

The Learning Resource Centre is fully computerised.  
You will NOT be given Library tickets.

The LRC staff are here to help you.  
**The number one rule is to ASK.**

### **How do I borrow books?**

Approach the LRC desk, with your student ID card, if you are not on our system you will be asked for certain details. You then become a member of the LRC for one year (or the duration of your course if this is less).

### **How many books may I borrow?**

The number of books depends on your course. The minimum is FOUR, maximum TEN.

### **How long may I keep them?**

Most books are issued for FOUR weeks. Books considered to be in high demand ONE WEEK ONLY. Reference books and DVD's may NOT be borrowed.

### **Can I renew books?**

Standard loan books can be renewed once as long as they are not overdue or reserved for other users. Week only loans cannot be renewed.

### **Can I reserve books?**

Yes at the Help Desk. You will be notified when it becomes available.

### **What happens if I don't bring my books back?**

Out of consideration for other users we do expect books to be returned **on or before** the due date stamped inside the book. The standard charge for overdue books is 10p per item per day, 25p per day on weekly loans. This does not include weekends or holidays.

If not returned on time you will receive an overdue letter, failure to respond will result in further action.

You will not be able to loan other books, until overdue books are returned. Your computer rights may also be withdrawn.

### **How do I use the computers?**

You will be instructed about your login, password and printing by our IT staff member. Computer use is maximum of 2 hours which may be extended if not in high demand.

### **Will I be able to use the Internet?**

Yes. You will be asked to read a disclaimer each time you logon. The LRC has an I.T. Code of Conduct which must be observed, it is a breach of college regulations (and therefore a disciplinary offence) to access unsuitable material. Do not download any programmes without express permission from IT staff member, no chatrooms, or games.

### **Can I use e-mail?**

Only to retrieve or send coursework to yourself or your tutor, please use Google or Yahoo. Other emails please speak to our IT staff member.

### **Will I get help with my research?**

Any member of staff will always be willing to help you. Most students receive an induction into the LRC at the start of their course, but this does not prevent you from asking for individual help at anytime.

### **Non Conformance**

Any instances of unacceptable behaviour will be dealt with by a report to your Tutor via Promonitor, which will result in suspension of borrowing/computer facilities.

## Finally what you can do for us

- Please do not bring food or drink into the LRC (only water in a sports topped bottle).
- Out of consideration to other users please keep noise to a reasonable level.
- Switch your mobile to silent before entering.
- Please leave the LRC to make or receive calls.
- No chewing gum, moving furniture or travelling around the LRC on computer chairs.

Photocopying: Black & White is 5p per sheet, Colour is up to 30p per sheet dependent on the amount of colour.

### Staff

**LRC Manager** Samantha Gavaghan

**LRC Assistants** Julie Doy, Lois Vickers  
Julie Sandford, Sarah Moore  
Colleen Young

**IT Support** Peter Jemmerson  
**E-mail** [swtlrc@cleveland.ac.uk](mailto:swtlrc@cleveland.ac.uk)

### Opening Hours

Monday	8:30am	-	8.00pm
Tuesday	8:30am	-	8.00pm
Wednesday	8:30am	-	8.00pm
Thursday	8:30am	-	8.00pm
Friday	8:30am	-	4.30pm

**The Learning Resource Centre is open from 9am to 5pm Monday/Thursday, 9am to 4.30pm Friday during holidays (with the exception of Bank Holidays and Xmas).**

# A STUDENT GUIDE TO THE LEARNING RESOURCE CENTRE

