

Welcome to your library



CUSTOMER
SERVICE
EXCELLENCE®



.....

At Staffordshire University's award winning Library, you'll have access to a variety of high quality, study spaces, along with an impressive range of learning resources, technology and software.





Staffordshire University students and staff can borrow up to 17 items at any one time (16 at Shrewsbury). You need your student or staff ID card to borrow.

www.staffs.ac.uk/borrowing

Borrowing

Recall charges (not Shrewsbury)

If an item is not requested by anyone else we will automatically renew it for you for up to 52 weeks. You will receive a notification email if any books have been requested. A charge is made if an item is not returned by the due date.

Reserving books

At any one time you can place up to five requests on books that are on loan to another borrower or located at another campus library. You will receive a notification email when books are ready for collection. Requested books are held for 7 days. You can issue and return books on the self-service machines in the libraries.

www.staffs.ac.uk/selfservice
www.staffs.ac.uk/borrowing

Postal loans

We offer a postal service for distance learners based in the UK. The service is free of charge but postal costs do apply for returns.

www.staffs.ac.uk/support_depts/library/off-campus

Disabled students

If you have any further requirements that you would like to discuss, please contact the Student Enabling Centre.

t: 01782 29 4977

e: disability@staffs.ac.uk

If you require an individual tour of the libraries or a library induction contact n.adams@staffs.ac.uk

This guide is an introduction to some of the resources available to you and you can find more detailed information on our webpages at:

www.staffs.ac.uk/support_depts/library

Contents

Borrowing	2
Good to know	4
Library and academic skills resources	5
Develop your academic skills	6
Workshops	7
Study environments	8-9
Email and document storage	10
Software	11
Printing, copying and scanning	12
Print and electronic resources	13
Help and support	14
Library opening times (term-time)	15

Good to know



Your Student ID card

Always carry your card with you. You need it to borrow, print and to gain access to the library and IT Centres.

Current students' webpage

The Current Students webpage provides easy access to Blackboard, University email, library resources and more.

www.staffs.ac.uk/current/student

Binding and laminating

Binding and laminating facilities can be purchased at the Customer Service desks in Thompson, the Health Library and IT Centre. This facility is not available at the Law Library.

www.staffs.ac.uk/binding

Need to buy a book?

If you want to purchase text books either with cash or via your bursary card, please visit the Customer Services Desk at Thompson or the Health Library in Stafford or Shrewsbury.

Scheduled IT systems unavailability

In order to actively improve our services, new updates and essential maintenance take place throughout the year.

www.staffs.ac.uk/itmaintenance

Please read through the library and Digital Services IT policies and regulations at: www.staffs.ac.uk/itregulations



TOMER
SERVICE
EXCELLENCE®

Library and academic skills resources

The vast majority of research information is now held in electronic format.



The easiest way to find articles, books, chapters, reports, statistics etc. is to use the library search box on the library resources page

www.staffs.ac.uk/library

You can also search Google Scholar from this page as well as the Shrewsbury catalogue.

Finding academic skills resources

You can access academic skills resources from www.staffs.ac.uk/library in the "I Need Help" Section and also make an appointment with one of our skills tutors.



Your library account

You can login into your library account from <http://libcat.staffs.ac.uk> where you can check your library account and place reservations.



Develop your academic skills



Academic skills experts
RefZone
Assignment survival kit

6

Academic skills experts

The team can help with all aspects of your studies from research support to developing your skills in academic writing.

To find out how we can help you visit www.staffs.ac.uk/library or email us at: academicskills@staffs.ac.uk

RefZone

A must-have favourite on your browser, RefZone will help you to make sense of referencing - www.staffs.ac.uk/refzone

Assignment Survival Kit ...Need help?

Use the links from the library resources page to get help finding subject resources and also academic skills materials.

