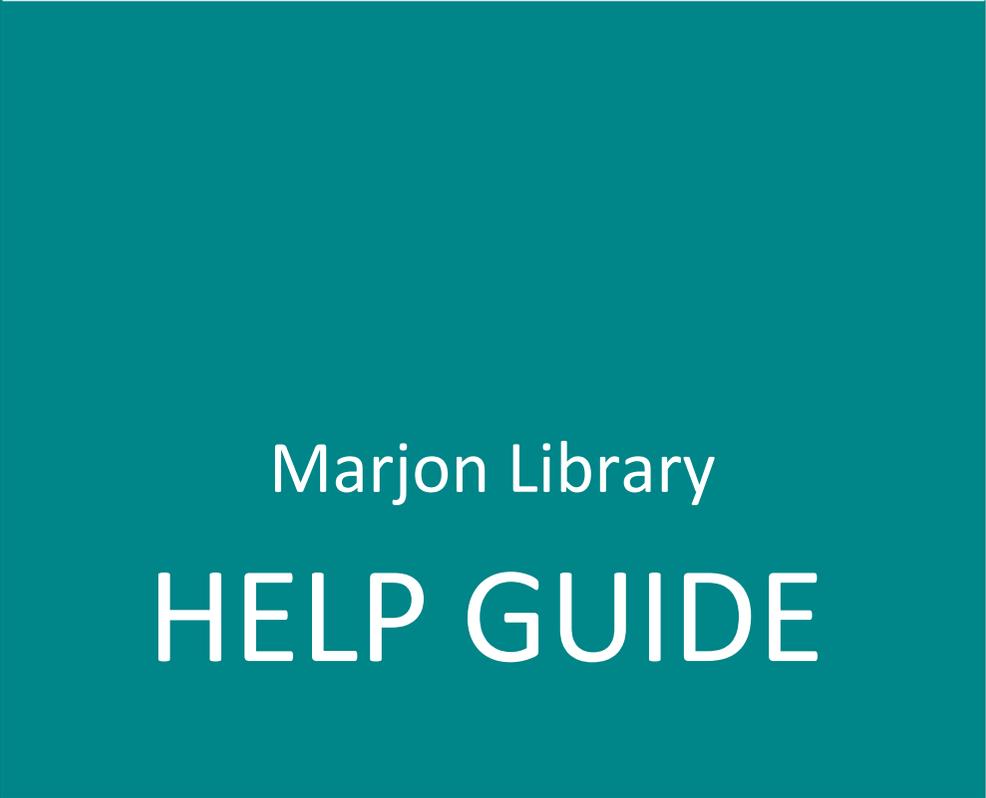


INTRODUCTORY
GUIDE TO THE
LIBRARY

Marjon Library

HELP GUIDE



Welcome to Plymouth Marjon University Library!

This guide is an introduction into the services and resources provided by the Library – we hope you find it useful but please do let us know if there’s anything you feel we’ve missed or something you’d like improved.

Online versions of all the Library help-guides are available through the Library webpages: <http://bit.ly/MJLhelp>; or speak to staff at the main counter if you need a printed large format version.

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Top 5 Things to Know About the Library

1. Staff are here to help, so let us know if you have questions, problems or feedback as soon as possible – but please don't leave it to the last minute! We'll do our best to give you an answer, or we'll find someone who can.
2. Keep your University card on you – you'll need it to borrow books or talk to staff about your account
3. We're not just about printed materials, in fact most of our journals are available online (so you can access them off campus) and we have over 2000 E-Book titles.
4. Make the most of Library services to help maximise your studies, for example:
 - Renewal of books is unlimited (unless there's a reservation or your fines are £25 or higher), but not automatic, and you can renew online.
 - Found a book we don't stock, or need more copies of one we do? Make a 'More Books' request.
 - Find it easier to get to campus overnight, but want to access books? Our Book Collection service is for you!
5. We'll let you know what's going on by posting important updates on the Hub (<http://hub.marjon.ac.uk> - so you'll want to set up an email subscription to this) and also on our social media accounts on Facebook, Instagram and Twitter – find us @MarjonLibrary

The Basics

Your University Card

Your University card doubles as your Library card and you'll need this, and your username and password, to:

- Borrow books and other material from the Library
- Borrow items from Computing and Media Services
- Use the electronic resources
- Manage your Library account
- Access your University email
- Use the MFD machines to scan, print or photocopy

If you're a student, application for your University card is part of online registration when you begin your course. Your completed card will be available to collect at enrolment, or from the Library.

