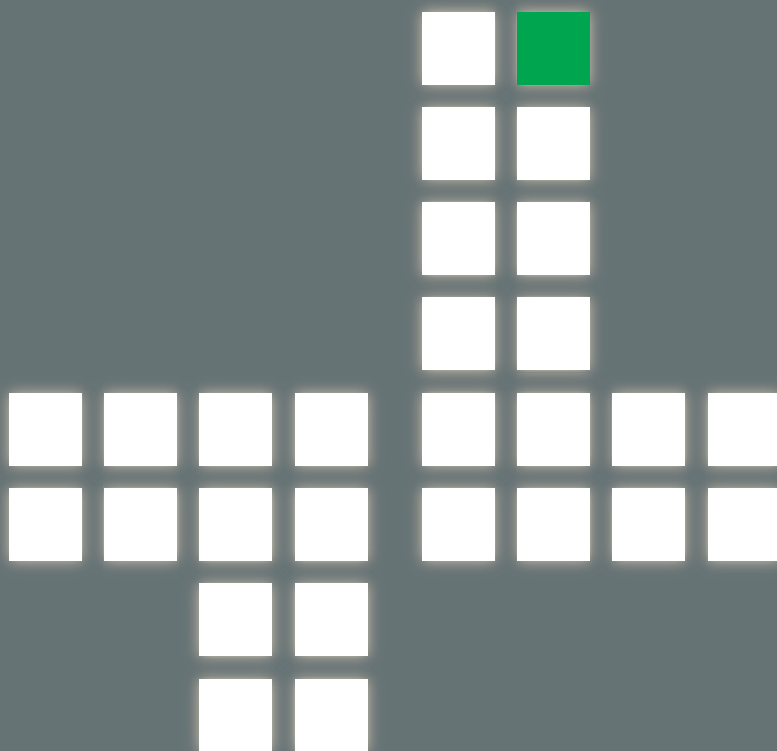




University of  
Leicester

A GUIDE TO

# Library Services for Distance Learners



[www.le.ac.uk/library/for/distancelearners](http://www.le.ac.uk/library/for/distancelearners)

## Why do I need the University Library?

Our Distance Learning Service will help you find and access the information you need for your course or research wherever you are in the world. As a Library member you will be able to use specially selected high-quality information resources through our Web services.

## How do I join the Library?

You automatically become a member of the Library when you register with the University.

## With the following three essentials you can access the services and resources

- Your University IT account (**CFS**) username and password allows you to log on to the University computer network and use the Digital Library resources from your own PC, including accessing the full text of journal articles and electronic books.

You can also receive your email correspondence from the Library and use your University email address from anywhere in the world.

You are automatically registered for a CFS account as part of your online University registration process. If you do not have an account, please visit **<https://register.le.ac.uk>**

If you lose or forget your CFS username or password, contact IT Services at [ithelp@le.ac.uk](mailto:ithelp@le.ac.uk)

- Your **Library number** and **PIN** allow you to view your account (My Library Account/My Account – available from the Library homepage and within the Catalogue) and place requests for books or articles to be sent to you by post. Your Library number and PIN are sent to you by email when you first join the University.

If you lose or forget your Library number or PIN, contact [libdist@le.ac.uk](mailto:libdist@le.ac.uk)

## Do I need a Library card?

You may find it helpful to have a Library card, especially if you intend visiting other libraries where it is often required as proof of library membership. You will also need your Library card if you visit and use the University Library. Your University Student ID/Library card should be requested via your department. You will need to supply a recent passport photograph.

## How do I find library resources on the Web?

Visit **[www.le.ac.uk/library](http://www.le.ac.uk/library)** for the following search options:

- All – search for books and journal articles available from the Library.
- Books – search the Catalogue for print and eBooks.
- Articles – search for journal articles available from the Library.
- Journals A-Z – find a journal by its title.
- Databases A-Z – choose a specialist subject database to search.

- My Subject – find out what specialist information resources are available in your subject area.

Blackboard has a Library tab from where you can also access Library resources and services.

When using Library resources from outside the University you will be prompted to login with your CFS username and password.

### How can I access journal articles?

In your course material you may find references to useful journal articles. To access an article electronically use Articles Search on the Library homepage. You can also use the Journals A-Z to find a journal using its title and then link to the full text. To find details of extra articles you can use the specialist databases for different subjects listed on the My Subject pages. Click on the 'Leicester eLink' button against items that you have found in your database search to see if they are available from the Library. To request articles that are not available electronically, logon to My Library Account from the Library homepage (or within the Catalogue) using your Library number and PIN, select Document Supply and then select and complete the "Request Journal Article or Book Chapter" form. The number of articles we supply free of charge is limited. For details, please visit [www.le.ac.uk/library/for/distancelearners](http://www.le.ac.uk/library/for/distancelearners)

### How can I access books?

Find eBooks by using the Books Search on the Library homepage (as you would for a printed book). This searches the Catalogue. If a book is available electronically, the Catalogue record will include a link to it called 'Electronic Version'.

