



University of
Strathclyde
Glasgow

YOUR INFORMATION SERVICES STUDENT 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.

Did you know?

- In this year's National Student Survey (NSS) Strathclyde students gave our Library and IT services a satisfaction score of 93% and 94% respectively
- We provide more than 1350 computers across campus
- There are around 1 million print volumes in our Library with thousands more titles available online
- If the Library bookshelves were laid end to end they would complete four circuits of the Glasgow Subway
- We provide key services including IT Training, Development & Innovation, Compliance and Learning Space Support

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**Have you tried
our website?**

The IS website is a great resource for finding out more about our services:

www.strath.ac.uk/is

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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 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: www.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 from anywhere you have internet access. 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 Rottenrow Gardens
- 9 Colville Building
- 10 Architecture Building

- 11 Sir William Duncan Building
- 12 Strathclyde Business School
- 13 Stenhouse Building
- 14 Arbuthnott 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 Goold Hall
- 24 Murray Hall
- 25 Campus Village Office
- 26 Garnett Hall
- 27 Birkbeck Court
- 28 Barony Hall
- 29 Andrew Ure Hall (not in view)
- 30 Patrick Thomas Court
- 31 Henry Dyer Building
- 32 Collins Building / Collins Gallery
- 33 Ramshorn Theatre
- 34 The Strathclyde Institute of Pharmacy and Biomedical Science (SIPBS)



Key contacts and opening hours

Our website is a great place to find out more about our services and any changes to opening hours:

www.strath.ac.uk/is

If you're still struggling, be sure to ask for advice. Our friendly and knowledgeable staff will be happy to help.

Library opening hours		
	Term time	Vacation
Monday – Friday	07:00 – 00:00	07:00 – 19:00
Saturday	09:00 – 21:00	09:00 – 17:00
Sunday	09:00 – 21:00	Closed
Exam periods	24-hour opening	

Enquiry service opening hours		
	Term time	Vacation
Monday – Friday	08:30 – 20:30	09:00 – 17:00
For opening hours during weekends and holidays, please check our website: www.strath.ac.uk/library		

For 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, we securely transfer to Capita the minimum personal information required for identity verification. This includes your name, DS username, Strathclyde email address and your level of study. All personal data is processed 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

For more information about Capita, please see: 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
- Provide study spaces that meet your needs with silent, individual and group study areas and well-equipped computer suites
- 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

Please:

- Treat our staff with respect and courtesy
- Be considerate towards other students and staff
- Abide by the Library and IT policies
- Treat all facilities, materials and books with respect
- Tidy up after yourself, putting all waste in the bins provided
- Keep drinks away from equipment. Only drinks in containers with lids are allowed
- Eat food such as sandwiches only in the Group Study area on Level 2. You can eat sweets and small snacks throughout the Library

For more information on Information Security policies, including regulations relating to IT use, please visit:

strath.ac.uk/staff/policies/informationsecurity



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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

All 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.

How do I get my DS username and password?

We will send your DS account details to your personal email address before your first day at Strathclyde. If you haven't received this email please bring your student card to the Information Services enquiry desk on Level 3 of the Andersonian Library and our friendly staff will help you.

How do I change my password?

To change your DS password log on to PEGASUS (see page 11) and click on the 'change password' link in the left hand column. Your password must be at least 8 characters long and include both letters and numbers.

Connecting to wi-fi

The wi-fi network provided by the University is called **eduroam**. You can use your Strathclyde credentials to connect to eduroam at participating universities in more than 50 countries around the world.

Your eduroam username is your **DS username followed by @strath.ac.uk** (e.g. `bsd13102@strath.ac.uk`) and your password is the same as your DS logon. You must type these details correctly or you will not be able to connect to eduroam.

For more information on connecting to wi-fi, visit the enquiry desk or **[wireless.strath.ac.uk](https://www.wireless.strath.ac.uk)**

Email

You can check your Strathclyde email wherever you have internet access.

Undergraduate and postgraduate taught students:

- Login page:
outlook.com/uni.strath.ac.uk
- Login details:
DSusername@uni.strath.ac.uk
(e.g. bsd13102@uni.strath.ac.uk) and DS password
- Address format:
firstname.surname.year@uni.strath.ac.uk
(e.g. joseph.bloggs.2015@uni.strath.ac.uk)

Postgraduate research students

PGR students have access to the staff email service.

- Login page: nemo.strath.ac.uk
- Login details: DS username and password
- Address format: firstname.surname@strath.ac.uk

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

Important - Attachments

Your connection to Office365 will time out after 15 minutes. When working with email attachments from Office365, first save the file to a memory stick or your H: Drive to avoid losing your changes.

Need IT Help?