Please allow 24 hours after completing online enrolment and uploading your photograph before visiting the Library to collect your University card.



You are responsible for all items taken out on your account and any fines that accrue on them, even if you are borrowing them for someone else.



If you lose your card the Library can reprint it for you, but there is a £5 charge.

Your card will look something like the image on the next page, with your photo and student number on the front and contact details and swipe strip for using MFD machines on the back:



➡ Don't keep your University card next to your mobile phone as this can wipe information on the swipe strip on the back and make it unusable.

Opening Hours

During term time the Library is staffed for book access and assistance:

➡ 08.30 to 19.00 weekdays
11.00 to 16.00 at the weekend

Upper floors begin closing 15 minutes before the advertised time so please make sure you allow enough time to find any books you may need.

Any changes to opening hours, including holiday opening, will be advertised in the Library, on the Library website, Library social network pages @MarjonLibrary and the Hub <http://hub.marjon.ac.uk>.

The Ground Floor of the Library is open 24 hours a day, but please keep an eye out on the Hub and social media for information on any closures.

Contact Us

If you have any questions, problems, feedback or anything you'd like to pass on just let us know.

You can speak to a member of staff at the counter or:



Telephone us on 01752 761145

Email us on libraryenquiries@marjon.ac.uk

Please send any emails from your University email account as this helps us to confirm your identity.

Staff at the main desk will usually be able to give you a quick run through on processes and procedures, or they will find someone who can help. However, there are also options for more in-depth support and assistance:

Study Skills

Marjon offers support and guidance on a range of study skills topics, to help you to reach your full potential whilst studying here. Support for Study Skills is available 24/7 through the Study Skill pages on the student handbook: <http://bit.ly/MJLstudy>

Weekly drop-in sessions for face-to-face support are available throughout the year. Please check the Study Skills Handbook pages for up-to-date times for these sessions.

For information on any modes of support, or for general study skills queries, please e-mail studyskills@marjon.ac.uk

AIM Sessions

AIM is a programme of sessions designed to help students Acquire, Improve and Master the skills needed to help with their studies. These range from referencing help and information gathering to digital skills.

Each letter of AIM relates to a different level and sessions build on the previous level of teaching. However, students are welcome to attend any session they feel will be useful to them.

More information about each of the AIM session and the booking form can be found on Learning Space: <http://bit.ly/MarjonAIM>. You will need to be signed in and enrolled on the AIM module to view the schedule and to book.

Borrowing Books

You must have your Library card to borrow items from the Library. The Library has self service facilities, but staff are on hand to help during our main opening hours.

 1st and 2nd year Undergraduates can borrow 15 items at any one time.

This increases to 20 books for the Dissertation year. Please speak to Library Staff if you're not sure how many items you can borrow.

The Library offers different loan periods. These are indicated by the coloured dot on the spine and the date label inside of the book.

If nobody else requests the book you can renew it as many times as you need to, until the end of your course. You can renew Library items

online, by email, over the phone (the Library contact details are in the 'Contact Us' section of this guide) or in person at the library.

If there is a reservation, you will need to return the book as soon as possible.

Remember that renewing books is unlimited, but not automatic.



A step-by-step guide to online renewal is available here:

<http://bit.ly/MJLRenew>

The Library has three loan main types and one non-loanable book type:

Loan Type	Loan Period	Label Colour	Fine
Standard	3 weeks	White	20 pence per day
Weekly	1 week	Green	75 pence per day
Teaching Practice	5 weeks	Pink	5 pence per day
Reference	Library Use Only	Yellow	No fine - cannot be borrowed

Any book returned or renewed late will incur a fine so remember to keep a record of what you have borrowed - setting up a reminder on your phone or in your calendar can help.

