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Essential guide to the LRC

Essential guide to the LRC - welcome



It is with great pleasure that I welcome you to your Learning Resource Centre. The facility that is available to you is designed with the latest developments in mind for both learning spaces and technology.

Within this LRC you will find services delivered by three divisions; Library Services, Information Services and Educational Resource Centre, all supported through the single point of the LRC Service Desk. You will have access to over 600 thin-client terminals, a wireless network, dedicated student-only group study rooms and state-of-the-art audio-visual facilities, as well as highly trained, professional staff to help you make the most of them.

This booklet provides important information about how you access a range of resources designed to help you to get the most from the Learning Resource Centre. It is important that you work through these resources in your own time. This booklet provides 'getting started' information and we hope that you will find it useful as a general reference tool. Remember too that staff are available to assist in all aspects of your use of the LRC, if you have any questions, just ask!

This is now the start of our second year in the LRC. We have sought your feedback over the past year, both formally and informally, and acted to improve or adapt our services over the summer wherever we can. Please don't hesitate to speak to any member of my staff or email me directly with comments and suggestions.

I hope that you are as excited as I am with the facilities available and take full advantage of what I believe is the focal point of our new campus.

Fraser Muir
Director of Information Services and LRC

This booklet is available in alternative formats on request.

User Name and Password

What is my student user name and password for?

Your student user name and password, usually called your user account, enables you to access essential resources like WebCT, email, word processing, electronic resources (on site), ePortfolio, QMUnity and the student portal (QM:u) Your user name and password is unique to you and should not be passed to anyone else.

You are responsible for all the actions and activities carried out with your user name.

What is my student user name and password?

As part of the matriculation process you will be given a user name and password. Once you have matriculated a full user account will be set up for you that will give you access to the essential resources e.g. WebCT, email etc. This process will take up to 24 hours to complete.

For more information about the online matriculation process see <http://www.qmu.ac.uk/registry/induction.htm>

How do I change my student password?

You will be prompted to change your password every 60 days – follow the on-screen instructions. However if you need to change your password before the prompt, press the CTRL, ALT and DELETE keys together and select the option to Change Password.

- ◆ Your password must be at least 7 characters long.
- ◆ Your password must contain 3 of these types of characters:
 - ❖ Uppercase letters (i.e. A, B, C etc.)
 - ❖ Lowercase letters (i.e. a, b, c etc.)
 - ❖ Numbers (i.e. 0, 1, 2 etc.)
 - ❖ Non-alphabetic characters (i.e. \$, !, £ % etc.)

An example of a suitable password might be: Fr@nce98 – but please do not use this as your password!

Your password cannot be the same as your user name.

Your password cannot contain your full name or part of your name.

How do I get help with passwords?

If you need help with setting your password, or if you have forgotten your password, please contact the LRC Service Desk (see page 12 for details).

Email

What is my QMU email address?

Your email address is based on your matriculation number so if your matriculation number is 08001234 then your email address will be 08001234@qmu.ac.uk.

Why do I need a QMU email account?

Academic staff, and services like the LRC, will communicate with you via your QMU email address throughout your studies. Even if you have your own email account elsewhere you **must** maintain and use your QMU email account for QMU business.

How do I access my QMU email on campus?

QMU uses Microsoft Outlook for email. You will access this by clicking on the Start button and then selecting E-mail Microsoft Office Outlook from the menu.

Can I access my QMU email off-campus?

Yes you can. There are two ways of accessing your QMU email off-campus. You can use Webmail to access your email via the Internet – connect to the QMU web site (<http://www.qmu.ac.uk>) and select Webmail from the 'Quick links to...' menu and click the Go button. Alternatively you can use 'Remote Access' to access your email via the QMU desktop (see the section **Remote Access and ATHENS** for more details).

Remote Access and ATHENS

Can I get remote access to my QMU desktop?

Yes you can. IS Remote Access provides access to all the information resources that are available on campus to those who choose to work remotely, be that from home, or from another educational institution.

For more information and options available see http://www.qmu.ac.uk/it/Remote_Access

A booklet for distance and part-time learners is available from the LRC Service Desk.

Can I access QMU online resources from home?

You can access many of QMU's online resources from home in two different ways – either direct from the QMU web site or via Remote Access.

