Swansea University Bay Library
An accessible guide

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Swansea University Bay Library: an accessible guide

You can read the guide from start to finish, or look at each section in turn if you prefer. Use the contents page to help you find the information you need. Click on a section to go straight to the relevant page.

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Using the Library
Bay Library is building number 8 on the Bay Campus map. The library entrance faces the side of the Great Hall (building 7 on the map).

You may visit the library to find, read or borrow books, journals and other items. You may also wish to use a computer or study space. You can arrange a meeting with one of your subject librarians (by emailing customerservice@swansea.ac.uk) who can show you where your subject books are located and explain:

- How to look up an item (book/journal/DVD) and find it in the library or request it if it is on loan or kept in another library
- How to borrow and return items
- How to check your library account online and renew items
- How to use the printing / photocopying /scanning system

There are also video guides and information on the library 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. Not all students follow conventions for queuing, but 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.

As well as print books in the library, 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 from staff at the Information Desk.

**When to visit**

**Opening hours for the library and for the Information Desk**

Bay Library is open 24 hours a day, except for Christmas Day (25th December), Boxing Day (26th December) and New Year’s Day (1st January) when it is closed.

The Information Desk opening hours are on the [Bay Library webpage](#). Self-service machines are available for borrowing and returning books whenever the library is open.
A member of security staff is usually in attendance opposite the Information Desk when the library is open.

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

During quiet periods, the lights in the library may automatically turn off in some areas. This is to save energy. The lights should come back on when you enter those areas and start moving around. If the lights don’t come on when you enter an area, tell the staff at the Information Desk so they can turn the lights on for you.

**Finding help and information online**
Remember you can access many resources online via the iFind system ([ifind.swansea.ac.uk](http://ifind.swansea.ac.uk)) including e-books and online journals. We have a [guide on using iFind](#) or ask for help from staff at the library Information Desk.

Online [Library Guides](#) for your subject will help you to identify the best resources to use for your assignments.

If you need help or have any questions, you can email [customerservice@swansea.ac.uk](mailto:customerservice@swansea.ac.uk) or use our [Ask a Librarian chat service](#).

**Orientation**
This section gives you an overview of the library building. For more information on finding your way, see the section on [Entering and exiting the Library](#).

There is a floor plan of the library below. You can also see this floorplan near the bottom of the [Bay Library webpage](http://baylibrary.swansea.ac.uk).
To enter the library, enter the courtyard area and then walk through the entrance doors.

The Information Desk is to your left as you enter the library. This is where you can go for help if you need it. There are details of the
services offered at the Information Desk in the section on Entering and exiting the Library.

The library consists of a Central Area with two wings branching off – the North Wing and the South Wing. Sometimes there is a noticeable smell in the South Wing. It comes from a facility further down the coast.

Student areas in the North Wing are for silent study. There are signs to tell you this. In other parts of the library, you are allowed to talk quietly.

Most areas in the library are open to students, but some rooms have a sign on the door to show that they are for Staff Only. The Postgraduate Study Room in the South Wing is for postgraduate students only and has a sign on the door to show this.

Books are in the Central Area and the South Wing. See the section on Finding and borrowing books for more information.

There is a Group Study Pod in the Central Area that can be booked for group work if you ask at the Information Desk.
The Group Study Pod

There are two **PC Rooms** – one for silent study in the North Wing and one in the South Wing where quiet conversation is allowed. There are also some PCs in the Central Area and the South Wing; quiet conversation is allowed in both of these areas.

There are two **Silent Study Rooms** in the North Wing that do not have PCs. There is study space throughout the Central Area and South Wing where quiet conversation is allowed.

Try walking round the library with this guide to familiarise yourself with the different areas. You can read the whole guide from start to finish, or look at each section in your own time if you prefer.
Entering and exiting the library

There are two sets of doors to enter the library. The outer doors are heavy, so there is one propped open to make it easier to get inside. The door on the far left is automatic – push the button to open it.
The inner doors are automatic – they will open as you approach them. To avoid congestion, there is a sign to show which door you should enter by. There is also a sign to show you which door to exit by. (See pictures below.) Sometimes people ignore these signs, so you may see them coming the other way to you.
Avoid using the doors marked with a no entry sign, except in an emergency

As you enter the library, the Central Area is the large space in front of you that has an upper and lower level. The North Wing is to your left and the South Wing is to your right.

The Information Desk is on your left as you come through the automatic door. Sometimes there are queues here. Staff at the Information Desk can help you with:

- issuing or returning books
- paying library fines
- collecting books you have requested
- IT questions either about campus computers or your own laptop
- help with printing, scanning & photocopying
- help adding print credit to your account
- Wi-Fi
- accessing electronic resources such as journal databases
- finding items in the library
- support with employability and careers advice
- lost property – if you lose something or find something belonging to someone else
The Information Desk

The Information Desk is usually staffed in the daytime and in the evenings. Information Desk opening hours are available on the Bay Library webpage. The desk is closed for staff training from 9am until 10am on Thursday mornings. There is a large screen at the Information Desk which shows useful information and news about the library and the university.