There are automated email reminder notices, which are sent to your University email address, to help remind you when your book is due

and when it is overdue, but these are a courtesy service only and you should not rely on them.

 All emails will be sent to your University Student email address, so please check this regularly. Computing Services can help you set up a forwarding service to a personal email address.

 If your fines amount to £25 or above, your account will be blocked, and you will be unable to renew or borrow until your fine has been reduced to below £25.

If the book you need is on loan to somebody else, just place a hold (reservation) and we will email you as soon as a copy becomes available. You'll then have one week to collect it from the Library.

 A step-by-step guide to placing a reservation is available here: <http://bit.ly/MJLHolds>

Using the Library – Physical and Online

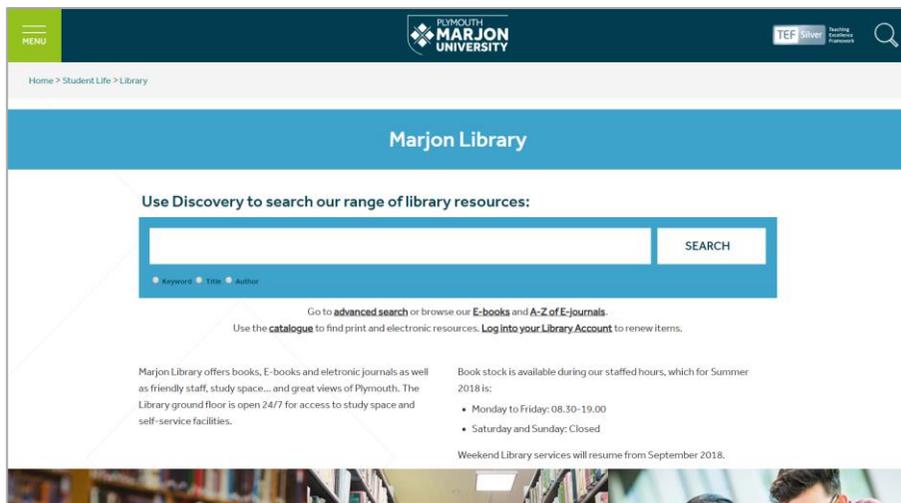
Library Webpages

From the Marjon webpage: <https://www.marjon.ac.uk> select Student Life > Life On Campus > Library from the drop down menu, or visit: <https://www.marjon.ac.uk/student-life/library>

From here you can:

- Access the Library catalogue to search for, renew and reserve books.
- Access electronic resources, including Discovery.
- Find Help Guides and videos on how to search effectively.
- Make requests for More Books and Book Collection services.

- Make Inter-Library Loan applications.
- Get more information about the full range of Library services.



Above: Screenshot of part of the main Library webpage.

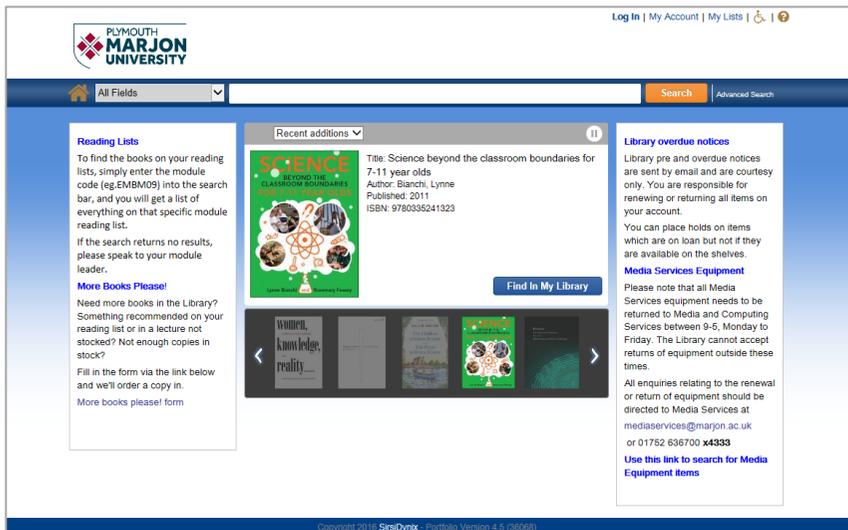
Finding what you need – Library Catalogue

Your lecturers should provide you with a reading list to find the recommended books for your module subject. The books in the Library are on the upper floors, so to help you locate them the best place to start is the Library catalogue.