How do I access QMU's online resources from the web site?

To access resources from the QMU web site go to the following web page: <http://www.qmu.ac.uk>

At the top right-hand corner of this page, click on the 'Quick links to...' menu, select the resource you need and click on the Go button. The following resources are accessible off-campus via the QMU web page: QM:u (the student portal), WebCT (QMU's Virtual Learning Environment) and Webmail (access your QMU email using a web interface).

How do I access QMU's online resources using Remote Access?

Citrix is software that allows you to access your QMU student desktop from home. You can logon to the QMU network and use all the resources that you have access to on campus. For details about Remote Access see http://www.qmu.ac.uk/it/Remote_Access

Can I access the Library's online resources from home?

Yes you can – either direct from the Library Services web pages, <http://www.qmu.ac.uk/lb>, or using Remote Access. If you access the Library's online resources from home via the Library web pages direct then you may need an ATHENS user name and password.

What is my ATHENS user name and password for?

If you are not using Remote Access you will need your ATHENS user name and password to access the online resources available on the Library Services web pages. Online resources available include access to journals, bibliographic databases, books etc. (see section on **Online Resources for Study** for more information).

How do I get an ATHENS user name and password?

You will be sent an ATHENS user name and password after matriculation. It will be sent to your QMU email account.

Your ATHENS account details will be sent on Freshers Fayre day Monday 22nd September 2008

LRC on WebCT

The LRC provides resources to help you to get started with services and resources via WebCT. The course, called Learning Resource Centre on WebCT, should be used together with information provided on our web pages. All of our online resources can be accessed off-campus – see the section **Remote Access and ATHENS** for details about accessing resources from home.

You must read the section on **'User Name and Password'** before you can access the resource.

Logging on to the VLE (WebCT)

Also see the flow chart on page 7.

If you are on campus – first log on to the QMU network:

- ◆ Type in your QMU network user name and password (see page 3) and wait for the desktop to appear.

If you are off campus use Remote Access to connect to the QMU network go to http://www.qmu.ac.uk/it/Remote_Access for details.

Now follow these instructions to log on to the Virtual Learning Environment (WebCT).

- ◆ Open the web browser – QM:u portal will open. Select 'WebCT' from the menu on the left-hand side of the screen to open WebCT.

All the courses that you have access to should appear in the 'Course List'.

Finding 'Essential Directions'

Navigate through the course list until you find the following course:

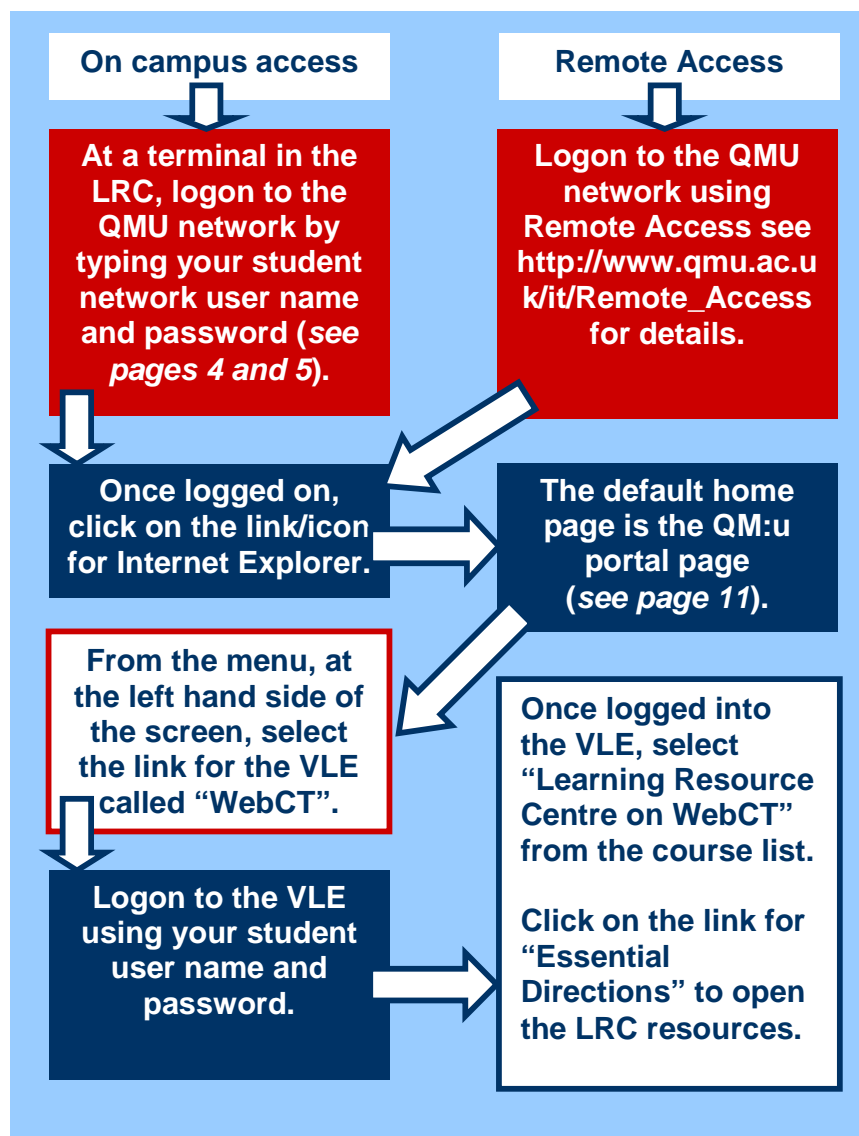
- ❖ **Learning Resource Centre on WebCT**

