



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 – the information is based on current Library operations as of August 2020.

With the changeable nature of the COVID-19 situation, we advise you keep up to date with developments by signing up to email notifications from the Community Hub: <https://hub.marjon.ac.uk/> and following us on social media - @MarjonLibrary on Twitter, Instagram and Facebook.

Online versions of all the Library help guides are available through the Library webpages: <http://bit.ly/MJLhelp>

## Contents

<b>Top 5 Things to Know About the Library</b> .....	3
<b>The Basics</b> .....	3
Health and Safety for COVID-19 .....	3
Your University Card .....	4
Opening Hours .....	6
Contact Us .....	7
Study Skills .....	7
AIM Sessions .....	8
Studiosity .....	8
<b>Using the Library – Physical and Online</b> .....	9
Library Webpages .....	9
Finding what you need – Library Catalogue .....	10

Finding what you need – Electronic Resources .....	12
Finding what you need – Marjon Mobile .....	12
Borrowing Books – The Basics .....	14
Click and Collect Service .....	16
Main Floor Study Spaces and Other Resources .....	16
Other Study Spaces .....	19
Teaching Practice Library (TP).....	21
Renewing Books.....	22
‘More Books’ and Inter-Library Loans .....	23
The Library on Learning Space .....	24
Other Libraries .....	24
Wifi and Computers .....	25
Photocopying, Printing & Scanning .....	26
Further Support .....	27
<b>Rules</b> .....	27
<b>Feedback</b> .....	28
<b>Further Help</b> .....	30

## 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. See the 'Contact Us' section on [page 6](#) for ways of getting in touch.
2. Keep your University card on you – you will 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 2500 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.
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

### Health and Safety for COVID-19

We've made some alterations to the Library service to make sure the environment is as safe as possible for users and staff, we'll update you

as soon as possible if there are any changes, but for the moment we're asking you to:

- Wear a face covering while moving around the Library. This is part of University policy and currently mandatory while moving about the campus as a whole, although once you are in a study area and sitting down, you may remove it if you wish.
- Use our Click and Collect Service to borrow books – we can't facilitate shelf browsing at the moment, so we're offering to collect requested items for you, so you can borrow them at the self-service machines at a later date.
- Sign-in and out of the Library if you're using the study/seating spaces to help with track and trace processes. You don't need to sign-in if you're using the Click and Collect service.
- Use the hand sanitisers and study space cleaners are provided at points throughout the Library and inform staff if you find one empty.
- Stay socially distanced from other users. One-way systems may be in place to help facilitate this, so please follow the signs.
- Not to come to campus if you or anyone in your household have COVID-19 symptoms, are in a period of self-isolation after a trip abroad, or have been asked to self-isolate by track and trace.

## 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.

If you've lost your card, email your details to:

[libraryenquiries@marjon.ac.uk](mailto:libraryenquiries@marjon.ac.uk) and we'll arrange a collection date and time with you, and add the replacement fee onto your Library account so that you can pay at the self-service machines or online.

Your card will look something like the image on the next page, with your photo and University 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:

- 09.00 to 18.00 weekdays

At the point of writing (August 2020) there is no access to upper floors or staff assistance on weekends.

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

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>.

## 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](mailto:libraryenquiries@marjon.ac.uk)

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

On-campus staff at the main desk will be able to give you 'quick and general' help, but there is also a webcam enabled screen so that off-site staff can provide more in-depth help on processes and procedures, or they will find someone who can help.

The virtual enquiries service offered at the desk is also available to off-site users – just email Library Enquiries and we'll get you set up.

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>

Drop-in sessions run throughout the year - please check the Study Skills Handbook pages for up-to-date times and contact options.

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

## **Studiosity**

Studiosity is an academic writing feedback platform that Marjon subscribes to, as part of the Library's Study Skills service.

You can upload your draft assignments and receive feedback on structure and idea development, language, grammar and referencing

within 24 hours, or use their Connect Live service for instant chat support

You have 10 submissions across the year and can access Studiosity through any of your module pages on LearningSpace or using the tile on the main LS dashboard.

