University of Hertfordshire UH

Learning Resources Centres (LRCs) Visitor Guide

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 library collections and facilities open to you at the University.

Visitors are welcome to use 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:

i) photo ID such as passport, driving license or other photo ID

and

ii) proof of current address e.g. dated within the last 3 months a current utility bill, mobile phone bill, recent bank, building society or credit card statement.

Check which LRC you need to visit.

You may wish to check the University library catalogue at https://library.herts.ac.uk/ to see whether specific books are held in the College Lane or the de Havilland Campus LRC.

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 your contact details.

2. If you would also like to apply for a temporary login account to use University online journals (where licences permit), please do this at the LRC Security Desk when you request your Visitor Day Pass. You will need to complete a form and agree to the terms of use.

3. To help you make the most of your visit go to an Information Point to look up further information online about University information services and to check the Library Search for the specific shelf location of any books you wish to consult.

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/

Each LRC offers visitors a comfortable, welcoming environment for personal study.

We offer visitors the following facilities:

- Reference use of University library collection of printed books
- A range of study suites including open-plan, single study rooms and silent study suites plus informal seating areas and café
- Information Points with online access to the University library catalogue (Library Search) and information about other University services and how to use them
- Desktop power and data sockets for laptop usage
- A temporary confidential individual login for use of University online journals and eBooks where licence terms permit

Please note:

❖ You are responsible for this login account and all activity carried out through it. You must keep your temporary login details confidential and secure. You must not share or give your login username and password to anyone else.

❖ This service is not available to those under 16 years of age

We regret that the full range of services including use of licensed software on University computers and printing services are only available to current Members of the University.

The LRCs opening hours for visitors

Please check here for details: Service hours and contact details

Special arrangements

eduroam
www.ja.net and www.eduroam.org
If you are a current student or member of staff at a UK or European institution using eduroam, then you can use your normal institutional eduroam login at the University of Hertfordshire (UH). This enables you to access the online resources and services available to you through your home institution. Follow the eduroam set-up instructions provided by your home institution, and ensure that your own home site setting is correctly setup and working **before** you arrive at UH.

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

SCONUL (Society of College, National and University Libraries)
www.sconul.ac.uk/
The University is a member of the SCONUL Access Scheme. Staff and students who are currently studying at other member institutions are welcome to use library facilities and services at UH in accordance with the agreed Scheme arrangements.

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 lcscomplaints.
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 Library and Computing Services, University of Hertfordshire, College Lane, Hatfield, Herts, AL10 9AB.

We also welcome your compliments and feedback by email to lcssbuoffice@herts.ac.uk