Information resources (print, online or both)
• Books.
• Journals.
• Conference proceedings.
• Market research reports.
• Company and financial data.
• Maps.
• Statistics.
• TV archive.
• Handbooks and encyclopedias.
• Theses and dissertations.
• International newspapers.

Finding information
Discovery
Search for library resources using Discovery:
https://discovery.hw.ac.uk
Search books, eBooks, journal articles, conference proceedings, newspaper articles and more.

See www.hw.ac.uk/services/is/find-resources.htm for more information.

Subject Guides
– to start finding information in your subject area or to get in touch with your Academic Support & Liaison Librarian.
See https://isguides.hw.ac.uk

Online library
• Find online resources via Discovery or the Subject Guides.
• Access online resources from off-campus by entering your Heriot-Watt University user ID and password.
See www.hw.ac.uk/is/library-essentials/onoff-campus-access.htm

Study spaces and room bookings
As well as the Library, students can study in Learning Commons 1 and Learning Commons 2. Individual and group study rooms are available and can be booked online or at the Service Desk.
See www.hw.ac.uk/is/library-essentials/study-spaces.htm

Finding items in the Library
Find items in the Library by using Discovery to get the shelfmark.
For floor plans see www.hw.ac.uk/is/library-essentials/study-spaces.htm

Library opening hours
Our libraries have long opening hours during semester and exam periods. The Library is open 24/7 during semester.
Your ID card is needed to access the building.
(16 September 2019 - 20 December 2019 and 13 January 2020 - 22 May 2020)
See www.hw.ac.uk/is/library-essentials/library-opening-hours.htm

Loan periods
<table>
<thead>
<tr>
<th>Loan type</th>
<th>Duration</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Hour</td>
<td>3 hours (can be borrowed overnight from 17:00)</td>
<td></td>
</tr>
<tr>
<td>1 Week</td>
<td>Items in heavy demand such as those on a reading list</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard</td>
<td>16 weeks</td>
</tr>
<tr>
<td></td>
<td>Reference</td>
<td>Use in Library only</td>
</tr>
</tbody>
</table>

Borrowing entitlements
UK Campus student/staff
External borrowers
10

Overdue items – fines
<table>
<thead>
<tr>
<th>Loan type</th>
<th>Duration</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 Hour loans</td>
<td>(15-minute grace period)</td>
<td>2p per minute</td>
</tr>
<tr>
<td>1 Week loans</td>
<td>(Recalled Standard Loan)</td>
<td>30p per day</td>
</tr>
<tr>
<td>Standard loans</td>
<td>12 day grace period</td>
<td>20p per day</td>
</tr>
</tbody>
</table>

Auto renewal
Standard and 1 Week loan items will be automatically renewed unless we contact you to ask for their return.

Requesting items on loan
Request items using Discovery. You will then be notified by email when an item is available for collection from the Service Desk.

Requesting new resources
If the item is on a reading list, please let Service Desk staff know.
For non-reading list items see www.hw.ac.uk/is/library-essentials/suggest-a-book.htm

Borrowing, returning and renewing items
Visit the Service Desk or use the Staff Service kiosks where available.
See www.hw.ac.uk/is/library-essentials/hwu.htm

SCONUL Access (UK & Ireland Only)
Access to local University and research libraries for Heriot-Watt University staff and students is available via the SCONUL Access scheme.
Reference only: full-time Undergraduate students.
Borrowing: Staff, Postgraduate, Independent Distance learning, part-time and placement students.
See www.hw.ac.uk/is/library-essentials/other-libraries.htm

Contact Us:
ISHelp@hw.ac.uk
News:
Blog: https://isnews.hw.ac.uk
Facebook: www.facebook.com/HWUInformationServices
Twitter: @HWU_IS
Web: https://isnews.hw.ac.uk/news-from-is.htm
Passwords
When you become a Heriot-Watt University staff member or student you will receive a UserID and password, which provides access to:
• University PCs
• Wi-Fi
• Email
• Vision (virtual learning environment)
• Printers, copiers, scanners
• Library resources from off campus
• The Portal
• LinkedIn Learning

Wi-Fi
On campus you should use the eduroam wireless (Wi-Fi) service.
• For help setting up your device see www.hw.ac.uk/is/it-essentials/wifi.htm
• For help to set up your device ask at the Service Desk in the Library, contact ISHelp@hw.ac.uk or phone ext. 4045

Email
Staff and students get a Microsoft Office 365 email account. Your Heriot-Watt email address is the official communication channel for university correspondence so remember to check it regularly.

Vision (virtual learning environment)
The university’s virtual learning environment (VLE) is called Vision. Vision is used to support teaching and contains course information, learning materials and assessments.

Printers, copiers, scanners
The library and computing labs have multi-function devices (MFDs) that print, copy and scan. You get a print quota at the start of each semester, and can top this up when you run out, see: www.hw.ac.uk/is/it-essentials/printing.htm

Other software
Staff and students are entitled to a wide range of free and discounted software including SPSS, Microsoft Imagine, Matlab & Simulink, MindGenius… and more!

Office 365
Log into Office 365 from any device at https://portal.office365.com

Office 365 mobile app
Access your course information on your phone or tablet using the Blackboard mobile app.
See www.hw.ac.uk/services/is/learning-teaching/technology/vle.htm

PC Lab availability (Edinburgh campus)
Find out where on campus there are available PCs.
See www.hw.ac.uk/is/it-essentials/availability/edinburgh.htm

Vision (VLE) mobile app
Access your course information on your phone or tablet using the Blackboard mobile app.
See www.hw.ac.uk/services/is/learning-teaching/technology/vle.htm

Information Services provide Library, Information and Learning Technology services to Heriot Watt University Staff and Students www.hw.ac.uk/is
This leaflet introduces key Library and IT services at the Edinburgh Campus
See www.hw.ac.uk/services/is/guides/getting-started.htm for more information.