Swansea University
Singleton Park Library
An accessible guide

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Using the Library

The Singleton Park Library is located at the eastern end of the Singleton Campus – it is building number 7 on the campus map.

The Library entrance (from the Mall, opposite The Keir Hardie Building) is on Level 3 (ground floor).

The Library is open 24 hours. You may visit it to find, read or borrow books, journals, DVDs and other items. You may also wish to use a computer or study space or attend a pre-arranged training session. You can arrange a meeting with one of your subject librarians (by emailing customerservice@swansea.ac.uk or booking an appointment on the Library Guides pages). Your subject librarian can show you where your subject books are located and also explain:

- How to look up an item (book/journal/DVD) and locate it in the library or request it if it's on loan
- How to borrow and return items
- How to check your library account online
- How to use the printing/photocopying system

We also have information on our website.
Staff at the Information Desk can help with any queries or problems using any of our resources or services.

You may need to queue at the desk. We are an international university and not all students may understand queuing protocol. Staff will always try to see customers in turn. Some queries may take longer to answer and these may be referred to other staff if necessary.

You can access many resources online via the iFind system (ifind.swansea.ac.uk) including e-books and online journals. We have a guide on using iFind or ask for help at the Information Desk. Try taking a walk around the library with this guide to familiarise yourself with the different areas.

**When to Visit**

The library is open 24 hours.

The library is busiest during term time between 10am-4pm with lunchtimes (12-2pm) being a peak time. The quietest times are at weekends, evenings and early morning.

The Information Desk opening hours are on our website. When the Information Desk is closed, you can use the self-service machines for borrowing and returning books.

A porter should be in attendance at the entrance. Sometimes the porter can be away for short periods helping students.

Remember that you can also access many resources online via the iFind system (ifind.swansea.ac.uk) including e-books and online journals.
Orientation

The entrance to the Library is through two sets of automatic doors:

Library entrance:

When you enter the Library from the mall, you will be on Level 3. This is ground floor level.

The library also has two basement levels – Level 2 and Level 1.

See the section Other Library Levels, Wings and “Stacks” for more information about the layout and levels of the library.

Foyer Area

When you have walked through the two sets of entrance doors to the Library you will be in the foyer area – see photo below:

The foyer area can sometimes be noisy and busy with bright lights.
To the right you will see a café area:

![Café Area](image1)

To access other areas of the Library you will need to walk straight ahead through the blue-arrowed security gates – see photo below:

![Security Gates](image2)

When you go through the security gates from the foyer, you will be entering a large area called the Central Hall.
Central Hall Facilities (Level 3 – Ground Floor)

When you have walked into the Central Hall area, you will be entering a large space with different sections:

The whole of the Central Hall is a bright open area, which can be busy with background noise.

The porter’s desk is located in the Central Hall area on the left. There is usually a porter seated here – see photo below:
Note:

Near the porter's desk, **and when you wish to leave the library**, you will need to walk through another blue-arrowed exit gate:

![Exit gate](image)

This gate could make a bleeping sound; a red light would then come on and the gate would lock. This scenario could happen because:

- someone forgot to check out a book before leaving the library
- and / or the book issue process did not complete successfully
- and / or a person may be carrying their own book (not a library book) that has its own hidden security tag.

In the event that the exit gate bleeps when you walk through, the porter will ask to see your books. They will check the books and then open the gate for you.
On the opposite side of the porter’s desk in the Central Hall is a staircase down to the toilets, vending machines and photo booth:

The self-return machine is located beside these steps:

The light can glare on the surround of the self-return machine.

Instructions on how to use this machine are on the screen or you can ask at the Information Desk for help.

For information about Other Facilities, see the section below – Other Facilities.
Information Desk

As you walk into the Central Hall, the Information Desk is on the right-hand side. There can be queues at the Information Desk.

Information Desk:

To the right of the Information Desk, there is a row of catalogue PCs against the wall where you can look up a book. Above the PCs there is a guide to book locations in the library:
Central Hall – Self Service machines (Central Hall – Level 3 West)
Self-service (book and other items) issue machines are located in the Central Hall (on the left, just past the Porters’ Desk). You will find more information about this and other self-service machines in the Facilities section below.

