

How do I ask for help with the Library?

We have a highly trained and enthusiastic team of customer services colleagues who provide support to our university community. The customer service points, including our online chat service are open throughout the day for you to talk to us directly. We are on hand to guide you through our resources and services. And if you think of something you'd like to ask us in the middle of the night, you can send us a message and we will get back to you first thing.

What can I do if I am not confident using the Library or get stuck with my assessments?

We have a great team of Library colleagues on hand to help you learn how to use the library. Our subject specialists will advise you on making the most of our resources, alongside colleagues who deliver sessions on a range of skills including referencing, assignments, preparing for exams and dissertations. They will support you to get the best grades possible. Our online chat service is available throughout the day & we can help you make the most of the Library.

What are the Library & Archive Services doing to ensure they provide the best service to students?

We work hard with our academic colleagues and teams in other services to ensure we continue to develop and exceed the expectations of our students. We have a strong relationship with the Student Union and regularly consult with them on changes and improvements we make to our services. The Library & Archives Service publish a strategy which outlines this work in more detail.

How do I borrow items from the Library?

Many of our resources are online and you can use them any time of the day from wherever you are. You can study at a place and a time that suits you best. The books located in our Libraries can be borrowed using your student card, our self-service machines make that possible at any time the Library is open.

When is the Library open?

Our online Library is open 24 hours a day, 7 days a week and the majority of our resources are available there. Our staff are on hand to help throughout the week on our online chat facility. In regular circumstances our Libraries are open 24 hours 5 days a week and until 11pm on Friday and Saturday nights.

What study facilities do you offer?

When our physical Libraries are open we have both individual and group study options, providing flexible and desirable spaces for students to focus on their own or collaborate in groups. We have bookable group study rooms, so students have the opportunity to develop their projects and presentations together. Our study spaces are some of the most popular areas on campus.