



University of
Strathclyde
Glasgow

INFORMATION
SERVICES
STAFF
GUIDE

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.

This guide highlights some of the key IT and Library services currently available. As we continually develop our services, talk to a member of staff or check online for the most up-to-date information.

Our searchable Service Catalogue is a great place to start:

servicecatalogue.strath.ac.uk

Contents



- 4 Where to find us
- 6 Our enquiry services
- 8 Getting started with IT
- 12 Saving and sharing files
- 13 Information Security
- 16 The Andersonian Library
- 20 A-Z of Information Services

Did you know?

From lively group discussion areas to silent study areas and teaching rooms, the Library has a mix of study environments to suit your needs.

Where to find us

Library and IT enquiry service for academic/Faculty staff

The Andersonian Library, including the enquiry service for students and academic staff, is inside the Curran Building on Cathedral Street.

Professional Services IT enquiry service

The IT enquiry service for Professional Services staff is based in the McCance Building on Richmond Street.

Technical Services staff (including IS Business Support)

Technical Services staff are based in the Curran Building on Cathedral Street.

Centrally-managed computer suites

As well as the 600 computers in the Library, we support another 30+ computer suites around campus. To find a suite and check PC availability online, go to:

strath.ac.uk/it/teachingsupport

Online resources

Many Library resources are also available online. Use your Strathclyde login to access thousands of journals, databases and ebooks wherever you have an internet connection. Start your search at: suprimo.lib.strath.ac.uk

1	McCance Building
2	Livingstone Tower
3	Graham Hills Building
4	Royal College Building
5	James Weir Building
6	Thomas Graham Building
7	Centre for Sport & Recreation
7a	Chaplaincy / St Paul's Building (not in view)
7b	Student Union (not in view)
8	Rotterrow Gardens
9	Colville Building
10	Architecture Building

11	Sir William Duncan Building
12	Strathclyde Business School
13	Stonhouse Building
14	Arbuthnot Building
15	Wolfson Building
16	Curran Building
17	Lord Hope Building (not in view)
18	John Anderson Building
19	Chancellors Hall
20	James Blyth Court / Thomas Campbell Court
21	James Young Hall
22	Forbes Hall

23	James Goud Hall
24	Murray Hall
25	Campus Village Office
26	Garnett Hall
27	Birkbeck Court
28	Barony Hall
29	Andrew Urie Hall (not in view)
30	Patrick Thomas Court
31	Henry Dyer Building
32	Collins Building / Collins Gallery
33	Ramsbotham Theatre
34	The Strathclyde Institute of Pharmacy and Biomedical Science (SIPBS)

1
McCANCE BUILDING

16
CURRAN BUILDING
AND ANDERSONIAN
LIBRARY

IT and Library enquiry services

Our enquiry services provide support to the University community.

Our McCance helpdesk provides support to Professional Services staff. The IS enquiry service in the Library provides support to Faculty staff and students.

Out-of-hours IT and Library support is also available.

Professional Services staff

The McCance helpdesk is the first point of contact for Professional Services staff in need of IT support.

Email:	cas-help@strath.ac.uk
Telephone:	0141 548 4000 option 2

The McCance helpdesk is open between 08:30 and 17:00 from Monday to Friday.

Faculty staff and students

The Information Services enquiry service in the Library is the first point of contact for Faculty staff requiring IT or Library support.

Email:	help@strath.ac.uk
Telephone:	0141 548 4444

IS enquiries opening hours (semester)	
Monday–Friday:	08:30–20:30
Weekends from January 2016:	12 noon–5pm

For opening hours during weekends and holidays, please check our website: www.strath.ac.uk/library/openinghours

Out-of-hours IT and Library 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:

Email:	ooh-support@capita.co.uk
Telephone:	0141 548 4444

Data protection

In order to provide the out-of-hours service, we securely transfer to Capita the minimum personal information required for identity verification. All personal data is processed in accordance with the Data Protection Act 1998. For more information please see: strath.ac.uk/dataprotection and capita-mits.co.uk

Get started with IT

Learn about essential IT and Library services in our invaluable 90-minute training session.

