What does Information Services Dept provide?

‘The Digital Experience’

Check [ulster.ac.uk/isd/students](ulster.ac.uk/isd/students) for info on ICT services and how to get started:

- Student PCs in Library & IT Labs
- Student Printing, Scanning & Copying
- Online systems (e.g. Portal, Email)
- Service Desk
- Wifi Support for personal devices

BUT... no support for hardware or OS failures on personal devices at this time
Connecting your personal device to the Student Wifi

Our wireless service is called Eduroam and is widely available across all campuses.


Set up guides are also available from the Library Information Point.

Need help?
IT Clinics run by ISD can help new students with IT queries and issues including help to connect personal devices to the wifi.
What is Blackboard Learn?

Blackboard Learn (Bb) gives you online access to course materials, assignments, and other resources relevant to your course.

Access to Bb is available 24 hours **AFTER** completion of online enrolment.

If you can’t log in after 24 hours?

- Navigate to the Blackboard Learn link on the Digital Experience page.
- Click the University wiki link, at the bottom of the page.
- In the **Student Support content** you will find ‘Start of term tips’ with advice on how to **Check your registration status**

Still got problems?

Contact the Blackboard Helpdesk:

Phone: 028 90368686

Email: [blackboardhelpdesk@ulster.ac.uk](mailto:blackboardhelpdesk@ulster.ac.uk)
How to Print / Copy / Scan

Multi-functional devices (MFDs) are available in the Library and selected Student IT Labs across all campuses.

They are operated using your Student ID card.

**Step by step guides**

- The UniFlow tile in the Student Portal provides information on how to purchase credits and top up.
- The Printing link on the Digital Experience page provides information on printing costs, secure printing and scanning, mobile printing, location of printers and printing tips.

**Problems?**

Contact printpayment@ulster.ac.uk
Getting started

You need:

Your student ID card

Used to:

• Borrow books / Self Issue
• Print/copy/scan
• Security access to buildings
• Exams

• ‘B’ number e.g. B00123456
• Network password
• Student email address

Used to:

• Log on to Student PCs
• Access Library e-Resources
  … and other UU services
Saving your work

Student PC workstations will not store your files – when you log out, your work is lost and is not recoverable.

You MUST save your work to your 1TB cloud storage or an external USB device.

Caution: Do not rely on USB/flash drives
- Lost / Damaged
- Make sure you back up on OneDrive

More Info: http://www.ulster.ac.uk/isd/students/onedrive
Portal – the easy way to access your services

portal.ulster.ac.uk/

The Student Portal displays quick links to services including the Library and main IT systems.

Including:
• Email - Office 365, 50GB Mailbox
• OneDrive - 1TB cloud file storage
• Library Resources
• Blackboard Learn
• Unidesk – IT Service Desk
• ISD Software downloads – free software (e.g. McAfee, SPSS & Office 365 ProPlus) and other offers

The University will only contact you officially via your Microsoft Office 365 Ulster email account

Check it regularly!
What the Library Provides for Students

Books
- Hundreds of thousands of books & e-books

Journals
- 80,000 e-journals
- Hundreds of print journals

Subject-specific Databases
- 300+ subject sources

Online Module Reading lists
- Links to books, ebooks, articles, scans and websites

80+ Online Subject Guides

Online Requests & Reservations

Document Delivery Service

4 Libraries = 1 service

ICT labs are available outside Library opening hours.

Electronic resources available 24/7 via the internet
Laptop Lending

• 24 laptops available – ask at Information Point
• Library use only
• First come, first served.
• Standard software installed

Note*
Files are deleted after each use!
SAVE your work to USB or OneDrive
Choose from:

- Informal spaces
- Student PC / BYOD spaces
- Group study rooms
  Online booking via Library Homepage
- Individual study spaces
- Silent / Quiet areas
Borrow & renew books at Self-Issue Kiosks

Need Student ID card

You cannot borrow if you have:

• Recalled items
• Overdue books

Any problems - go to Information Point.

Leave your books back at the Book Return
Please note:

Anything you have officially ‘borrowed’ should be returned via the Library Book Return slots so that it can be removed from your account.

HOWEVER
If you just use a book in the library, please do not re-shelve it yourself.

Leave it on one of the trolleys provided.
Borrowing books

You can borrow up to 20 books at a time, comprising:

12 x Standard Loans (2 months)
4 x Two week Loans
4 x Two Day Loans

Subject to recall after ONE week

Want to avoid Fines?

Check your student email regularly for 48hr advance reminders
Library Homepage

Portal Login

Key resources and services

See the tabs for additional information

Quick Links
- USearch
- Databases
- Electronic Journals
- Library Catalogue
- Reading Lists
- Subject Guides
- Library Help Service
- Group Study Rooms Booking

Getting Started in the Library
My Library Account

Opening Hours
Electronic Resources

Contact the Library
Subject Support Appointments
How to find books and ebooks

1. Use the Library catalogue

Search by author, title or keywords (or a mix of these)

Study skills

Keep an eye on what you’ve borrowed, renew books and pay fines
Results List

You can also limit by campus or type, e.g. eBooks

Results display in ‘Relevance order’ but you can also sort by date...

.. or use the date slider to limit results to more recent books.
Individual book record

**Essential study skills: the complete guide to success at university**

*Burns, Tom* and *Sinfield, Sandra*

Whether you are a student wanting to improve your study skills, or give students a helping hand with their assignments, this guide will give you the tools you need to succeed. It covers all aspects of study, including how to produce a dissertation, study skills and writing skills.

Book: English

4th ed.