<http://libguides.staffs.ac.uk/libraryresources>

Academic Skills Guides are available from:

<http://libguides.staffs.ac.uk/academicskills>

You may also want to use our online planning tool – **ASK (Assignment Survival Kit)**. This can help you plan your time and the steps you might need to follow to produce your first piece of assessed work - www.staffs.ac.uk/ask



Academic skills events

Get a better grade

Maths support

Workshops

Academic skills events

The *What's On* webpage is where you'll find the latest information about workshops and events organised by the team. Various events are held throughout the year to enrich your time here at Staffordshire University. View forthcoming events at:

<http://libguides.staffs.ac.uk/whatson>

Get a better grade

The *Get a better grade workshops* are hour long sessions delivered by our academic skills experts. They reflect topics which will be important to you as your course progresses:

<http://libguides/staffs.ac.uk/bettergrade>

Maths support

Support with maths is available through a weekly drop-in or individual appointments with one of the Academic Skills Tutors.

We also have an online guide providing support for Maths:

<http://libguides.staffs.ac.uk/maths>



Study environments

Get in the zone

Study and learning areas are split into zones which operate on a traffic light system. Be mindful of those studying around you and choose the study area that most suits your needs.

www.staffs.ac.uk/libstudyareas

-  Red = Silent
-  Amber = Quiet
-  Green = Group



8

Bookable spaces

The Brindley IT Centre on Leek Road and the Thompson Library, (Stoke-on-Trent campus) and the Health Library and IT Centre at Blackheath Lane have bookable spaces for group work www.staffs.ac.uk/libstudyareas

WiFi

Airnet-Student is the University's wireless network service and is

available to all students who have a valid username and password www.staffs.ac.uk/airnet

Eduroam

Connect to the Internet using your laptop or mobile device at other participating institutions using your University username and password. www.staffs.ac.uk/eduroam

Site libraries and IT centres

All our site libraries have IT facilities

Thompson Library and IT Centre	College Road, Stoke
Law Library	Leek Road, Stoke
Brindley IT Centre	Leek Road, Stoke
Health Library and IT Centre	Blackheath Lane, Stafford
Shrewsbury Health Library	Shrewsbury





We have IT facilities with PCs, Macs, free Internet, a range of specialist course related software and tech desks with PCs and large screen monitors to facilitate group work. www.staffs.ac.uk/it

Facilities for disabled students

Information about specialist equipment and software can be found at: www.staffs.ac.uk/support_depts/library/disabledaccess

Logging on

Your username is on your Student ID card and consists of the first letter of your surname, last six digits of your student number and year of entry letter ('g' for 2016).

E.g. John Smith will have username s000001g.

Your initial password is your date of birth DDMMYY format, you should change this as soon as possible

The username may need to be entered as "STUDENT\username" or username@student.staffs.ac.uk for some web based applications.

Password policy

Change your password at least once a year, you will be sent email reminders to do so. Your password:

- Must be at least eight characters long
- Must contain at least three of: uppercase letters, lowercase letters, numbers, or symbols
- Must not contain your name or username

Changing your password

- On a PC Press Ctrl, Alt and Delete simultaneously
- Select change password
- Follow the on-screen instructions and select OK

see www.staffs.ac.uk/passwords for Mac and off campus instructions.



Email and document storage

Your email address is your username followed by @student.staffs.ac.uk You can access your email anywhere by going to

www.staffs.ac.uk/mail



Mobile access and personal accounts

Further information on how to access your email from your mobile phone and instructions on how to forward your email to your personal account can be found at:

www.staffs.ac.uk/email-access-mobile

Your Office 365 account

Your student mailbox is provided by Microsoft's Office 365 cloud based service.

- Mailbox storage of 50GB per student.
- Online document storage with web based editing of office documents.
- Allows you to send email attachments up to 25MB.
- Access to documents, emails and data from your mobile device.

Additionally, your Office 365 account has 1TB cloud storage, allowing you to safely and securely store your documents.





Software

All student PCs and Macs are equipped with a wide range of software.

Specialist software is available on designated computers in some libraries and IT areas in addition to the faculty provision.