You can access this online from the Marjon Library webpage: <https://www.marjon.ac.uk/student-life/library> or use the catalogue terminals situated on each floor of the Library.

The front page of the catalogue looks like the image on the following page and has a search bar towards the top and middle of the page, a rotating 'carousel' of recently acquired items in the middle, and

options to manage your Library account at the top right. You'll need to log in to the catalogue to renew your Library items and place reservations.



Above: Screenshot of the front page of the Library catalogue.

➡ To help make it easier to find items on your reading lists you can search the library catalogue by module. Simply type the module code into the search box to find all items on that list.

Alternatively, you can type in author name, title or keywords to get you started on a search.

You can then click on the title of the item you want to view to see the shelf number where it will be located upstairs, and the number of available copies.

There's a separate Help Guide for using the catalogue, which gives in-depth help on searching the catalogue, logging in to your account and locating books on the shelves, available through the Library webpages:

<http://bit.ly/MJLhelp>

Finding what you need – Electronic Resources

You'll also need to access electronic resources such as E-Journals and E-Books. Most of our journal subscriptions are electronic, which has the benefit of being able to access them anywhere, although you're not able to borrow print journals.

 The quickest way to access electronic resources is through Discovery, accessible through the search bar on the main Library webpage or through Learning Space.

There's a separate Help Guide for using Discovery, which gives in-depth help on running searches, limiting results and accessing resources, available through the Library webpages: <http://bit.ly/MJLhelp>

We'd also recommend booking on an AIM course for taught sessions on how to access electronic resources, for different levels of knowledge.

More information about AIM sessions, and the booking forms can be found on Learning Space here: <http://bit.ly/MarjonAIM>

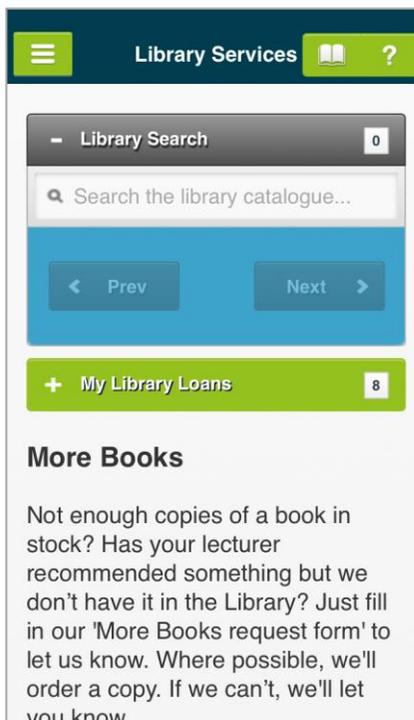
Finding what you need – Marjon Mobile

The Marjon Mobile app has a 'lite' version of the catalogue that can be accessed using either the Library Services icon in the main scrolling dashboard, or through tapping the green and white 'burger' menu icon at the top right and selecting Library Services.

The Marjon Mobile version of the catalogue is great for quick browsing as it will display shelf numbers to help you locate books. It also allows you to create a list of books you want to look at ('My Book List') with a 'Save' option, although this is not the same as placing a reservation as this function is not possible in Marjon Mobile.

Things to remember if you're using Marjon Mobile:

- ➡ You can only search by titles or authors, for everything else (searching by module code, editor, keywords or shelf numbers) you will need to use the web version of the catalogue.
- ➡ You can't renew books on Marjon Mobile, you will need to use the web version of the catalogue.