Published: Los Angeles; London: SAGE, 2016

Available at Belfast, Coleraine CC, Jordanstown and Magee.

Click to request or reserve a book at any campus. We'll email you when it's available to collect.

Note the different loan types.
Accessing eBooks

- eBooks available 24/7 from the Library catalogue
- Use them anywhere you have internet access
- We pay, you use for free!
- Access with your Ulster email address and Network password
How to find books and e-books (and more)

2. Use the online Reading Lists
Reading Lists – your course materials

Getting Started

Finding your list

Use keywords, module titles or codes in the Search... box on the top right of the page to search for your reading list.

Or, click on the 3 bar Browse icon, again, on the top right of the page to find reading lists by Faculty and Subject.

Or, you can click on the Module Reading List when at your module home page in Blackboard Learn.

Authentication

Reading with Purpose

The Library is introducing a new improved reading list service called Rebus.List designed to help guide you to the resources you need to succeed in your course.

The books, journals and other resources in these lists have been:

- selected by your lecturers,
- grouped into categories, like Essential and Recommended, to help you prioritise and better plan your reading and,
- made accessible for your use by the Library.

Law134

Search by module title, keyword or module code (if you know it)

..or browse by Faculty and then subject, for a list of all reading lists

See: Left-hand side of module area on Blackboard for another link to your reading list

Queries about reading list items

- Please contact your Subject Librarian for help.
- Information for academic staff
- Please send the latest version of your reading list(s) to your Subject Librarian. Also, let your Subject Librarian know if a list from the previous year is still valid and current.

Reading the Signs

Some icons on the lists and what they mean.

- Find if available on shelves.
- Get full text electronically.
- Check for other formats.
Need a specific Electronic Journal?

Use to find out whether a specific journal is available online.

Getting Started in the Library  Opening Hours  Contact the Library

Electronic Resources  Subject Guides  Library Catalogue
Type in the name of the journal...

If you’re working from a journal reference, leave out any author/article/volume details.

Choose the supplier which holds the ‘Full-text access’ date you need.
Need to find journal articles? USearch – quick and easy access

Searches thousands of individual journals at the same time and provides full-text links, where available.
E-books, e-Journals & Databases

If you see this...

Type ‘Ulster’ in **Find Your Organisation** box

..and click on link
E-books, e-Journals & Databases

Now enter your Ulster email address and network password.

For lots more help

See: Off-Campus support in the Subject Guides.
Getting started with your subject
Choose from over 80 guides for detailed help with finding information, databases, referencing and much more…
If you need help....
You can contact ISD for Support

Check the UniDesk Knowledge Base for existing solutions for non-urgent IT queries, log new calls for help or monitor the status of existing queries.

- Staffed: Mon – Thurs 9.00am – 5.00pm, Fri 9.00am – 4.30pm

Click on the UniDesk tile in Portal or go to www.ulster.ac.uk/isd/getting-help/unidesk

Log in: Same details as Office365 email account
More Help

If IT-related / Urgent

• ISD Service Desk
  Mon-Thurs 9.00am - 5.00pm
  Fri 9.00am - 4.30pm

• Out-of-Hours Support:
  All other times, incl. weekends & bank holidays

• Contact (for both):
  028 9036 6777 and servicedesk@ulster.ac.uk

If Library-related

• Library Information Point
  OR
• Your Subject Librarian
  • In person or online
  OR
• Online Library Help / Chat

Blackboard: call 028 903 68686 or email: blackboardhelpdesk@ulster.ac.uk
Printing: email: printpayment@ulster.ac.uk
Core hours - 9.00am - 5.00pm only
Follow us on Twitter to get the latest news and alerts

@UlsterUniLib – Library

@UlsterUniISD – ICT Services

(Non-Twitter users can view via web browser: twitter.com/UlsterUniISD)

Don’t use Twitter to report IT problems. Contact the ISD Service Desk

- Subject Blogs
SafeZone App

• Free App - for your 24/7 safety on campus
• Support for iOS, Android and Windows Phone
• Help, First Aid & Emergencies

http://www.ulster.ac.uk/safezone
Sign up to EDGE

- Employability Award for full & part-time undergraduates
- Boosts career prospects
- Complete minimum of 4 activities to obtain award
- To register – See Careers tile on Student Portal

- Library activity available
- ‘Assessing your research skills’
- Interested? Speak to your subject librarian
Want to let us know how we’re doing?

Give us feedback any time throughout the year using:

- Comment forms available at Library Information Point
- Online form at [ulster.ac.uk/isd/about/contact-us/comments](http://ulster.ac.uk/isd/about/contact-us/comments)

We also conduct an **ISD Annual Student Survey** which:

- Relates exclusively to ISD services, not other IT services provided by your Faculty or Blackboard
- Is your opportunity to give feedback **direct** to us to enable us to improve services for you
- We publish survey results **AND** information on how we will try to improve

*We will let you know by Email and Twitter when we have released the Survey and watch out for the prize draw!!!*
What now?

Take some time after this induction to:

• Log in to a University workstation
• Access the Student Portal
• Access the following through the Student Portal:
  • Email
  • Library
  • OneDrive
  • UniDesk
  • Blackboard (available 24 hours AFTER successful completion of online enrolment)
• Connect your personal device to Eduroam

Remember…

ISD are running IT Clinics to help you, should you need support with any of the above.
Contact details
Life and Health Science Team @ Coleraine

Joan Atkinson
jce.atkinson@ulster.ac.uk

Cheree McGill
c.mcgill@ulster.ac.uk

Michaela Campbell
m.campbell2@ulster.ac.uk

Or contact the whole team at:
science@library.ulster.ac.uk