Welcome to Information Services

Information Services is at the heart of all University activities. We are responsible for IT and Library services on campus and provide support to all University staff and students.

We continue to work towards the development of a ‘Digital Campus’ that underpins the University strategic aims in research, education and knowledge exchange.

Did you know?

- We provide over 1350 campus PCs for your use
- There are around 1 million print volumes in our Library
- We also provide a number of key services including IT Training, Development & Innovation, Compliance and Learning Space Support
- The University’s network cables could stretch from here to Milan
Have you tried our website?
The IS website is a great resource for finding out more about our services:
www.strath.ac.uk/is
Where to find us and the services we offer

Andersonian Library
The Curran Building is home to the Andersonian Library. As well as library enquiries you can also get help with IT and setting up your laptop/mobile device.

Computer Labs
As well as computer access in your Library, there are a number of additional computer labs all around campus supported by Information Services. Details of their locations and availability can be found here: www.strath.ac.uk/it/teachingsupport

Online Resources
Many Library resources are also available online and accessible anywhere and at anytime to suit your study needs. These include journals, databases and e-books.
The IS website is a great resource for finding out more about our services and any changes to opening hours:

www.strath.ac.uk/is

If you’re still struggling, you can direct your enquiry to our experienced staff who will be happy to help.
**LIBRARY OPENING HOURS**

<table>
<thead>
<tr>
<th></th>
<th>Term time</th>
<th>Vacation</th>
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<tbody>
<tr>
<td>Monday – Friday</td>
<td>07:00 – 00:00</td>
<td>07:00 – 19:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>09:00 – 21:00</td>
<td>09:00 – 17:00</td>
</tr>
<tr>
<td>Sunday</td>
<td>09:00 – 21:00</td>
<td>Closed</td>
</tr>
<tr>
<td>Exam periods</td>
<td>24-hour opening</td>
<td></td>
</tr>
</tbody>
</table>

**INFORMATION SERVICES ENQUIRIES OPENING HOURS**

<table>
<thead>
<tr>
<th></th>
<th>Term time</th>
<th>Vacation</th>
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<tbody>
<tr>
<td>Monday – Friday</td>
<td>09:00 – 21:00</td>
<td>09:00 – 17:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>09:00 – 17:00</td>
<td>09:00 – 12:00</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:00 – 17:00</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**ALL INFORMATION SERVICES ENQUIRIES**

help@strath.ac.uk  0141 548 4444

**OUT OF HOURS LIBRARY AND IT SUPPORT**

Dedicated out of hours IT and Library support is available to all staff and students. This service is provided by our partner, Capita.

If you need Library or IT support after hours, contact Capita by:

ooh-support@capita.co.uk  0141 548 4444

**Data protection**

In order to provide the out of hours service, personal data required for staff and student identity verification is securely transferred to Capita. This includes your name, DS username, Strathclyde email address and your level of study (e.g. undergraduate or postgraduate). All personal data will be processed securely and in accordance with the Data Protection Act 1998. Personal data will only be processed by Capita for the purposes of providing out of hours support.

For more information about Data Protection at the University please see: [www.strath.ac.uk/dataprotection](http://www.strath.ac.uk/dataprotection)

For more information about capita, please see: [www.capita-mits.co.uk](http://www.capita-mits.co.uk)
IS code of conduct

What we will do for you

- Offer a safe, comfortable and clean environment where you can study and learn
- Ensure that our study spaces meet your needs with silent individual and group study areas and well equipped PC labs
- Provide knowledgeable staff to answer your questions and help you find what you need
- Listen to your feedback and work with you to improve our services

What we expect from you

- Treat all IS staff with respect and courtesy
- Be considerate towards other students and staff using IS services
- Abide by the Library and IT policies
- Treat all IS facilities, materials and books with respect
- Tidy up after yourself, putting all waste in the bins provided
- You can eat sweets throughout the Library but other food (i.e. sandwiches) may only be consumed in the Group Study areas on Level 2
- Keep drinks away from equipment. Only drinks in containers with lids are allowed

For more information on Information Security policies, including regulations relating to IT use, please visit:
http://www.strath.ac.uk/staff/policies/informationsecurity
Sssshhhh! Did you know?

