

Main Library audio tour

Ground Floor script

Librarian: Welcome to the University of Reading Library. You're listening to a podcast audio tour of the Main Library's Ground Floor.

I'm one of the librarians here and I'm going to take you around the Ground Floor of the Main Library today, to highlight the most important features and facilities and especially how you can make the best use of them.

There are just a few important points to mention before we set off:

- The Library and its staff are here to support students in their studies. The Library is not just a collection of books, but gives access to a world of information in electronic and printed form. As such, I would advise you to begin using the Library as early in your University career as possible and please feel free to contact your subject's Liaison Librarian for help. You will find a list of Liaison Librarians at www.reading.ac.uk/library/liaison.
- The Library has six floors. This tour will focus on the Ground Floor – where everyone takes out and returns books.
 - The 1st Floor houses S@iL, which stands for Student Access to Independent Learning and includes a large number of University networked PCs, study rooms and the IT-Services Help Point.
 - The three floors above this house books and journals relating to different subject areas:
 - Science and technology on the 2nd Floor;
 - Arts and Humanities on the 3rd Floor
 - History and social sciences, including law, on the 4th Floor
 - The 5th Floor provides some study rooms
- When you visit the Library, please make sure you have your Student Access Card or Library Card with you, because you can't borrow anything without it, regardless of any other form of identification you may have.
- Finally, the Library maintains rules which benefit all its users, including one that mobile phones may not be used, except at the entrance by Reception or in the café. Also, only bottled water may be consumed in the Library; all other food and drink must be consumed in the café or outside. This ensures a clean and quiet environment, conducive to studying and learning, is available for all.

Student: Ok, thanks, it looks a bit big and daunting; can we start at the very beginning, outside the entrance!?

L: Sure, if we stand outside the main entrance, you'll see to the right of the revolving door there is the external Book Drop. This allows you to return items even if the Library is

closed. One word of warning, however, don't return 6-hour Course Collection loans this way when the Library is open – use the Self-Service Points in the Course Collection itself.

S: Why is that?

L: To make sure Course Collection loans, which are in high demand, are returned quickly, so you aren't charged a fine. Fines are charged on Course Collection loans for each hour, or part of an hour they are overdue.

L: Now, let's go through the revolving door – you'll notice that either side are doors allowing easy access for those with mobility problems. Now we're in the Library, you will see on your left the Ladies Toilets; the Men's Toilets are immediately opposite on your right, accessed through the café. You will also see to your left the Reception Desk. Staff here can help with your directional enquiries within the Library or elsewhere in the University. There are lots of leaflets and guides available here about the Library, the University, and Reading itself. You may also buy printer and photocopying cards from Reception and the Receptionist will assist you if the security gates' alarm sounds when you leave the Library.

L: Ok, we'll go through the swing gates into the main lobby area and make our way around the Ground Floor in a clockwise direction.

S: Do I need my Student Access Card to go through these gates?

L: No, your Access Card isn't needed to enter the Library, but is needed if you wish to borrow items or photocopy.

S: Ok.

L: To our immediate left is the Ground Floor Information Desk. The staff here will be able to help you with any general library enquiry, either themselves or by referring you to someone else. This is also where you collect items you ordered via Inter-library loans or requested from our 'closed access' section.

S: So if I want to know where a book I need is, I can go to this desk?

L: You can, but you should be able to find this information out for yourself using the Library catalogue, which is called *Unicorn*. There are Library catalogue terminals to our right along the far wall which allow you to look up items by author and title, or keyword, and find out their location in the Library. *Unicorn* will tell you at which 'Call Number' the item is kept and what floor it is on. It will also show whether the item is currently on the shelf or on loan. Also, *Unicorn* is accessible over the Internet via the Library website, so you may search for items before arriving at the Library.

S: So you don't find the books for me?

L: No, you'll either have a reading list from your lecturer or have to search for useful items yourself via *Unicorn*, but Library staff are more than happy to show you how; just ask at an Information Desk.

L: If we move on from the Ground Floor Information Desk, on our next left is the Collection Point. This is where you collect 'holds'. Holds are books that you asked to be returned for you because they were out on loan to someone else. We'll email you when your 'hold' is ready. If you are based on the Whiteknights campus, you may also place holds on items 'on shelf' at Bulmershe Library (and vice versa), but note that it may take up to three days for your book to arrive.

S: So, just to make sure I've got it right; I can only place holds on items either on loan or based at Bulmershe Library?

L: Yes, that's right. You also go to the Collection Point to pay large fines on overdue books or to take out or return items you are unable to at the Self-Service Points.

L: If you wish to pay fines of less than £12.00 and you have coins with which to do so, you may pay via a Fines Payment Machine. One is situated opposite the Collection Point and the other is in the Course Collection. To pay your fine at one of these machines, you should firstly scan your Student Access card at the Self-Service Point to which it is attached.

S: And the Self-Service Points are these machines on our right?

L: Yes. There are four Self-Service Points in the main lobby area where you can borrow and return books.

S: How do you borrow something on here then?

L: You simply place the bar-code on your Student Access Card under the red scan light and follow the onscreen instructions. When you have taken out all the items you require, simply print the receipt and this will tell you the date each item is due back.

S: Is it the same procedure to return books?

L: Almost the same, the only difference is that you do not need your Student Access Card – just touch 'return' on the screen and then proceed.

S: What happens if I want to use a book for longer than the date it's due back?

L: Well, you may renew the item via the Library's *Unicorn* catalogue by logging into your account using your University username and password. Alternatively, you may simply issue the book to yourself again using a Self-Service Point.

