Welcome to the University of Bristol libraries and study centres. This Quick Guide will provide you with information about Library Services at-a-glance to help you maximise your use of our venues, printed and online resources, website and services. Our staff are here to support you and are eager to help you reach your full potential at this University. We are constantly reviewing our services and facilities so value your feedback throughout the year. Best wishes for your success at Bristol!

Philip Kent
Director of Library Services and University Librarian
The University of Bristol offers a number of libraries and study centres. You can find the location of these on the map overleaf. All our study spaces are welcoming, safe and secure, and you’ll find help and support available when and where you need it.

There are thousands of study spaces available to suit your preferred learning style, featuring social learning spaces, collaborative group study rooms and silent study areas. Our friendly and supportive staff will help you to find the resources you need, answer any questions you might have and point you in the direction of expert colleagues if you require further assistance.

Some of our libraries and study centres are open seven days a week, and some provide 24/7 access. During exam periods there are extended opening hours across all the libraries and study centres. As these study locations and their opening hours are subject to change, we suggest that you always check our website for the latest information before visiting:

bristol.ac.uk/library/locations-opening
Location of libraries and study centres
In total, the library’s collections constitute approximately 45 thousand metres of printed stock. The majority of our books and journals are available for either 1 day or 7 day loan periods. Undergraduates and taught postgraduates can borrow up to 40 items at one time, and the limit for staff and research postgraduates is 75 items at one time.

All of our libraries are equipped with self-service machines, which enable you to quickly and easily borrow the books that you need. To borrow an item using a self-service machine you will need to scan your UCard and then follow the instructions on the screen.

There’s no need to worry about remembering to renew your books – any item issued to you will renew automatically unless requested by another library user, in which case you’ll receive an email asking you to return it.

The only time you will be charged fines will be for the late return of items which have been requested by other library users.

[bristol.ac.uk/library/use/](http://bristol.ac.uk/library/use/)
Accessing resources

When using Library Search

The easiest way to search for and discover the Library’s printed and online collection of books, articles and other scholarly resources and content is to use our Library Search service. Library Search is found on the library homepage: bristol.ac.uk/library. Simply type one or more author, title, or subject keywords words into the search box from your desktop, laptop, tablet or smartphone.

When using My Library Account

You can sign-in to My Library Account online with your University username and password. If a printed book you need is already on loan you’ll be able to place a reservation for it. You can also check how many loans you have and the date on which items are due for return.

Online library resources

Much of the library’s scholarly information is now held in digital format and is accessible online. This includes large collections of eBooks, eJournals and databases. Databases will allow you to search for information on a specific subject topic.

Most of the library’s online resources are available to use both on-site and outside of the University. When outside of the University you’ll be required to sign-in with your University username and password to access these online resources and to make this process easier we advise you use the search tools and links provided by the library:

bristol.ac.uk/library/find
Subject support

Our team of Subject Librarians support learning, teaching and research at the University. Each has a subject specialism and can provide dedicated, expert help for your chosen discipline(s).

Their role includes:

- enquiries and information skills teaching
- developing library collections (online and print)
- liaising with academic schools and departments.
There are many ways in which our Subject Librarians can help you. These include:

- finding and evaluating information
- using and understanding reading/resource lists
- planning your research
- purchasing resources
- referencing and referencing software
- understanding copyright and avoiding plagiarism.

To find out who your Subject Librarian is, make an enquiry or arrange one-to-one support, visit our subject support pages on the library website:

bristol.ac.uk/library/subject-support
The Study Skills service will help you develop and improve your time management, note taking, writing, and revision technique, which will help you to become a successful student. The service offers:

- individual bookable tutorials
- short, drop-in advice sessions
- online interactive resources
- workshops.

(Study Skills is part of the Bristol Futures initiative bristol.ac.uk/bristol-futures/)

All our information, online resources and booking pages are available via:

bristol.ac.uk/studyskills

study-skills@bristol.ac.uk
Several services and facilities are available to make the library more accessible. These include:

- assistive software – read aloud software and mind mapping software are available on all PCs in our libraries and study centres
- Sensus Access – convert documents to a more accessible format
- a range of low-distraction and adjustable study spaces.