Levels one, four and five of the Library are designated silent study areas. Please respect your fellow students by being quiet.
IT: getting started

DS username and password
Your DS (Directory Services) username and password are the login details for your personal IT account with the University and will enable you to access most of the IT systems that you will use while you are here. Your DS account is unique to you and enables you to access systems that hold your personal data - so make sure you keep your password safe and secure.

How do I get my DS username and password?
An email notification will have been sent to your personal email address. If you haven’t received this, please bring your student card to the IS enquiry desk, situated on Level 3 of the Andersonian Library, and our friendly staff will assist you.

How do I change my password?
To change your DS password log on to PEGASUS and click on the ‘Change password’ link in the left hand column. Passwords must be at least 8 characters long and include both alphabetic and numeric characters.

Connecting to Wi-Fi
To connect to the University Wi-Fi network, look for “eduroam” in the available networks. Your username is your DS username, followed by @strath.ac.uk, i.e. bsd13102@strath.ac.uk and your password is the same as your DS logon. Please ensure you type these details correctly or you will not gain access.

For further information on connecting to Wi-Fi, please visit wireless.strath.ac.uk or look for the “StrathWifiSetup” network when on campus.
Email

All undergraduate and postgraduate taught student mailboxes are within the Office365 environment.

Login page:
outlook.com/uni.strath.ac.uk

The Office365 student email address format is firstname.surname.year@uni.strath.ac.uk (i.e. joseph.bloggs.2013@uni.strath.ac.uk) Email authentication is by DS username@uni.strath.ac.uk (i.e. tst01326@uni.strath.ac.uk) and password.

Postgraduate research students have access to the staff email service located at:

nemo.strath.ac.uk

All postgraduate research students are automatically included in the staff email address book. If you wish to opt out, please contact the IS enquiry desk.

Important - Attachments

When working with attachments from Office365, please ensure you save the file to a USB memory stick or your H: Drive first, otherwise it will time out after 15 minutes and you will lose any changes you have made and be unable to make any further changes.

Need IT Help?

The IT Helpdesk webpages have all the information you need. Visit: www.strath.ac.uk/ithelpdesk
PEGASUS pegasus.strath.ac.uk

PEGASUS is the University’s web based communications service that gives you access to important University systems.

It provides you with a home page you can customise and can be used to access a number of key services, such as:

- Class and Degree Exam results
- Online registration
- Campus maps
- Access to Myplace, the online Learning Environment for your course
- Change your personal details including mobile number and personal circumstances
- Library services such as my books on loan, my exam papers (past papers), my reading lists
- Strathclyde news

Strathclyde app

The Strathclyde app (formerly mPEGASUS) will help you when you are out and about, both on and off campus. It includes maps to help you find your way around and can show you where there are available PCs or if there are any places at the gym. Use the login to get news feeds from Myplace and PEGASUS, renew your Library books or even check your exam results on the go!

To find out more visit:
http://www.strath.ac.uk/it/mobile

or scan the QR code to go to the correct app store for your mobile device:
Have you visited our website?
The IS website is a great resource for finding out more about our services:

www.strath.ac.uk/is

Did you know?
You can check the status of crucial University IT systems at:

http://status.strath.ac.uk
E-Learning support: Myplace

Myplace is the Strathclyde Virtual Learning Environment (VLE)

Myplace delivers online resources and activities designed to enhance learning. The pages may include assessments, online discussion, learning materials (e.g. lecture slides) and class news. All the classes that you are registered for will automatically appear on Myplace if the lecturers have made them visible.

How do I access it?

Myplace is available online and can be accessed by visiting: http://myplace.strath.ac.uk

You will need to login to Myplace using your DS username and password.

Did you know?

There are over 1,100 Wi-Fi access points across the Strathclyde campus and in student residences.
Software

IS has a wide range of software available for you to download to your personal computer for use during your time at University. To check out the software available to you, visit www.strath.ac.uk/is/software

Don’t forget - always check the licence terms to ensure you’re using the software correctly.

