



Edge Hill University
LEARNING SERVICES

All you need to know about
Off Campus Support



LEARNING SERVICES
Supporting you wherever you are.....

Contents

	Page
Contents	2
Welcome	3
What you have access to	3
Unicard	4
Sconul Access	4
Support - Learning Services Web pages	5
Accessing the Library Catalogue and My Account	6
Searching for stock at your centre	6
Electronic Resources	7
• eBooks	7
• Electronic Journals	8
• Online Databases	8
Support - Info Zone (Online introduction to Learning Services)	9
Photocopying	10
Photocopies of contents pages	10
Photocopies of book chapters	10
Photocopies of journal Articles	10
Photocopy charges	10
Inter-Library loans	11
Postal Loans	
• Postal Loan Eligibility	12
• Returning Postal Loans	12
• Requesting Postal Loans	13
Borrowing Rights	14
• Loan Lengths	14
• Loan Allowance	14
• Requests and Renewals	14
• Fines	14
• Paying Fines	14
Contacts	15

Welcome:

This guide is a quick introduction about what services we offer, how to access them and information about your borrowing rights. There are some useful contact numbers, tips and trouble shooting information. Therefore we advise you to read, save or print a copy for reference.

What you have access to

Learning Resources

Available through the Edge Hill Library Catalogue

All Electronic Resources

Online Databases

E-books

Electronic Journals

Inter- Library Loans

Postal Loans (if eligible)

Available on request from the Off Campus Team

Photocopies of
Contents Pages

Photocopies of
Book Chapters

Photocopies of
Journal Articles

Support

Learning Services Subject Specific Web pages

InfoZone

Inclusive Services

Off Campus E-Mail

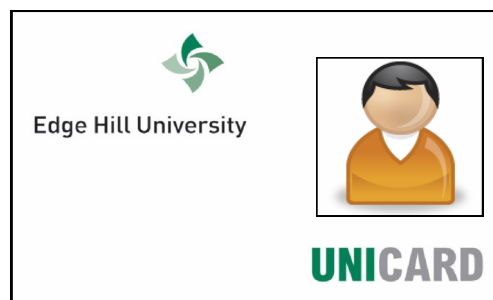
Learning Service Help Line

Live Chat

Unicard

As a student at Edge Hill you are entitled to a Unicard.

You will need a Unicard if you want to apply for Sconul Access or if you want to take items out at Ormskirk, Aintree, Woodlands or Armstrong House.



To get an Edge Hill Unicard please send us a passport sized, head and shoulders photograph of your self with a clear background. This can be done by post or scanned and sent digitally by e-mail. If you choose the digital option then please send it in a JPEG format. Please include your student number in your application.

Please direct both to the Off Campus Team using the Contact details on page 15.

Sconul Access

Sconul Access is a membership scheme that allows you access to 170+ University institutions across the country. Therefore as distance learners you will be able to borrow from a range of subscribing University and College libraries.

To be eligible for the scheme your Edge Hill Membership should be up to date with no outstanding fines or items.

Before visiting another institution you will need to fill in the relevant documentation. An application form can be download from

www.access.sconul.ac.uk

Click **Using Sconul Access** and then **Application Form**

Please complete and send the form to us either by fax or post. This form must be signed. Once received and processed we will send you a Sconul Card.

Please take **this card to your selected University together with your Unicard**. Please check on the Sconul Web-site to see if you need to take any other additional information with you on your first visit.

Please ensure that you go to their Library Help desk first and present these cards where they will process your membership.



SCONUL access	
Please complete in block capitals	
Name	<input type="text"/>
Band	<input type="text"/>
Home Library	<input type="text"/>
Authorised by	Valid until
<input type="text"/>	<input type="text"/>

This card is not transferable and is valid only when stamped on the reverse by your home institution library. Take this and your home institution library/ID card when visiting other SCONUL libraries.
Details and a list of participating libraries at www.access.sconul.ac.uk



www.edgehill.ac.uk/lis

The Learning Services web-pages will provide you with all the resources, support and information that you will need for your studies.