Self-Issue machines:

Staff at the Information Desk can help you with any queries. For example:

- Issuing or returning books
- Paying any fines
- Collecting books you have requested
- IT problems either on campus computers or your own laptop
- Printing & photocopying
- Wi-Fi
- Accessing electronic resources
- Finding items in the library
- Lost property
The Central Hall area leads to the Study Hall, with a lift and staircase to access other Library Levels.

**The Study Hall**

This area is at the end of the Central Hall area. Automatic double doors enable access to this study area.

![Central Hall Area](image1.jpg)

**Lift**

The Central Hall lift is located just before the doors into the Study Hall (ask the staff at the Information Desk if you need help finding it):

![Lift](image2.jpg)

The Central Hall level lift will take you down to levels 1 and 2 (where the books and study areas are located).
Level 2 West:

The Central Hall level lift will also take you up to level 4 (where Training Room 3, more PC rooms, and study areas are located):

When you come out of the lift you will be in “The Cwtsh”. The Cwtsh contains the Wellbeing Collection (books and leaflets about supporting health, happiness and student life). It also provides a more relaxing place to work with sofas and armchairs and some tables and chairs close to power sockets.

The Cwtsh, Level 4 West:


**Places to Study**

The library is divided into different areas for group study, silent study and working at a PC or mobile device.

**Note:**

You can sit at any computer and login with your email / password. If you have any problems using the computers, printers or other facilities, staff at the Information Desk can help.

**Study Hall**

The Study Hall contains several group study areas.

To reach this study area from the Central Hall, walk towards the double doors which have a “Study Hall” sign above:

The group study areas in the Study Hall can sometimes get crowded and noisy. The study spaces have high ceilings and are bright, with over-head fluorescent lighting. The Study Hall area is an open-plan seating space with plugs for laptops.

**Study Hall:**
Photocopiers, Printers and Scanners
Machines to print, photocopy and scan are located in a separate area at the front of the Study Hall, on the left hand side.

Machines to photocopy, print and scan:

Before you can use these machines, you will need to set up your card for printing / photocopying. You can find instructions on how to do this on the MyUni [Print, Copy, Scan] web page.

You will also need to put money on your card – instructions are on the wall and also on the MyUni [Web Payment Instructions] page.

If you need any help, staff at the Information Desk can help you.

The photocopiers produce some background noise
Study Hall PC Rooms

There are four large PC rooms at the back of the Study Hall.

Study Hall Level 3

Two of these PC rooms (the Level 3 Open PC Room and Training Room 2) are on the ground floor (Level 3) – see photo below.

Entrance to Level 3 Open PC Room at the back of the Study Hall:

At certain times, Training Room 2 is used for teaching - check the timetable on the door to see if it is free to use. You may find a “Teaching in Progress” sign in front of the door.

Entrance to Training Room 2 (on Level 3):
Study Hall Level 4

The other two PC rooms (the Level 4 Open PC Rooms) are on Level 4 in the Study Hall. You can access these rooms via the staircase at the back of the Study Hall.

Entrance to Level 4 Open PC Rooms:

All of the PC rooms can get very busy during term time.

If you have any problems finding an available PC, ask at the Information Desk, they may be able to locate one for you.
Central Hall Area Silent Study PC Rooms

Certain areas in the library are designated “Silent Study” or “Group Study”. Sometimes students will be noisy or disregard the signs – ask staff at the Information Desk if this is disturbing you and they can ask students to be quieter. You may prefer to use earplugs to ensure quiet.

There are two PC rooms up above the Central Hall (Training Room 3 and the Postgraduate Room). These two rooms are designated silent study areas although there may be low-level noise:

Training Room 3 & the Postgraduate Room (Level 4 West):

One of these rooms – Training Room 3 – is also used for teaching sessions. If a teaching session is in progress and planned, this will be indicated on the timetable on the door of Training Room 3.

Training Room 3 is also used for examinations so it may be unavailable for use during the exam period.