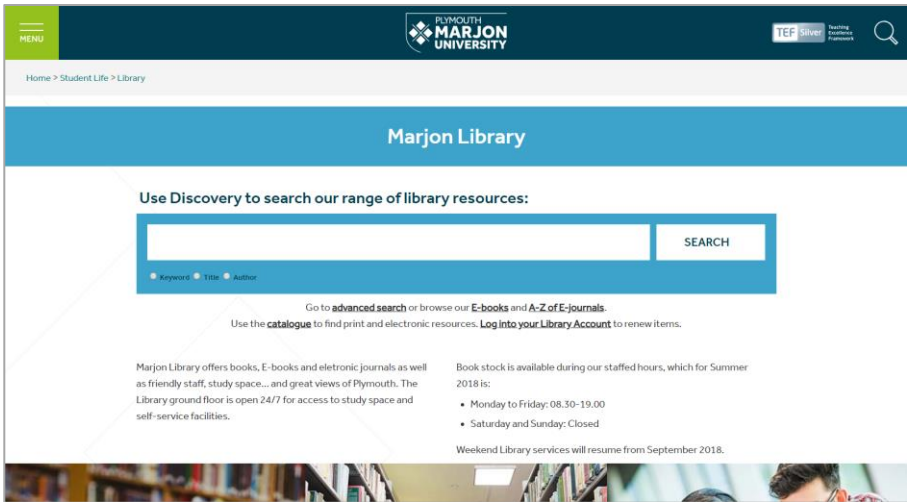
## Using the Library – Physical and Online

### 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 Click and Collect and More Books services.
- Make Inter-Library Loan applications.
- Get more information about the full range of Library services.



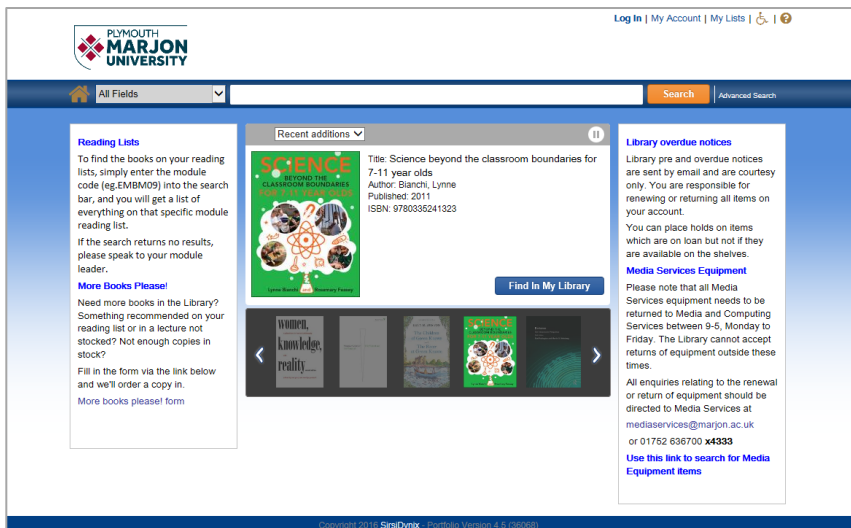
Above: Screenshot of part of the main Library webpage.

## 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 (once self-selection becomes available again), 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/MarionAIM>

## 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.

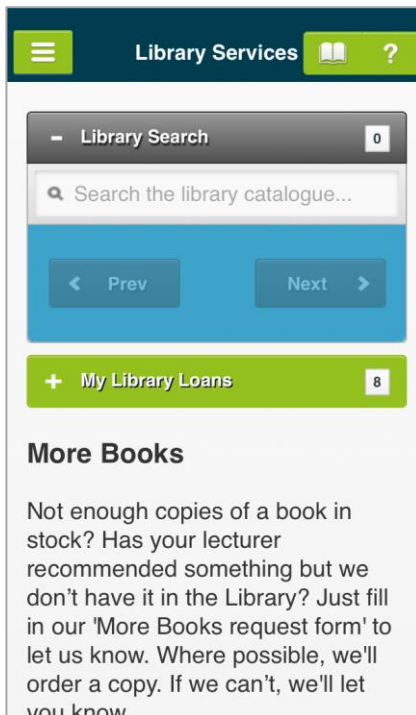
The Marjon Mobile version of the catalogue is great for quick browsing as it will display shelf numbers to help you locate books. It also allows you to create a list of books you want to look at ('My Book List') with a

'Save' option, although this is not the same as placing a reservation as this reserving items 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 or reserve 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 right.

## **Borrowing Books – The Basics**

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.

Books are currently accessed using a 'Click and Collect' service, which is capped at 10 items per request, although your total borrowing limit will be slightly higher (more details on Click and Collect start [on page 16](#))

Please speak to Library Staff if you're not sure how many items you can borrow.

Although the Library previously offered different loan periods, the majority have all been moved into two-week loans.

All books marked as Standard/Basic, Static, Weekly or Reference are currently being issued for two weeks at a time. Teaching Practice loans will still issue for 5 weeks.

If nobody else requests the book, and your total bill amount is less than £25, you can renew it as many times as you need to, until the end of your course.

Renewals are unlimited but not automatic.

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.



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

<http://bit.ly/MJLRenew>

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

Fines are not currently being charged on overdue items where there are no reservations, but it is important to remember to renew your books on time to keep track of your current check-outs and to check for reservations.

