Welcome to the University of Sussex and to the Library

This guide contains all the information required to get started using the Library and will introduce you to the range of services and facilities available.

We aim to provide the resources and study environment you need to support you during the course of your time at Sussex. Do take time to find your way around the building and collections to ensure you’re able to take full advantage of all we have to offer.

Library staff are available throughout the building and are happy to assist you in finding books and journals, searching online resources, accessing other specialist materials or using facilities and equipment. If you have any queries, do please ask.

We offer 24-hour opening most of the year. We also provide access to a wide range of content and services on and off campus.

Welcome to the Library
Self-service issue and returns enable you to make full use of the Library building throughout our extensive opening hours.

We are pleased to offer an exciting range of facilities in the Library, including access to our print collections, provision of a range of study spaces for group, quiet and silent study, a family study room, IT and wifi, laptop loans and capacity for your own devices. There is also a café located on the Ground floor of the Library.

Full details of all of our services, collections and facilities, together with our contact information, are available on our website at www.sussex.ac.uk/library.

You can also find us on Instagram, Facebook and Twitter @sussexlibrary.

The Library is delighted to have been a holder of Customer Service Excellence since 2013. This is a government-backed industry standard that assesses those areas of service which have been identified as being a priority to customers.

We are dedicated to delivering high-quality, innovative information services which contribute to the successful learning, teaching and research of the University and the community.
Getting started
Your University ID card is also your Library card and allows you to enter the Library and borrow items. You don’t need to register, but will automatically be able to use the Library 24 hours after you have collected your card.

24 hour access
The Library is open 24 hours a day, seven days a week, excluding Christmas/Easter, Bank Holidays and summer vacation. More information can be found at: www.sussex.ac.uk/library/hours

Here to help
Need help in the Library? Our staff at the Information Hub can help you with anything from finding books to using online resources.

Not in the Library but have a question? You can contact us by sending an email to library@sussex.ac.uk, or use our instant messaging chat service between 9am–5pm on weekdays at: www.sussex.ac.uk/library/contact

Alternatively you can telephone us on 01273 678163.
Finding what you need
Our online discovery tool, ‘Library Search’, can be used to locate books, video content, e-books and journals: www.sussex.ac.uk/library/search

Print resources and DVDs will have a shelfmark showing which loan category the item is in, as well as its precise location.

Borrowing and returning
To borrow or return items, use the self-service units on the Ground floor. When returning items, remember to put them through the machine one at a time and check your receipt. When the Library is closed, you can use the overnight book drop at the north end of the building, next to the wheelchair-accessible door.

Our collections
The Library has extensive resources for your studies. The collection incorporates over 550,000 books and 80,000 journals, both print and online, across all subject areas.

Our wide range of online resources includes newspapers, online journals, video content, specialist databases and internationally renowned archival collections.

Our Documents Collection includes British Government publications, UK pressure group publications and primary publications of the European Union.

Print materials are available in three categories:
Short loan - essential or recommended books included in course reading lists
Main - single copies of books in the research collection
Reference only - single copies of essential reading for Library use only

Visit www.sussex.ac.uk/library/search to browse our collections
What are you studying?
Find recent articles and key resources relevant to your studies through our Library Subject Guides
www.sussex.ac.uk/library/guides

Remember to carry your University ID card with you at all times
You will need it to enter the Library and borrow items

How do I find a book?
For directions on how to locate a book please go to www.sussex.ac.uk/library/info/find. Floorplans and a detailed guide to understanding shelfmarks are available on this web page.

What can I borrow and when will it be due back?
For information on Long Loan, Short Loan, Documents, DVDs and Interlibrary Requests go to www.sussex.ac.uk/library/info/borrowing
Renewals
Long Loan, Short Loan, Documents and most DVDs will be automatically renewed, provided no one else has requested them.

If an item is recalled and not returned on time, a charge will apply

Charges increase the later the loan is returned, up to a maximum of £20 per item. Charges are also incurred over the weekend and during vacations. If loans are very overdue, then an invoice will be sent for the replacement cost of the item(s). You will be unable to borrow items if you have an overdue loan or owe the Library more than £10.

