Introduction

Our values

Empowerment - We enable our customers and each other to achieve excellence and attain goals

Collaboration - We achieve more by working together in partnership with others

Innovation - We continually seek new ways to improve what we do

Commitment - We strive to deliver a high quality experience to all our customers

Inspiration - We provide an environment that promotes and supports learning, development and the pursuit of knowledge

Respect - We value the opinions and beliefs of others
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There are two libraries – the Kings Norton Library (Building 55), and the Management Information and Resource Centre (MIRC) located within the School of Management (Building 111).

Using our services
Use our website to access our databases, eJournals and eBooks, and to find details of our printed collection. It also offers support and advice to help you study, write and research effectively.

Passwords to access electronic resources
You can use nearly all our electronic resources from anywhere in the world using your University network username and password.

A few resources have their own unique usernames and passwords – please contact us if you want to use one of them.

Keep in touch

Opening hours

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<thead>
<tr>
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<th>Kings Norton Library</th>
<th>MIRC</th>
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<tr>
<td>Monday - Friday</td>
<td>24/7 opening*</td>
<td>8.30am - 9pm</td>
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<td>Saturday</td>
<td>24/7 opening*</td>
<td>10am - 4pm</td>
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<td>Sunday</td>
<td>24/7 opening*</td>
<td>Closed</td>
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*If you need to seek advice from a member of Kings Norton Library staff, please contact us during our core working hours of Monday - Thursday, 8.30am - 9pm or Friday, 8.30am - 5pm. Outside these core hours, you can use the Library as a study space with use of the PCs and can borrow and return books using the self-service machines.

We may close or change our opening hours during public holidays. Any changes will be advertised in advance on our websites.

Library ID
Your University ID card is also your Library card, which allows you to borrow books and other items. You will also need your ID card to access the Kings Norton Library overnight and at weekends.
Overview of our resources
Use our websites to access a wide range of electronic resources and to find out which items we hold in our printed collection.

Library Search
Discover the Library’s print and online resources from one search box. Library Search makes it easy for you to find the books, journal articles, theses, conference papers and reports you need.

Books+ shows you results from our printed and online collections of books, journal titles, reports and theses.

Articles+ shows you results from a broad selection of the online journal articles and conference papers that we subscribe to.

You can also use Library Search to manage your Library account – just log in to renew or reserve items, or to request interlibrary loans

Our eResources (subject databases)
Library Search allows you to search across a broad selection of our eResources but we recommend that you use individual databases to perform detailed searches for journal articles, reports and conference papers. Use them when you want to carry out a more in-depth literature review of your subject area.

Finding a thesis
Use CERES, which contains the University’s research output, including journal preprints and peer-reviewed journal reprints, full-text digitised PhD theses, book chapters, working papers and technical reports.

The University’s Masters theses are available in full text in the Masters Theses Archive. You can search for all theses on Library Search.

If we do not stock an item that you need, and you cannot access it online, we can usually get it for you from another library through our interlibrary loan service.

Training and support
Your main point of contact is your Information Specialist.

They will give an orientation talk when you first arrive, followed by a more in-depth training session tailored to the specific needs of your course, showing you how to make best use of our electronic resources.

You can also come along to one of our training sessions on referencing, avoiding plagiarism and using our reference management system throughout the year. Check our website for details and to book your place.

If you are a research student or member of staff, we can advise you on keeping up to date with developments in your field, publicising your research and measuring its impact.

We are happy to help you on a one-to-one basis. Come in to see us, telephone or email us when you need advice!

Find out who your Information Specialist is.
Borrowing Items

**How many books can I borrow?**
Masters students can borrow up to 25 items at a time. PhD and MPhil students and staff can borrow up to 30 items at a time.

Any interlibrary loans you request are in addition to these limits.

**How long can I keep my books?**
The coloured label at the bottom of a book spine indicates its loan period. Reference items and journals cannot be borrowed. You can see the due dates of your loans by logging into Library Search or by printing a receipt when you use the self-service kiosks in the Kings Norton Library.

**How do I renew my books?**
Please renew your books on or before the due date using Library Search or the self-service kiosks in the Kings Norton Library. You can also call or email us and we will do it for you.

**Loan Periods**

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<tr>
<th>Kings Norton Library</th>
<th>MIRC</th>
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<tr>
<td>No label: Standard SIX WEEKS</td>
<td>No label: In Demand TWO DAYS</td>
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<tr>
<td>Blue label: Short loan ONE WEEK*</td>
<td>Blue label: Short loan ONE WEEK</td>
</tr>
<tr>
<td>Yellow label: In Demand TWO DAYS*</td>
<td>Pink label: GENERAL REFERENCE</td>
</tr>
<tr>
<td>Red label: REFERENCE ONLY</td>
<td>Red label: CORE TEXT REFERENCE</td>
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</tbody>
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*If you’re part time you get short loans for longer

**What happens if my books are overdue?**
If you receive an email alerting you that your books are overdue you can click the link within it to renew them, as long as they have not been recalled.

If you don’t return books to us when they are due, your account will be suspended and you will not be able to borrow anything else. You are responsible for any items you borrow so any losses or unreturned items must be paid for in full.

**What do I do if the item I want is on loan to someone else?**
You can place a reservation via Library Search and it will be recalled for you. We will email you when it is ready for collection or you can opt in to receive a text message alert from us.

If you are an off-campus customer, please forward the email you receive to cranfieldsos@cranfield.ac.uk and we will post the item to you (UK only).

**Recalls from other customers**
A standard loan item is guaranteed for six weeks. After that time it can be recalled if another customer has requested it. If we send you an email telling you that an item you have has been recalled, please return it immediately. If you need the item again, ask us to reserve it for you when you return it.