There is usually at least one member of security staff seated at the table opposite the Information Desk near the security gates by the main doors. You can ask them for help when the Information Desk is closed.

When you are ready to leave the library, you should use the automatic door marked ‘Exit’ that is next to the table for security staff. Then go through the nearest outer door that is propped open.
Alarms
You may hear the following alarms when you are visiting the library:-

- Fire alarm – this is a loud alarm that can be heard throughout the library. When this sounds, staff will ask you to leave the building via the nearest exit. (The fire alarm is tested every Tuesday morning. There is no need to evacuate the building at this time unless staff ask you to.)

- Sometimes the security gates by the main doors make a bleeping sound and a red light flashes – this may be because:-
  - Someone forgot to check out a book
  - The book issue process did not complete successfully
  - Someone is carrying their own book that has a hidden security tag

If there is a bleeping sound and the red light is flashing when you go through the security gates a member of staff will approach you and ask to see your books so that they can check them and stop the alarm going off.

- Emergency exit alarm – the emergency fire exits emit a continuous beep when they are opened. You should only use these doors in an emergency, but sometimes people open them by mistake.

- North Wing door bell – this alerts security staff to the fact that someone needs to come in through the staff entrance in the North Wing. This is usually so they can make deliveries. You do not need to do anything when you hear this. Security staff will answer the door as soon as they can.
Finding and borrowing books
Books and journals are shelved by the call number on the spine of the book.

There is information on the library website to help you to understand the call number.

As you enter the library, the shelving sequence starts in the far left corner of the Central Area.
The Central Area of the library holds most of the books and journals.

The Central Area has high windows and lets in lots of light. If it is too sunny for you, there are blinds on the windows that you can close. If you have any trouble with this, or if you need to close the top blinds, ask staff at the Information Desk to help you.

There are some books and journals in the South Wing.
The South Wing is to the right of the Central Area as you enter the library.

Sometimes there is a noticeable smell in the South Wing. It comes from a facility further down the coast. The books here continue on from the sequence in the Central Area. They are mainly engineering books.

**Finding books**

There are subject headings at the ends of the shelves to help you browse the library.
You will also see tablet computers attached to the end of some shelves. You can use these to search for books on iFind. Staff at the Information Desk will help if you have trouble finding what you need.

**Borrowing and returning books**

When you find the book or books that you want, you can either:

- take them to the Information Desk so a member of staff can issue the books to you

Or

- you can use the **self-issue machine** if you would prefer

You will need your student ID card to borrow books from the library. Your student ID card is also your library card.
When it is time to bring your library books back, you can take them to the Information Desk and give them to a member of staff or you can use the return machine.

You can get more information about borrowing books on the library website. The webpage has details about how many books you can borrow and how long they are issued for. Staff at the Information Desk can also explain this to you.

**Self-Issue and Return machines**
The self-issue machines are near the library entrance. They emit a red light. They can make a bleeping sound if someone forgets their card.

A video shows how to use the machines if you want to borrow items. Information Desk staff can help you if there is a problem or you can ask security staff for help if the Information Desk is closed.

There is a self-return machine in the wall opposite the Information Desk. There is a video on how to return items using the machine on the library website.
**Places to study**

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

Study areas all over the library have power sockets and USB points so you can connect your laptop, tablet or other devices. Check desktops, floor boxes and furniture for connection points.

Take care when using the floor boxes as you may cause damage if you close them on your laptop or phone cables. Please do not trail cables across the floor as this may present a trip hazard.

Some sockets do not have any power – ask Information Desk staff if you are not sure which ones work.
There are sockets and USB ports on desktops and in some of the furniture.

Please do not leave your electronic devices or any other belongings unattended anywhere in the library.

**Quiet areas to work**
There are two Silent Study Rooms in the North Wing of the library. These rooms do not have any PCs, but there are sockets and USB ports on the desktops and sockets in the floor so you can plug in a laptop, tablet or phone. Take care when using the floor boxes as you may cause damage if you close them on your laptop or phone cables. For safety reasons, please do not trail cables along the floor.

PC Room 1 in the North Wing is also designated for silent study. See the section on [Open access PCs](#) for more information.

Sometimes students will be noisy and disregard the signs asking for silence in the Silent Study Rooms – if this happens, tell staff at the Information Desk or email [customerservice@swansea.ac.uk](mailto:customerservice@swansea.ac.uk) with information about which library you’re working in and where you are sitting. Library staff will ask students to be quiet if they are disturbing you in silent areas.

**Group study**
The Central Area can get noisy. The furniture is set up so students can work in small groups if they want to. Talking is allowed, but you can tell staff at the Information Desk if students get too loud.

Study areas in the library wings may be quieter, even though talking is allowed here too.
Two or more students working together can book the Group Study Pod in the Central Area – visit the Information Desk to do this. The pod can be booked for up to 2 hours with a maximum of six students. The pod has a large screen to practice presentations. Food is not allowed in the pod.