Microsoft software

All University students can download and install up to 5 free copies of the full Microsoft Office suite via the Office ProPlus scheme, for personal computers and tablet devices.

Science and Engineering students can also download and install Microsoft operating systems and development environment (e.g. Visual Studio) via the Dreamspark programme.

To access any of these downloads, see www.strath.ac.uk/itsales/microsoftsoftware
Your Library

The Andersonian Library has over 1,500 study spaces, 460 computer places and extensive Wi-Fi zones for laptop use. We are working to provide an additional 125 computer places by October 2014. The Library has around one million print volumes as well as access to over 400,000 electronic books and over 26,000 e-journals that you can access 24/7 from your computer.

The Library provides access to materials and information resources which will help you get the most out of your time as a Strathclyde student. Our long opening hours ensure that you can make the most of this vibrant learning environment and our expert and friendly staff are here to help you find information and show you how to use the wide variety of resources on offer.

Investment

The University is currently investing in developing the Library’s facilities to meet your needs. Ongoing improvements include providing more group areas and individual study spaces, and an increased focus on acquiring digital content which can be accessed both on and off campus.
Did you know?

The Andersonian Library is open from 7am-midnight during term time and 24/7 during exam periods.

Follow the Library on Twitter

For up to date news and information follow @UniStrathLib
Finding and using the Library

Did you know?

In 2014’s National Student Survey, Strathclyde students gave the Library a 93% satisfaction rate.
Andersonian Library

**Level 1**

A silent study floor, great for when you want to work in a peaceful environment. There is also compact shelving containing print copies of our journals, government publications and some Special Collections.

**Level 2**

The main hub for group meetings and lively discussion with four bookable private discussion rooms and 12 group study clusters, each with a PC and widescreen monitor. You will also find the Assistive Technologies Room, Library Shop, Reprographic & Binding Services and Posters Plus here.

**Level 3**

The entrance floor. Once you pass the turnstiles you’ll see the IS enquiry desk for Library and IT support, Short Loan Collection (for high demand items) and self service areas to borrow and return items. We are making improvements to Level 3 of the Andersonian Library during Semester 1. Due to be completed in October 2014, the new Library extension will improve access, create additional group study spaces and provide an additional 125 PCs for student use.

**Level 4**

Silent study floor with separate group discussion room. This floor also contains the resources to support Business, Education, Engineering, Science and Social Sciences.

**Level 5**

Silent study floor with separate group discussion room. This floor contains the resources to support Architecture, Arts, Humanities and Law and also contains the Children’s & Media Collections, Archives & Special Collections and Maps & Atlases.
Our Collections

The Andersonian Library has rich teaching collections in both print and electronic formats to support your work. The electronic resources include student e-books, digitised collections of exam papers and other learning materials, alongside electronic databases such as Nexis UK and Web of Knowledge. These databases provide a gateway into our electronic journals and newspapers, which are a prime resource for both students and researchers.

The Library’s print holding of one million volumes includes important collections of Theses, Government Publications and UK company reports. The Library is also responsible for the historical archives of the University and contains special collections of rare books and other materials.

All of these collections can be found using the Library online search tool SUPrimo (see page 21 for further information).

Archives & Special Collections

The University Archives Reading room is on Level 5 of the Andersonian Library and offers you the opportunity to view archival items from famous people such as Charles Rennie Mackintosh, Robert Burns and John Logie Baird.
As a student at Strathclyde, you automatically become a member of the Library and your student card also acts as your Library card.

You will have an online Library account so that you can keep an eye on what you’ve borrowed, renew your loans and see any outstanding fines. You can also request items which are on loan to other students. Your account is accessible via SUPrimo.

**Searching the Library with SUPrimo**

SUPrimo is the Library’s online search tool which enables you to search the Library’s collections (including books, journals, theses, exam papers and student reading lists). SUPrimo also allows you to search several databases within a specific subject grouping simultaneously.

