Useful Contact Details

Library iCity page
https://icity.bcu.ac.uk/
Library-and-Learning-Resources

@BCULibrary

Campus Library Telephone numbers
Kenrick Library .................. 0121 331 5282
Mary Seacole Library ............... 0121 331 7071
Conservatoire Library ............... 0121 331 5914
Millennium Point Learning Centre
and Library ....................... 0121 202 2500
School of Art Library, Margaret Street 0121 331 5977
Vittoria Street Library ............... 0121 331 6470

LibAnswers
http://libanswers.bcu.ac.uk

For Library Opening Hours, location maps, addresses and contact details of campus libraries visit the Library website: https://icity.bcu.ac.uk/Library-and-Learning-Resources

Library policies may be subject to change. Please refer to the website for the most up-to-date information.
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Getting Started

Your University ID Card is your Library ID card.

So bring it with you to the library to make use of the services we offer.

You will also need a library PIN to use our self service facilities. This will be e-mailed to your University e-mail address.

Library and Learning Resources provide books, journals, electronic resources, study areas, and access to computers, photocopying and printing facilities.

Controlled Access at Kenrick Library, Mary Seacole Library and Millennium Point

You will need to bring your University ID card to gain access at Kenrick Library, Mary Seacole Library and at Millennium Point.
Passwords

There are four sets of numbers you need. These are:
- Student Number.
- Library Number and PIN.
- Network Username and Password.
- Photocopying/Printing Username and PIN.

Student Number

Your student number is on your University ID Card. You receive this when you enrol with the University.

Library Number and PIN

Your four digit Library PIN will be emailed to your University email address and can also be obtained at the Help Desks.

You use your Library Number and PIN to:
- Access "My Account"
- Renew Library loans online or by phone
- Borrow or renew items and pay fines via self service
- Self reserve items via the library catalogue
- Use the Digital Library

If you have forgotten your PIN then you can obtain one by:
- Using the 'Reset your PIN' link from the library catalogue. This will send an email to your student/staff email account which includes a link to a page where you can choose a PIN.
- Completing a PIN request form on iCity.
- Visiting any Birmingham City University library Help Desk.

We can send your PIN via email as long as you provide us with your address and student or library number.

You will also need your University ID card to access Kenrick Library, Mary Seacole Library and Millennium Point.
Network Username and Password
Your network username is issued to you by Corporate ICT (CICT) when you enrol.

You use your network username to:
- Access the computers in the IT suites and the Libraries.
- Access Moodle - http://moodle.bcu.ac.uk
- Access your student email account
- Access the Library’s e-resources - You would need to do this via iCity at https://icity.bcu.ac.uk
- Access iCity at https://icity.bcu.ac.uk - the one stop shop for the University’s systems and information.
- To add credit to your printing account.

How to forward your University emails
Follow these steps if you would like to forward your University emails to another personal account.
- Go to http://365.bcu.ac.uk/ and sign in with your Office 365 account details in the form firstname.lastname@mail.bcu.ac.uk followed by your password
- Select options in the top right corner
- Select create an inbox rule
- Click on the link to learn how to forward your email to another mailbox using inbox rules and follow the instructions given
- Please note that you may not receive a reply when emailing academic staff using your personal email account so it’s important to use your University account.

Photocopying/Printing Username and PIN
To print from terminals across the University you will need a Uniflow account. This is the last six digits of your Student Number plus a 2 to 4 digit PIN. The PIN will be emailed to you by CICT Service Desk. The Help page is on iCity at https://icity.bcu.ac.uk
Getting Help and Advice

Library and Information Literacy Skills
There is a dedicated Learning and Teaching team of liaison librarians who are able to provide training and support in using library services and resources. The team provide a range of tutorials and workshops as well as online resources to help you get the most out of our library collections. Further information and resources are available at https://icity.bcu.ac.uk/Library-and-Learning-Resources/Subject-Help

The Library and Learning Resources iCity Pages
Information about all services and resources can be found at https://icity.bcu.ac.uk/Library-and-Learning-Resources

LibGuides
In addition to our iCity pages, LibGuides are a portal to the latest library information, resources and support on offer in your subject area.

LibAnswers
...in person
There are Help Desks at each campus library. See page 2 for contact details.

...by email
Email your question to a librarian, who will aim to respond within 24 hours.

...by Library Chat
You can use Instant Messaging to chat with us online to ask a question.