Requests
If all copies of a title are on loan, you can place a request using Library Search.

We’ll hold the first copy of the item to be returned and email you to let you know as soon as it is ready to collect.

If someone else requests an item you have borrowed, a Library notice will be sent to your University email, reducing the loan period to the date stated in the email.

Don’t forget that items may be requested over vacations as well as during term time, so check your account frequently.

Please check your account regularly to avoid incurring charges
Interlibrary Requests
The Interlibrary Requests (ILR) service supports research activities by obtaining material not held in the University Library.

Requests can be placed online and renewed, where possible, by contacting the ILR department. Online renewal is not possible.

A charge of £5 will apply for any renewals and all renewed ILRs are subject to recall with one week’s notice.

Contacting you
If we need to contact you for any reason – to let you know that a book you’ve been waiting for has arrived, or to remind you to return a recalled or overdue book – we’ll send a message to your University email.

For more information about managing your email and ITS account please go to: www.sussex.ac.uk/its

What if I lose my card?
Please tell the Library immediately if your card is lost or stolen. Replacement cards are available, for a fee, from the Print Unit in the York House undercroft. www.sussex.ac.uk/sef/services/print

Interlibrary Requests Team
www.sussex.ac.uk/library/ilr
library.interlib@sussex.ac.uk

Visiting from outside the University?
All visitors and alumni are welcome to use the Library, although we may restrict entry at busy times of the year. For more information, please visit: www.sussex.ac.uk/library/visitors
Study areas
The Library has individual study spaces on all floors, many of which are designated for silent study. If you would like to work in a group, there are a number of bookable Group Study Rooms. Most of these rooms are equipped with PCs and whiteboards. Group Study Rooms are bookable online up to one week in advance: www.sussex.ac.uk/library/info/studying/studyrooms

Services for students with disabilities or additional needs
The Library works closely with the Student Support Unit to ensure a range of services are available to users with disabilities and/or additional needs, in order to improve access to resources and services. For more information please contact:
www.sussex.ac.uk/library/info/support
library.membership@sussex.ac.uk
01273 678163

Family Study Room
The Library has a Family Study Room located on the First floor. The facilities include toys and books for a range of ages, a safety-gated play area, bean bags, a quiet/feeding corner with a privacy screen, comfy chairs, study desks with access to power sockets and wifi. There are also baby changing facilities and a water fountain on the same floor.

Have you heard of the laptop loan scheme?
Use the quick and easy self-service lockers to borrow a Chromebook for up to six hours
www.sussex.ac.uk/library/info/itprint
Self-service laptop loan facilities, providing borrowable Chromebooks, are available on the Ground, First and Second floor.

When using power sockets, please ensure that there are no trailing cables and please do not unplug Library property in order to plug in your own equipment. You can also ensure your laptop is safe by using the locking points located under some desks.

Printing and photocopying
Multi-functional devices for printing, photocopying and scan-and-send are available throughout the Library. www.sussex.ac.uk/library/info/itprint
Please ensure you comply with copyright when photocopying.

IT Services are responsible for the computers and wifi in the Library. Please contact www.sussex.ac.uk/its for assistance, or to report a fault. During term time, ITS staff can also be found at the Library Information Hub.

Using your laptop
Wifi is available throughout the Library, allowing network access from almost anywhere in the building. You’ll need to register with ITS to make use of this service, using their account setup page at: www.sussex.ac.uk/its.

Computing
There are three computer clusters in the Library providing access to PCs and Macs. A number of individual workstations throughout the building also provide access to computers.

Get wise on copyright
guides.lib.sussex.ac.uk/copyright

Binding
There is a self-service binding machine in the Library. Materials are available to purchase from the Information Hub.
Finding the best study area
Find the area that best suits your needs by referring to the Library floorplans on each level, or by using the clearly marked banners in each area which indicate whether you are in Silent, Quiet or Group Study. If you’re unsure, a member of staff at the Information Hub can direct you towards the best study space for you. Please respect the rules of the space you are using, so that you and your fellow Library users can make the most of the study environment.
Eating and drinking
Hot drinks are permitted in the Library but we encourage you to use a secure, reusable container to reduce spillages and also promote a more green, eco-friendly environment.