Mobile access and personal accounts

There are also PCs equipped with software for students with a visual impairment or dyslexia. Further information at: <http://www.staffs.ac.uk/study/disabled/support/technology/>

Free software

Download MS Office 365 Pro Plus software for use on your own devices for the duration of your studies at Staffs. You can download:

5 copies of MS Office 365 Pro Plus for PCs or Macs **plus**

5 copies of MS Office 365 Pro Plus for mobile devices (Phones, tablets and iPads)

www.staffs.ac.uk/MOffice365ProPlus

Additional free software is available at:

www.staffs.ac.uk/studentsoftware



Printing, copying and scanning

Use your Student
or Staff ID card
to log on to the
MFDs (Multi-Function
Devices)



These are devices on which you can scan, print and photocopy - www.staffs.ac.uk/mfd

Charges for printing and copying

Black and white	
A4 - 3p	A3 - 6p
Colour	
A4 - 10p	A3 - 20p

Scanning is free of charge.

Add print credit

Credit your account online at www.staffs.ac.uk/printcredit

Printing from home or on the move

Further information about printing, including how to print from home and from your mobile device, can be found at: www.staffs.ac.uk/mfd

Copyright guidelines

Please refer to www.staffs.ac.uk/copyright





Print and electronic resources

We have a vast collection of books, periodicals, reports, exhibition catalogues, newspapers and archive material, all searchable at www.staffs.ac.uk/library

Each library has a Main collection. The Thompson Library, Stoke, also houses the Art Collection and has a Core section for books that are in high demand. There is also a media collection in Thompson and at the Health Library.

Remember to check the location on the library catalogue when searching for material.

www.staffs.ac.uk/librarycollections

Special collections and research opportunities

The Thompson Library houses a wealth of archive material and rare collections, providing unique research opportunities.

Access is by appointment at:
e: libraryhelpdesk@staffs.ac.uk
www.staffs.ac.uk/specialcollections

If we don't stock it

We use the British Library Document Supply Service (BLDSS) to access items we don't stock in our libraries. Details of how to register can be found at: www.staffs.ac.uk/docdel

Electronic Journals, eBooks and Databases

Many library resources are available electronically and can be accessed via the Internet. You can get the information you want, when you need it, 24/7. Our electronic resource collections offer a wide range of information held in searchable online databases that can be accessed on and off campus over the Internet at: www.staffs.ac.uk/library

Media section

Films, documentaries, animations and training DVDs are available to borrow from the library.



Help and support



Customer Service desks

For initial subject enquiries and enquiries relating to borrowing and your library account, visit a Customer Service desk in any of our libraries or phone us on: 01782 295770.

Academic Skills team

e: academicskills@staffs.ac.uk
www.staffs.ac.uk/libraryhelp

IT Service desks

Contact us:

- In person at one of our Digital Service Desks
- Email at: 3800@staffs.ac.uk
- Telephone: 01785 353 800

Find out more on what's on offer at:
www.staffs.ac.uk/servicedesk



Library opening times (Term-time)

The following opening hours are for term-time opening. Opening times vary during vacations, see http://www.staffs.ac.uk/support_depts/infoservices/library/opening_hours for details.

Campus	Times
Stoke-on-Trent	
Thompson Library and Cadman IT centre	24/7
Law Library	
Monday - Thursday	9:00am - 10:00pm
Friday	9:00am - 5:00pm
Brindley IT centre	
Monday - Friday	9:00am - 5:00pm
Stafford	
Health Library and IT centre	
Monday - Saturday	6:00am - 12 midnight
Shrewsbury	
Shrewsbury Health Library	
Monday - Sunday	24/7



Contact us

Libraries

Law Library	01782 294307
Health Library and IT Centre	01785 353236
Shrewsbury Health Library	01743 492512
Thompson Library	01782 295770

Digital Service Desks

01785 353800
e: 3800@staffs.ac.uk



Academic Skills Team

Subject specialists and
Academic Skills experts

01782 295750
e: academicskills@staffs.ac.uk
www.staffs.ac.uk/libraryhelp

Follow us

Library blog <http://blogs.staffs.ac.uk/library>

[staffsunilib](#) 
[@staffsunilib](#) 



TOMER
SERVICE
EXCELLENCE®