...by telephone
Ask a question by telephone during staffed opening hours. See page 2 for contact details.

...by social media
We are on Twitter @BCULibrary and can also respond to questions via the BCU Facebook page - https://www.facebook.com/birminghamcityuniversity

For more details see https://icity.bcu.ac.uk/Library-and-Learning-Resources/About-us
Tutorials
Tutorials are available by arrangement at the libraries to help you make the most effective use of the services the Library offers.

Student Mentors
Student Mentors offer one to one support through mentoring on basic library skills. Please contact your library Helpdesk to make an appointment.

Feedback
To comment on the services Library and Learning Resources offers please fill out a “Compliments, Comments, Complaints” form in the library or at: http://library.bcu.ac.uk/ccc.htm. Provide your name and contact details to receive a response.

Centre for Academic Success
The Centre for Academic Success offers the following services:
• One-to-one tutorials at City North Campus, School of Art, Margaret Street, Millennium Point and the Conservatoire.
• Academic skills workshops - including essay and report writing, presentation skills, maths support: one-to-one tutorials, workshops and drop-in sessions.
• Courses such as stress management and short language courses for home and international students.
• Statistics Advisory Service/SPSS
• Access to our online booking system. Please visit: http://bcu.iinsight.org

You will have the opportunity to talk about issues affecting your work and develop confidence in a variety of study skills. Many study skills materials are also available for loan.

For further details contact 0121 331 5278 or visit: https://icity.bcu.ac.uk/Library-and-Learning-Resources/centre-for-academic-success
A similar service is offered by the Faculty of Health at City South Campus in the Personal Development Department.

See [http://icity.bcu.ac.uk/Health/PDD](http://icity.bcu.ac.uk/Health/PDD) for further details.

Books are arranged by subject using the Dewey Decimal system. Individual subject guides are available at some libraries.

Dewey Decimal classification uses numbers 000 – 999 to place books in a sequential order on the shelves. There are 10 broad subject areas, with longer numbers indicating narrower subjects within each number range.

**TIP**

Consult the floor plans or the signs in each library to guide you to the correct place on the shelves, or ask a member of library staff.
The Library Catalogue

The library catalogue is used to search for books, ebooks and other print and non-print materials. It is available at https://capitadiscovery.co.uk/bcu/

Simple searching
Type one or more words that best describe what you are looking for and press the Enter key or click the Search button.

dementia Search
The response is a list of books and other items that match your search, with the most relevant appearing first. There may be more results on further pages. The catalogue shows whether the material is currently available and where it can be obtained.

Remember to write down the shelfmark, including any letters so that you can find the item on the shelf e.g. 616.83/DEM. It is also useful to note down the title or keywords for future reference.

For further tips on searching see the Help section within the catalogue.
Reading Lists Online

Reading lists are available via the Reading List Catalogue.

To access reading lists, go to the Library Catalogue and then select the tab at the top of the page.

My Account

My Account will help you keep track of and manage the items you have on loan from the Library.

It allows you to:
• Reserve items on loan or from one of our other libraries
• Renew items you already have out
• Check what items you have out
• Check what items you have reserved
• Check on the progress of your Inter-library loan requests
• Check your loan history
• Retrieve forgotten PIN
• Pay fines over £5.00

You can access My Account from iCity and the Library Catalogue, at the top right of the screen.
Journals

What are journals?
Journals are publications that are produced at regular intervals. These can be in either print or electronic format eg. Nursing Times, the Economist or Art Monthly.

TIP

When searching our catalogue, choose ‘Journals collection’ from the ‘Collection’ options on the left. You will need to search for the journal title; we do not list articles in the catalogue.
Electronic Services

A-Z of Full Text Journals
More and more of our journals are appearing in electronic format. You can search the library catalogue for both our print and electronic journals, or go to the Library & Learning Resources iCity pages and choose Find Resources and follow the links.’

Databases
To find journal articles by subject, you can use one of a large number of databases available. To find a list of databases which cover your subject area, go to the Library & Learning Resources iCity pages and choose Find Resources and follow the links.

E-books
An increasing collection of electronic books can be accessed via the Library catalogue or go to the A-Z of Electronic Resources, and click on MyiLibrary from the list.

Electronic Resources Blog
You can use this to keep up to date with all your electronic resources. Any news will be posted here at http://blogs.bcu.ac.uk/eresource/
Electronic Resources on iCity
To access the Library’s electronic resources, we strongly recommend going via iCity. This will make it easier for you to access password protected sites without any difficulties.

