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YORK  
ST JOHN  
UNIVERSITY

Library and  
Learning Services



**WELCOME**

Your student guide to  
Library, Print and IT

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## Welcome to your Library

Library resources and staff are a key part of a network of services at York St John who are focussed on helping you become confident, authentic, resilient, enterprising and professional graduates.

### How to Contact Us

#### Library and Learning Services

York St John University  
Lord Mayor's Walk  
York, YO31 7EX

T: +44 (0)1904 87 6696

E: [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

[www.yorks.ac.uk/library](http://www.yorks.ac.uk/library)

@YSJLibrary

### Fountains

In the Fountains building on our York campus, you will find the Library, open-access and bookable study space, IT teaching rooms, and specialist suites for Languages, Linguistics and Design. Fountains is also home to Fountains Lecture Theatre (F.T.002), the Yorkshire Film Archive, the Student Kitchen and Fountains Cafe.

### Getting help

If you can't find what you need, or have questions about Library and Learning Services, the Information Services desks in Fountains and Holgate are there to help. This is also where you can pick up student letters or just get help navigating the university campus.

### Your safety and security

We take your safety and security seriously. We ask that you don't leave bags unattended – unattended items will be removed from the building. There are lockers available so that you can keep personal belongings and valuable items safe. Please ask at the Information Services desk in Fountains about borrowing a locker.



## Fountains Ground Floor

The Ground Floor is a space where you can study alone or in groups. You'll find a range of services on the Ground Floor, including:

- Fountains Information Services desk – your first point of contact for Library, IT and student queries
- Self-issue points
- Self-service return point
- Self-service laptop lockers
- Open-access PCs
- Printers/copiers
- Group study areas
- Quiet study room
- Project workspaces
- Self-service reserved items
- Print journals
- Newspapers
- Refreshment vending machines
- Stationery vending machines
- Boiling water tap
- Lockers for personal belongings
- University archives

## Fountains First Floor

The First Floor of Fountains is equipped with **open-access and bookable study spaces**, with a range of areas for quiet or group study.

The First Floor is home to the **Education Resources Area**, the **Languages Resource Area**, the **Oversize collection** (all subjects) and **IT teaching rooms**.

During the day, you can also enter the library on the First Floor using the De Grey bridge which connects to the De Grey building.

Books on the following subjects can be found on the First Floor:

- Computer Science
- Education
- Languages and Linguistics
- Philosophy
- Psychology
- Social Sciences
- Theology and Religion

## Fountains Second Floor

The Second Floor of Fountains is our **Silent Study** floor and is suitable for individual study only. You will find **printers/copiers** located outside the silent area.

The Second Floor is home to the **Law Library**, the **Digital Skills Training Room**, the **Rees-Williams Collection of Georgian, Victorian & Edwardian Children's Books, Music Scores, CDs/DVDs**, the **Linguistics Lab**, and our **Student Kitchen**.

Books on the following subjects can be found on the Second Floor:

- Arts
- Business Management
- Geography
- Allied Health and Nursing
- History
- Law
- Literature
- Mathematics
- Music
- Science
- Sport

## Opening hours

Up-to-date information about our opening times can be found on the website and through signage and printed materials available in each location.

Please remember to always carry your Student ID card. Between 8.00pm and 8.00am you may be asked to show your Student ID card to Security when entering the Library. If you don't have your ID card, we're sorry, but you won't be able to come into the building.

**W:** [www.yorks.ac.uk/library/welcome-to-the-library/opening-times](http://www.yorks.ac.uk/library/welcome-to-the-library/opening-times)



## A place to study

If you want to be sure of a space to study, try quieter times in Fountains (eg before 10.00am or after 5.00pm), or book a study space in advance using the booking link on the Library homepage

**W:** [www.yorksj.ac.uk/library](http://www.yorksj.ac.uk/library)  
> [Book study space](#)

There are PCs in Fountains, Holgate, and De Grey, some of which are available 24/7. There are open access and bookable options available. You may also use PCs in IT Teaching Rooms in Fountains when these aren't booked out for classes – please check availability with Information Services staff in Fountains, or on the timetable posted by the door to each classroom.

