, statistics and Excel
- Managing your own learning
- MS Office including Word, Excel and PowerPoint

Full information about upcoming events and when we are on-site is on the Library calendar: [lrweb.beds.ac.uk/whatson](http://lrweb.beds.ac.uk/whatson)
You are welcome to use all the libraries

Luton campus
University Square
Luton
Bedfordshire
LU1 3JU

CONTACT US:
01582 743488

OPEN 24/7

Aylesbury campus
Aylesbury LRC
3rd Floor, Aylesbury College
Aylesbury
Buckinghamshire
HP21 8PD

CONTACT US:
01296 734301

Mon - Fri 08.00 - 18.00
Sat CLOSED
Sun CLOSED

For seasonal variations check: lrweb.beds.ac.uk/opening

Bedford campus
Polhill Avenue
Bedford
Bedfordshire
MK41 9EA

CONTACT US:
01234 793189

OPEN 24/7

Milton Keynes campus
Saxon Court
502 Avebury Boulevard
Milton Keynes
Buckinghamshire
MK9 3HS

CONTACT US:
01582 489727

Mon - Tue 07.30 - 20.00
Wed - Thurs 07.30 - 20.30
Fri 07.30 - 19.30
Sat 10.00 - 16.00
Sun CLOSED
**Self-service**

You borrow, return, reserve and renew items by using the self-service facilities. The self-service machines have on-screen instructions.

When you issue or return items you will get a printed receipt: [lrweb.beds.ac.uk/selfservice](http://lrweb.beds.ac.uk/selfservice)

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**Borrowing & Renewing**

**Standard loan:** Loan period 2 weeks, 20 renewals per item – unless reserved by another person.

**7 day loan:** Loan period 1 week, 20 renewals per item – unless reserved by another person.

**Overnight loan:** Return by 23:59 the following day. No renewals, you cannot reserve these items.

**Term loan:** Teaching Practice collection (Bedford campus only), loan period is for one term. No renewals.

You can renew items in several ways:

- Go to the Library Catalogue: [library.beds.ac.uk](http://library.beds.ac.uk) and click on the ‘RENEWALS Sign In’ tab using your username and password
- By phone: 01582 743262
- At a self service machine

You will not be able to renew the item if it is reserved by another customer.

Students with assistive status are entitled to unlimited renewals (unless the item is requested by another customer).

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**Reserving**

You can:

- Reserve items which are currently on loan or at another campus
- Choose which campus library to pick it up from
- Reserve up to 6 items at a time

You can also request an article from a print journal kept at another University campus: [lrweb.beds.ac.uk/intercampus](http://lrweb.beds.ac.uk/intercampus)

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**Fines**

**STANDARD LOANS 50p**

**7 DAY LOANS 75p**

**OVERNIGHT LOANS £1**

In order to avoid fines, renew your loans or bring them back by the due date. There is a 7 day grace period on standard loans and 3 days for 7 day loans. After this, an overdue notice will be sent to your university email account and the fine will go onto your library account.

When £22 of fines and/or billed items has built up you will not be able to borrow, renew, reserve or use digital resources.

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**Document supply**

If you can’t find what you need for your dissertation or research, and if you are a final year undergraduate, postgraduate, researcher or member of staff you can request items from our Document Supply service. For more information and a link to the request forms see: [lrweb.beds.ac.uk/documentsupply](http://lrweb.beds.ac.uk/documentsupply)

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**Using other libraries**

The University is a member of a number of co-operative schemes which you can use.

**SCONUL Access**

For undergraduates, postgraduates, researchers and staff. Each category has its own range of service benefits. [www.sconul.ac.uk](http://www.sconul.ac.uk)

**SCONUL Vacation Access Scheme**

Summer vacation access — reference only.

**M25**

Consortium of academic libraries in the London/M25 area for undergraduates, researchers and staff: [www.search25.ac.uk](http://www.search25.ac.uk)

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**How we contact you**

Keep an eye on your University email account and your library account as we use these to notify you when books are about to become overdue and when requested items are ready for you to collect.
Just Ask - Customer Service Desk
To get help using the Library, visit a customer service desk and just ask. The staff will help you make the most of the services on offer such as self service reservations and printing. They’ll also help you find your way around the different areas of the study environment. Staffed hours vary. Please check the website for details:

lrweb.beds.ac.uk/opening

Each Library has staff to offer advice to customers who require additional support.

lrweb.beds.ac.uk/libraryservices/additional

Student Information Desk
The Student Information Desk (SiD) is your first point of contact for all the services at the University of Bedfordshire. Whatever your question or problem, the SiD team will listen and advise you.

Contact SiD
0300 300 0042
sid@beds.ac.uk
www.beds.ac.uk/sid

Search LRWEB
For full information on all our services and to keep up to date with what’s on be sure to visit: lrweb.beds.ac.uk

Check out our expert guides for you to use while you study. Find out how you can read ejournals, ebooks, search databases, check the catalogue and get subject guides from home using:

lrweb.beds.ac.uk/a-z

You can find help on using all our facilities on our website:

lrweb.beds.ac.uk/libraryservices

Study Hub @Library
Improve your assignment grades by visiting the Study Hub and accessing free professional support to develop a wide range of relevant and valuable academic skills. Take advantage of what’s on offer by visiting a drop-in session, attending a workshop, or booking an appointment with a specialist.