Off Campus Webpages



We have a specific web pages to help Off Campus students. These Include information on:

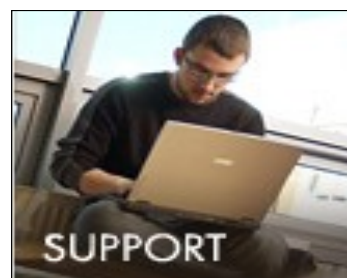
- How to access another University Library near to you.
- How to request a Unicaid
- How to Register and Access the Postal Loan Service
- How to require a Photocopy.
- How to require an Postal Inter Library Loan.

GO TO www.edgehill.ac.uk/lis CHOOSE **Support** and then click on **Working Off Campus**

Learning Services Guides

For help with **Academic Skills** such as;

- Time and Organisation Skills
- Assignment Planning
- Harvard Referencing
- Punctuation

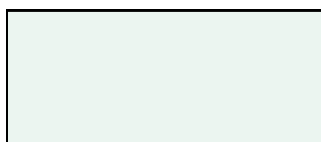


GO TO www.edgehill.ac.uk/lis CHOOSE **Support, Academic Skills** then click on the **Study Skills Guides** tab.

For help with **IT software** such as

- | | |
|---------------------|-------------|
| • Word | • Publisher |
| • Excel | • Access |
| • PowerPoint | • SPSS |
| • Internet Explorer | |

GO TO www.edgehill.ac.uk/lis CHOOSE **Support, Help with University IT**, then click on the **IT Software Guides** tab.



Accessing the Edge Hill Library Catalogue

Go to **www.edgehill.ac.uk** - and click on **LOGIN** at the top right hand side of the page.

Login

Username:

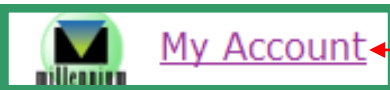
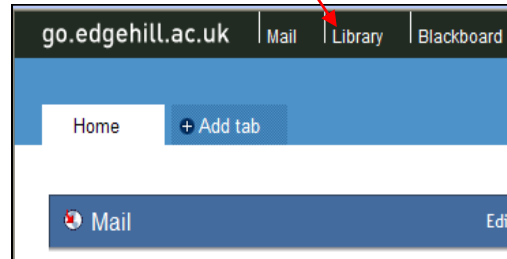
Password:

[Trouble signing in?](#)

Enter your username and password here.

From the Go Portal you can access:

- **University e-mail** - **Library Catalogue** - **Blackboard**

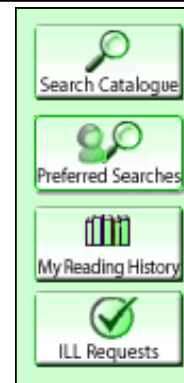


Click on Library from the Go Portal, then My Account from the Library Catalogue home page and login again.

Logging in to 'My Account' in the Library Catalogue allows you to

- View what items you have out and when they are due back.
- Renew items and view any fines.
- Place postal loan request(s) if eligible.
- Place inter-library loans online.
- View your reading history.
- Access our electronic resources. (If you do not log through 'My Account' the catalogue will prompt you for your password for all queries.)

We advise you check this regularly.



Searching for stock at your outreach centre

If you attend

- **Wirral - Acre Lane**
- **Shrewsbury**
- **Lea Green**

then you can search for the stock at that centre via the Edge Hill Library Catalogue.

From the Library Catalogue home page click



Then select your centre from the location drop down box.

Advanced Word(s) Search Simple Search

Please fill in the boxes, select limits, and

Any Field:

Any Field:

Any Field:

Any Field:

Limit to:

Location:

- ANY
- Aintree Campus
- Aintree Journals
- Armstrong House
- Online
- Online Journals
- Ormskirk
- Ormskirk ERC
- Ormskirk Journals
- Shrewsbury
- Wirral
- Woodford Lodge
- Woodlands
- Woodlands ERC
- Woodlands Journals

Language:

Year: After Before

Publisher:

Material Type:

Search and

Search Terms

Multiple Words

g multiple w operator bet

Electronic Resources

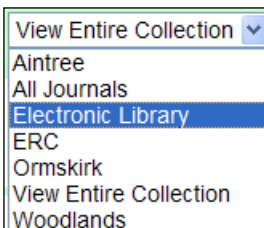
You have access to electronic resources including over 16,000 electronic journals, 60,000 electronic books, electronic newspapers and online databases.