If the book is not available electronically, you can request photocopied extracts (subject to copyright limitations) or a postal loan. Logon to My Library Account from the Library homepage or within the Catalogue, using your Library number and PIN, click on Document Supply and then select and complete the appropriate request form.

### How many books can I borrow and for how long?

Four postal loans for six weeks and you pay the return postage. Books that are required by another user will be recalled and the loan period shortened.

Books may be renewed if no other user has reserved them. You can use My Library Account on the Catalogue, or contact the Distance Learning Service.

Fines are levied on overdue items and charges made for non-returned and lost books.

Sorry, reference and short loan books plus print journals are not available for postal loan.

If you visit the campus you will be able to borrow books in person up to certain limits.

Visit [www.le.ac.uk/library/services/borrowing](http://www.le.ac.uk/library/services/borrowing)

### How can I find out more about the contents of a book?

For some of our books the Catalogue provides content details. In addition, Google Book Search at [books.google.com](http://books.google.com) offers free access to some book contents pages. If electronic contents are not available, or you need further information, we are happy to post out a photocopy of the contents page of any item in the Catalogue. You can place a request for a contents page using My Library Account on the Catalogue.

### Why are there limits on the number of pages you will copy for me?

Under UK copyright law there are limits to the number of pages that may be photocopied. The law also requires that you sign a form to confirm that the copies are for private study and non-commercial research.

### Can you supply books or journal articles that are not held in the University Library?

Yes, we can obtain books and journal articles from other libraries. We are unable to lend these books via the postal loan service, but we may send out a copy of one chapter or 5% of the whole book, whichever is greater. There are limits to the number of items we can supply. Please visit [www.le.ac.uk/library/services/documentsupply](http://www.le.ac.uk/library/services/documentsupply)

### How can I improve my Information Searching skills?

The Information Librarian for your subject can help you with:

- **Individual advice** – on the best resources to use and how to search.
- **Group training sessions** – at University study days, residentials and summer schools.

Find out who your Information Librarian is by visiting

[www.le.ac.uk/library/about/staff](http://www.le.ac.uk/library/about/staff)

A number of online tutorials are also available for you to use at

[www.le.ac.uk/library/help/tutorials](http://www.le.ac.uk/library/help/tutorials)

### Can you help me with my literature search?

We will provide advice and support. If you have no, or very restricted access to the Internet, we may carry out a literature search for you. Priority is given to those working on dissertations. For further details and information on how to place a request, visit

[www.le.ac.uk/library/for/distancelearners](http://www.le.ac.uk/library/for/distancelearners)

### Can you help me gain access to a library nearer my home or work?

Yes, the Library is a member of SCONUL Access, a UK scheme which allows Distance Learners to visit and borrow books from most other UK university libraries.

We will also help with permission to visit other libraries anywhere in the world.

Contact the Distance Learning Service.

### **Can I visit and use the University Library?**

You are welcome to use the David Wilson Library in person. Library staff will be pleased to help you. Visit the Help Zone on the Ground Floor for library and IT support. If you would like an advice session with your Information Librarian please contact them in advance to arrange an appointment.

### **Why do you use my University email address and not my private one?**

In the interests of computer security we do not usually accept private email addresses. We use your University account which is the preferred address for all University communication. If you wish to use a private email address, you can forward your University email to your private account by configuring this

in Outlook, the University email software. Visit the student support area on the IT Services Web site for details, **[www.le.ac.uk/offices/itservices](http://www.le.ac.uk/offices/itservices)**

### **Where can I get help?**

You can contact our Distance Learning Service by telephone, email, letter, fax and the Web using the contact details on the back of this guide.

The service is staffed Monday to Friday 9am to 5pm UK time. Outside of these hours, at weekends, during Bank Holidays and University vacation closed periods please email, fax or leave a message on the answer phone and we will reply within 24 hours of our return.

### **How do I make a comment about the service?**

Your feedback and comments are important to help us improve the service. Comments can be sent in any format, including using the Comments link on the Library homepage.

**For further information please contact**

The Distance Learning Service  
University of Leicester  
David Wilson Library  
PO Box 248  
University Road  
Leicester  
LE1 9QD

t: +44 (0)116 252 5051  
f: +44 (0)116 252 5075  
e: [libdist@le.ac.uk](mailto:libdist@le.ac.uk)  
w: [www.le.ac.uk/library/for/distancelearners](http://www.le.ac.uk/library/for/distancelearners)

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