We'll cover the IT basics and introduce you to the systems you need, show you how to connect your mobile device to University wi-fi and tell you lots of other things you may not know about!

Book your place by searching for “induction” at bookings.strath.ac.uk

Your Directory Services (DS) account

All staff and students at Strathclyde have their own IT account, called a Directory Services (DS) account. You log in to your account using your DS username (a string of letters and numbers) and password.

Your DS account gives you access to many University computer systems, including those that hold your personal information. Never share your DS password with anyone else.

Getting your DS username and password

We will send your DS account details to your personal email address before your start date. This email will give instructions on how to set your own password using our online Password Reset tool.

Access to University IT facilities is linked to your contract of employment. We will activate your DS account on your start date.

Changing your password

You can reset your own password using our online password reset tool. Access the tool using PEGASUS (see page 11).

To use the Password Reset tool you will need your:

- DS username
- Date of birth
- Personal email address

Checking your University email

The University email system uses Microsoft Exchange. You can easily access your email using Microsoft Outlook on your University PC, or by visiting nemo.strath.ac.uk using any other internet-enabled device.

Important: Working with attachments from NEMO

Save attachments from your email to your network drive or to Strathcloud (see page 12) before working on them. This will prevent you from losing any work.

University wi-fi

The wi-fi network provided by the University for staff and students is called eduroam.

eduroam is an international wi-fi confederation used by academic institutions in more than 50 countries. You can use your Strathclyde credentials to connect to wi-fi at participating universities around the world.

When connecting to eduroam, your username is your DS username followed by @strath.ac.uk, for example `bsd13102@strath.ac.uk`

Your password is the same as your DS password.

We can help you connect your laptop or mobile device to eduroam. Contact the appropriate enquiry service (see page 7) or see our help pages at:

- strath.ac.uk/it/services/wireless

Software downloads

The University provides downloadable software packages for use on University-owned computers. In some instances, you may also install software on your personal device(s). This service is free of charge to staff and students but you must check the licensing terms and conditions before downloading.

Find available software using PEGASUS (see page 11) or at:

- strath.ac.uk/is/software

Microsoft software for students

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.

PEGASUS - pegasus.strath.ac.uk

You can access many University systems online through PEGASUS, the University's web-based communications service.

Log on to PEGASUS to find quick links to the staff telephone directory, your network drives, HR information and pay slips. You will also find the DS password reset tool here.

The Strathclyde app - strath.ac.uk/app

The University of Strathclyde mobile app is free to download from the Apple, Android and Windows Phone app stores. It includes interactive maps to help you find your way around campus.

Myplace - classes.myplace.strath.ac.uk

Strathclyde's virtual learning environment (VLE) is Myplace.

Central to learning and teaching at the University, Myplace facilitates class communication and the sharing of resources. It provides a platform for interactive activities and is also used to manage the return of marks and feedback to students.

Saving and sharing files

Network drives

Staff have access to networked drives which are backed up every night.

- The H drive is your personal drive: only you can access the files you store here.
- The I drive is a shared drive for people in your department, section or team.

You can access both of these drives from your PC at work or from elsewhere through PEGASUS.

SharePoint

SharePoint is the University intranet. It is used for information sharing, collaborative working, communication and reporting.

Browse the directory of existing sites or build your own:

- moss.strath.ac.uk

Strathcloud

Strathcloud Sharefile is the University's cloud-type storage application. It is a secure place to store electronic files online so that you can easily access them from elsewhere, or share them with colleagues without the need for email or removable disks (such as memory sticks). Log in at:

- strathcloud.sharefile.eu

Information security

The University's Information Security policy is in place to:

- Reduce the risk to the Institution due to poor information management
- Ensure compliance with the Institution's legal and regulatory responsibilities
- Improve the understanding of all relevant parties of their information security and information management responsibilities

Visit our Information Security training resource at:

moss.strath.ac.uk/developmentandtraining/informationsecurity

Did you know?

In the 2015 National Student Survey (NSS), Library and IT services at Strathclyde received a 95% satisfaction rate.