Contact Study Hub
01582 489027
studyhub@beds.ac.uk
lrweb.beds.ac.uk/studyhub

Wherever you are we will help you!
The Student Information Desk (SiD) is your first point of contact for all the services at the University of Bedfordshire.

Whatever your question or problem, the SiD team will listen and advise you. The SiD team has access to a wide range of information and is here to help.

SiD will log your enquiry on SiD Online, and if we can’t solve it for you straight away we will keep you updated. The SiD team has been trained to know about all the services available, and will make sure they put you in touch with the right person.

SiD can also pass the enquiry to the relevant specialist. You will be able to track the progress of your enquiry and be kept up-to-date with any developments, enabling you to spend your time on your studies.

We aim to respond to all enquiries via SiD Online within 48 hours. Whatever the question, whatever support you need, SiD is here to help and if we don’t know the answer we will find out.

Reception
Reception is the first point of contact for all visitors, students, and staff seeking information regarding the university. Receptionists can advise on parking facilities both on and off campus.

On Campus SiD Opening hours
Aylesbury, Bedford, Luton & Milton Keynes
Monday – Friday 09.00 – 18.00

Contact Us
www.beds.ac.uk/sid
sid@beds.ac.uk
0300 300 0042

With one username and password you can access all University Library IT systems.

- Library Catalogue: library.beds.ac.uk
- University Network: to create and store your files
- Print/Copy: printcredit.beds.ac.uk
- University email: mail.study.beds.ac.uk
  Your email is firstname.surname@study.beds.ac.uk
- BREO: breo.beds.ac.uk
- Study Hub @Library: lrweb.beds.ac.uk/studyhub
- SiD (Student Information Desk): www.beds.ac.uk/sid
  Please change your password the first time you log in so that your account is secure via password.beds.ac.uk
- Student record/e:Vision: sits.beds.ac.uk
  Your password for this will be sent out separately

USERNAME: the registration number on your ID card
PASSWORD: your password is in your joining instructions email.

Please don’t share any of your account details with anyone else. For more details see the University’s acceptable use policy: www.beds.ac.uk/contactus/naup
**PCs**
Our PCs will give you access to a wide range of applications including Microsoft Office, email, the Internet and your own University network space.
- 900+ PCs
- 20+ Multi-function Printers
- Smartboards
- Scanners
- Laptops for loan
- 25 Macs at Luton 5 Macs at Bedford
- 8 computer science PCs at Luton

**Book a PC**
You can book a PC for a specific time at any of the University campuses, up to 7 days in advance.

Bookable PCs are in designated areas of the Library and are labelled with unique codes for each site. You can book for up to 3 hours at a time or longer if the PC has not been booked by anyone else.

Book a PC at: bookapc.beds.ac.uk

**Print, Scan, Copy**
There are self-service kiosks at all campuses where you can add credit to your print account. You can top up online: printcredit.beds.ac.uk

Use your ID card to release your print jobs or to photocopy from any Library multi-function printer.

You can send your print job via the WiFi network or from home using Webprint: webprint.beds.ac.uk

**Print/Copy Costs**

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</tr>
<tr>
<td>Double Sided A3</td>
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<td>46p</td>
</tr>
</tbody>
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**WiFi - Eduroam**
You can connect your wireless laptop, Smartphone or any other portable device to the WiFi network with your University network account: lrweb.beds.ac.uk/wifi

**Customise your PC screen**
All PCs have facilities to customise PC screen display appearance:
- Colour combinations on your screen
- Size of text
- Text reader
- USB ports may be used to connect any note taking equipment
- A small number of PCs have keyboards with extra-large keys

**Extra Software and Equipment**

**Mind Genius**
This ideas and brainstorming software is on all student PCs in the Library and you may also install a copy at home.

**ZoomText**
Text scanner/reader for blind or visually impaired students, available on campus on demand.

**Read & Write Gold**
An excellent productivity tool which will help you to proof-read assignments, dissertations and presentations. Features include a screen web reader. Available on all student PCs in the Library.

**Optolec Text Magnifier**
Magnifies printed items with the option of various coloured backgrounds (Luton, Bedford and Aylesbury)
To ensure a positive experience, we ask you to treat all equipment with care and to observe the safety notices displayed in all the resource areas.

**Safety and care:**
- Don’t leave your laptop, mobile, wallet or any valuables unattended
- If you feel unsafe or intimidated at any time please tell staff or security about it
- Don’t lift any floor plates or create any trip hazards
- Don’t open or interfere with any electrical equipment
- Children and young people under the age of 18 are not allowed into the Library

View the full code of practice online:
lrweb.beds.ac.uk/libraryservices/using-the-library/code-of-conduct

Please be aware that security staff, CCTV and access control are provided in order to maintain an appropriate study environment for all Library customers.

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**Tell Us**
Your experience of using the Library is very important to us. Please let us know what you think either through the feedback postcards available at every Library or online at: www.beds.ac.uk/tellus

Replies can be made directly to you and/or via our feedback blog: lrcomments.blogspot.co.uk

At your regular course committees you will have the opportunity to raise specific Library queries via your student reps. Usually one of the Academic Liaison Librarians will be there to answer your query.