Passwords
For information regarding passwords see page 6.

Summon
Summon is a search engine providing fast, easy access to the University’s collection of books and journals. Summon searches across all our print books and journals, the majority of our electronic journals, our ebooks and a number of our databases. For more information see iCity. To search Summon go to http://bcu.summon.serialssolutions.com/

The Library and Learning Resources iCity
https://icity.bcu.ac.uk/Library-and-Learning-Resources
Services currently available include:

Centre for Academic Success: The centre provides a range of services to help students with their academic work. This includes one-to-one tutorials and workshops etc.

LibAnswers: If you have any questions or need help you will find FAQ’s, Library Chat and the Ask The Library email here.

LibGuides: Guides to information and library resources in your subject area.

Catalogue: The Birmingham City University Library Catalogue, Reading Lists and other national and local library catalogues.

The Digital Library: A collection of items that can be accessed via the internet on or off campus. It consists primarily of journal articles and book chapters that are not normally available electronically. These items have been specifically requested by your lecturers. There are also collections of past exam papers, images, video, audio, student projects and dissertations up to PhD level.

You can search via the Library web site at: http://www.bcu.ac.uk/uceel
This service is password protected - see page 6 for details.

Adobe Acrobat Reader 4.0 or above is required to be able to view documents on the Digital Library. If your computer does not already have this software (most do) it can be downloaded from: http://adobe.com
Computing Facilities and Laptops

Computing facilities, available at each of the campus Libraries, provide access to e-mail, word-processing and the Internet. You will need a network username and password to access most computers in the libraries or IT suites. (See page 7). Catalogue terminals allow access to the library catalogue only. You can find them in all campus libraries.

Laptops
You can borrow a laptop to use in the library at Kenrick and Mary Seacole Libraries. At Kenrick they are available for four hours and at Mary Seacole for a day. The Mary Seacole Library also has week loan laptops. Present your ID card at the Help Desk.

For information on the rules governing the loan of laptops please ask at the Help Desk.

Wireless Access covers the whole library!
When you borrow a laptop or bring in your own, you have access to the wireless network in all campus libraries.

Kenrick CICT Helpdesk
There is a CICT Helpdesk located in Kenrick Library on Level 2 in the Social Zone.

More information is available at the CICT Service Desk Help page at iCity [https://icity.bcu.ac.uk](https://icity.bcu.ac.uk). A printed leaflet (“Wireless Setup Instructions”) is available at the Help Desks.
Photocopying and Printing

Photocopying and printing facilities are available at each campus library. Each student has their own account (see below) or at some libraries a cash photocopier is available.

The prices are:

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<tr>
<td>A3 colour</td>
<td>35p</td>
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Colour photocopiers are available at Kenrick Library, Mary Seacole Library, Conservatoire Library and Millennium Point.

Uniflow Accounts

To print from terminals in the Library you will need a Uniflow account. Ask in the libraries or IT suites or visit the CICT Service desk Help page on iCity [https://icity.bcu.ac.uk](https://icity.bcu.ac.uk). (See page 7).

Copyright

Notices informing you of your basic rights and responsibilities with regard to Copyright Law are displayed next to the machines.

Stationery Vending Machine

At Kenrick Library and Millennium Point Learning Centre there are vending machines which sell a selection of stationery items.
Studying in the Libraries

Where to Study?
Study spaces range from large open plan areas to individual carrels. In some libraries there are also a number of areas available for group discussion.

Studying at Kenrick Library
You can book study rooms on levels 2 and 3 of Kenrick Library. You don’t have to be in the library to book a study room; you can book any time online. For more information see links on the library web page and iCity. Presentation facilities are available in the two largest study rooms. To book a room at Kenrick Library go to http://bcu.iinsight.org/rooms.aspx

Kenrick Café is located on Level 2, near the library entrance.

Studying at Mary Seacole Library
There are three designated Group Work Areas, two of which have presentation facilities. Bookings should be made at the Help Desk.

Group work is also permitted in the study areas within the lending section of the library. This is an open plan area so please be considerate towards other library users.

There is also a designated Silent Study Area; no talking is permitted at any time.

Studying at the Conservatoire Library
There is a seminar room in the Conservatoire Library suitable for groups of up to 8 people and with a large display screen to which laptops may be connected. This room may be used by students if it is not booked by staff.