The Library is piloting allowing cold food in the Group Study areas but not other parts of the Library. We ask that you dispose of any rubbish and are considerate to those around you when consuming food.

Water fountains are located on the Ground, First and Second floors near the computer clusters.

Library Café
The Library Café at the front of the building offers a place to relax and enjoy freshly made food and barista coffee. Additional vending machine facilities, seating and study areas are also available next to the Café, where you can consume your own food and drink.

The Library Café and vending machine facilities are located close to Library Reception, outside the main entrance and exit gates to the Library.

Café opening times and information
See the menu at: www.sussex.ac.uk/catering/wheretoeat/librarycafe
Support for Students and Researchers

We run regular workshops and training sessions to help you find and use the Library’s resources, carry out effective literature searches and understand how to cite and reference your sources.

We offer bookable one-to-one appointments to all students to help you to make the most of our resources. Book at: www.sussex.ac.uk/skillshub

The Library has a wide range of resources to support your study, including a large number of databases and digital archives. These are listed in our popular Library Subject Guides.

Useful online resources

Skills Hub
Academic skills support
www.sussex.ac.uk/skillshub

Library Subject Guides
Resources relevant to your course
www.sussex.ac.uk/library/guides

Reading Lists
Course reading materials online
www.sussex.ac.uk/library/readinglists

Better writing with the Royal Literary Fund
The Royal Literary Fund (RLF) Writing Fellowship Programme provides support for staff and students who want to improve their writing skills for essays, projects, articles or dissertations. We’re proud to host three RLF fellows, who offer free one-to-one tutorials to help you improve your writing skills.

The RLF office is located on the Second floor of the Library and you can book a session through the Skills Hub. www.sussex.ac.uk/skillshub
Research support
The Library has specialist staff dedicated to supporting doctoral researchers and academic staff. We will work with you to ensure that you have the resources and support that you need to conduct your research. We can also help with planning your literature searches, managing your research data, publishing your work and managing your research profile.

As well as delivering a range of workshops through the University’s Researcher Development Programme, we offer bookable one-to-one appointments.

Research Hive
The Library’s Research Hive is a dedicated area for researchers, open to all doctoral students and research staff. It provides study areas, bookable meeting rooms and space for informal discussion and collaborative work. www.sussex.ac.uk/library/researchhive

Using other libraries
You can use the University of Brighton libraries for reference purposes on production of your ID card. If you are a part-time undergraduate, on placement or a postgraduate student, you may also be able to join the SCONUL Access scheme which allows you to borrow from other university libraries. www.sconul.ac.uk

Information on using other libraries under reciprocal agreements can be found at: www.sussex.ac.uk/library/info/otherlibraries
About Special Collections

Special Collections cares for and provides access to the archival and rare book collections held by the University of Sussex. These include many 20th century literary archives including the papers of Leonard and Virginia Woolf and the archives of Rudyard Kipling.

We also have the papers of actor, film director and producer Sir Richard Attenborough. The papers are a comprehensive record of his career in film-making and of his vast network of professional and personal associations and connections.

The archive also includes the material generated by the social research organisation Mass Observation, relating to the social and cultural history of Britain from the 1930s to the present day.

Our rare book collections include fine bindings and works on English literature, travel, costume and the evolution of scientific thought.

@TheKeepArchives /The Keep Archives @the_keep_archives
Where can I find out more about Special Collections?
For links to information on our collections, catalogues of our holdings and how to access the material, visit our website at: www.sussex.ac.uk/library/specialcollections

Who can use Special Collections?
The collections are a public resource open to everybody, provided they comply with the conditions protecting the collections. Group visits can be arranged. Contact staff for further details at: library.specialcoll@sussex.ac.uk

Where is Special Collections?
Special Collections is housed in The Keep, a purpose-built historical resource centre. The Keep also holds the archives of East Sussex Record Office, Brighton & Hove’s archival collections and Brighton History Centre resources. It is situated a short walk away from the University campus and is within easy reach of Falmer station and local bus stops.