S: So I renew my books myself?

L: That's right, up to five times, as long as no-one else has placed a hold on the item you're trying to renew. If you do have any difficulties, please speak to a member of staff at the Collection Point.

L: So, to recap, you can borrow or return loanable items from any of the subject floors at these Self-Service Points in the main lobby.... But not Course Collection items.

S: So what do I do with Course Collection items?

L: All Course Collection items must be issued and returned on one of the two Self-Service Points inside the Course Collection itself. Now, if you look ahead, you will see the entrance to the Course Collection. Let's walk forward and take a look in there.

S: Ok; so what exactly is the Course Collection?

L: It contains key texts for most undergraduate and taught postgraduate modules, which have been given a short loan period so as many people as possible can access them. Its location on the Ground Floor also enables quick and easy access.

S: How long can they be borrowed for?

L: **Either** up to 6 hours in the daytime, (between 10am and 4pm) **or** overnight, between 4pm and 10am the following day. On a Friday if you borrow after 4pm, you won't have to return the item until 10am Monday.

But ... just a couple of important things to be aware of:

- Firstly, you can only have up to two Course Collection items at a time
- Secondly, loans must be back on time so that as many people as possible can access material. Knowing they could incur a large fine if they return something late, helps most

people comply! So, make sure **you** note the 'due date and time' on the receipt when you take your books out!

S: Ok. I see there are a couple of photocopiers in here too.

L: Yes, so you can photocopy from the books in here if you would rather not take them out. To photocopy items located elsewhere in the Library, the main photocopying area is here on the Ground Floor, which we will see later.

L: Let's go out of the Course Collection and look at some features just outside the entrance, to the right

- You'll see some books for sale. (These are either old stock or donated books the Library doesn't need ...although you might!)
- Next to the Book Sale are trolleys for recently returned books waiting to go back to the upper floors - help yourself to anything you need.
- Down the corridor on our right, there are three Group Study Rooms. You and your classmates can use them on a first come, first served basis, although we do ask that groups spend no more than two hours in them at a time.

L: Ok, let's turn left and make our way past the lifts. Behind the lifts there is a stairwell which accesses all floors, and don't forget there is the main staircase which is in front of you when you first enter the Library.

L: So if we face the lifts, to the right of them is the 'Knowledge Exchange'. You can see it through the glass screen.

S: What on earth is the Knowledge Exchange?

L: Well it's exactly what it says it is - a place to exchange knowledge. You'll see that it has comfy chairs and moveable screens to encourage informal academic discussion. Also, there is a long desk with seating giving you somewhere to work and plug in your lap-top. Or you can look at the selection of daily newspapers or the display of new Library books which are kept here.

S: It looks like a really nice place to have a chat and a coffee.

L: Ahh, well the chat is perfectly fine, as long as it's essentially related to your studies, but only bottled water is allowed anywhere in the Library other than the café. If it's a chat AND a coffee you want, head to the café.

L: Further to your right you'll see the main photocopying area.

S: So I can use any of these photocopiers?

L: Yes, they all operate with Student Access Cards and PINs. Some also take cash. There are other card operated photocopiers on the 2nd and 4th Floors. If you use your Student Access Card to photocopy you are charged 5p per A4 sheet, if you use cash it's 7p per A4 sheet.

S: I see there are some books just in front of the photocopying entrance.

L: Yes, these are general reference books. Beyond these are several PCs. Most are dedicated to the Library catalogue, which you remember is called *Unicorn*, but some at the end, closest to the café are University network PCs which allow quick access to the Internet and email.

S: But you did say there were more PCs upstairs on the 1st floor?

L: Yes, that's right. You can use any of the PCs on the 1st Floor in S@iL, to access the Internet and a range of software to write essays and so on. There are also Library catalogue PCs on the subject floors.

L: So we end the tour facing Café Libro. It sells a variety of hot and cold drinks as well as cold snacks, plus some stationery. There are also some vending machines. But...

S: You can't take any of it into the Library, except bottled water.

L: You were listening! – Yes, you either consume it in the café or take it outside the Library. I should also mention that you are welcome to eat your own food in the café.

L: One last thing to mention, just outside the café is the Top-up-kiosk.

S: And the Top up kiosk is where I put credit onto my online printing account using my Student Access Card?

L: That's right. Simply swipe the card and you will see how much money, if any, you have available for printing and photocopying. To add more money, insert notes or coins into the machine, but be warned, change isn't given – what you put in goes on your card.

L: So, that's the end of the Ground Floor tour. When you leave the Library, just go through the open gates nearest the café.

S: Ok, that's great, thank you very much for the tour.

L: You're welcome.

L: There are further audio tours available to listen to online or download to your MP3/MP4 player for each floor of the Library.

- Listen to the 1st Floor tour to learn more about the computing and study facilities available there.
- Studying a science or technology subject? Then listen to the 2nd Floor tour for an overview of the material you will find there.
- If you're studying an arts or humanities subject, then you should also listen to the 3rd Floor tour.
- Those studying history and social sciences will benefit most from listening to the 4th Floor tour.
- But remember, your books could be on different floors – always check *Unicorn* to find out where you may find a particular item.

For further Library training you can attend a 'Finding Your Way' session at the beginning of the academic year. Alternatively, you can make an appointment with your Liaison Librarian who will be happy to help you with any further queries or simply ask at an Information desk.

Thank you for listening to this University of Reading Library tour.

Running time: 14 minutes approx.