There are laptops available to borrow from the laptop lockers in Fountains and Holgate, all at ground floor level. At the Nestlé Rowntree Park Sports Campus, there are short-loan laptops available to borrow from the laptop locker provided there. A small number of ipads and calculators are available to borrow on short term loan from the Information Service desk in Fountains.

Fountains is home to a range of specialist computing suites for students on related courses, including the Languages & Linguistics Labs.,

There are a number of specialist areas available within each School, such as Biomechanics, Design & Technology, Music, Film & TV, Psychology, and Physiology.

All student PCs feature the Student Desktop, which gives you access to the full range of student applications such as Microsoft Office 2016, as well as access to your University OneDrive file storage area.

### Media Equipment Booking

Students can reserve and borrow specialist media equipment for coursework using the Media Loans system. This includes cameras and recorders. Use your university email address and password to log in and reserve an item.

Please ensure you book at least 24 hours before equipment is needed as it may need to be prepared for checkout and supplies are limited. Loan periods and renewal rules vary based on the type of equipment, as specified in Media Loans.

Booked media equipment can be collected from the ITS Service Centre in Holgate (first floor).

**W:** <https://medialoans.yorksj.ac.uk>



## Getting started with the Library TOP TIPS

1. You need your student ID card to borrow items – your “borrower number” is the long number on your card. You will also need your Library PIN to log in to your online library account.  
**W:** [www.yorksj.ac.uk/library/account](http://www.yorksj.ac.uk/library/account)  
Your online library account lets you see what you have on loan, place interlibrary loan requests and pay for fines.
2. Your Library PIN is set to the first four digits of your date of birth. You should change it straight away by visiting your online library account. Only use your present PIN to log in the first time, then change your PIN to something personal and memorable.
3. There are self-issue points throughout Fountains; use these to borrow items.
4. To return items, use the Return Point on the Ground Floor.
5. If you need an item which is on loan, you can place a reservation for it. You'll receive an email once the item is ready to collect.
6. Remember to check emails from the library. They contain important information on when books are due back.
7. For information on borrowing, renewing and more, see the Library web pages.
8. Returning books on time will help you avoid fines. You will also be helping other students who need access to the same resources.  
**W:** [www.yorksj.ac.uk/library/library-study-and-digital-skills/study-success/getting-started-with-the-library](http://www.yorksj.ac.uk/library/library-study-and-digital-skills/study-success/getting-started-with-the-library)

### Looking for books?

Start with the library catalogue. It's tempting to look round the shelves but it's not a good use of time and you will miss all our ebooks (over 720,000).



## Finding resources

During your studies you will be expected to use a wide variety of resources to find the information you need for your assignments. This may be new to you, but there is lots of help available on our web pages and from our subject specialists to help you decide on the best resources for your subject.

The library web pages are your gateway to our full range of resources. Use the Library Catalogue on our pages to look for books, e-books, articles, journals, music scores and more.

You will need your university email address and password to access many of the resources available through our web pages. The majority of our resources can also be used when you are off campus, sign in using your university email address and password.

Lean Library is a browser extension that enables more seamless access to the library's online resources when searching on the open web. Visit the library for more information about Lean Library.

**W:** [www.yorksj.ac.uk/library](http://www.yorksj.ac.uk/library)

## Specialist subject resources

You will also find a large range of online specialist subject resources dedicated to specific subject areas, including:

- AM Explorer: search millions of pages of primary sources spanning 15th-21st centuries
- Anatomy TV: 3D interactive models of human anatomy
- Black Ballad: black UK womens' news and analysis
- Box of Broadcasts: a.k.a. BoB, TV streaming and recording service
- Global Newsstream: global news content from 1980 onwards
- IEEE Xplore: scientific and technical content
- Lexis+: provides access to legislation, and to UK case law, law journals and newspapers
- LGBT Magazine Archive: 60 years of LGBT magazines
- Proquest One Literature: ideal for literature research

**W:** [www.yorks.ac.uk/library](http://www.yorks.ac.uk/library)  
→ Search subject resources



## Learning Success Hub

The Learning Success Hub is here to help you develop a range of skills that you'll be able to call upon in the workplace and throughout life. Use this guidance whenever you need, wherever you are. The hub supports and develops you to: search for, find, and evaluate information; reference; communicate critically; work with numbers and statistics; use digital technology confidently and purposefully. Make the most of the support available by visiting the Learning Success Hub.