The IT Helpdesk webpages have all the information you need.
strath.ac.uk/ithelpdesk

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PEGASUS pegasus.strath.ac.uk

You can access many University systems online through PEGASUS, the University's web-based communications service. PEGASUS provides you with a customisable home page and gives you access to key services such as:

- Class and exam results
- Online registration
- Campus maps
- Access to Myplace, the University's virtual learning environment
- Your personal details, including your contact details
- Library information including details of books you have on loan, past exam papers and reading lists

Strathclyde app

The Strathclyde app (formerly mPEGASUS) is the useful app for your life at Strathclyde. It includes campus maps to help you find your way around and can show you where there are available PCs or how busy the gym is. Log in 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:

strath.ac.uk/app



Be aware

You may be disciplined if you use the University network to illegally download films, games or software.



Did you know?

You can check the status of crucial University IT systems at:
<http://status.strath.ac.uk>

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Find it in our Service Catalogue!

Browse and search our wide range of services and support for students:
servicecatalogue.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 once your lecturers make them visible.

How do I access it?

Log in to Myplace using your DS username and password at:

myplace.strath.ac.uk

Be aware

Keep your details safe. Remember, we will never email you with a link asking you to verify your details. We will never ask you for your password.

Software

Information Services provides a wide range of downloadable software packages for you to use on your personal computer during your time at Strathclyde. This service is free of charge but you must check the licensing terms and conditions before downloading. To find out what software is available to you visit:

www.strath.ac.uk/is/software

Microsoft software

You can download and install up to five free copies of the full Microsoft Office suite for personal computers and tablet devices.

Dreamspark for Science and Engineering

Science and Engineering students can also download and install Microsoft operating systems and development environment via the Dreamspark programme.

To access any of these downloads, see:

www.strath.ac.uk/itsales/microsoftsoftware

Your Library

The Andersonian Library has almost 2,000 study spaces, more than 600 computer places and extensive wi-fi zones for your laptop or mobile device. The Library has around one million print volumes as well as access to hundreds of thousands of electronic books journals that you can access 24/7 from any device with internet access.

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

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 Library and IT services on Twitter

For up to date news and information follow [@UniStrathLibIT](https://twitter.com/UniStrathLibIT)

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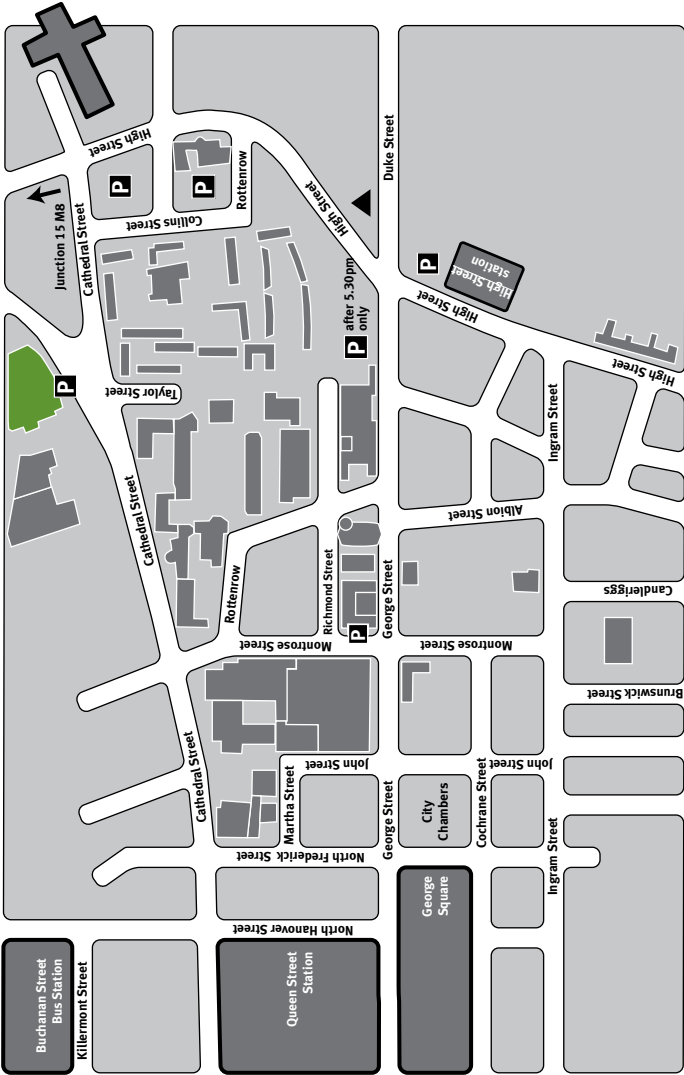
Finding and using the Library

Did you know?

We're a top performer!

