

Library Tour Points

Further 'general' information

Talking point 1: Noodle Bar (Floor 0, next to self-service machines)

"Welcome to the University Library"

- This is one of the original buildings on campus, and has Grade II listed status. It is open 24 hours, 7 days a week, 365 days a year. It has around 1500 study spaces.
- The Library has 6 floors and today we will be visiting 3 of these: you will see a social study area and a silent reading floor before heading to Floor 1, where the Library's support services are based.
- Here on the ground floor you can find the Library Helpdesk and IT Service Desk, where you can speak to staff about finding materials for your course and receive IT support.
- In addition to this, there are self-service machines which enable students to issue books and manage their account without the need to queue. Behind us we have photocopiers and printers, a water cooler and a change machine.
- This is a social floor, providing an informal study setting, so users can eat and study in groups. You will see here some of the Library's bookable group study rooms; we will see more of these throughout the building.

In the academic year 2014-15, **1.38 million visits** were made to the Library. This works out at roughly 3780 visits per day, or 99 visits for each student.

The busiest day saw just short of 10,000 visits in 24 hours.

The Helpdesk and IT Service Desk are staffed until 7pm.

For **£2** you can also bind your paperwork together with a heat binding machine.

Talking point 2: IT Area (walk via Reception into Floor 0 IT Suite, by printers)

- We have just walked past the main stairwell, and passed the lifts as well as the self-service book returns machine. In 2014-15, the Library loaned half a million items – most pass through here.
- This is one of the IT suites available, where you can see more printer/copiers and some of the approximately 350 PCs that are available across the building.
- Behind you is the PC Availability screen, which shows you the number and location of free computers within the Library and nearby buildings
- Wi-Fi is available throughout the library so users can bring in their own laptops to work on and access resources.

Returned books are re-shelved within 24 hours.

Printing prices (black & white):
A4 = 5p
A4 double sided = 8p

You can pay for your printing by using your campus card – simply top up your account using the credit machine here.

Talking point 3: Extension stairwell, Floor 01 (take the staircase/lifts at the back of the IT suite, down 1 floor) [advise anyone unable to use the stairs to take the extension lift to 01, and meet there]

- We are about to show you an example of a reading floor of the Library. This floor is unique, as it has still has some of the original 1960s chairs and tables.
- We are going to make a quick lap of the floor and take a look; please note this is a silent study area, so we will talk when we reach the Group Study Room on the far side.
- We will pass PCs, journal collections, books and individual study rooms (also known as carrels) facing out over the campus grounds.
- Every floor also has a photocopier, and a catalogue PC for looking up resources.

There is also a number that students can text if they are being disturbed by noise in the library – staff monitor and respond to the "NoiseLine" 24/7.

<p>Talking point 4: Group Study Room (Turn left at the re-shelving shelves and lap the reading floor 01, ending up in Group Study Room 01.40)</p> <ul style="list-style-type: none"> • What we have just seen gives a taste of what the other floors look like; large windows, views across the UEA Broad and original design features. • This is an example of one of the bookable group study rooms. The Library has an online room booking system on its website, which covers these rooms and the individual study rooms we saw earlier. • This group room has a PC, whiteboard, DVD player and projector. As part of your course you may need to work in group projects and presentations, so these rooms are an ideal place to work on these. 	<p>Here on the screen you can see some views from the upper floors over the campus grounds.</p> <p>There are 17 Group Study Rooms including a Film Viewing Room along the corridor. They are locked at midnight.</p>
<p>Talking point 5: Floor 1 study area (take main stairs/lifts to Floor 1, meet in the Group Study Space outside the stairwell doors)</p> <ul style="list-style-type: none"> • This is another of the Library’s Social Study spaces, similar to that downstairs. At the opposite end of this floor is a Silent Reading Room. The south-west side of the building, away from the Union and the Square, is generally quieter. • On the noticeboard, you can see some examples of the workshops and advice sessions organised by Library staff, such as how to reference essays or effective time management. • On this floor are situated the offices of various library staff, who are here during the week and have an open-door policy. Students can drop in with any questions about resources needed for their studies or book 1:1 sessions in advance. • On this floor are the Faculty Librarians, who can assist with resources for specific schools of study; also the Collections Team, who administer the book and journal stock, and also the E-Services team, who specialise in Interlibrary-loans and electronic resources such as e-books. If you require any assistance finding resources for your course, you will find staff here to help. 	<p>In 2014-15, students accessed 1.94 million journal articles and 1.36 million e-books.</p> <p>Approximately 500,000 physical books were borrowed or renewed from the Library in 2014-15.</p> <p>The collections teams add 14,000 new items to stock each year.</p> <p>The library permanently holds over 87,600 print volume titles and provides access to 64,000 e-journals and 409,000 e-books.</p> <p>Most electronic resources are available both off and on campus with your login details.</p>
<p>Talking point 6: Reception (Go down main stairs/lifts to reception lobby)</p> <ul style="list-style-type: none"> • This is the final point on our tour today; we hope this has given you an overview of what the University Library is like. • The building is staffed 24/7, running a reduced service overnight but remaining a safe, secure environment in which to study at all hours. • Like all modern libraries, its resources are not limited to this building. The library is always looking for smarter ways of accessing materials for study – for example, many course reading lists are now available digitally through the Reading Online project, which provides links to thousands of online course materials. • The Library is here for students, and your feedback and suggestions are welcomed in order to improve your studying experience – for example, here is a list of changes that the Library made last year as a result of student feedback. [POINT OUT ‘YOU SAID, WE DID’ POSTER ON DOOR OF MAIN STAIRWELL] • The Library is consistently ranked highly in National Student Surveys in terms of meeting student’s study needs. In 2016 the Library ranked joint-first place for “good library and library opening hours” in the Times Higher Education Student Survey, along with Oxford, Cambridge, Nottingham, Falmouth, Northumbria and Loughborough. 	<p>Lockers also available here - key hire is available to all students.</p> <p>94% of students found “The Library resources and services are good enough for my needs” in the latest National Student Survey, ranking UEA 4th out of all mainstream English Higher Education Institutions, behind Oxford, Cambridge, and Imperial College, and on a par with Surrey and Leeds.</p> <p>The Library ranked joint top in the Times Higher Education Student Experience Survey 2016 for “good library and library opening hours”, with Oxford, Cambridge, Loughborough, Nottingham, Falmouth and Northumbria.</p>