Click on the "Essential Directions" link to read, listen to and view the induction resources for the LRC.

You will need headphones or speakers. Headphones can be purchased from the LRC Service Desk.

Please note that you can also access WebCT direct from the QMU web pages (see <http://www.qmu.ac.uk> and click on 'Quick links to...'). Or ask at the LRC Service Desk for details.

Accessing the LRC's online resources (via WebCT) on campus or using Remote Access



Wireless Network and Laptops

How do I access the wireless network at QMU?

Before you connect to the wireless network, with your own laptop, you should ensure that you have the following: a compatible network adapter installed on your laptop or PDA; up-to-date anti-virus software; a fully updated operating system.

For more information see the web site and guide at <http://www.qmu.ac.uk/it/wireless>



Can I access the wireless network in the LRC?

Yes. The wireless network covers most of the LRC.

Can I use my own laptop in the LRC?

Yes you can – you will need to have a wireless network adapter, or card, in your laptop, to be able to connect to the Internet using QMU's wireless network.

A guide to using your own laptops and computers on campus is available from the LRC Service Desk.

Can I borrow a laptop?

Yes you can. Laptops can be borrowed from the LRC Service Desk for use on campus or at home. Ask at the LRC Service Desk for details.

Library Services Web Pages

How do I navigate the Library Services web site?

The Library Services web site is navigated using both a toolbar of quick links, located beneath the University toolbar towards the top of the screen, and a main menu at the side of the screen.

The top toolbar provides direct links to the most popular pages on the Library Services web site. The main menu provides access to information about services, resources and facilities as well as grouping relevant information and pages for students, distance learners and researchers.

Information about some of the online resources and services that are available to you follows.

Online Resources for Study

How do I access resources to support my coursework?

The Library Services web pages are your gateway to finding more information about the LRC and the library services provided.

To access the Library Services web pages on campus, open your web browser. The QM:u portal will open, select the link to 'library' from the menu or type the following address into your browser

<http://www.qmu.ac.uk/lb>

To borrow print resources from the LRC you must register with us – ask at the LRC Service Desk to register your smart card.

How do I find out what is available in the LRC?

iLink is an online catalogue of print and electronic resources available in/via the LRC. iLink is available from the Library Services web pages. You need to log on to iLink with your Library ID and PIN (Personal Identification Number). Your ID is the number on your smart card (your matriculation number) and your PIN will originally be set to be your matriculation number.

We recommend that you change your PIN when you first log on.

If you have any problems with your ID and PIN, please ask for assistance at the LRC Service Desk.

What other online resources are available?

We have a large collection of online journals, databases and books. You can also find web sites and web pages relevant to your subject area on the Library Services web site at <http://www.qmu.ac.uk/lb/subjectresources.htm>

Your smart card is your matriculation card. Use it to access the LRC and its services (e.g. borrowing books, printing, photocopying) and also to pay for goods in the LRC and University Shop and food from Food for Thought see <http://intranet.qmu.ac.uk/sites/is2/smartcard> for more information.