We are operating a request recall service where users can ask Library Staff to recall an overdue item that they have reserved. If you have an overdue item with reservations on it, staff will contact you and ask for its return, and penalties may apply in this instance.

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>

## **Click and Collect Service**

At the moment, any books you'd like to borrow will need to be requested through our Click and Collect service, as we can't allow you to browse the shelves and select your own books.

The request form for Click and Collect is available here:

<https://bit.ly/MJLclick> and we recommend you read the Hub post here: [click to visit post](#) - which details the process and some FAQs.

## **Main Floor 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.

Due to the changes in the way taught sessions are being run, and the expectation that more users will be in the Library in between taught sessions, we have decided to remove the noise level restrictions in each of the main floor seating areas for the time being.

We're asking you to use the Teaching Practice Library and first floor I.T.Suite as quiet study areas and silent study will still be available in the Flexible Study Space, beyond these two rooms.

Group Work rooms on both floors are still available, but we are not accepting bookings at the moment – if they are empty, please do feel free to use them. We ask you to observe social distancing guidance if you are working with others in these rooms– look for the symbol of a

white tick in a green circle as this indicates the maximum number people who can use the room.

Please respect that users have chosen the Library as a place to study and that there are other venues on campus where you are able to meet friends socially.

### **Ground Floor:**

The ground floor is for noisy group work is usually 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, Click and Collect point and self-service machines are located. 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.

### **First Floor**

The first floor (previously quiet study), has tables laid out along the windows and central columns.

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 Silent Study Space (previously the Flexible Study Space).

There's also a water fountain and accessible toilet.



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

## **Second Floor**

The second floor (previously silent study), has 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.

## Other Study Spaces

### Group Work Rooms

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.

We are currently not taking bookings for these spaces, so you are welcome to use them without a booking on a first-come-first-served basis. Green ticks in the rooms will indicate the maximum seating capacity to comply with current social distancing guidelines.

## **Silent Study/Flexible Study Space**

The flexible study space, through the Teaching Practice Library and next to the I.T. suite on the first floor – has been changed into Silent Study. It has a mixture of comfortable chairs and study desks and is not bookable:



Above: Photo of the flexible study room.

If you're using this space and have a problem 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.

## **First Floor I.T. Suite**

Located in the top corner of the Teaching Practice Library, the I.T. Suite has several desktop computers and is set aside for quiet study, so please keep noise to a minimum.

If you'd like to talk whilst using a computer, there is a 24 hour Computer Room on the Ground Floor, next door to the Library.

### **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 within TP - please keep noise to a minimum while you're using this area. Group work rooms 1 and 2 are located at the back of this space and the entry door to the I.T. Suite is in the top corner.

## 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@marion.ac.uk](mailto:libraryenquiries@marion.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>

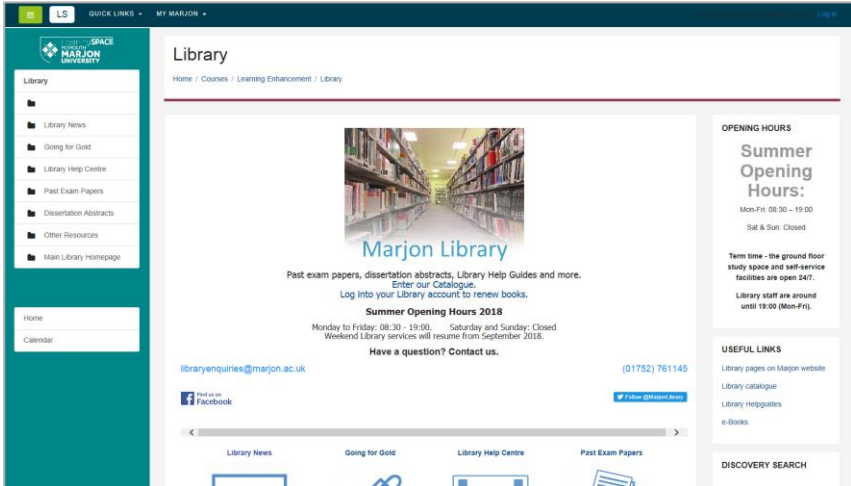
If we can't purchase a copy, we may be able to request the book on Inter-Library Loan (ILL). Students are also able to request books and journal articles that we don't have in stock from other Libraries through the ILL scheme.

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

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

Access to the SCONUL Scheme is currently suspended, so you're not able to use this to gain access to other academic Libraries – we'll keep you updated if this changes and have kept the details below for future information:

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, and there may be additional restrictions in place if Libraries are limiting numbers due to COVID-19.

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 for quiet study 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](mailto: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](http://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](mailto: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.marion.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@marion.ac.uk](mailto:libraryenquiries@marion.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