Most of these resources can be accessed over the Internet from outside Edge Hill with your single Edge Hill username and password. If you are a member of staff you will need to login using your library number and pin.

When using e-books and e-journals it may ask you to login in again. Please enter your single username and password. Some will also ask you to choose Edge Hill from a drop down menu.

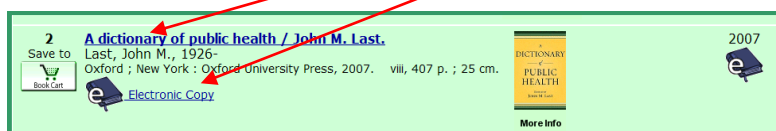
eBooks

All titles are listed in the library catalogue.



You can search for electronic items only by changing the right hand drop down menu to 'electronic library' on the Library Catalogue.

Once you have found the title you require, you have two ways of opening the ebook. click on the title or on 'electronic copy'

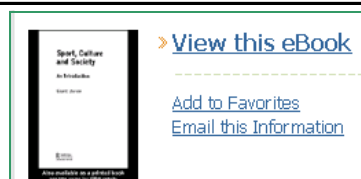


The 'electronic copy' option should take you straight through to the e-book whereas the title option will take you to a similar link as below.



E-books will differ visually depending on which collection it belongs to. Here is an example from the Net Library Collection.

Click 'view this eBook'



Journals

If you have a particular journal reference, or you want to search within a particular journal, the below method of searching is recommended. However if you want to search a lot of articles from different journals at the same use an online database.

Electronic Journals

All paper and electronic journals are listed in the library catalogue.

You can limit your search to journals only, by choosing 'all journals' from the drop down menu. You can then search by title, subject or keyword.

If you know the title of the journal you want, just type it in the box under title search and click on **Go**.



Here is an example of a journal on the library catalogue.

Electronic Holdings details:

Click to View
[Journal of advanced nursing -- Blackwell Synergy](#)
[Journal of advanced nursing -- Academic Search](#)
[Help and Information about this resource](#)

Location
Holdings

ORMSKIRK LRC 1 Journals
Vol 18 1993-1999

These links are for electronic journals.

Here is what we hold in paper copy

If we only hold a paper copy, you can request a photocopy of the Journal Article.

Please check the dates available against the year/issue you are looking for. If we don't hold it electronically or in paper then you can request an inter-library loan. (See page 11)



Online Databases

Go to www.edgehill.ac.uk/ls AND CHOOSE Resources

Click on your faculty and this will give you a list of Resources specific to your subject.



Click on the title of the resource you want to search
And it will automatically direct you to the resource.

At the link below you will find useful tips on searching databases.

www.edgehill.ac.uk/ls

CHOOSE

Resources, General, click on the FAQs tab
and scroll down to

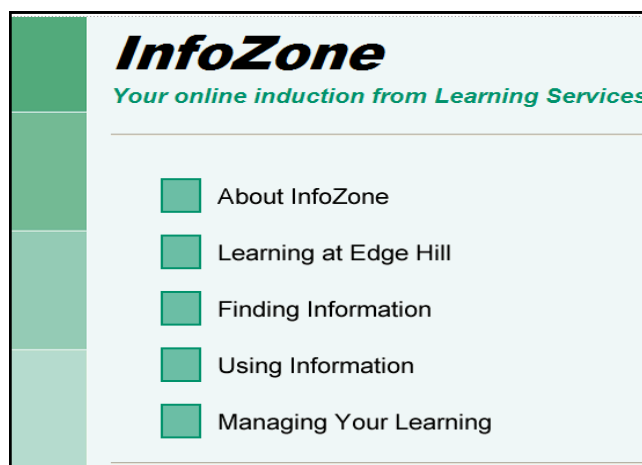
'How do I get better results with my searches when I use e-resources?' - Databases

Some databases have individual guides that can be accessed just before you enter the database in the Library Catalogue.