The mezzanine floor is designated a Silent Study area.
Some of the larger libraries are open regularly in the evenings and weekends, and some offer extended opening at exam times; check the notices displayed in the libraries or on the library website.

Distance Learners and Placement Students

A “distance learner” is defined as someone who is enrolled on a course where the University has designated the mode of study as “distance learning”. This does not apply to students who live away from campus, and are following full-time or part-time courses. For more information please see http://library.bcu.ac.uk/frameDistance.htm

Learners may request material by emailing distance.learning.pb@bcu.ac.uk

Services for Users with a Disability

We are here to help!
If you have a disability of any kind then there are enhanced library services available to you such as extended loans, item retrieval services, adaptive equipment and software and transcription services.

How do I let the Library know I need Enhanced Library Services?
• Arrange a meeting with a Disability Services Co-ordinator in Student Services.
• Discuss your requirements in this meeting and agree what you need. This is then documented on a Request for Enhanced Services form.
• Disability Services will email the form to the Library or you can present the completed form at the Help Desk.
The information about the services you require will be included in your Library record.

Look at the web page at http://library.bcu.ac.uk/disability.htm to find out more.

**Using Other Libraries**

**SCONUL Access**
This is a scheme which allows you to gain access to, and, depending on status, borrow from other university libraries. Please visit the SCONUL Access website: www.access.sconul.ac.uk, Library website or ask at the Help Desk for more information.

**National Health Service Libraries**
Local and National Health Service Trusts and other Authorities also provide a range of library services. Information regarding these can be found at: http://library.bcu.ac.uk/placement.htm

Rights of access to NHS libraries will vary. It is always best to contact the library prior to visiting. For students employed by the MOD there are a number of possible alternatives. NHS Libraries where MOD personnel are based, offer services on the same basis as NHS staff.

**Local Libraries**
Students and staff may also want to use public libraries in the region. The new Library of Birmingham is one of the largest public libraries in the world. The library has world class archives and heritage collections, and a state-of-the-art environment for study, reading and listening to music. Further information can be found on the Birmingham Libraries website. http://www.birmingham.gov.uk/libraries
Library User Services

Borrowing
You will need your University ID Card and library PIN to borrow.

TIP
You are supplied with your own 4 digit library PIN which you can change at any Help Desk or online using My Account.

Kenrick, Mary Seacole, School of Art, Millennium Point and Conservatoire Libraries have self service machines for the issuing, renewing and returning of books.

The machines are quick and easy to use but if you need help, ask a member of Library staff. A receipt is given each time you borrow, return or renew books.

Loan Periods and Due Dates
All students may borrow up to 20 books.

Loan periods are:
- One Hour loans, for use in the library only.
- High Demand Collection items (Kenrick Library) can be borrowed for 4 hours during the day and overnight from 17.00 hours. **They cannot be renewed.**
- Day loans. **These cannot be renewed.**
- Week loans.
- Discretionary loans are limited to specific material (usually items that are not available for loan but which may be made available for loan at the discretion of the librarian).
- Two weeks loans.
- Normal loans [four weeks].
- Term loans, issued to the end of the current academic term.

All items are marked with the relevant loan period.
Borrowing at the Conservatoire Library
You can borrow up to 30 items plus items for performances and up to 8 recordings

- Four hour loans, for use in the library only. These can be borrowed overnight during the last hour of staffed service.

- Variable loans for performance material. These need to be returned within a week of the performance or class.

Data Protection
If you ask someone else to borrow, renew or clear fines on your behalf, you must provide them with a signed letter of permission granting them access to your account and your University ID Card. They must also bring their own Library ID Card or other photographic proof of identity (such as a passport or photo driving licence). This is to comply with Data Protection legislation.
Returns
All books must be returned or renewed by the date due. It is your responsibility to ensure the items you return are cleared from your account. Please note, lost or damaged books must be paid for. Items can be returned to any of the Birmingham City University libraries. Book return boxes are available at some campus libraries.

**TIP**
Use My Account to check the return dates of items you have on loan and bring them back on time to avoid fines.

Renewals
You can renew your loans using your University ID card and library PIN via:

- Self-Service terminals in the library.
- My Account on iCity [https://icity.bcu.ac.uk](https://icity.bcu.ac.uk)

Renewals cannot be made:
1. When the item you wish to renew is reserved.
2. When your borrowing rights have been withdrawn.
3. When the item is from the High Demand Collection, a Discretionary, Short Term Loan Collection or Day Loan.
4. When you have a large fine or when renewing via My Account or renewing at the Self-Service Terminals.