You can access SUPrimo at:

http://suprimo.lib.strath.ac.uk

**Did you know?**

The Library has dedicated Faculty Librarians who have expert knowledge on their subject area. They can provide you with subject specific support and help with your studies.

www.strath.ac.uk/library/yoursubjectlibrarian
Need more info?
The Library web pages contain details on all services available at:

www.strath.ac.uk/library
**Borrowing, Renewing and Returning**

<table>
<thead>
<tr>
<th>What can I borrow?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduates</td>
<td>15 items</td>
</tr>
<tr>
<td>Postgraduates</td>
<td>20 items</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How long can I borrow things for?</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>Standard (6 week) or 1 week loans</td>
</tr>
<tr>
<td>Short Loan Collection</td>
<td>1 day loan</td>
</tr>
</tbody>
</table>

**Reserving books**

If a book you are looking for is currently on loan you may place a reservation on it to ensure you receive it within a couple of days. However, if you already borrowed a book and receive an email stating a reservation has been placed on it, you must bring the book back to the Library. It is important to check the new return date in the email or you may be subject to a fine.

For more information on reservations visit:

[www.strath.ac.uk/library/usingthelibrary/usinglibraryservices/borrowing](http://www.strath.ac.uk/library/usingthelibrary/usinglibraryservices/borrowing)

**Short Loan Collection**

The Short Loan Collection can be found on Level 3 of the Andersonian Library and contains high demand study items and core texts. Short loan items are due back by 12:30pm the day after you borrowed them (or Monday if you borrow them on Friday or Saturday). You can borrow a maximum of three short loan items at one time. For more information visit:

[www.strath.ac.uk/library/usingthelibrary/usinglibraryservices/shortloan](http://www.strath.ac.uk/library/usingthelibrary/usinglibraryservices/shortloan)
Please remember

You are responsible for all materials borrowed using your card, so don’t let anyone else use it. If you lose an item, please let staff at the IS enquiry desk know immediately.

All borrowing and returning takes place at the self service kiosks on Level 3 of the Library. Staff can show you how to use these but it’s simple and you’ll soon get the hang of it.

Renewing your books

You can renew a standard or 1 week book online by logging on to your Library Account and selecting the ‘renew’ option. Any item can only be renewed a maximum of three times online.

Alternatively you can renew at the self service kiosks on Level 3. Any Short Loan Collection items must be renewed using the kiosks in the Short Loan Collection area.

You can also renew your library books using the mobile PEGASUS application mPEGASUS (see page 11).

Need assistance?

Contact the enquiry desk
t: 0141 548 4444
e: help@strath.ac.uk
Fines

We charge fines on all overdue library materials, so remembering to renew or return your loans on time will ensure you don’t have to pay any fines.

Overdue charges

<table>
<thead>
<tr>
<th>Loan period</th>
<th>Fine</th>
<th>Maximum charge per item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard loan</td>
<td>20 pence per day</td>
<td>£10</td>
</tr>
<tr>
<td>1 week loan</td>
<td>20 pence per day</td>
<td>£10</td>
</tr>
<tr>
<td>1 day loan</td>
<td>50 pence per hour</td>
<td>£10</td>
</tr>
<tr>
<td>Reserved item</td>
<td>£1 per day</td>
<td>£10</td>
</tr>
</tbody>
</table>

You won’t be able to borrow anything else when fines exceed £10 so you should clear fines before they reach this level. Fines can be paid on Level 3 at the self service kiosks. Cash and all major credit and debit cards are accepted.

Did you know?

If the Library bookshelves were laid end to end they would complete four full circuits of the Glasgow Subway.
Group Discussion Rooms

You can book a group discussion room in the following ways:

1. Booking online

Bookings can be made up to 2 weeks in advance through the following website

http://roombooking.lib.strath.ac.uk

You will need BOTH your student card and your booking PIN number to access the room you have booked. Scan your card at the keypad outside the room and enter your PIN number when prompted.

2. Book a room using the keypad

For immediate entry to a room you can place your booking via the keypad. Scan your Library card and select option one or two for a 1 or 2 hour booking.

For more information please visit:

www.strath.ac.uk/library/usingthe library/groupdiscussionrooms

Did you know?