Quest is the new, and interactive, way to search for books and resources. Search using keywords and phrases and use the word cloud to explore the catalogue using related terms.

How do I access online books?

Online books (electronic books or eBooks) can be accessed both through iLink/Quest or via the ebooks web page see

<http://www.qmu.ac.uk/lb/ebooks.htm> for details.

How do I find and access online journals?

All of the online journals (eJournals) available to you as a QMU student can be accessed via the 'eJournals database' on the Library Services web site. To find eJournals from the Library Services web site click on the eJournals link on the **top toolbar**. User names and passwords are sometimes required for on-campus access to some eJournals but most are accessible without any. For off-campus access to eJournals you may need your ATHENS user name and password (see section **Remote Access and ATHENS** for information).

What are databases?

The LRC provides access to databases - resources you can use to find **quality-assured** information. You will use these to find journal articles by subject or keyword.

Increasingly, access to the full-text of the article via the database is becoming more common – look out for either pdf, html or full text links or the 'LinkSource' connections to link through to the full-text.



All of our databases are listed in two ways – alphabetically and by subject groupings. For an alphabetic listing of all databases click on 'databases' on the **top toolbar**. For the subject listings click on 'subject resources' on the **top toolbar**.

Note that you may need an ATHENS user name and password to access some of the Library's online resources.

eLearning

What is the Virtual Learning Environment?

Many courses at QMU use the Virtual Learning Environment (called WebCT) to support your modules. You will be given more information about this by your lecturer.

Guides to WebCT are available at <http://www.qmu.ac.uk/cap/appsCAP-webCT.htm>



What is your ePortfolio?

QMU's ePortfolio, called PebblePad, allows you to create an online portfolio, develop and maintain blogs (an online learning journal) and action plans. The ePortfolio encourages you to reflect on your learning and to collect evidence of that learning. The system allows you to share elements of your portfolio with others and you can decide whether they can comment on, or even edit these areas. Your portfolio is your own private area and no one can access the content unless you choose to share it.

More information about ePortfolios and PebblePad is available at <http://www.qmu.ac.uk/eportfolio>

To access QMU's ePortfolio go to <https://eportfolio.qmu.ac.uk> – you will need your student user name and password for access.

What's TurnitinUK and how do I access it?

TurnitinUK is a service that allows you to submit a piece of work for checking for potential plagiarism. Not all courses use this service as yet. Your tutor needs to create a link within the relevant WebCT module to enable you to submit your coursework to the service.

For more information about TurnitinUK and plagiarism go to: <http://mcs.qmu.ac.uk/plagiarism>

QM:u (student portal)

What is QM:u?

QM:u is the student portal. You can use the portal to view, and amend, your personal and contact details. You can also use it to access exam results. QM:u also includes several links to various core facilities of interest to students and we will be extending the range of facilities available via the QM:u Portal.

See <http://www.qmu.ac.uk/portal> for more information.

How do I log on to QM:u – the student portal?

You use your QMU network user name and password to log on to QM:u. (see page 3).



QMUnity

What is QMUnity?

QMUnity is QMU's online community where staff and students, wherever they are studying, can set up a private or public online community. A community is where individuals can meet and talk to others with similar ideas and interests. Each community can share files, videos, web links and photographs.

For more information see <http://www.qmu.ac.uk/cap/qmunity.htm>

Further Help and Advice

Remember to work through the online guide to the LRC on WebCT – your question might be answered there (see pages 6 and 7).

For further information about services in the Learning Resource Centre see the relevant web pages:

- ◆ Library Services: <http://www.qmu.ac.uk/lb>
- ◆ Information Services: <http://www.qmu.ac.uk/it>
- ◆ Educational Resource Centre: <http://erc.qmu.ac.uk>

Main contacts for help – LRC Service Desk

All LRC related enquiries



lrchelp@qmu.ac.uk

0131 474 0000

This is a voice-activated system: say "Learning Resource Centre" when prompted.

Postal Address:

Queen Margaret University, Edinburgh
Queen Margaret University Drive
Musselburgh
East Lothian EH21 6UU