Library services achieved a satisfaction score of 93% in the National Student Survey 2016 - that's five points higher than the UK average.





Andersonian Library

Andersonian Library

Level 1

A silent study floor, Level 1 is great for those who want to work in a peaceful environment. Each desk is equipped with a power socket for charging your laptop or mobile device. There is also moving shelving containing our reference collection, print copies of journals, government publications and some Special Collections.

Level 2

Level 2 is the main hub for group meetings and lively discussion. There are four bookable discussion rooms and 12 group study pods, each equipped with a widescreen monitor for your laptop. You will find the Assistive Technologies Room, Library Shop, Reprographic & Binding Services and Posters Plus here, as well as vending machines.

Level 3

Level 3 is the main entrance floor. Once you pass through the entry gates you'll see the IS enquiry point for Library and IT support, Short Loan Collection and self-service kiosks for borrowing and returning items. There are computers and printers near the enquiry point. Alternatively, turn right after the entry gates to find more group study booths, open study space, vending machines and three large computer suites.

Level 4

This is a silent study floor with separate group discussion area. Level 4 contains Business, Education, Engineering, Languages, Science and Social Sciences resources. Staff on the enquiry point here will be happy to help with any queries.

Level 5

This is a silent study floor with separate group discussion area and a bookable group discussion room. Level 5 contains resources to support Architecture, Arts, Humanities and Law and also contains the Children's & Media Collections, Archives & Special Collections and Maps & Atlases. Staff on the enquiry point here will be happy to help with any queries.

Our Collections

The Andersonian Library has rich teaching collections in both print and electronic formats to support you in your studies. 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 one million print volumes include 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. Arrange a visit to view archival items from famous people including Charles Rennie Mackintosh, Robert Burns and John Logie Baird.



Using the Library

As a student at Strathclyde, you automatically become a member of the Library. Your student card also acts as your Library card.

You have an online Library account so that you can keep an eye on what you've borrowed and see any outstanding fines. You can also request items which are on loan to other students. Log in to your account by following the links on SUPrimo.

SUPrimo Library and information search

SUPrimo is the Library's online search tool. Use SUPrimo to find books, journals, theses, exam papers and student reading lists. You can also use SUPrimo to simultaneously search several databases within a specific subject grouping.

Find SUPrimo at:

suprimo.lib.strath.ac.uk

Did you know?

Our knowledgeable staff can provide you with subject-specific support and help with your studies. Ask at the enquiry points on Level 4 or 5.



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Need more info?

Visit the Library web pages to find out more about what we offer:

strath.ac.uk/library

Borrowing, renewing and returning

What can I borrow?

Undergraduates	15 items
Postgraduates	20 items

How long can I borrow things for?

Books	Standard (up to 6 week) or 1 week loans
Short Loan Collection	1 day loan

Reserving books

If a book you are looking for is currently on loan you may place a reservation on it. We will email the person who has the book to ask them to bring it back to the Library. Similarly, if you have borrowed a book and receive an email telling you 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

Short Loan Collection

You will find the Short Loan Collection on Level 3 of the Library. This collection contains high-demand study items and core texts, with all items due back by closing time the day after you borrow them (or Monday if you borrow them on a 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

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 know immediately.

You borrow and return books yourself using the self-service kiosks on Level 3 of the Library. Staff can show you how to use these but don't worry - it's simple and you'll soon get the hang of it.

Renewing your books

We automatically renew your Standard or 1 Week loans, unless another user has reserved them or your account has been blocked.

We will continue to automatically renew your loans for a maximum of 24 weeks for Standard Loans and 6 weeks for 1 Week loans. After that, you will need to bring your loans in to the Library if you wish to renew them.

We will email you if your loans are needed by someone else. Charges apply if you do not return items when asked, so it is important that you check your Strathclyde email regularly.

Need assistance?

Contact the enquiry desk

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



Fines

We charge fines on all overdue library materials. Remember to renew or return your items on loan before the due date to avoid being fined.

Overdue charges

Loan period	Fine	Maximum charge per item (£)
Standard loan	20p per day	10
1 week loan	20p per day	10
1 day loan	50p per hour	10
Reserved item	£1 per day	10

If fines on your account total more than £10 you won't be able to borrow anything else until you have paid. You can pay fines with cash or credit/debit cards at the self-service kiosks on Level 3.

Did you know?

The Library has its own shop! Visit us on Level 2 for stationery and computer supplies including cartridges, headphones and cables.

The shop is open on weekdays from 9am–4.45pm.

