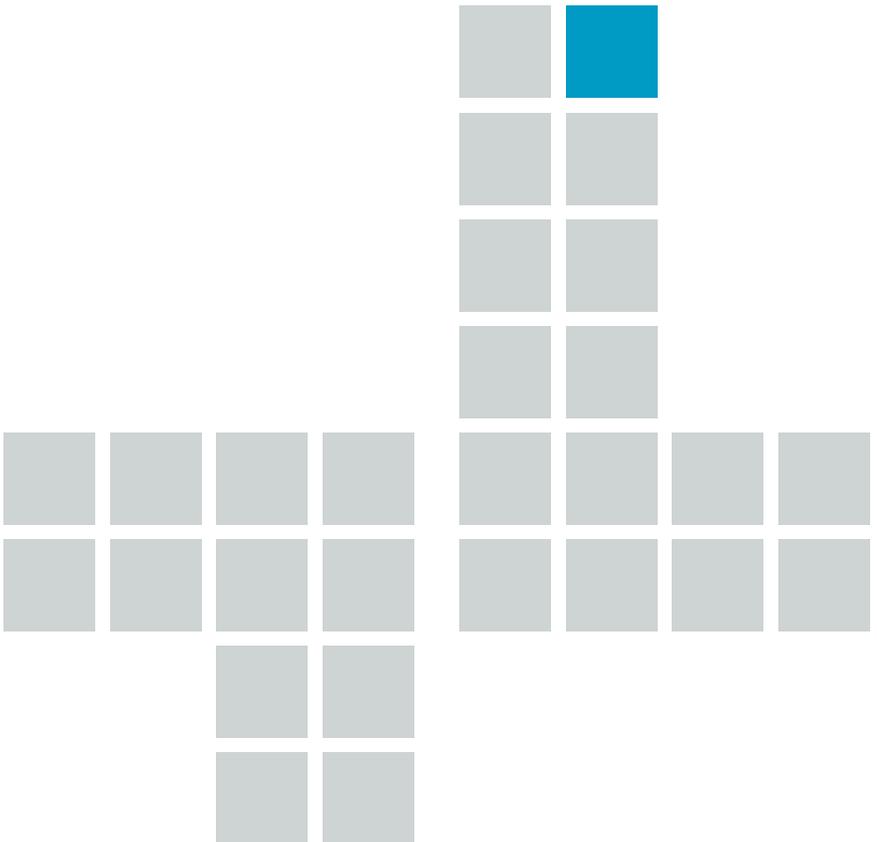




University of
Leicester

A guide to the

Library for Visitors



Welcome to the Library. This guide outlines the services available to visitors and Library users who are not members of the University. For further information about all the services outlined in this guide, please follow the *Information for... Visitors* link on the Library homepage.

How do I join the Library?

For details of who can join the Library and how, please visit our Visitors page.

What do I need to know to use the Library?

- Your Library card allows you entry into the Library. Please keep it safe and do not share it with others. Lost or stolen cards should be reported immediately.
- Your Library number is on your Library card (beginning 075...)
- If you have borrowing membership, you will be given your Library PIN when you collect your Library card. Please keep this secure. If you forget your PIN, click on the *Get my PIN* link on the Library homepage.
- You are required to abide by the Library Regulations which are available from our Web page for Visitors.
- Please note that our Special Collections of rare books, manuscripts and archives can only be consulted in the Kirby and West Special Collections Reading Room. Please contact Special Collections in advance to arrange access.
- Please let us know if you change your postal or email address.

Can I use my laptop and wifi?

Yes. Study desks have electrical power sockets for your convenience. Temporary access to The Cloud wireless network is possible for visitors. Please enquire at the Help Zone. If you study at another university you may have access to the Eduroam wifi service. This enables you to access Eduroam wireless networks at other UK universities such as Leicester using your home university username and password. Please ask at your university about accessing this service.

How do I find the books I need?

Choose the Search option on the Library homepage.

Please note that our electronic journals and other electronic information resources are licensed for use by University staff and students only.

How many items can I borrow and for how long?

- **Borrowing membership**
You can borrow up to 4 items at a time. The minimum loan period is 7 days. If no one requests an item you have on loan you can keep it for up to four weeks and then renew it online. Fines are charged on overdue items.
- **Reference membership**
You may consult material in the Library.

How do I borrow?

Please use the self-service machines on the Ground Floor. Check your receipt for the date you need to return each item by. Please note that fines apply for the late return of items as this disadvantages others.

Can I reserve an item someone else has on loan?

Yes, if you have borrowing membership. You can reserve a book ('place hold') after you have found it in Library Search using your Library number and PIN.

What happens if another Library user wants a book I have on loan?

Your book will be recalled, usually by email. The original due date will be shortened and you must return the book by the new date to avoid a fine.

Can I renew my loans?

Items can be renewed if no other user has reserved them. Renew items by:

- Logging into *Library Account* from the Library homepage or within *Library Search*. You will need your Library number and PIN.
- Using the self-service borrowing machines.
- Telephoning us during staffed service hours.
- Emailing us – please see the contact details at the end of this guide.

Please renew on time and avoid a fine.

Where do I return items?

Use the self-service book return available on the Ground Floor, or the book-drop at the entrance to the Library. If you lose an item, please tell us immediately. We charge for items which are lost or not returned.

Where do I find help?

Talk to us at the Help Zone on the Ground Floor of the Library or follow the *Ask Us* link on the Library homepage. You can also email or telephone us. Please see the contact details at the end of this guide.

Where can I work in the Library?

Individual study spaces are available throughout. These spaces are designated as either Silent (no talking or other noise permitted) or Quiet (quiet conversation permitted). Please note that Group Study Rooms, the Graduate School Reading Room and PC Zones are for the use of University of Leicester students and staff only.

Is there any area to store my bag?

Library lockers are available on a daily first come, first served basis. Please ask at the Service Desk.

Can I make photocopies?

A Self-service coin-operated photocopier is available in the Print Copy Scan room in the Basement.

Where can I eat and drink in the Library?

There is a café at the entrance to the Library. Please do not eat in the Library itself, and drink only bottled water.

What if I have additional needs?

If you have a disability, please let us know if you need assistance.

How do I comment on the Library?

We welcome your feedback on our services. Please use the comment forms available in the Library or the *Comments* link on the Library homepage.

Can I use my phone?

Please use your phone for silent text messaging only. If you need to talk, use the designated Phone Zones or the entrance foyer outside the security barriers.

When is the David Wilson Library open?

Autumn and Spring

Term time	Library	Service Desk & Enquiries
Monday - Friday	24 hours - Friday midnight	9am - 9pm
Saturday	9am - midnight	9am - 5pm
Sunday	9am - 24 hours	12 noon - 6pm

24/7: The Library is open 24/7 during the January and May examination periods with Service Desk and Enquiries as above.

Please note: External readers cannot gain admission after midnight. There are access restrictions for college students and visiting undergraduates during term time. For further details, please see *Joining the Library* on our Web page for visitors.

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