The Group Study Pod

PCs and laptops
Open Access PCs
There are two PC rooms in Bay Library – PC Room 1 is in the North Wing and is for silent study; PC Room 2 is in the South Wing and quiet conversation is allowed here. These rooms can get very busy during term time.

There are also computers in the Central Area and some in the South Wing. Ask staff at the Information Desk if you need help finding a computer.

You can sit at any available computer and log in with your university email address and password. If you have any problems using the computers or printers, staff at the Information Desk can help. Remember to log off the computer when you are finished. Please do not leave your belongings unattended at a computer or anywhere else in the library.

PC rooms are sometimes used for teaching sessions. If a PC Room has been booked for teaching, a sign on the door will tell you what time the
session starts and finishes. You may not be able to use the PC Room if teaching is taking place. You can ask a member of library staff for advice on where else you can access a computer.

**Laptops**
The library also has laptops that you can borrow.

There is a self-service locker near the entrance to the North Wing which issues short loan laptops. Just scan your student ID card at the machine and a locker will open for you to take a laptop. Scan your student ID card again to return the laptop when you have finished with it or when the battery has run out. You will need to save your work to a memory stick.

The Information Desk also has laptops which students can borrow for longer periods. These are issued with chargers to charge the battery. Staff at the Information Desk can explain the loan periods and procedure.

You can also use your own portable computers in the library. There are power sockets and USB points in study areas throughout the library so you can connect laptops, tablets or other devices. Check desktops, floor boxes and furniture for connection points. Some sockets do not have
any power – ask Information Desk staff if you are not sure which ones work.

**Printing, photocopying and scanning in the library**
Multi Functioning Devices are machines in the library that can photocopy, print and scan:

![Multi Functioning Device in the library](image)

There are four multi functioning devices in the library. They are often referred to as printers or photocopiers. You can find them in the Print Zone in the Central Area of the library. Ask staff at the Information Desk if you need help finding or using one.

Before you can use the machines you will need to register on our printing system and pay to add credit to your card. There is a video to explain how to do this or staff at the Information Desk can help you.

There is a video that explains [how to print and scan a document](#).
Print Credit Top-up Machine

There is a print credit top-up machine called a ‘revaluer’ opposite the Information Desk. You can use the revaluer to add money to your print and photocopying account. You will need money on your account before you can print or photocopy on campus. If you have any trouble using the revaluer, please ask for help at the Information Desk.

The revaluer accepts notes and coins, but does not give change. If you need pound coins, there is a change machine next to the revaluer. Staff at the Information Desk can help if you have any trouble using the change machine.

You can top up your print credit using a debit or credit card at the Information Desk.
Swansea Employability Academy and Interview Rooms

The Swansea Employability Academy (SEA) interview room is in the North Wing. The office is down a short corridor with other Interview Rooms that can be booked by members of staff who have an appointment with a student.

The corridor is sign-posted 'Interview Rooms 1-4'

The Swansea Employability Academy interview room is straight ahead with other interview rooms to your left.
Facilities

Toilets
There are women’s toilets in the North Wing; there are men’s toilets in the South Wing. There is also a unisex disabled toilet in each wing. All toilets have noisy hand-driers. When the library is quiet, you may find the lights are off in the toilets. This happens automatically to save energy when the toilets are not in use. When you enter the toilets and move around, the lights will come back on.

Self-Service Café
There is a self-service café with vending machines near the self-return machine.

![Entrance to the self-service café](image)

The café is not staffed.

There is sometimes a strong smell of food or coffee here.

There are tables and chairs for you to sit at while you eat. Cold snacks and drinks can be consumed in the café or in the library. No hot food should be taken into the library, but you can eat it in the café area.

There are recycling bins and bins for general waste in the café and throughout the library so you can throw your rubbish away.

Vending machines
You can buy coffee, cold drinks and snacks such as crisps and chocolate from the vending machines. If you need change for the machines, you can use the change machine opposite the Information Desk.
If the change machine is out of order, ask staff at the Information Desk to change your notes for coins.

The coffee machine accepts coins or card payments.

The cold drinks machine accepts notes or coins. The other machines accept coins only.
Book swap
You will find our Book Swap in the café too. This is a collection of fiction books donated by staff and students. You can take any book that you would like to read, but please try to donate one in return.

The Book Swap books are not part of library stock, so there is no need to issue them to your library account; you can just take one.
Where to get help

If you need help urgently, approach any member of staff in the library. You will find staff at the Information Desk when it is open (the opening hours are on the Bay Library webpage). You may also see members of staff walking around in the library. Most staff wear blue or red lanyards:

If you need help using the library or computers, ask staff at the Information Desk. If this is closed, go to a member of security staff seated near the library entrance.

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

You can contact us on customerservice@swansea.ac.uk or ask your mentor to contact us for you.

You can also book a one to one appointment with a librarian on our Library Guides pages. You will need to choose your subject on the Library Guides homepage to see options to book an appointment.
There is an Ask a Librarian chat service for you to ask quick questions about the library resources and services. The service is available from 9am until 5pm Monday to Friday.