EVENTS. EXAM RESULTS
PC AVAILABILITY
CAMPUS MAPS

WE'VE GOT AN
APP
FOR THAT

Search 'Strathclyde'
in your app store

Spotlight on: our mobile app

The Strathclyde app is now available for Apple, Android and Windows devices.

We regularly add new features to the app, which currently includes:

- Strathlife, for your first days on campus
- Strathclyde news and events
- Interactive campus maps
- Library book search
- PC availability checker
- Cardio suite (gym) availability checker.

Students can also log in to the app to:

- check their Library account
- see exam timetables and results
- access reading lists and past papers
- view their personalised timetable.

The app is free to download.

Search 'Strathclyde' in your app store
or visit: strath.ac.uk/app

The Andersonian Library

The Andersonian Library has almost 2,000 study spaces, 600 computer places and extensive wi-fi zones.

We provide a range of services to support academic staff and students, including:

- Information and digital literacy skills development
- Hundreds of thousands of print and electronic books and journals
- A reading list service
- Enquiry services
- 24-hour opening during exam periods

Every member of staff is also a member of the University's Library.



Did you know?

We also produce an Information Services Guide for Students. We hand these out to students during induction week, or they can collect a copy from the Library.

Spotlight on: our collections

The Andersonian Library has rich teaching collections in both print and electronic formats.

Our main collection

Electronic resources include e-books, digitised collections of exam papers and other learning materials, alongside electronic databases such as Nexis® and Web of Science. These databases provide a gateway to prime online resources for both students and researchers.

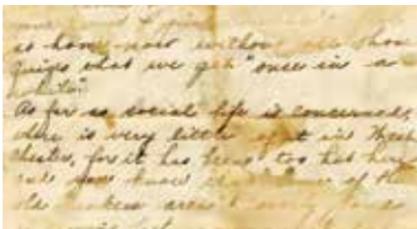
The Library's print holding of one million volumes includes important collections of Theses, Government publications and UK company reports. The Library is also responsible for the historical archives of the University and contains special collections of rare books and other materials.

You can search all of these collections using our online Library search tool, SUPrimo.

Archives and Special Collections

We collect, preserve and provide access to the University's Archives and Special Collections. We hold the official records of the University of Strathclyde from 1796 to the present, a diverse range of other archives and over 30 collections of rare or significant printed material and books spanning the 16th to the 21st centuries.

All staff and students can use Archives and Special Collections. Our staff can help identify relevant sources and can also provide support for teaching activity. Arrange a visit to our Reading Room on Level 5 to view archival items from famous people including Charles Rennie Mackintosh, Robert Burns and John Logie Baird.



A-Z of services

Information Services provides a wide range of services, from the PC on your desk and the University app on your phone to learning space support, information resources and Library collection development.

This A-Z highlights just some of the things we do. Find up-to-date information and appropriate contact details in our easy-to-use online Service Catalogue:

servicecatalogue.strath.ac.uk



Did you know?

We're on Facebook and Twitter!

- [facebook.com/unistrathlibit](https://www.facebook.com/unistrathlibit)
- twitter.com/unistrathlibit

Archives and Special Collections

Please see page 19.

Assistive Technology

The University has a range of assistive technology available on campus, with assistive software included as standard in centrally managed computer labs.

Assistive Technology advisers

The University's Assistive Technology Advisers provide a service to students and can:

- assess their needs in relation to their course
- recommend appropriate technology to support their teaching and learning
- provide ongoing advice, assistance and training.

Assistive Technology Resource Room

The Assistive Technology Resource Room is on Level 2 of the Library. It is equipped with height adjustable workstations with scanners for reading, and a range of equipment including a Braille embosser.

AV/IT Equipment Hire

A range of portable AV and presentation equipment is available for loan or hire to University staff, students, researchers and external clients. This ranges from digital audio recorders, digital camcorder kits, portable data projectors, portable PA systems and LCD TV screens.

AV/IT Support for Learning Spaces

Provision of and technical support for AV/IT systems in the University's 200 plus lecture theatres, PC labs and meeting rooms across campus, including the management of all PC labs' hardware, software configuration and printing facilities.