In 2014’s National Student Survey, Strathclyde students gave IT Services a 93% satisfaction rate.
Useful login/authentication information

Logon to most IT systems (including e-library services) and all IS PCs around campus with your DS username and password (i.e ras98156 / password)

Logon to MSOffice365 email with your DS username@uni.strath.ac.uk and password (i.e ras98156@uni.strath.ac.uk / password)

Authenticate to eduroam with your DS username@strath.ac.uk and password (i.e. ras98156@strath.ac.uk / password)

For specific information on IT services available to you visit:

http://www.strath.ac.uk/is

where you will find a wealth of information and guidance on IT hardware, software, training and much more.
Sip and Surf
Flava Café, situated in the Curran Building foyer, is the perfect spot to relax between classes and grab some food and drink whilst surfing the web.

Did you know?
The Library is open 24/7 during exam periods.
IT labs across campus

There are 31 PC areas on campus with over 1300 PCs, including over 200 in Livingstone Tower, 100 in the Graham Hills building, 150 in James Weir, 150 in Architecture and 150 in Royal College.

All PCs around campus are available for general use when there are no classes booked. To check PC availability, visit: www.strath.ac.uk/it/teachingsupport/pcavailability

Wireless access is also widely available across campus.

Out of hours PC access

24/7 access to some University centrally managed computer labs is available. To access a building out-of-hours, you should obtain a ‘red card’ in advance from your department. The card should be filled out by your department and countersigned by IS enquiry desk staff. To find out where centrally managed computer labs are, visit: www.strath.ac.uk/it/teachingsupport

Did you know?

You can find us on Facebook! For the latest Library and IT news and info, visit www.facebook.com/unistrathlibit
Virus removal

If you suspect you have a virus on your laptop, please visit the IS enquiry desk in the Library where staff will be happy to assist.

Library Shop

The Library Shop can be found on Level 2 of the Andersonian Library and sells a range of consumables, including print cartridges, stationery, USB memory sticks, cables etc. Official University merchandise is also available. You can pay by cash or by debit/credit card. The service is available between 9am and 4.45pm from Monday to Friday.

Webdrives

You can use your webdrive to access your University network drive when using Wi-Fi or working remotely off campus. To access your webdrive first connect to the internet and then visit:

http://webdrive.strath.ac.uk

or visit PEGASUS and click on the ‘communications’ tab to select ‘webdrive filestore’.

OneDrive

We will be introducing OneDrive free online storage for all undergraduate and postgraduate taught students during this academic year. You can easily add files on your PC to OneDrive to always have them with you on the devices you use. Look out for further updates throughout the year.

Did you know?

You can download antivirus software free of charge from

www.strath.ac.uk/is/software
Assistive Technology

The University has a wide range of assistive technology available on campus, with assistive software included as standard on PCs in centrally managed computer labs. Read&Write Gold text-to-speech and MindGenius concept mapping are available for all. JAWS screenreader; ZoomText Magnification and Kurzweil 1000 reading system are also available but are managed through user groups.

Assistive Technology Advisers

The University’s Assistive Technology Advisers can:

- Meet with students with disabilities to assess their needs in relation to their course
- Recommend the most appropriate technology to support their teaching and learning
- Provide ongoing advice, assistance and training in any assistive technologies and learning strategies

Students who require sole use of equipment, such as dictaphones, laptops, specific software or hardware will be provided with this via a loan pool or through an external funding source—such as the Disabled Students Allowance scheme—following a Needs Assessment.
Assistive Technology Resource Room in the Library

Students can find the Assistive Technologies room on Level 2 of the Library. It offers height-adjustable workstations with scanners for reading, and a range of equipment including a Braille embosser, specialised CCTVs for reading support and alternative keyboards & mice.

