# Bay Library: Where can I find help?

<table>
<thead>
<tr>
<th>Staff on the Information Desk near the entrance to the library are happy to help. You may also see them walking around the library, ready to answer any questions.</th>
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<tbody>
<tr>
<td>The Bay Library Customer Services Team</td>
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<tr>
<td>You can phone the library on 01792 605500</td>
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<tr>
<td>Or email <a href="mailto:customerservice@swansea.ac.uk">customerservice@swansea.ac.uk</a></td>
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<tr>
<th>Need help from the School of Management Librarians? You can email us at <a href="mailto:buslib@swansea.ac.uk">buslib@swansea.ac.uk</a></th>
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<tbody>
<tr>
<td>Naomi, Philippa, Giles and Allison can help if you are having trouble finding books or journals for your assignment. You can ask them about referencing queries too.</td>
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<td>You can also follow us on LinkedIn for news and information</td>
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<th>Library Guides</th>
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<td>Subject specific Library Guides will help you to:</td>
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<tr>
<td>• find the key databases and journals for your subject</td>
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<tr>
<td>• find advice and support with your referencing</td>
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<tr>
<td>• contact your librarian</td>
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<tr>
<td>Go to <a href="http://libguides.swansea.ac.uk/management">libguides.swansea.ac.uk/management</a></td>
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Library essentials

Where can I get help with WiFi, email, Blackboard, printing…?
Staff at the library Information Desk can offer IT support or can refer queries that are more complex. Find information and how to guides at www.swansea.ac.uk/it-services.

When is the library open?
Bay Library and Singleton Park Library are open 24 hours a day, 362 days a year! Go to http://www.swansea.ac.uk/library/openinghours/ for more information.

How do I find books and other items in the library?
Go to ifind.swan.ac.uk our library catalogue.

How many books can I borrow?
30 items

Borrow at the Information Desk or at the Self-Issue machines in the library.

Are there fines if I return books late?
Yes, but books are usually renewed automatically if they have not been requested by anyone else. Please check your email regularly for alerts. Follow the link below and check the Overdue Items tab for full details.

http://www.swansea.ac.uk/library/using-the-library/borrowing/

How do I access online resources?
Access e-books, e-journals and online databases via iFind (ifind.swan.ac.uk) using your Swansea University student number as username and your usual password. Library Guides (libguides.swansea.ac.uk) will help you to find key resources for your subject.

Is there any extra help available?
LibraryPlus is available to all students, but especially if you are disabled, a carer, part-time, a distance learner, on placement or a work-based learner. See http://www.swansea.ac.uk/iss/libraryplus/ for more information.
Getting started

Find a book
Go to iFind.swan.ac.uk. Sign in (the link is at the top right of the screen). Use the Books & more search box to find the following book:-


You will see that we have several different editions of this book. You will need to click on ‘View 4 versions’ to find the one you want.

Click on the Library link to see how many copies are available.

Make a note of the Call Number (Location code)

Add the book to your Favourites by clicking on the star or choosing the ‘Add to Favourites’ option from Actions.

Request a book
If the book you want is out on loan or in another library, Sign In to iFind to see an option to Request it. When you request a book, the person was has borrowed the book will get a message to say that it needs to be returned to the library.

You must Request the books you need if they are on loan to someone else. If you don’t, the books will be automatically renewed for the other person!

For alternative formats please contact
Tel: 01792 295697 Email: library@swansea.ac.uk
Find an ebook
Some of our books are available as ebooks. Sometimes you might find it useful to look only for online resources. Do a search for study skills in Books & more. Look at the options down the left of the screen. Look at the ‘Show only’ section and click ‘Full Text Online’

Take a look at all the other options down the left and choose some more that you think might be useful. When you are happy, look at your results and access an ebook by clicking on the title and following the links.

Search on a particular topic
Search for mobile phones in Articles & more. Notice that iFind searches across different subject areas, so the results found are not all related to Business; some are more closely linked to Health, Education etc.

Try adding another keyword to make your results more relevant to business – search for mobile phones industry. Can you see that the results are now more relevant to Business?

Look at the ‘Personalize your results’ options down the left of the screen. Go to the ‘Creation date’ section and limit your results to articles from 2010 to 2015. You are now looking at the most recent articles.

Try using some other options to refine your results. Look at the difference it makes to the articles that appear.

To access an article, click on the title and follow the links.

Find your module reading lists
Log in to Blackboard (http://blackboard.swan.ac.uk) and click on one of the ‘Current Modules’ you have listed on the ‘My Studies’ homepage

Each module has some options on the left of the screen. Click Reading List to see the titles recommended for that module. You will usually be able to click through to the full-text of online resources or to the iFind record of print resources.

For alternative formats please contact
Tel: 01792 295697 Email: library@swansea.ac.uk