Collection development

Building the Library's collections requires effective liaison between the Library and academic staff. We can help to select and acquire new resources required to support existing courses and classes under development.

Copyright service

We operate a helpdesk enquiry service which is available to staff, students and researchers. The aim of the service is to disseminate information and raise awareness of the legal issues relating to the use of information technology with a particular focus on copyright.

Development and Training Gateway

The Development and Training Gateway is a single access point where staff and students can find information about all the development and training opportunities available at Strathclyde. Use the online booking system to reserve a place on a course or sign up to a waiting list. The Resource Centre holds thousands of supplementary training resources including video tutorials, tutor-led material, self-study material and links to external best practice sites.

DS account

Please see page 9.



ECDL

The Information Services Business Support and Administration team test centre is rated 'A' by the British Computer Society.

We deliver the internationally-recognised European Computer Driving Licence (ECDL) qualification for IT users. ECDL is an up-to-date qualification that proves to employers that you have gained an introductory level of competence in a range of computing skills, including the Microsoft Office suite. ECDL qualifications are accredited on the SCQF framework.

eduroam

Please see page 10.

Financial Management System (FMS)

Find detailed instructions on accessing the University's FMS at the Training Portal.

moss.strath.ac.uk/developmentandtraining/FMS

Group discussion rooms

The Library's Group Discussion Rooms are ideal for group work assignments. There are four rooms on Level 2 and one room on Level 5. Students can book a discussion room up to two weeks in advance.

Please see also Study space.

H: drive

Please see page 12.

Helpdesks

Please see page 7.

I: drive

Please see page 12.



Did you know?

Our tour video introduces you to the basics of Library and IT at Strathclyde in just 90 seconds:

- strath.ac.uk/library/usingthelibrary/librarytours

Enter your search term here

online services:

[staff email \(Hemo\)](#), [Student email \(Email@stath.ac.uk\)](#), [Moodle](#), [YouTrack Mobile App](#), [Moodle](#)

Filter your results [\(hide filters\)](#)

For Students

For Staff



Category Grid



Services by category

A to Z



Accounts, Access & Security



AV & IT Support



Connectivity, Servers & Storage



Email & Communication



Printing, Scanning & Photocopying



Research & Knowledge Exchange

Information services by searching or browsing
matter then you can contact

Spotlight on: our Service Catalogue

We provide a huge range of support services for the University community. Easily explore the services available to you with our online Service Catalogue.

You can browse services by category, see our online A-Z and quickly find contact details for the services you need.

servicecatalogue.strath.ac.uk

Information and digital literacy skills

Our Faculty Librarians can help students with literature searching and reference management. This can be delivered in a range of formats to meet different needs, such as:

- Presentations to larger groups in classrooms or lecture theatres
- Workshops in University computer suites
- One-to-one meetings with your Faculty Librarian

Information security

Please see page 13.

Inter-Library Lending

The Inter-Library Service (ILS) obtains material, in hard copy and in electronic format, which is not available in the University Library or locally. Fees apply.

Internet

Please see Wi-fi.

IT sales

Please see Library shop.

Language Centre

The Language Centre is on Level 6 of the Curran Building. It holds resources for undergraduate courses in French, Spanish and Italian, and for English Language Teaching courses. We have around 3000 resources including foreign language films, textbooks and documentaries. 48 PCs are available with language specific platforms giving easy access to live satellite TV, online resources, resource catalogues and English grammar packages.



Did you know?

Our Quick Guide for Staff explains only the key services you need to get started with IT and Library services at Strathclyde. Collect a copy at the next new staff induction event, from our website or by contacting our enquiry services.

Library membership

As a member of University staff you are also automatically a member of the Library. We can send your Library card to you or you can collect it the first time you come to the Library.

Library catalogue/search

Search Library collections including books, journal titles, electronic resources, theses, exam papers, media resources, course material, a selection of subscription databases and University research items with our search tool, SUPrimo.

