

Visitor Information

The University welcomes members of the public, prospective students, business visitors, researchers and organised groups of visitors. Please visit www.herts.ac.uk and search 'Visitors' to find out more about the facilities and opportunities available to you.

Visitors are welcome to access many of the services that are available to our students and academic staff. Details are shown in this guide.

Before your visit to a Learning Resources Centre (LRC)

Please bring with you photographic proof of identification and home address details.

Visit <http://www.voyager.herts.ac.uk/> where you can access the University library catalogue to identify the location of specific books or journals.

When you arrive

1. Please ask at the LRC Security Desk for a Visitor Day Pass. You will be asked to show photographic ID and to confirm home address details.
2. To help you make the most of your visit go to an Information & Help Point where you can find information about University services.
3. At an Information & Help Point you can also access the Voyager catalogue of University books and journals.

Learning Resources Centres

The University has two Learning Resources Centres (LRCs) at its College Lane and de Havilland campuses.

Find locations and directions at www.herts.ac.uk/about-us/where-to-find-us/
See LRC floor plans [here](#)

Each LRC offers visitors a comfortable, welcoming environment for personal study and reference use of our printed book collections.

We offer visitors the following facilities:

- Open plan study places, single study rooms and silent study suites plus business-like informal seating areas
- Access to Voyager, the University's online system for accessing the library catalogue
- Desktop power and data sockets for laptop usage
- Media preparation
- Café & café study area
- Information & Help Points for online access to information about many University services plus online or phone access to the IH Helpdesk

We regret that due to licensing regulations and specific user privileges the following facilities are only available to members of the University: the use of computer workstations and printers and access to software applications, the internet, email, electronic information databases, e-books and e-journals.

Contact the Helpdesk

Our team of customer service advisers will help you with your enquiries

T: +44 (0)1707 284678 or ext 4678

E: helpdesk@herts.ac.uk

Monday – Friday 08:30 – 22:00

Saturday – Sunday 11:00 – 18:00

Service hours for visitors (College Lane and de Havilland Campus LRCs)

Weekdays (Mon – Fri) 08:30 – 22:00

Weekends (Sat & Sun) 11:00 – 18:00

Please note the LRCs and Helpdesk are closed on the following days in 2011-2012:

Christmas closure: from 16.00 hours on Friday 23 December 2011 until 08.30 hours on Tuesday 3 January 2012

Easter closure: Friday 6 April - Monday 9 April 2012 inclusive

Summer Bank Holiday closure: Saturday 25 August - Monday 27 August 2012 inclusive

On the following dates the LRCs are open and the Helpdesk is open 11:00 – 18:00:

Bank Holidays Monday 7 May 2012, Monday 04 June and Tuesday 05 June 2012. Also Tuesday 28 August 2012.

Additional Services

The University collaborates with many other organisations, and is able to offer a range of additional services to visitors. Please see the relevant websites for access details.

SCONUL (Society of College, National and University Libraries)

<http://www.sconul.ac.uk/>

UH is a member of the SCONUL Access scheme and welcomes staff and students who are studying at other member institutions, allowing borrowing arrangements to be set up on a reciprocal basis.

JANET Roaming Service and Eduroam

www.ja.net and www.eduroam.org

UH is part of the JANET, the UK's Education & Research Network, and its European equivalent, Eduroam. As a member of a partner institution you can use your personal email account details to login and authenticate.

Fransella PCP Collection

Available to researchers, this is a closed access collection comprising books and papers on Personal Construct Psychology. Please search "Fransella PCP" at www.herts.ac.uk for instructions on how to access this collection.

InforM25

www.inform25.ac.uk

InforM25 allows you to search the databases of over 150 college and university libraries in the London area, to find the location of each library and to look up the access and usage privileges that may be available to you in those libraries.

Inspire Hertfordshire

www.inspire2.org.uk and www.findit.org.uk

UH belongs to Inspire Hertfordshire, part of the national library initiative, Inspire, which is working to improve access to information and learning for all.

Contact details

Information Hertfordshire

University of Hertfordshire
College Lane
Hatfield
Herts. AL10 9AB

Complaints procedure

We hope this will not happen, but any complaint regarding University learning resources and services should be made in the first instance to IHcomplaints@herts.ac.uk
Please include your name and contact details so that we may reply.

Should you wish to take a complaint further, this must be sent in writing to **IH Complaints Team** at the address above

Your comments and views

We are keen to receive your constructive comments on University learning resources and services. Please send comments to the address shown above or email ihsbuoffice@herts.ac.uk
