

LIBRARIES & COLLECTIONS

KING'S
College
LONDON



FAQ

*Frequently
Asked
Questions*



1. How do I get started with my studies?



Find everything you need to get started in our Library Guide:
libguides.kcl.ac.uk/klass

Find your Library, set up your self-service PIN and explore the online tutorials on KEATS, your online learning space.

2. How do I find out more about support for my studies?

A suite of online activities are provided in the KLaSS area of KEATS to take you through some of the key skills you'll need.

These are free, available any time and include:

- ♦ Getting started with your studies
- ♦ Finding and evaluating information

Search for 'KLaSS Home' on KEATS

3. Who can I speak to for more support?

As well as KLaSS for learning new skills or developing your knowledge look out for  **Library Workshops**

Other support available will be:

-  **Themed drop-ins** (have a chat with one of our Senior Library Assistants)
– To help you apply your new skills or knowledge in a particular area

-  **Library Appointments** (dedicated focus time via a booked 1-2-1)
– To support in-depth questions you might have on a particular topic

4. How do I find a book in the library?

1. Use Library Search (librarysearch.kcl.ac.uk) to search for your book. Library Catalogue PCs are also available to search from in the libraries.
2. Make a note of the Classmark and the Status.
3. Use a floor plan in the library or via an online PDF to match the Classmark to a shelf location in the library.

The Maughan Library (pronounced 'Mawn' like 'Lawn') has many floors and book collections.

Pick up one of our helpful 'How to Find a Book in the Maughan Library' bookmarks.

5. The catalogue says that the book is available 'On shelf' but it is not there. What can I do?

- ♦ Check the collection on the catalogue – items with the same classmark can be in different parts of the library depending on which collection they are in: e.g. [Short loan] or [Law books]
- ♦ Check the trolleys found around the library labelled 'books to return'
- ♦ Ask a member of staff at the Information Point 
- ♦ Remember: the book may be in use in the library, without being on loan

6. How long can I borrow my books for?

- ♦ **Four weeks** (if it has no coloured band on the spine)
- ♦ **One week** (blue band)
- ♦ **24hr Rolling** loan items can be borrowed for a 24hr period from the time of borrowing (orange band)

If the one-week and four-week loan books on your account haven't been requested by another library user they will be automatically renewed a few days before they are due back.

8. How do I borrow a book?

You'll need to know your PIN – this will be sent in an email from King's IT. You can also reset it yourself by logging in to your library account.

Use one of the Self-Service Kiosks to borrow an item, please follow the instructions on the kiosk screen.

Look for the  on the floor plans

10. How do I borrow a laptop?

Laptop cabinets can be found in the libraries. Look for the  on the floor plans.

You can borrow a laptop from a laptop cabinet for up to 24 hours, just follow the instructions on the laptop cabinet screen.

If you intend to take a loan laptop off campus you will need to *log on before taking off campus*, otherwise you won't be able to use the laptop.

Laptops cannot be renewed and fines for late returns are charged at a rate of £5 per hour or part of an hour.

7. How many books can I borrow?

	Four week	One week	24hr Rolling	Total
Undergraduate	15	10	5	15
Postgraduate (Master's)	20	10	5	20
Postgraduate (PhD) + Staff	30	10	5	30
Intercollegiate	8	5	3	8
Visitors (incl. Alumni)	5	0	0	5

9. How do I collect my reservation?

- ♦ When the item is available for you to borrow you will be notified by email.
- ♦ Reservations are held for one week on the Reservations shelves in the Short Loan () area or near an Information Point (). Use a Self-Service Kiosk () to borrow the item.

11. Where do I find a printer?

Printing, copying and scanning are available from the Samsung multifunctional devices (MFDs) located in the Student Computer Rooms and around the libraries.

Look for the  on the floor plans. Follow the instructions on the MFDs to use them.

12. How do I access Wifi?

- ♦ **eduroam** – use your King's username in the form k1234567@kcl.ac.uk for example, and your normal password
- ♦ **The Cloud** – a free commercial service that provides guest Wi-Fi

13. How do I pay a fine?

- ♦ **Self-Service Kiosks** – cash

Look for the  on the floor plans

- ♦ **Information Point** – cash or card (£2.50 minimum)

Look for the  on the floor plans

- ♦ **Online** – using print credit by logging into your library account

15. Can I bring in a friend/ visitor/relative?

During our summer vacation period we extend our access policy to welcome undergraduates and postgraduates from most UK academic institutions, on production of their home institution ID. One-off access can be pre-arranged where a need to consult King's specific resources is demonstrated.