- suprimo.lib.strath.ac.uk

LibGuides

A LibGuide is an online information-sharing platform designed specifically for Library information. Find our subject LibGuides at:

- guides.lib.strath.ac.uk

Library Shop

The Library Shop on Level 2 of the Library supplies a range of stationery and computer consumables for purchase. We also offer a binding service.

Mobile app

The University of Strathclyde mobile app gives you instant, real time access to campus resources and information.

MyPlace Virtual Learning Environment (VLE)

Myplace is the University's VLE. It delivers online resources and activities designed to enhance learning. Staff will automatically have full editing access to classes for which they are a Lecturer or Organiser as per the details in the University Class Catalogue.

Myplace support is available from the Information Services enquiry desk (please see page 7).

Online Shop

The online shop offers University-branded products for purchase. It can also be used to process online payments for courses and other events.

- onlineshop.strath.ac.uk

Open Access Service

The Open Access Service provides support, advice and advocacy for research publishing using compliant Green and Gold Open Access routes.

Out-of-hours support

Please see page 7.

PC availability

Quickly find available PCs in computer suites across campus. You can also find lists of software available in each suite, and timetables for facilities that are bookable.

PEGASUS

Please see page 11.

Posters Plus

Posters Plus offers high quality large-format printing and laminating services to University staff, students and commercial customers. We can print on architectural paper, satin photographic paper, or foldable canvas fabric. We can also laminate large prints.

PURE

Pure (Publications and Research) is the University's research information management system. Pure helps to collate and make sense of all different aspects of research activity happening throughout the University. Use it to store information about your research, for external reporting returns, ADRs and more.

- pure.strath.ac.uk

Spotlight on: tours and drop-ins

Throughout the year, we offer tours of the Library building and drop-in sessions covering all aspects of our service.

If you would like a tour of the Library but can't make a scheduled time, please contact us (see page 7) or stop by our main enquiry desk on Level 3.

Alternatively, you can explore the Library in 90 seconds with our video. Visit:

strath.ac.uk/library



Remote access

Information Services provides facilities to enable staff and students to work remotely, supporting the University's goals for flexible working.

Research Data Management and Sharing Service

The RDMS service provides researcher guidance and support for the creation, collection, appraisal, storage, preservation, access and re-use of research data, which complies with relevant funder, publisher and institutional requirements.

Room facilities search

Please see AV/IT support for learning spaces.

Scanning service

This service digitises reading list items for inclusion in MyPlace and scanning of material for students with visual impairment and other disabilities.

SharePoint

The University uses SharePoint as a flexible solution to provide an accessible space for information sharing, collaboration, storage, data collection, communication and reporting. It has a number of possible uses ranging from small-scale projects that support meetings and teams, through to larger-scale developments that support Department, Faculty or University-wide site collections.

SharePoint guidance materials are available from the Development and Training Gateway.

Software

Download software free of charge from our list of recommended products. Search 'Software' in PEGASUS.

Strathcloud

Please see page 12.

Strathprints

Strathprints is a digital repository of research publications from the University of Strathclyde. The full text of publications is made freely available where possible.

Study space

The Andersonian Library houses more than 2,000 reader places, 600 computer places and extensive wi-fi zones.

Our study spaces are colour-coded to help you find a place to suit you. Our 'pink zone' silent study floors are Levels 1, 4 and 5.

Our 'green zone' group study floor is Level 2. There is also group study space on Level 3, and group discussion rooms on all levels except Level 1, which is entirely dedicated to silent study.



System status

Check the status of University IT systems with this tool:

- status.strath.ac.uk

Transcription and captioning services

We can provide a complete text transcription and captioning of recorded spoken dialogue, for example a lecture recording.

Video conferencing

AV & IT Support staff can support video conferencing.

Video content creation

Service supporting the production of video resources.

Virtual Learning Environment

Please see Myplace.

Webdrive

Please see Remote access.

Wi-fi

Please see page 10.



the place of useful learning

www.strath.ac.uk

University of Strathclyde Glasgow G1 1XQ

The University of Strathclyde is a charitable body,
registered in Scotland, with registration number SC015263