**W:** [www.yorks.ac.uk/library/library-study-and-digital-skills](http://www.yorks.ac.uk/library/library-study-and-digital-skills)



## Referencing

Referencing is a way of acknowledging that you have used ideas and work belonging to someone else. You'll be expected to reference your work whilst studying at York St John University. You might need to reference:

- books
- journal articles
- web pages
- video clips
- newspapers
- and other types of resources.

Your Academic Liaison Librarian can give you advice on referencing, including the referencing tools and software that you might find useful.

Quick referencing guides are available in your preferred citation style, including: Harvard; APA; MHRA; MLA; and OSCOLA.

You can also access help via our referencing pages.

**W:** [www.yorks.ac.uk/library/referencing](http://www.yorks.ac.uk/library/referencing)

We have a team of subject specialists who can work with you to develop your skills. These include Digital Training, the Academic Liaison Librarians, and Study Development.

## Digital training and support

The Digital Training tutors can help you develop the IT skills you need to produce high quality assignments. Our trainers can provide advice on:

- Microsoft Office applications (eg Word, Excel, PowerPoint, etc)
- Our virtual learning environment, Moodle
- E-portfolio software eg Mahara, Pebblepad
- A huge range of software support

The Digital Training tutors can offer help via email, or through tutorials (online and face-to-face) – visit the web page to book such a tutorial.

### Microsoft Office Specialist

Our Digital Trainers can help boost your CV and get official recognition for your Microsoft skills. Email Digital Training, or check online for more information.

### Assistive Technology

Our Digital Training Officer for Assistive Technology is here to provide specialist help, advice and training on the use of assistive software and technology for students and staff at York St John University.

Software to support your note-taking, reading, planning and writing is available on campus,

### Contact Digital Training

**Annette Webb**  
**Ian Staite**  
**Julia Payne**

**E:** [digitaltraining@yorks.ac.uk](mailto:digitaltraining@yorks.ac.uk)

**Helen Varley** (Assistive Technology)

**E:** [assistivetech@yorks.ac.uk](mailto:assistivetech@yorks.ac.uk)

**W:** [www.yorks.ac.uk/library/digital-training-and-support](http://www.yorks.ac.uk/library/digital-training-and-support)





## Academic Liaison Librarians

The Academic Liaison Librarians can provide expert assistance to help you get the most from the Library. They advise on:

- What kind of information you need for your essay, presentation, project or dissertation
- Which resources you should use to find appropriate information
- Searching effectively to find the best information for you in the most efficient way
- Referencing and help with academic integrity

You'll see the specialist Academic Liaison Librarian linked to your subject area as part of your course, but you can also book an appointment with them for focussed support.

E: [academicliaisonteam@yorksj.ac.uk](mailto:academicliaisonteam@yorksj.ac.uk)

W: [www.yorksj.ac.uk/library/academic-liaison-librarians](http://www.yorksj.ac.uk/library/academic-liaison-librarians)

### Contact your librarian

#### Rachel Hogg

Criminology; Law; Policing; Sociology

#### Katherine Hughes

Computer Sciences; Creative Writing; Data Science; English Literature; Geography; Languages, Liberal Arts Foundation Year, Linguistics & TESOL; Media & Film Studies; Religion & Philosophy

#### Jane Munks

Business; Counselling; Psychology

#### Ruth Patterson

Biomedical Science; Nursing; Occupational Therapy; Paramedic Science; Physiotherapy; Sport