What are the opening hours?
The Keep is open to visitors Tuesday, Thursday, Friday: 9.30am-5pm, Wednesday: 10am-5pm and Saturdays: 9.30am-4pm.
For further details on what is available, how to book places and to order items, please visit: www.thekeep.info

Did you know?
The Mass Observation Archive inspired...
- My Dear Bessie (a book edited by Simon Garfield and BBC Radio 4 afternoon drama with Benedict Cumberbatch)
- Kevin MacDonald’s YouTube documentary Life in a Day
- Victoria Wood’s BAFTA award-winning drama Housewife, 49

The Keep
Woollards Way
Brighton
BN1 9BP
Code of Conduct

Help us to keep your library a great place to study
The University Library wants users to get maximum benefit from the service we provide and seeks to provide an enjoyable and pleasant environment, which positively contributes to everybody’s ability to study.

Smoking and vaping are not allowed in the Library. This includes anywhere on or under the main Library steps.

To see our current code of conduct and regulations please go to: www.sussex.ac.uk/library/info

Comments and Suggestions
We welcome all comments and suggestions.

Please fill in a form at the Info Hub or contact us through our webpage sussex.ac.uk/library
Service Standards

<table>
<thead>
<tr>
<th>Service Standards</th>
<th>Description</th>
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<tbody>
<tr>
<td>Opening hours</td>
<td>We will be open for 100% of our advertised opening hours.</td>
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<tr>
<td>Availability of IT/Systems</td>
<td>24/7 access to the Library Search will be available for 99% of the time. Self-service facilities will be available 95% of opening hours.</td>
</tr>
<tr>
<td>Availability of resources</td>
<td>90% of items ordered for the Library will be ready to be shelved within one working day of receipt. 95% of Interlibrary requests will be actioned within three working days of receipt. Reservations will be available to collect within 24 hours of being returned. 95% of books returned will be back on the shelf within 24 hours.</td>
</tr>
<tr>
<td>Enquiry services</td>
<td>All emails and enquiries received via the online enquiry form or via <a href="mailto:library@sussex.ac.uk">library@sussex.ac.uk</a> will be responded to within three working days.</td>
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(Working days exclude weekends, Bank Holidays and University closure days. Some services may be subject to essential maintenance periods which will be advertised online and in the Library.)

Performance levels can be found at: [www.sussex.ac.uk/library/about/servicestandards](http://www.sussex.ac.uk/library/about/servicestandards)
The Careers and Employability Centre is here for all students, regardless of year group, degree discipline or whether you have thought about your career before. You don’t have to know what you want to do to seek advice from us. Come and visit us on the Ground floor of the Library - just follow the banners from the main entrance.

**Jobs** We advertise over 5,000 jobs each year, including part-time jobs, placements, internships, graduate jobs, work experience and volunteering opportunities.

**Careers advice** Our team of expert Careers Consultants offer advice to students on a daily basis, whether it’s a CV review, exploring your career options or anything else career-related.

**Events** If you want to find out about graduate employers, update your CV, enhance your skills or make useful contacts, we’ll have an event for you.

Our Careers Fair and series of mini fairs provide fantastic opportunities to meet a wide range of employers and explore different career pathways.

**Placements** We can help you secure a one-year placement (between your second and third year). We offer support, job adverts and workshops for anyone interested.

**Study Skills** We run interactive workshops covering everything from essay writing to revision advice. We have a comprehensive list of resources online at: [www.sussex.ac.uk/skillshub](http://www.sussex.ac.uk/skillshub)

Come and visit us on weekdays 9am-5pm or browse our webpage at: [www.sussex.ac.uk/careers](http://www.sussex.ac.uk/careers)