(Conservatoire Students may not renew orchestral or vocal set materials or performance materials [including hired material] listed on the whiteboard).
Reservations
You can reserve items which are out on loan by clicking ‘reserve this item’ in the catalogue entry. You can also do this for books which are in another Campus Library.

Inter-Library Loans
All students are entitled to borrow books, journal articles or theses from other universities and from the British Library. There is a link to the web form from the catalogue. https://icity.bcu.ac.uk/library-and-learning-resources/enquiry-service/Accessing-Resources/Inter-Library-Loans
Fines
We only charge fines if items are returned or renewed late. Renewing your loans or returning them on time will ensure that you don’t pay any fines. If items cannot be returned on time, please talk to us.

This is what we charge when items become overdue:

1. Four hour loans/discretionary loans/overnight and weekend loans 75p per hour or part of hour
2. Day loans/Inter-library loans 75p per day
3. Week loans 75p per day
4. Two week loans 40p per day
5. Normal loans 10p per day

The maximum fine is £10.00 per item per transaction. Fines apply throughout the vacation periods.

Week loan laptops have a fine of £5 per day or part thereof and the maximum fine for laptops is £25.

Fines may be paid in cash at any Library Help Desk or via payment machines located by self-service in Kenrick Library, Millennium Point Learning Centre, Mary Seacole Library and School of Art Library, Margaret Street, by cheque (supported by a cheque guarantee card) or by debit / credit card in person or by phone. Fines over £5.00 can be paid via ‘My Account’ on the library catalogue. Cheques should be made payable to Birmingham City University.

Avoid fines - Check your University email account regularly for due for return or renewal, due today, overdue notices.
If you have very overdue items or unpaid fines you will temporarily lose your borrowing rights. Rights will be restored when all items 28 days or more overdue are returned and fines paid. If you persistently keep items 28 days overdue Library and Learning Resources will contact you and additional sanctions may be applied.

After 28 days a request to return items or pay the replacement cost is sent to you. If you do not respond the item costs will be passed to the
University Finance Department to pursue, which may result in legal proceedings.

For more information about Library User Services visit: https://icity.bcu.ac.uk/Library-and-Learning-Resources
Students are advised to read the full University Libraries Rules and Regulations which are available on the Publications section of the Library Web Pages.

1. All members of the University may use the libraries for reference and study.

2. Changes of address or name should be notified to your Faculty Office promptly.

3. Books will not be issued without a University card. In exceptional circumstances, as a suitable substitute, the Data Protection Act requires either two official proofs of name with at least one of these providing proof of address, or one form of ID with a photograph.

4. You are required to carry your University card with you at all times and be prepared to show it on request.

5. Library borrowing rights may be withdrawn in certain circumstances, for example when fines have been incurred or when library material is very overdue. Following the loss of borrowing rights library users will be unable to borrow library materials or use the electronic information services.
6. Failure to return library material on completion of the course may lead to the withholding of a qualification certificate.

7. Silence should be observed in designated areas.

8. Smoking is not permitted in the library.

9. Only drinks in sealed containers and cold snacks may be consumed in the libraries. No hot food is permitted. All rubbish must be placed in the bins provided.

10. Mobile phones should be switched to silent at all times. Allowing a mobile phone to ring and/or holding a phone conversation outside designated areas is not permitted in the Libraries.

11. The University cannot accept responsibility for personal property left in the libraries.

12. Users are required to treat the library environment with respect and the library staff with respect and courtesy. Should any incident be reported, Library and Learning Resources will pursue the matter with the appropriate authority.

13. All users of network information must abide by the rules set out in the “Conduct and Use of Computer Systems and Networks of the Birmingham City University”.

14. In addition to the general rules governing the loan of library materials, items borrowed from other libraries may also be subject to special conditions imposed by the library which owns them.

15. In an emergency or during adverse weather conditions, usually heavy snow, Library and Learning Resources reserves the right to close libraries at times other than those published.
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Library and Learning Resources
Birmingham City University
City North Campus
Perry Barr
Birmingham
B42 2SU

Telephone
0121 331 5278
Website
https://icity.bcu.ac.uk/
library-and-learning-resources