#### Clare McCluskey-Dean

American Studies; Education, Children, Counselling Foundation Year; History; Initial Teacher Education; International Relations; Politics; Postgraduate Courses in Education and Social Work; Undergraduate Courses in Childhood, Youth and Education; War Studies

#### Cathryn Bell

Design; Drama, Theatre & Dance; Fine Art, Photography & Illustration; Media Production; Music; Music Production



## Study Development

Our Study Development tutors are here to help you in a dedicated tutorial environment, as well as in workshops and study retreats

In your tutorial, a Study Development tutor will help you with your academic work, including:

- Helping improve your study and learning strategies
- Reflecting on your planning process
- Developing your academic and reflective writing skills
- Developing your maths and statistics skills
- Learning proof-reading and editing skills
- Exploring time management and revision strategies
- Developing your presentation skills

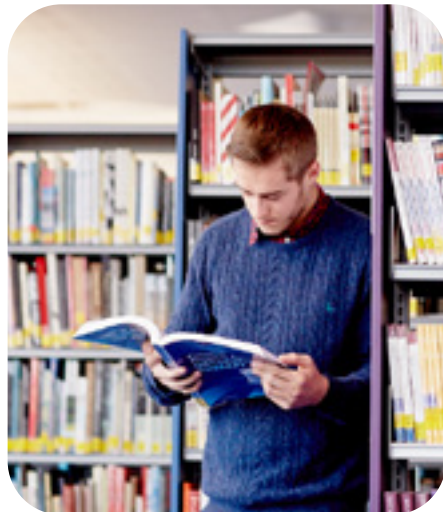
You can choose to access these tutorials at any stage of your assignment process, from receiving the initial brief through to the final editing stages.

Book a tutorial online, or send any questions or queries about the service to the team by email.

**Di Barley**  
**Danielle Shaw**  
**Katherine Cross**  
**Jack Barratt**  
**Scarlet Wood (Maths)**

**E:** [studydevelopment@yorks.ac.uk](mailto:studydevelopment@yorks.ac.uk)

**W:** [www.yorks.ac.uk/study-skills/study-development-tutorials](http://www.yorks.ac.uk/study-skills/study-development-tutorials)



## Print Services

Printing facilities are available throughout the campus, and printing requests can be dropped off and picked up at the Information Services desk in Fountains. The team can help with:

- Printing
- Photocopying
- Print credits
- Document and dissertation binding
- Laminating
- Scanning

As a student of York St John University, you can print to any of the printer/copier devices situated throughout the University campus. They are available on every floor of Fountains and in Holgate.

As well as providing access to photocopying and scanning, you can also link your student ID card to these devices for quick logging in – see notices near the printers for how to do this.

The Print Services team operate a vending machine on the Ground Floor of Fountains which sells many products, including pens, blank discs, batteries, sticky notes, sticky tape, memory sticks, highlighters, glue sticks and notepads.

If you need help with any aspect of Print Services, please ask at the Information Services desk in Fountains.



## Extra resource access

### Inter-Library Loans (ILLs)

The Library stocks the majority of resources for course requirements. On the occasions where there are additional items that you require for your studies that are not held by us, our Inter-Library Loan (ILL) service may be able to obtain books and journal articles from other libraries for you **free of charge**. For more details or to place a request, see ILLs on our web pages.

**W:** [www.yorks.ac.uk/library/inter-library-loans](http://www.yorks.ac.uk/library/inter-library-loans)

### Postal Loans

Our Postal Loans service provides items by post to users who are not City of York residents (this includes students who are on UK placements outside the city). Free returns are available using the Clicksit service. For more details, and for information on how to register, please see our webpages.

**W:** [www.yorks.ac.uk/library/borrowing/postal-loans](http://www.yorks.ac.uk/library/borrowing/postal-loans)

### SCONUL Access

We participate in SCONUL Access, a reciprocal scheme which allows many university library users to borrow or use books and journals at other libraries which belong to the scheme. The scheme covers most of the university libraries in the UK and Ireland. The SCONUL scheme is there to support research and is not intended to replace the core teaching and learning resources provided to you by Library and Learning Services.