Library Support

Library Support is a dedicated team within the library, providing a range of services to ensure everyone can access library resources. The team supports:

- disabled users
- dyslexic users
- users with short-term health or mobility difficulties
- part-time or distance-based users
- users with caring/parental responsibilities.

Please contact Library Support to discuss how we can advise and support you in your studies:

bristol.ac.uk/library/accessibility-support/library-support

library-support@bristol.ac.uk
One of the library’s core aims is to support the research activities of the University. The Research Support team offers many different kinds of help and advice to researchers and students, for example: Open Access support, bibliometrics and help with research data management. Open Access is free, unrestricted online access to research outputs.

Bibliometrics can help researchers to assess the impact of their published research. Research data management is a core area of research integrity and involves the organisation, preservation and sharing of research data.

For more information about research support, please visit:

bristol.ac.uk/library/research-support
Special Collections preserve and promote access to collections spanning many centuries and the widest possible range of disciplines. The Special Collections team facilitate group teaching, research projects and exhibition curation.

Special Collections is housed within the Arts and Social Sciences Library, and holds manuscripts and printed collections of national and international significance. Summaries of the collections are located on our website, where you can also find details about making enquiries and appointments:

bristol.ac.uk/library/special-collections
The SCONUL Access scheme is a reciprocal scheme which allows university library users to borrow or use books and journals at other libraries belonging to the scheme. The scheme covers most university libraries in the UK and Ireland (around 200 institutions).

What are the benefits of the scheme?

All users can use participating institutions for reference provided they join the scheme.

Staff, postgraduate students, part-time and distance students may be able to borrow subject to local registration. Full-time undergraduate students may be able to use the resources of other college and university libraries for reference only.

How to join the scheme
To obtain your SCONUL Access email of authorisation, register online at:
www.sconul.ac.uk/sconul-access

On vacation? On placement? Part-time?

Make sure you join the SCONUL Access scheme.
If you have any questions please email:
lib-access@bristol.ac.uk
Our commitment to you on the issues that we know are important to you.

Environment

- We will provide inspiring and welcoming study spaces to meet a range of needs, with clearly designated areas for silent, quiet, collaborative group study and social learning.
- We will provide long opening hours which are clearly displayed on our website, including 24/7 opening of the Arts and Social Sciences Library for 362 days of the year.
- To help you find a study space, we will update the Find a Study Desk service regularly on week days during revision and exam periods.
- We aim to be a Green library, and will take part in the Green Impact Awards annually.

Availability of resources

- We aim to provide 24/7 access to the digital library, to ensure ‘anytime, anywhere’ access to resources.
- We will continue to manage online reading lists, which make it simple to find books and access online resources recommended by lecturers and tutors.
- We will continually invest in our collections, both print and online, to ensure that items on recommended reading lists are available.
- We will enable you to contribute to the development of our collections via the Suggest a Book Purchase scheme.
- New books will usually be processed and available to borrow within three working days of arriving in the library.
- We aim to satisfy all requests for items from the Research Reserve within five working days (and where possible within one working day).
- 95% of returned books will be re-shelved within 24 hours.

Advice and Support

- Advice and support will be available 24/7, via library staff during core hours and through our Ask a Librarian service out-of-hours.
- All regular library staff working on enquiry desks will receive Customer Service Excellence training.
- All disabled and dyslexic students with a Learning Support Plan will be offered a one-to-one appointment with the Library Support Team.
- All students will have access to relevant and up-to-date subject information on the library website.
- The library will contribute to the development of core study skills by offering training in library, information and digital literacy skills to all students.
- We will support research activities by offering help and advice on Open Access and research data management.

Communication

- We aim to respond to all enquiries via email (library-enquiries@bristol.ac.uk) or social media within one working day.
- We will give at least five working days’ notice of any planned disruption to services.
- We will regularly seek feedback, and publicise changes made to services as a result of feedback.
For more information about all libraries and library-managed study spaces see:

🏠 bristol.ac.uk/library
✉️ library-enquiries@bristol.ac.uk
📍 bristol.ac.uk/library/locations-opening
➕ bristol.ac.uk/library/accessibility-support