**Make sure we can contact you**
We always send Library notifications to your University email address. If it is more convenient for you, you can specify in EVE that emails sent to your Cranfield account should be automatically forwarded to another email address.
If you need a publication we don’t have in print or online, we can try to get it for you from another library via our interlibrary loan service.

We will send you an electronic version of the publication by email wherever possible using the British Library’s document supply service, to ensure speed of delivery. However, if you have requested a whole book or journal issue we will order the printed copy for you.

Masters students can request up to 10 interlibrary loans during their course. Staff, PhD, EngD, DBA and MPhil students can request up to 30 per year.

How do I request an interlibrary loan?
Simply go to the Library Services heading on your library website > library services > interlibrary loans > request an interlibrary loan.

What happens next?
We check that the item is not already held in our stock or available electronically. It helps to speed up the process if you have already checked Library Search or the eJournals Finder yourself before placing your request. We will keep you informed of the progress of your request; most are delivered within a week.

Copyright
Copyright law allows you to request a copy of one article from a journal issue, one paper from a conference or one chapter from a book. If you need, for example, more than one chapter from the same book, please request the whole book and we will borrow it for you instead.

Do I have to pay?
We pay the basic charge for each request. If you need a SED/photocopy for commercial purposes we will pay the cost of a standard request and your department is expected to meet any extra costs.

When the item arrives
If you are using the British Library’s document supply service, you will receive an email from us containing a link to your document. You will need to create an account with their On Demand service. You will also need Adobe Reader 10 (or above) installed on your device. Please read our guide on Opening Secure Encrypted Documents.

If you have requested a loan item (a book, a whole journal issue, or entire conference proceedings) please collect it from the Kings Norton Library 8.30 am - 8.45 pm (Monday-Thursday) or 8.30 am - 4.45 pm (Friday). Let us know in advance if you need to collect it outside these hours. If you are based off-campus, we will post the item to you as long as your address is within the UK. We cannot post loan items overseas.

Please be aware that the lending library may ask you to return an item earlier than the date on the yellow slip inside the item if it is requested by another customer. Late return of an item may result in an invoice which you will have to pay.
We try to make it as easy as possible for you to use our electronic resources and services from anywhere in the world through our websites. You can also contact us by telephone or email whenever you need advice or support, and we will reply as soon as we can.

Support Off-Site service (S.O.S.)
S.O.S. is available to all registered part-time students, full-time students who are on a placement, and academic staff primarily based off campus.

If you are eligible for this service and can’t access the full text of any items you need online via our eResources, we will:

- Scan and email you journal articles, book chapters and conference papers from our stock
- Post out books, theses and reports to you from our stock (UK and ROI)
- Help you obtain items through our Document Supply Service if we need to source them from elsewhere (and they will be sent to you via email where possible).

If you reserve an item of our stock that is already on loan to another customer using Library Search you can specify that we should post it out to you as soon as it is returned. Simply select POSTAGE as your delivery option when you place the reservation.

Please be aware that we send our stock through the post using the Special Delivery service. You will need to sign for them when they arrive, so you might prefer to have them delivered to your work address. Please make sure that we have the correct address for you. When you post books back to us, please use the same Special Delivery service, as this insures you in the event of any claim for loss or damage. The item is your responsibility until we receive it safely. We will not post items to you if you live locally.

Going on a placement or internship?
Increasingly full-time students are spending part of the academic year off campus as part of their course requirements. If this affects you, please speak to a member of Library staff before you leave.

Finally, please renew any outstanding library loans you may have, or return them to us if you are going overseas.

Using other university libraries
Joining the free SCONUL Access scheme enables you to use over 170 academic and specialist library services nationwide. Off-site customers often find membership of this scheme is beneficial because they have the opportunity to use libraries that may be more conveniently located for them and which provide an environment conducive to academic study.

Find out more about the SCONUL Access scheme and using other libraries

Find out more about the service
Computing and study facilities

PCs are provided in both the Kings Norton Library and the MIRC, and you just need a University username and password to connect to the network. There is also space if you wish to bring a laptop or other mobile device, and wifi is available. Read more about how to connect.

We have a range of study areas in both libraries. Please work in the area that most suits your needs.

In silent study areas, you may use headphones if others cannot hear them, but please do not make calls on your phone or talk to others. Switch phones, laptops and tablets to silent mode.

In quiet study areas, you may talk quietly to the person sitting beside you, but not in a group. You may take short calls on your phone, but talk quietly. Use headphones, and switch phones, laptops and tablets to silent mode.

In collaborative areas, you may work or discuss projects in a small group, but you should not disturb others. These include the PC Hub and the seminar rooms in the Kings Norton Library, and the Media Room in the MIRC.

The Kings Norton Library seminar rooms and the MIRC Media Room can be booked online for private group study.

The Kings Norton Library offers a dedicated PC Hub on the ground floor for individual and group study, and you can also book one of the three seminar rooms for private group study.

Printing, photocopying and scanning

Printers offering printing, photocopying and scanning facilities are available in both libraries. You will need your University ID card to use them and can add credit to your account via SafeCom.

Customers with a disability

We are committed to ensuring that our buildings, facilities, services and support are accessible to everyone, and we are happy to make adjustments to meet your needs. If you have a disability please talk to us about any changes we could make to help you. Find out more about our Services for disabled customers.

All we ask of you...

We have very few rules and regulations, and those that we do have are for the benefit of all our customers. Read our Library rules and regulations.
Kings Norton Library
Welcome Desk: +44 (0)1234 754444
Information Desk: +44 (0)1234 754447
Document Supply Service: +44 (0)1234 754449
Email: library@cranfield.ac.uk

MIRC
+44 (0)1234 754440
Email: mirc@cranfield.ac.uk

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Cranfield University online bookshop

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