To find out more about SCONUL or to find out about other resources available to support your learning please visit our Using other libraries web page.

**W:** [www.sconul.ac.uk/sconul-access](http://www.sconul.ac.uk/sconul-access)



### Accessibility Support

The Accessibility Support Service is here to support you with making your learning resources accessible if you are visually, physically or learning disabled. Once you've registered as an Accessibility Support user, we can provide:

- Increased number of Library items you can borrow
- Accessible copies of books and journal articles for students and staff with a qualifying disability
- Book request service
- Self-service conversion service to create documents in accessible formats
- Specialist equipment and software including borrowable overlays

For more details, and to register, please see our web pages.

**W:** [www.yorks.ac.uk/library/supporting-accessibility](http://www.yorks.ac.uk/library/supporting-accessibility)

### Researchers

We offer a number of services for research students. Please contact your Academic Liaison Librarian (see page 15) who will be able to give you bespoke guidance.



## IT Accounts

Information about York St John IT systems can be found at:

**W:** [www.yorks.ac.uk/students/digital-resources/getting-started-with-it](http://www.yorks.ac.uk/students/digital-resources/getting-started-with-it)

As a student, you will have been given a username (firstname.lastname) and set your own password when you enrolled online with the University. If you have forgotten your password, you can reset it by completing the “Forgotten Your Password” form online. Alternatively, you can visit the Information Services desk on the Ground Floor of Fountains.

**W:** <https://intranet.yorks.ac.uk/changepassword>

With your IT account, you will be able to log on to any of the open-access PCs in Fountains and Holgate. Your account also gives you access to online Library resources, email and MyYSJ.

You can also use your University email address and password to gain access to our free WiFi (eduroam), Moodle (our virtual learning environment) and Office 365.

If you have trouble with IT systems, please use the online Service Desk to search for answers to frequently asked questions, or to log a support request with ITS (it will require you to log in).

**W:** <https://servicedesk.yorks.ac.uk>

**E:** [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

**Please note:** Whenever you change your University password, all devices (phones, laptops, etc) connected to eduroam WiFi will each need the WiFi password manually updated to match. If this isn't done, your University account may become locked.

## Connecting to WiFi

You can connect your devices to our wireless network in several locations across the main campus and the city of York. Use your full University email address and usual password to log in. When connecting for the first time, you may need to accept a certificate. More help on connecting to our network is available online – simply search the University website for “eduroam”.

The eduroam service is available internationally, which means that if you are visiting another institution participating in the eduroam service, you will be able to use your York St John University credentials to connect to the WiFi service there too.

## Accessing Your Email

You'll receive your York St John University email address shortly after your enrolment is complete.

The format of student email addresses is `firstname.lastname@yorks.ac.uk`, whilst `firstinitial.lastname@yorks.ac.uk` is used for staff.

To access your University email, there is a webmail link on the student homepage, or you can go direct to the Outlook web app.

**W:** <http://portal.office.com>

To connect your University email account to your own device, the simplest method is to download the free Microsoft Outlook app from your device's application store.

## Free Microsoft Office

Did you know that, for as long as you are a student of York St John University, Microsoft Office is available free for you to download and install on up to 5 PCs and/or Macs?

To access your free copies of Office, visit the Microsoft Office portal and sign in with your full York St John University email address and password.

With Office 365, you can store documents online and work on them in the browser from any computer. So long as you are connected to the internet you are never tied to one particular computer or location.

**W:** <http://portal.office.com>

## Stay Safe Online

Remember, no-one from the University will ask you for your password. If an email asks you for your University password, **do not reply** – instead, please forward the email to us and let us know what has happened.

**E:** [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

### How can I spot and avoid scams?

The following are all common scams (also known as phishing):

- An email asks for personal information or asks you to click on a link and enter personal information into a web form
- An email purporting to be from an organisation with which you have an account starts 'Dear valued customer' instead of using your name
- An email is of a frightening nature, such as 'Your account will be closed unless you enter your password and username'
- An email includes an order confirmation for an order you haven't placed and asks you to enter your card details to cancel the order

The advice for avoiding these phishing scams is very simple:

**Delete all emails exhibiting phishing characteristics.** If you are worried that the message may be genuine, we advise that you phone or otherwise contact the organisation to ask them if they have sent you this message – but do not do this by replying to the suspicious message.