Contact us

To have a chat with the Assistive Technology Advisers contact the Disability Service

t: (0141) 548 3402  e: disabilityservice@strath.ac.uk

www.strath.ac.uk/disabilityservice

For information on the Assistive Technologies Room see:

www.strath.ac.uk/library/services/assistive/atr

Have you tried our website?
The IS website is a great resource for finding out more about our services:

www.strath.ac.uk/is
IT Training

IS offers a range of IT training services and sessions including:

- Tutor led training in software packages e.g. Word, Excel, PowerPoint, MindGenius and EndNote
- Bookable 1:1 appointments to get help with software you need to use as part of your studies
- Free IT training material and video clips available to download from our Development & Training Resource Centre

To check course availability and book your place visit:

www.strath.ac.uk/ittraining
Development & Training Resource Centre

The Development & Training Resource Centre is an interactive resource which holds a variety of information and guidance to help you improve your IT skills while at Strathclyde, including:

- Video clips demonstrating how to use University systems, e.g. PEGASUS
- Downloadable self-study IT training manuals from introduction to advanced levels in a range of software, e.g. Microsoft Office, EndNote, MindGenius, MATLAB, SPSS
- Useful links to a variety of web-based tutorials and IT help pages

To find this resource visit: https://moss.strath.ac.uk/developmentandtraining/resourcecentre and log in using your DS username and password.

Postgraduate Research students are encouraged to attend the IT Induction training for staff.

Did you know?

The Development & Training Resource Centre has over 500 files available to download and is still growing!
Printing, scanning and photocopying

Printing, photocopying and scanning facilities are available in the Library and across campus. There are mono (black and white) and colour printers for A4 and A3 printing. All printers and photocopiers are card operated. Scanning is available free of charge.

In summer 2014 we introduced a new printing system. Paper print cards have now been replaced by plastic, pre-pay cards. You can top-up your print card online at:

studentprint.strath.ac.uk

### Printing charges

<table>
<thead>
<tr>
<th>Paper size</th>
<th>Colour</th>
<th>Price per sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4</td>
<td>Mono</td>
<td>5 pence</td>
</tr>
<tr>
<td>A4</td>
<td>Colour</td>
<td>10 pence</td>
</tr>
<tr>
<td>A3</td>
<td>Mono</td>
<td>10 pence</td>
</tr>
<tr>
<td>A3</td>
<td>Colour</td>
<td>20 pence</td>
</tr>
</tbody>
</table>

**How to print**

The first time you use your print card, you must use your DS username and password so that the card is linked to your account. You will only need to do this once.

When you wish to print from a Strathclyde PC, simply select Print, choose either the Mono or Colour printer from the drop-down menu, then click ‘OK’.

To obtain your print, take your print card to the nearest print station, scan your card, select the job(s) you would like to print and press ‘Print’.
Binding and reprographics

Binding and reprographics services are available on Level 2 of the Andersonian Library, between 9.30am and 4.30pm from Monday to Friday. We offer various soft binding options that are suitable for undergraduate and postgraduate dissertation submission. A4 and A3 laminating is also available.

Need a poster printed?

Also on Level 2, Posters Plus is a professional poster printing service offering large format posters and banners, using the latest technology to give you the best quality and service. Posters can also be laminated. To find out more or order online visit: www.strath.ac.uk/library/services/postersplus
Plagiarism and Copyright

It is important for all students to consider the rules and regulations surrounding plagiarism and copyright.

**Plagiarism**

Plagiarism is when you use material by another author without proper acknowledgement and pass it off as your own work, whether this is accidental or intentional. Plagiarism is taken very seriously within the University and can result in a loss of marks, the need to resubmit work and can affect the outcome of your degree.

**TurnItIn**

TurnItIn is an originality checking and plagiarism software package used by the University to assist staff and students to prevent and detect plagiarism. It is the decision of individual academics whether or not it is used for their classes. If you wish to use Turnitin you can do so through your Myplace account at:

http://myplace.strath.ac.uk

**Copyright**

Under UK Copyright laws, original works such as books, journals, articles, images or films are protected by copyright. This means that they cannot be reproduced, on paper or electronically, unless covered by a licence, permitted by statutory exceptions or legal defences or where permission is granted or has been gained from the copyright holder.

If you have any questions or concerns, please visit the Information, Governance and Compliance webpage:

www.strath.ac.uk/is/compliance
Find us on social media
Facebook: /unistrathlibit
Twitter: @UniStrathLib
@StrathITHelp
@ISStrathclyde
the place of useful learning

www.strath.ac.uk

University of Strathclyde Glasgow G1 1XQ

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