Inside Training Room 3:
The Postgraduate Room has swipe access. If you are a postgraduate you will need to get your student card activated to gain access (staff at the Information Desk can help with this).

**Other Quiet Areas to work**

At peak times, it can be difficult to find a quiet area. Areas to look for a quieter workspace include:

- The Law Library on Level 4 East
- Silent Study Areas at the back of Level 1 West & Level 2 West
- Study booths outside the Archives office on Level 1 West
- Silent Study area on Level 2 East

The above areas do not have PCs. Be aware that not all study areas will have power sockets for laptops but these have been installed where possible.

For an explanation of the different levels and wings, see the Other Library Levels, Wings and “Stacks” section.

**Group Study Areas**

**Group Study Pods**

There are some little group study rooms, called Study Pods, in the centre of the Study Hall on level 3. Small groups of two or more students working together can use one of the Study Pods.

Study pods can be booked at [http://swansea-uk.libcal.com/booking/groupstudy](http://swansea-uk.libcal.com/booking/groupstudy). They can be used for a maximum of 2 hours.

Students can hook their laptops up to monitors in the study pods but they are not sound proofed.
Study pods in the Study Hall:

Group Study Area

Students can also book an area in the Taliesin building, opposite the Library, called Taliesin Create for presentations and group work. This group study area can be booked at http://www.swansea.ac.uk/taliesin-create/.
Other Library Levels, Wings, and “Stacks” (areas with bookshelves)

Levels

Level 3 is the “ground floor” where you enter the Library’s main doors. Levels 2 and 1 are below ground floor level. Most of the lights are controlled by motion sensors and there will be a soft click as lights go off and on. Lighting can go from quite dim to bright. Level 4 is above the ground floor.

Wings

The library has two Wings: an East Wing (closest to the Abbey building, on the East side of campus) and a West wing. Both East and West Wings have extensive shelving areas mixed with study spaces.

East Wing

The East Wing Level 3 contains some of the engineering collection, some literature, and much of the science / health collections. The Law Library is on Level 4 East.

Level 3 East (ground floor)
Level 3 East contains: German Literature; American Literature, Maths, and Computer Science materials.

Directions to the books:
To get to Level 3 East (ground floor) from the Central Hall, walk down the ramp, which is to the left of the Study Hall entrance doors, near the stairs - see photo below. Walk through the wooden double doors entrance at the end of the ramp.
When you have walked through the double doors, go through a doorway immediately on the right-hand side.

Be aware that the flooring on Level 3 East is wooden and squeaks in many places. Lights are triggered by movement so may come on unexpectedly.

Level 3 East – view from the entrance door:

Level 2 East (one level down from Central Hall area)

Level 2 East contains Maths and Computer Science collections.

The entrance area to Level 2 East has very bright lighting.

Directions:
You can access Level 2 East by going down one flights of stairs from the Central Hall area, or, you can also take the lift from the Central Hall down to this level.

At the bottom of the stairs, turn right, and walk through the double doors that are straight ahead of you. The area beyond the double doors has bright strip lighting and a low ceiling.

Half way along this level, on the right, there is a Silent Study Area (this is a bright room, with blue furnishings). This room can be a quiet area to work.
Level 2 East area (left) and the Level 2 East Silent Study Area (right):

Level 1 East (two levels down from Central Hall)

Level 1 East contains Health Sciences and Medicine plus some Engineering materials.

**Directions:**
You can access Level 1 East by going down two flights of stairs (or taking the lift) from the Central Hall. There is also a staircase from Level 2 East, down to Level 1 East.

Level 1 East:

Level 1 East: The entrance area is very bright. Other areas at this level can be dimly lit until the lights are triggered by movement. There are no windows and there can be a background hum from machinery.

When you go through the double doors to enter this level you will see a sign opposite the doors (“Access Forbidden to All Unauthorised Persons”). This Notice only applies to the locked wooden door, not the area beyond.
Level 4 East - Law Library (one floor up from Central Hall area)

**Directions:**
To get to the Law Library from the Central Hall, walk down the ramp (on the left near the Study Hall entrance area) and go through the double doors.