Connect to
[Emerald Full Text](#)
[Guide to this resource](#)

Info Zone

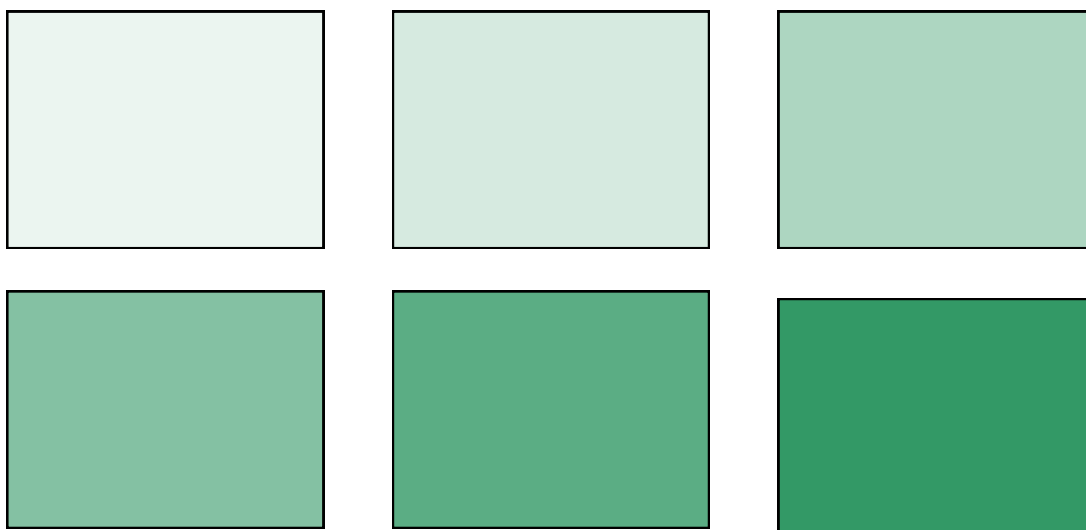
Info Zone is the University Library on-line introduction to the services, facilities, resources and support you can expect from Learning Services. It is available through Blackboard and is divided up into bite-sized chunks, so you can dip into it whenever you need it.



Here are some of the things you can learn from InfoZone :

- How to search the library catalogue
- How to Identify the type of resource from a reference.
- How to search for your reading list in the Library Catalogue
- How to identify quality information

.....and much more.....



Photocopying Services

Contents Pages

The majority of book covers and contents pages are now available from the Library Catalogue.

By clicking on the cover it will give you the option of viewing the contents page, a summary of the book and an image of the front cover.



Photocopies of Contents Pages and Book Chapters

While viewing the contents you may decide that you like the look of a particular chapter. Rather than getting the whole book sent out to you, you could request a photocopy of the chapter.

To request a photocopy of a contents page or a book chapter, please e-mail the off campus team with the item details.
(See Page 15 for contact details)

This service is charged at 5p per sheet and this charge will be added to your Library account.

Due to copyright law we will only be able to photocopy one chapter per book.

Photocopies of Journal Articles

The team will photocopy and post articles from print journals that are held within the collection at Edge Hill.

Check the library catalogue to establish whether we hold the journal you require, and please check it is not available in electronic format.

If it is not available, please print out, complete and **sign** (for copyright purposes) a Journal Request form. These can be downloaded from.

www.edgehill.ac.uk/ls

CHOOSE **Support, Working Off Campus**, click the **Distance Learners** tab and scroll down to **Photocopy Service**

The form can be sent to us by fax or by post. Copyright laws currently prevent us from offering a truly electronic service. (See page 15 for contact details)

Photocopy Charges

All costs will be added to your library account, this will be part of your fines allowance therefore your library account will be temporarily withdrawn when you reach £10. Please send a cheque in accordingly. (See fines for more detail on page 14)

Please check to see if the item you want is available electronically before placing a photocopy request.