Above: Screenshot of the Library Search function on Marjon Mobile. The green and white burger menu is shown at the top left and the 'My Book List' option is under the book icon at the top left.

Study Spaces and Other Resources

The Library has a variety of study spaces over three floors. Upper floors can be accessed during staffed hours via two stairwells, which also have lifts in each.

➔ The ground floor is for noisy group work and is open 24/7 - but check the hub and social media for any information on closures.

The ground floor is also where the main Library desk, reservation shelf, contemporary fiction and wellbeing collections are. In the Library foyer there are toilets, a water fountain and vending machines.:



Above: Photo of part of the seating area on the ground floor.

➔ The first floor is for quiet study, so while you are welcome to study with friends, please keep noise to a minimum.

Books numbered from 000 to 372.999 are also kept on the first floor, along with the Teaching Practice Library, group work rooms 1 and 2, Library I.T. suite and the flexible study space.

There's also a water fountain, accessible toilet and lockers for short-term use.



Above: Photo of the seating area on the first floor.

➔ The second floor is for silent study, with tables laid out in rows as individual booths.

Books numbered from 373 to 999, oversized books of all numbers and print journals and their back issues and group work rooms 3 and 4 are also on the second floor.



Above: Photo of the seating area on the second floor.

→ The Library has a noise text alert service – if you have problems with other noisy users, text us on 07964 122234 and let us know where you are in the Library - someone will be up as soon as possible to keep an eye on things.

Group Study

Group work can be done either on the ground floor or one of the four bookable group work rooms on the first and second floors – two of these rooms include an interactive whiteboard.

Group work rooms can be booked by students at the Library counter – just bring your University card with you. You are also welcome to use them without a booking – just be aware that you will be asked to leave if a group makes a booking.

There is one flexible study room, next to the I.T. suite on the first floor - this has a mixture of comfortable chairs and study desks and is not bookable:



Above: Photo of the flexible study room.

When using this space, please ‘read the room’ and take your cue from other users – if other users are already in the space and studying quietly, please keep noise to a minimum. If the users are noisy when you enter the room, and you’d prefer to study in peace and quiet, please move to the Library’s quiet or silent study areas.

Teaching Practice Library (TP)

The Library has a dedicated resource library for education students, which you can find on the first floor, to support them whilst they are on their teaching practice placements. As well as books and big books, the collection includes picture books, DVDs, CDs, and multimedia packs.



Above: Photo of the Teaching Practice Library

Whilst all University members can borrow items from the TP Library, education students are entitled to an additional 20 items as well as their standard 15 item allowance. Most items are issued for 5 weeks but there are some weekly loans, so check before you borrow.

There are some comfortable chairs and a table and chairs, suitable for small groups, within TP and group work rooms 1 and 2 are located at the back of this space.

Renewing Books

To renew your books, go to the Library Catalogue: <http://bit.ly/MJLcat>

Log on at the top right, using your University/Student number (this can be found underneath the barcode on your University Card) as the username and the default password of 1111 (we recommend changing this password once you have logged in).

Click 'My Account', at the top right, and then the 'Checkouts' tab on the next page. A 'Library Checkouts' list should display, click in the 'Select All' box right at the top of the list of your checkouts, then click 'Renew' next to that tick box.

'Ok' any pop-ups and make a note of the new return dates, and any books that have been reserved and need returning.

For a pictorial guide to renewing, visit: <http://bit.ly/MJLRenew>

 Because renewals are unlimited, unless a reservation has been placed, it's best to renew all your items every time you renew as this gives you the greatest opportunity for the longest dates

 If you have any problems renewing, contact us when it happens! Email libraryenquiries@marjon.ac.uk, telephone 01752 761145, or speak to Library staff if you're on campus.

 Email notices are sent to your student email address so make sure you check your account regularly. However! They are a

courtesy notice only, so we advise setting up a reminder on your phone or diary to prompt you when books are due for renewal or return.

‘More Books’ and Inter-Library Loans

When there’s a book that your lecturer has recommended that we don’t have in stock, or you don’t think there’s enough copies of a title we do have, you can request that the Library purchases a copy through our ‘More Books’ scheme.