Group discussion rooms

Our bookable discussion rooms are great for group work. There are four rooms on Level 2 and one on Level 5. You can book a group discussion room in the following ways:

1. Book online

Book up to 2 weeks in advance online at:

<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. You must arrive on time as your booking will be automatically cancelled if you arrive more than ten minutes late. To enter the room, scan your card at the keypad 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 using the keypad. Scan your Library card and select option 1 or 2 for a 1 or 2 hour booking.

For more information please visit:

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

Did you know?

There were almost half a million visits to the Library during semester one in 2015-16.



Useful login/ authentication information

- Logon to most IT systems (including e-library services) and all Information Services PCs around campus with your DS username and password (e.g. bsd13102 / password)
- Logon to MSOffice365 email with your DS username@uni.strath.ac.uk and password (e.g. bsd13102@uni.strath.ac.uk / password)
- Connect to eduroam with your DS username@strath.ac.uk and password (e.g. bsd13102@strath.ac.uk / password)
- For specific information on IT services available to you visit:

www.strath.ac.uk/is

Here you will find a wealth of information and guidance on IT hardware, software, training and much more.

Eating and drinking in the Library

You are welcome to eat and drink in the Library: vending machines selling snacks and drinks are on Levels 2 and 3. Free water dispensers are available on all floors.

When in the Library we ask you to comply with the following:

- Please do not bring hot food in to the Library
- Drink from containers with lids (such as bottles, travel mugs or paper cups with lids)
- You are welcome to eat confectionery on all levels of the Library but we ask that you eat larger items (such as sandwiches or salads) on Level 2 only

Sip and Surf

Situated in the Curran Building foyer and equipped with wi-fi, Flava Café is the perfect spot to relax between classes and grab something to eat and drink.

Did you know?

The Library is open 24/7 during exam periods.

PC suites across campus

There are more than 1300 computers on campus, in 31 suites. There are more than 200 computers in Livingstone Tower, 100 in the Graham Hills building, 150 in the James Weir building, 150 in the Architecture building and 150 in the Royal College.

All PC suites 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](http://www.strath.ac.uk/it/teachingsupport/pcavailability)**

Wi-fi is also widely available across campus.

Out of hours PC access

24/7 access to some University centrally-managed computer suites 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 our enquiry desk staff. To find out where centrally-managed computer suites 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 think you have a virus on your laptop, please visit the enquiry desk in the Library where staff will be happy to help.

Library Shop

Visit the Library Shop on Level 2 of the Library to buy print cartridges, stationery, USB memory sticks, cables and more. Official University merchandise is also available. The shop is competitively priced and you can pay by cash or debit/credit card. The shop is open between 9am and 4.45pm from Monday to Friday.

Webdrive

Use your webdrive to access your Strathclyde network drive when using wi-fi or working off campus. To access your webdrive visit:

<http://webdrive.strath.ac.uk>

Alternatively, log in to PEGASUS and click the 'communications' tab to select 'webdrive filestore'.

OneDrive

Undergraduate and postgraduate taught students have access to OneDrive cloud-based online storage through Office365. Easily upload files to your OneDrive to access them anywhere on any device. Log in as though to check your email at:

outlook.com/uni.strath.ac.uk

and select the 'OneDrive' tab.

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 suites. 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.

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

If you require sole use of equipment, such as a Dictaphone, laptop, specific software or hardware, the Assistive Technology Advisers will help you arrange or apply for this. You will find their contact details on the next page.

Assistive Technology Resource Room in the Library

The Assistive Technologies resource room is on Level 2 of the Library. The room is equipped with height-adjustable workstations; scanners for reading; a Braille embosser; specialised CCTVs for reading support and alternative keyboards and mice.

Contact us

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

- Telephone: 0141 548 3402
- Email: 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

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Have you tried our website?

Our website is a great place to find out more about our services:

www.strath.ac.uk/is



Did you know?

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

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

Find the Resource Centre online at:

www.strath.ac.uk/ittraining

and log in using your DS username and password.

We encourage Postgraduate Research students to attend the IT Induction training for staff.

Printing, scanning and photocopying

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

You pay for printing and photocopying using a pre-pay plastic card. You can top-up your print card at the self-service kiosk on Level 3 or online at:

studentprint.strath.ac.uk

Printing charges

Paper size	Colour	Price per sheet
A4	Mono	5 pence
A4	Colour	10 pence
A3	Mono	10 pence
A3	Colour	20 pence

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 on the printer, select the job(s) you would like to print and press 'Print'.

Binding and reprographics

Visit the Library Shop on Level 2 for all binding and reprographics services. These services are available 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.

Large poster printing



Also on Level 2, Posters Plus is our professional poster printing service. We use the latest technology to produce high-quality large format posters and banners. We can also laminate large posters and print on canvas fabric. To find out more or order online visit:

**[www.strath.ac.uk/
library/services/
postersplus](http://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: [@UniStrathLibIT](#)

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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