Inter-library Loans

Items that are not available in the existing Learning Services collections may be acquired for you through the Inter-Library Loans service.

The following types of material can all be acquired for your use: Books, Reports, Journals, Conference Proceedings.

To make an inter-library loan request

For all requests please click on
ILL Request in your Library 'My Account'



Book requests will be sent out to your home address once they are received.

Journal articles will be sent to your home address or can be received via Secure Electronic Delivery (SED) and will be sent to your University e-mail address.

**For more information on SED please go to
www.edgehill.ac.uk/ls**

**CHOOSE Support, Using the Library, click on the Inter Library Loans tab,
and scroll down to What is SED?**

Price - (Non-refundable) £2 per request

You can pay at Aintree, Woodlands or Ormskirk helpdesks, or if you are submitting your request by post or through 'MyAccount' we will add it to your library fines account.
(Please see paying fines on page 14 for more details.)

An e-mail will be sent once it is ready to collect.

If you are registered for the Postal Loan Service we will post the item to your home address when it arrives.

YOU MUST RETURN THE ITEM VIA RECORDED DELIVERY.

(Journal articles will arrive as a photocopy that you can keep.)

Inter-Library Loans cannot be renewed. Late return of items will result in a fine of 50p per day.

Lost inter-library loans are charged at the British Library replacement cost of
£133.50 per item plus 17.5% VAT.

If the replacement cost is more than the above amount, you will be charged the full replacement cost.

(Extra charges may apply if the items is particularly expensive.)

Postal Loan Eligibility

If you attend the following outreach centres

Coventry
Shrewsbury

Lea Green

Manchester Communication Academy
Wirral- Acre Lane

OR

study at home and do not attend a centre

then you can register to use our Postal Loan Service.

However, if you live within the same postcode as any of our 4 main sites,
then you are not able to receive postal loans.

The post codes are: Ormskirk **L39 and L40**, Aintree **L9**, Woodlands **PR7** and Armstrong House **M1**.

To do this please fill in the online form on our web pages.

www.edgehill.ac.uk/ls

CHOOSE

Support, Working Off Campus, click the **Postal Loan Registration Form**

If you attend another centre then please use the stock at your outreach centre and the electronic resources available from the Edge Hill Library Catalogue.

Please see page 13 for how to request a postal loan.

Returning Postal Loans

If you attend any of the following sites, you can return your books to these centres -

Ormskirk	Aintree	Woodlands	Armstrong House
	S-CAT	Wirral- Acre Lane	

These sites all have a van delivery service back to the Ormskirk campus.

If you attend another centre then you can still return them there and they will forward the items onto Ormskirk via parcel force. A receipt is given to you stating the date the books were returned. This allows us to back date items without fines accruing. If books are returned late to the centre — fines will be charged.

Free 48 hour Parcel Force Service

Parcel Force may be used FREE of charge for all Postal Loan students.

Contact them on - 08448004466.

When asked by the operator if you require a label please answer yes.

Quote the Returns Account Contract Number for Edge Hill—

This can be obtained by e-mailing offcampus@edgehill.ac.uk and is also provided on a slip inside the parcel we send the items out in.

This service operates Monday to Friday between 9am and 5pm.

No time slot can be specified

****YOU MUST ONLY REQUEST A 48 HOUR RETURN DELIVERY – IF YOU REQUEST ANOTHER TIMESCALE YOU WILL BE CHARGED THE FULL AMOUNT****

Requesting Postal Loans

Students who are registered for the Postal Loan Service can request books to be posted out to the home address.

After you have logged into 'My Account' select 'New Search' and search for the item you require.



Once found select request.

The following screen should appear with details of the item requested.

Edge Hill Students: **Edge Hill Staff, NHS Trust Partners and other users:**

Your Username: Library Number (E.g. 9500****)

Your Password : Enter your PIN:

Please enter your login details in the correct side

Note: Please wait until you have received an e-mail from Learning Services, before coming in to collect your item. However, if the item you have requested is available, please come and collect it from the shelf, otherwise there is a **24 hour** collection delay .

