

Distance learners

Welcome to the Library

As a distance learner, we may not meet you very often, but we hope that this leaflet will help you to obtain as good a service from the Library as if you were based on campus.

Information

- All of the information in this booklet is also available online on **www.ucpmarjon.ac.uk/facilities/library**
- There is a specific webpage dedicated to distance learners, under the 'Library Essentials' tab.
- The website also offers a link to the library catalogue, which you can use as if you were here in the library. Please our other helpguides for information on how to use the catalogue.

Who can use the distance learning service?

All students who are registered with the University College on official distance learner courses. If you are not sure if you qualify for the service, please email us with the name of your tutor and your course and we will find out for you. You can email libraryenquiries@marjon.ac.uk

What can the service offer?

- We will supply you with the books you require to the best of our ability, and post them to you.
- The College pays the cost of postage to you, but the return cost is your responsibility.
- We can photocopy journal articles (within copyright regulations) and send them to you (you can keep these photocopies, they do not need to be returned).

How do you make a request?

- First check the Library catalogue to make sure we have the item you want in stock (see the section below on *Searching for Books*.)
- Then make a note of all the details needed (see the table overleaf)
- Go to <http://www.ucpmarjon.ac.uk/facilities/library/libraryessentials/distancelearners/>
- Click on the link to open up the request form - make sure you choose the correct form (ie. article request form or book request form)
- Fill in the details – don't forget to use a current address so we know where to post items to!
- It's also handy to provide a current phone number so we can contact you if there are any problems. We don't pass your details on to anyone else, it's just so we have a quick way of contacting you.

Searching for books

- In order to find out what books we hold, you will need to search the library catalogue at www.ucpmarjon.ac.uk/facilities/library/librarycatalogue
- Helpguides are also available on this page.
- We also have a number of electronic books which you can read via the internet, and there is a link to this service on the page. Helpguides for logging on to and searching the e-books is available on the Library section of Learning Space.

What details do you need to provide?

For books:	For journals:
· Title	· Journal title
· Author	· Article title and page number
· Edition (if known)	· Article author
· Year of publication	· Year of publication (plus vol & number)

Borrowing books

- As with all students, you can borrow 10 items at a time, and 12 in your final year
- They are issued for 4 weeks, which is one week longer than for campus-based students. This is to allow for postage time.
- Some popular books are placed on a restricted one-week loan period at the request of lecturers.
- These will only be sent to you if no other copy is available.
- They will be initially issued to you for 4 weeks, but when you renew them you will only be able to renew for one week at a time.
- The books are recognisable by a green date label and green spine spot. Please be aware that they have higher fines than other items – 75p per day, whereas standard loans are 20p per day.
- If there are only overnight or short loan copies, unfortunately we will not be able to send these.

Renewing books

- If you need to keep books for longer, you can renew them provided another student has not reserved them – if they have been requested, you will need to send them back.
- You can renew your books online via the Library catalogue. Just click on the 'My Account' tab and enter your student number; the default PIN is 1111. Then click on the 'Account overview' to see a list of all the books you have checked out, and renew them through this. Remember to make a note of when they are now due back, you can write this on the date label inside the book.
- You can renew a book 10 times before you have to return it.
- You can have up to £5 of fines before you are blocked from renewing. Once you have paid your fines, you will be able to renew the books again.
- We can take card payments over the phone, so you can ring us and pay off your fines. Please note that credit cards incur an additional 3% charge.
- Overdue items are charged at the same rate as for campus-based students. Unpaid debts will lead to loss of all library services.
- If you have problems renewing your books, please email us at libraryenquiries@marjon.ac.uk or call us on 01752 761145.

Returning books

- You are responsible for the cost of postage back to us.
- Please make sure you allow enough time for your books to reach us – if you post them the day before they are due back, it is likely they will go overdue and you will have fines to pay.
- We advise that you get a proof of postage receipt from the Post Office, then if any books go missing in the post you can claim back replacement costs from them.

Contacting the library about distance learning

Email: dllib@marjon.ac.uk

Telephone: 01752 636700 ext.3013