More information and the More Books application form can be found here: <http://bit.ly/MJLmore>

If we can’t purchase a copy, we may be able to request the book on Inter-Library Loan (ILL). Students are also able to request books and journal articles that we don’t have in stock from other Libraries through the ILL scheme.

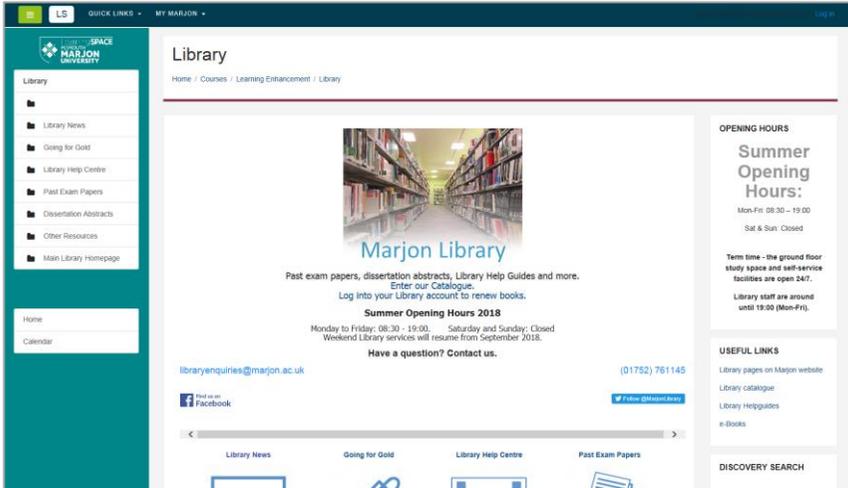
More information and the ILL application form can be found here: <http://bit.ly/MJLills>

Book Collection Service

If it’s easier for you to access the Library after staff have left, we offer an overnight book collection service for up to 3 books.

Just fill out the form available here: <http://bit.ly/MJLcollect> before 4pm on weekdays or 1pm on weekends, and staff will collect the books for you, issue them to your account and then email to let you know which ground floor locker to collect them from. If you don’t get an email back from us, it means we weren’t able to collect them, so please don’t make a special trip.

The Library on Learning Space



Above: Screenshot of part of the Library page on Learning Space.

Some Library resources are available through the university's Learning Space pages. To access the Library page, just click the Library Services icon on the front page of Learning Space:

<https://moodle.marjon.ac.uk/>

You will need to log-in to Learning Space to access all the resources, such as past exam papers and dissertation abstracts.

➡ Logging in to Learning Space does not mean that you are logged in to the catalogue or logged in to access electronic resources.

Other Libraries

If you would like to use other University Libraries, you can apply through the SCONUL Access Scheme.

This is useful if you're on placement away from Marjon, live closer to another University or want to study during the holidays and are away from Marjon. If you're an undergraduate most Universities will allow you 'Reference Only' access but check with the University you'd like to use.

Complete the application form at: <http://www.sconul.ac.uk/sconul-access> by entering your details and then the Library you would like to visit.

An email confirmation will be sent to you when your application has been approved and you'll need to take a printout of this email, along with your Marjon Student ID card, to the Library you would like to use.

Check the Library's webpages for specific information about their opening hours and admittance policy - some University libraries place restrictions on access during peak times such as exam periods.

You don't need to reapply if you want to use more than one Library, just keep a copy of the email confirmation.

Wifi and Computers

The Library has wireless internet access and power sockets to allow you to use your own laptop or mobile device. WiFi can be accessed through the MarjonSecure option, with your Marjon log-in details, and provided your device meets minimum security levels. If you have any queries please contact Computing and Media Services.

There is an I.T. suite with 14 computers on the Library first floor, next to Teaching Practice, and there is also access to the 24 hour computer room on the ground floor.