![](image1)

When you have gone through the double doors, turn left following the signs for the Law Library:

![](image2)

When indicated, take the staircase or lift up one level.

The Law Library (upstairs on Level 4 East):

The Law Library is a bright area with a high ceiling. The floor can be squeaky.

The Law Library is a silent study area but sometimes students will talk. The Law Librarian may tell students to be quiet if they get too loud.
West Wing (floors below the Central Hall area).

Levels 1 and 2 West are the floors below the Central Hall area. These levels contain much of the Arts and Humanities and Social Sciences collections. These collections include: Languages and Literature; History; Social Work, Social Policy; Welsh; Sports Science; Geography; Economics; Management; and Psychology.

The lighting between the shelving in these areas is triggered by sensors so can go from dim to bright. Light can reflect off the flooring.

Level 2 West (one flight down from Central Hall area)


Directions:
You can access this level by going down one flight of stairs from the Central Hall.

Staircase leading from Central Hall to Level 2 West

You will then be on Level 2 West:

The shelves marked with a pink “Folios” sign contain books which are too large for the normal shelves (these are marked “Folios” on iFind).
Level 2 West has a Silent Study area at the back, near the meadow, which can be a quiet place to work.

Level 2 West Silent Study Area:

Level 2 West has double doors to the area with toilets, photo booth and vending machines:

These double doors are at the front end of the level – not far from the main stairwell. Just before these double doors you will see the Media Room where the DVDs are shelved. The Media Room is an enclosed room, with no natural light. The lighting is bright.
Level 1 West
Level 1 West contains Social Sciences, Politics and International Relations, Education, Modern Languages and Literatures, Linguistics, English Literature and the Welsh Collection.

Directions:
You can access this level by going down two flights of stairs from the Central Hall.

Level 1 West:

Level 1 West has a Silent Study area at the back, near the meadow, which can be a quiet place to work.

There is also a quiet seating area outside the Archives with desks with dividers:

Level 1 West: study desks outside the Archives
Facilities

Self-Service machines (Central Hall – Level 3 West)
The Library has self-issue machines, to take out books and other items, and a self-return machine, to return items.

Self-Issue Machines

You can use the self-issue machines to take out books and other items if the Information Desk is closed, or if it is busy.

They can make a bleeping sound if someone forgets their card.

The self-issue machines are green lit up machines, located in the Central Hall (just past the Porters’ Desk on the left).

Self-Issue machines:

Information Desk staff can help you if there is a problem or ask the evening attendant or porter for help if the desk is closed.

Self-Return Machine
The self-return machine is located beside these steps opposite the Porters’ Desk:
The light can glare on the surround. Instructions on how to use this machine are on the screen or you can ask at the Information Desk for help.

**Other Facilities (Central Hall - Level 2 West)**

**Toilets**
The toilets are on Level 2 West.

**Directions:**
You can get to the toilets from the Central Hall by going down the stairs opposite the porters’ desk. The toilets are in the same area as the vending machines and photo booth.

You will see the following signs:

**Ladies Toilet Sign:**

**Men’s Toilet Sign:**

The Ladies toilets have a mirrored wall and noisy hand-driers:

The men’s toilets have reflective surfaces and noisy hand-driers:
Disabled Toilet
If you would prefer to use a quieter toilet, you can use the Disabled Toilet.

Directions:
To access this from the Central Hall on Level 3, go back out through the security gates with blue arrows on, turn left and walk through the Costa café. Walk through the door at the far side of the café, turn left and walk through the set of glass double doors:

This toilet is sometimes also used by library staff who are not disabled.
Where to get help

If you need help urgently, approach any ISS staff member. Most staff wear lanyards:

If you need help using the library or computers, ask staff at the Information Desk. If this is closed, go to the porter seated at the desk by the security gates.

Your library team would be glad to make an appointment to meet you. They can show you round the library and explain how the systems work. They can do this at a quiet time if you would prefer.

You can book an appointment with a librarian from your library team on the Library Guides pages. You will need to choose your subject on the Library Guides homepage to see options to book an appointment.

If you have any other queries about anything else to do with the library you can contact customerservice@swansea.ac.uk.