17. Where can I get non-library advice?

Student Services are a cross-campus support service which is the first stop for all student information, guidance and documentation. They are located at Bush House at the Strand Campus and at three libraries:

- ♦ Franklin-Wilkins
- ♦ New Hunt's House
- ♦ Weston Education Centre

 **Student Services Online**
self-service.kcl.ac.uk

Look for the on  the floor plans

14. How do I top-up my print credit?

- ♦ **Credit or debit card** – visit printing.kcl.ac.uk (subject to a minimum of £2.00)
- ♦ **Cash** – look for the  on the floor plans

16. I am leaving London. Can I take my books with me?

You may take library items out of London, but please be aware that you will be liable for any items lost or damaged. If your item is requested by another library user you will not be able to extend the due date, and will be liable for any fees incurred until the item is returned.

18. Is there an area I can study in silence?

Three different study zones for a library space that suits you:



Silent zone:

Phone free, noise free, food free.



Quiet zone:

Brief whispering, phone free, cold snacks.



Discuss zone:

Work together, phones allowed, cold snacks.

Lidded drinks welcome in all zones.
No hot or smelly food in any zone.

There are also:



Postgraduate Study zones



Bookable Group Study Rooms
libcal.kcl.ac.uk

19. Do you have any rare or unique collections?

We hold a unique, internationally significant and continually expanding range of archival and printed sources.

All students and staff are encouraged to use the extensive facilities and expert assistance available for teaching and research.

For detailed information on the collections and guidance on how to access and use them, please visit the website:

www.kcl.ac.uk/library/archivespec

21. I need advice about my research?

The Research Support team provides advice and guidance to support all academics and researchers across the research lifecycle, including:

- Ensuring research output eligibility for REF2021
- Managing and sharing your research data
- Writing data management plans
- Depositing your research on King's institutional repository (Pure)
- Complying with funder (Open Access) requirements
- Copyright, and reusing materials legally
- Supporting your PhD thesis (copyright, embargo, research data)

www.kcl.ac.uk/library/researchsupport

23. How can I give feedback?

We value your feedback, please tell us your suggestions and comments to help us improve your libraries.

www.kcl.ac.uk/library/contact

20. What disability support do you provide?

We provide a range of services and facilities including:

- Dedicated Assistive Technology **AT** rooms
- Height adjustable desks
- Book fetching service
- Screen magnifiers
- Ergonomic equipment
- Extended loans
- Accessible formats – SensusAccess

We offer advice and support on the library and IT facilities during your time at King's. For any additional support, please feel free to email library@kcl.ac.uk

22. How can I keep updated on closures or problems with eresources?

To keep informed on the status of library facilities and resources visit our Library Alerts www.kcl.ac.uk/library/contact

Library Alerts include:

Closures of physical resources:

- Buildings or libraries
- Library Information Points

Unavailability of electronic resources:

- Eresources (such as databases, ejournals or ebooks)
- Library Catalogue

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LIBRARIES & COLLECTIONS



Opening hours

Term time

Monday to Friday

Open – 08.30 to 01.00

Staffed – 08.30 to 20.30

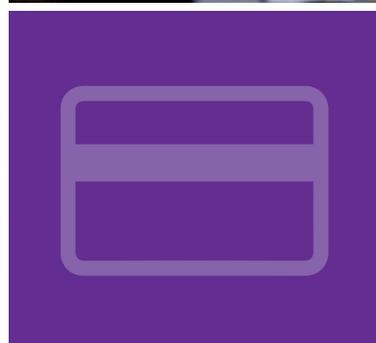
Saturday & Sunday

Open – 10.00 to 01.00

Staffed – 10.00 to 18.00

Open 24/7 from Semester 2

Institute of Psychiatry,
Psychology and Neuroscience
(IoPPN) and St Thomas'
House Libraries hours differ
– for details see our opening
hours webpage.



Email

library@kcl.ac.uk

Telephone

+44 (0)20 7848 4440

24/7 Live Chat

'Ask a Librarian'

kcl.ac.uk/library/contact

Student Services Online

self-service.kcl.ac.uk

IT Services

8888@kcl.ac.uk

Estates & Facilities

ask@kcl.ac.uk