The Library computers are provided by Computing and Media Services. I.T. help is provided at the help desk in the 24 hour computer room, by calling 01752 636700 extension 4333 or emailing

computingservices@marjon.ac.uk

Photocopying, Printing & Scanning

There are three multi-functional devices (MFD) in the Library, one each floor. There are also three more in the 24 hour computer room. These allow you to print, photocopy and scan in both black and white and in colour. Log-in to the devices is via your network username and password or Library card.

If you're printing you can send documents to the cloud printers from a networked computer and pick them up from any of the MFDs in campus. Laptops can be added to the printing network – please speak to the Computing Services staff to get your computer added.

Black and white copies and prints are 5p and colour copies and prints are 16p (A4 size). You can add credit to your account online at:

www.marjon.ac.uk/students/pay

Further Support

If you have dyslexia, or any other form of disability or specific need a summary of support and resources available from the Library is provided on our website, along with contact information if you have any questions or queries: <https://www.marjon.ac.uk/student-life/library/library-essentials/services-for-users-with-additional-requirements/>

Rules

All Library users are expected to show fellow users and staff respect, courtesy and consideration and to maintain the pleasant working environment the Library offers, using the different study areas appropriately.

When using the Library, we ask you to show respect to others by following these Library rules:

- To only eat cold food on Floors 1 and 2, hot food is permitted on the Ground Floor
- To respect the silent study areas and not to talk in these areas
- To use headphones when listening to music/audio files
- Turn your mobile phone on to silent and make calls only in stairwells or the social ground floor area
- To treat library material with care
- To respect copyright law – information can be found by the MFD (printers/photocopiers) or at:
<http://www.marjon.ac.uk/student-life/library/library-essentials/copyright/>
- Keep your valuables with you at all time
- Don't leave your belongings at a desk as your PC may be logged out and your belongings removed to allow other students to use the desk
- Clear tables when you leave, put any rubbish in the bin and place any books not issued on your card on the relevant trolley
- To inform the Library if you are having problems renewing or returning books. By letting us know about problems we can help you avoid unnecessary fines

- To pay your fines – unpaid fines will lead to the loss of your Library service – if you have queries about the fines on your account please ask to speak to a staff member
- Ask Library staff if you need anything. We are here to help!

Library staff will ask you to move to another area or remind you of the Library rules if they feel that you are not using the area appropriately or are disturbing other students.

Feedback

The Library values your feedback to help us improve the services we offer you.

You can leave us anonymous feedback on our whiteboard in the first floor stairwell, email any feedback to libraryenquiries@marjon.ac.uk for a personal response, or pass comments on to Library Staff leaving your contact details if you'd like someone to get back to you if we can't provide a response straight away.

A Library representative is also present at Staff-Student Liaison Committee meetings and the Student Experience Council, so please pass on any feedback to your student representative.

There are also opportunities to provide feedback throughout the year on specific areas we'd like your thoughts on. Look out for surveys at various points during the year.

Students will be updated on the outcome of feedback and suggestions on the whiteboard and social media.

Improvements and new services introduced as a result of your feedback include:

- An 'out of hours' book collection service.
- Expansion to the range of Library Help Guides.
- Updated the self-service machines for quicker checkouts and returns and fewer queues.

Further Help

There are a range of help-guides available through the Library web pages: <https://www.marjon.ac.uk/student-life/library/> on subjects to help you find resources for study.

These include:

- Using Discovery - the Library's single search point for resources
- Using the Library Catalogue – searching for and locating books and journals using the catalogue
- Searching E-journals and the A-Z - how to find specific journal titles
- Using E-books – finding and using the Library's electronic book collection

If there's a help-guide you'd like to see relating to a Library service that hasn't been covered – let us know by emailing libraryenquiries@marjon.ac.uk, leaving feedback on the whiteboard or speaking to Library staff and we'll get one sorted.

Useful Contacts

Library: libraryenquiries@marjon.ac.uk

01752 761145

<http://www.marjon.ac.uk/student-life/library>

Follow us on Twitter: @MarjonLibrary



Like us on Facebook: @MarjonLibrary



Find us on Instagram: @marjonlibrary