Only Distance learners who have registered with VISTA can use the 'Mail' option. Learning Services will post the item out to your home address, and you can use the Parcel Force service to return them.

Please enter the following information:

Pickup Location Mail

Ship to:

Cancel if not filled by:

Select the **Mail option**

Select 'Ship to' Postal Loan for Distance Student.

Here you can enter a date after which you will no longer need the item.

Then click on the 'submit' button.

A message will appear indicating success. We will post the item out to you when it is available.

When a postal loan is sent out to you, we add this onto your library account.

Could you please check your Library 'My Account' regularly and if you still have not received the item 7 days after seeing it on your account - you need to contact the Off Campus Team as soon as possible.

Failure to do this may result in you being charged.

Some Library materials cannot be posted out due to size. We will send an e-mail to your university e-mail account if this is the case. Please check this regularly.

Borrowing Rights

Loan Lengths

Postal Loan students get an extra week loan length compared to standard students, this is to allow for postal time. However if you renew the item it only gets extended for the standard loan length.

<u>Standard Loan</u>		<u>Postal Loan</u>
1 week loans	→	2 week loans
3 week loans	→	4 week loans
12 week loans	→	12 week loans

Please bear in mind that we give postal loan students an extra week for their loan lengths to allow time to get the items back to us. Unless you return it to one of our main sites - Ormskirk, Aintree, Woodlands or Armstrong House it will not be removed off your account until it arrives at Ormskirk.

Loan Allowance

Loan Allowance is dependent on the patron type

Student — 15 items
Teacher / Education Student — 20 items

Please avoid placing postal loan requests when you have reached your loan allowance. We will be unable to post/hold available items if you have reached your maximum .

Requests and Renewals

You can only place 8 requests at one time

Loan Length	Number of Renewals
7 day loan	15
3 week loan	15
12 week loans	2

Remember -
Items on hold can not be renewed

Fines

Fines are added to your Library account for items returned overdue.

1 week loans - **50p**
3 week loans - **5p**
12 week loans - **5p**
(per day)

Invoices will be issued if items are not returned. These will be sent to your University e-mail address.

Paying Fines

Your fines/Inter Library Loan charges can reach £10 before your Library rights become temporarily withdrawn. Therefore we advise that you send a cheque in towards the end of your course so that you can collate any fines. However if you reach £10 before this then please send a cheque in accordingly.

All fines and loaned items must be returned by the end of your course. Failure to do may prevent you from receiving your certificate.

Please make cheques payable to Edge Hill University and write your student number on the back.

Please check your library 'my account' regularly if you have requested any postal loans. If you:

- have fines over £10,
 - have reached your maximum checkouts,
 - have an item checkout which has reached its highest level of overdue, and can not be renewed,
- we will be unable to send you any requests. An available request will be kept for 7 working days and then removed from you account if the issue is unresolved.

Contacts

Learning Services Help Line

Term Time Help Line Hours

Weekdays - 8.45 to 9
Weekends 11-6

0169558

4286

for any queries

Out of Term Help Line Hours

Weekdays - 8.45 to 5
Closed Weekends

Off Campus e-mail - offcampus@edgehill.ac.uk



Learning Service Live Chat: Real Time Help

www.edgehill.ac.uk/ls



Address
Off Campus Support
University Library
Edge Hill University
St Helens Road
Ormskirk
Lancashire
L39 4QP



Fax - 0169558 4592

If you wish to visit one of our libraries please check the website for opening times
www.edgehill.ac.uk/ls

**All correspondence will be sent to your Edge Hill e-mail address.
PLEASE CHECK THIS REGULARLY**

Other Useful Contacts

For Subject Specific Enquires

lseeducationteam@edgehill.ac.uk

lshealthteam@edgehill.ac.uk

lsartsandscienceteam@edgehill.ac.uk

Inclusive Services

0169558 4372

inclusiveservices@edgehill.ac.uk

For help with study skills

Academic Registry

0169558 4014

For help with course registration (not Postal Loan) and change of personal details etc

Student Information Centre

0169558 4554

For general enquiries



Learning Services web-pages can be found at
www.edgehill.ac.uk/lr