Some genuine emails may have links in; for instance, to inform you that a file has been shared with you on OneDrive. The best practice is to ignore the links in the email, and instead go directly to OneDrive and access the file there.

If you think that your University password has been disclosed because your computer has been compromised, you must change your password immediately.

**W:** [www.yorks.ac.uk/it-support/passwords](http://www.yorks.ac.uk/it-support/passwords)

## Copyright and IT Policies

Wherever possible, our aim is to avoid restrictive policies and regulations; nevertheless, the University is bound to some regulations, both legislatively and as a result of our licensing conditions. It is your responsibility as a user of the University's systems to familiarise yourself with these policies and ensure that your use does not breach regulations. If you have any questions, the Fountains Information Services Desk is your first point of call for help.

**It is your responsibility to familiarise yourself with these policies.**

### Copyright

Copyright applies to all original works that are published or unpublished, regardless of format. All digital copying, photocopying, scanning and reuse of content is subject to UK copyright law.

Our Copyright Essentials pages give you everything you need to know about Copyright and what you can and can't do.

**W:** [www.yorks.ac.uk/library/copyright](http://www.yorks.ac.uk/library/copyright)

### IT Acceptable Use Policy

By using your IT account, you are confirming that you have read, understood and accepted the terms of our IT Acceptable Use Policy. This can be found online by searching the University site for "acceptable use policy" or "aup".



## Always Happy to Help

For further help with finding resources, referencing, printing, or assistance with accessing email or resetting your password, please get in touch by email, or by using any of the details listed on page 3.

**E:** [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

# Customer care statement

The following is our commitment to high-quality service and how you can help us achieve it.

## In the library you can expect that:

- The staff will be friendly, polite and knowledgeable, and will take part in regular training to ensure we are providing the highest level of service
- We will strive to understand your needs and tailor our service to you as individuals
- We will try to give you a solution or referral at the first point of contact. If we are unable to solve a problem immediately, we will make clear what will happen next
- We will conduct a roving service from 9.00am to 5.00pm, so that staff are available across the building to help you and will have staff dedicated to phone and email queries
- We will provide a range of study spaces and monitor their use and suitability, and will ensure that all areas are comfortable, clean and safe
- We will provide you with information on all our services, as well as any changes and improvements via a range of communication channels
- We will conduct regular shelf tidying to make sure that resources are easy for you to find
- We provide self-service issue and return points as well as back-up systems, in case of malfunctions, in order to provide continuity of service
- You are allowed hot and cold food and drinks across all floors, with the exception of the silent room on the ground floor, where we only allow water
- We will publicise our service objectives and measure against them so that we can ensure we are meeting our standards. We will use the results to improve our services

## You can help by:

- Observing and complying with Library codes, policies and zones; the IT Acceptable Use Policy; as well as the university's Policy on Behaviour
- Respecting other library users and staff
- Carrying your York St John University ID at all times
- Helping to keep the library environment clean and tidy
- Responding when required to communications from Library and Learning Services
- Checking your weekly 'renewal status' email to see whether you can continue to keep your library items
- Making sure library items are returned on time so that other people can use them. It will also help you avoid fines
- Giving us feedback by talking to us or, through social media, email or internal feedback channels (wall, cards, kiosks) so that we can improve the services we offer to you



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## Library & Learning Services

York St John University  
Lord Mayor's Walk  
York, YO31 7EX

**T:** +44 (0)1904 87 6696

**E:** [support@yorksja.ac.uk](mailto:support@yorksja.ac.uk)

**W:** [www.yorksja.ac.uk/library](http://www.yorksja.ac.uk/library)

📍 @YSJLibrary

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This booklet can be provided in other formats; let us know of your requirements.