LIBRARY SERVICES FOR
DISTANCE LEARNERS

INTRODUCTION

This brochure is to introduce you to Library services for Distance Learners at Massey University.

Throughout the brochure you'll find this icon `SHOW ME HOW` Click on the icon to view an online demonstration or tutorial. These are also all available on the Library Website.

CONTACT US

EMAIL: library@massey.ac.nz
PH: 0800 MASSEY (0800 627 739) and ask for the Library or
            call direct +64 6 350 5670
ADDRESS: Distance Library Service, Massey University Library, Private
            Bag 11054, Palmerston North 4442

LIBRARY HOURS (All campus library hours are here)

During the hours below you can contact library staff using email or phone.

SEMESTER 1 & 2
Monday – Thursday: 8.00am – 11.00pm
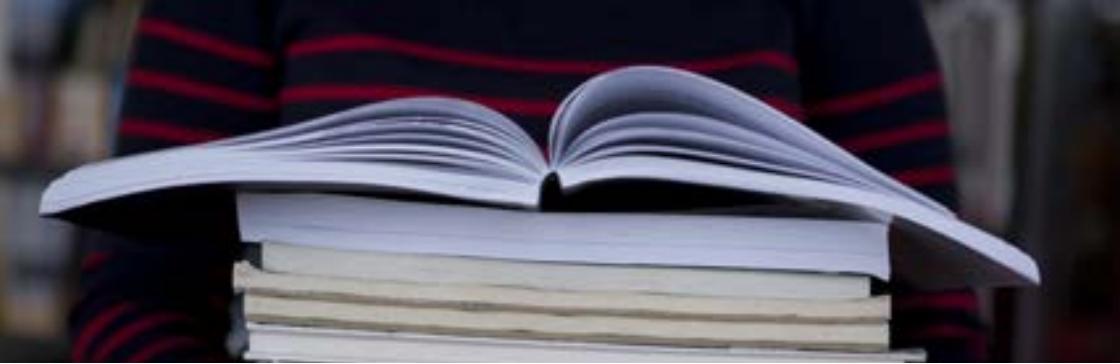Friday: 8.00am – 8.00pm
Saturday & Sunday: 10.00am – 8.00pm

SUMMER SEMESTER
Monday – Friday: 8.00am – 6.00pm
Saturday: 1.00pm – 6.00pm
Sunday: CLOSED

USING LIBRARY SERVICES FROM A DISTANCE: WHAT WE CAN DO FOR YOU

Massey University Library provides a full service for students around New Zealand and the world. Details of the service are outlined on our website - The Library for Distance Learning.

You can of course, also use any Massey University Library in person anytime you are on campus or if you live nearby.

REQUESTING BOOKS AND OTHER ITEMS

You can request physical items from our libraries anytime using Discover.

We courier items to you free of charge and if they are available you should have them within 2 days (3 for rural delivery).

To request, search Discover using words from the title or topic (or search for an author's name). You can request any book that displays a Request It icon. Click on the REQUEST IT icon, log in using your Massey ID and password, and click submit. You should receive a confirmation message, and the request will then appear in your MyLibrary record.

You can also phone, email or post us the details. Send the author, title and date of the book, along with your name, ID and course number.

You normally have items for 3 weeks (undergraduates) or they will be due on fixed dates every 6-8 weeks (postgraduates). You can renew a book four times unless another borrower has requested it, in which case you'll need to send it back.

RETURNING ITEMS

Return books to us **free of charge** by recycling the courier bag they came in (turn inside out) or use other robust packaging. Use a Freepost label (we send you labels with your requests or if you've run out you can [download labels] from the Library for Distance Learning webpage). Post books at least four working days before the due date to avoid fines, or deliver in person to any Massey University library. **Please do not use staples to secure parcels.**

KEEPING TRACK OF YOUR LIBRARY ACCOUNT

Login to your [MyLibrary] record regularly to check what you have out, when they are due and where your requests are up to. You can also renew your own books online, and view your Reading History.

View a demonstration of getting the most out of MyLibrary.

EMAIL NOTICES, SHORT LOANS AND FINES

Watch out for short term loans (books issued for a shorter than normal period), or a recall notice by email or post asking for the book back earlier. **Recalls are generated when another patron requests a book that you have on loan, and may result in the due date being earlier than originally stated.**

Overdue and recall notices are sent by email. We also send you reminders when due dates are coming up. Remember to add us to your trusted sender list (this avoids important notices going to your junkmail) and check your email regularly.

FINES

We do not charge overdue fines on general items. You will still need to return or renew on time. Short term loans and recalls are fined at $3 per day. You will be blocked from borrowing when you owe $45, or have items that are considerably overdue.

PAYING FINES AND CHARGES

Ideally you won't have any fines (it is possible!), if you need to pay some off here are the options:

Credit card – **Master Card, Visa**. A secure form is available here and on the Library website.

Cheque – post a cheque to us with your details (but please don't include cheques with returned books, they get lost!)

Online – BNZ 020630 0016592 00. Include your student ID and the words 'library fines'. Please contact us when you have made an internet banking payment. Internet banking payments take 48 hours to process.

FINDING INFORMATION FOR YOUR STUDY

FINDING JOURNAL ARTICLES

The Library provides a range of ways to find journal articles for your study and here some good starting points:

- Discover – Discover searches across many of the Library databases and collections and other resources, and in many cases will give you direct access to full articles (that you can't get to through Google).
  - How to search Discover for a particular article you know about
  - How to search Discover for anything in your topic area.

    Note: we don't necessarily have access to everything you find in Discover so you might find articles that Massey doesn't have. You can request them as an InterLibrary Loan for a small fee (details).

- Subject Guides – these are library guides in general subject areas (e.g. psychology, veterinary science, business etc) and are all designed to get you started in a subject area. Choose the guide that most suits what you are looking for and look for the heading ARTICLES for suggested resources and help.

- [Article Databases](#) – as well as Discover we have hundreds of other databases you can use. Some are more subject specific, but others cover a wide range of topics. Many of them have their own   demonstrations so keep an eye out for them.

FINDING BOOKS AND OTHER RESOURCES

The best way to find books in the Library is to use [Discover](#). Discover lists every item that Massey Library owns or has access to (both physical and electronic), so if you find it in there we should be able to provide you with access.

- Finding an item that I know about
- Finding resources on a topic
- Finding ebooks –detailed information on ebooks [here](#).

HELP WITH SEARCHING

We know this can be tricky, especially if you haven't done anything like this before or for a while!

There is a lot of help available on our website:
- [How do I find ...?](#)
- [Discover Help](#)
- [Show me How demonstrations](#)

But we are also here to help you in person so make sure you [contact us](#) if you need help with searching.

POSTGRADUATE STUDENTS

We offer a one-to-one service to help you get started on your research project or literature reviews. We can do these in person, over the phone or using the internet. Please [contact us](#) to arrange this.

OTHER USEFUL THINGS TO KNOW

LIBRARY ONLINE WORKSHOPS

At the beginning of each semester we run a series of workshops online designed to get you started with using the Library successfully. Details are posted here so make sure you register for these.

USING OTHER LIBRARIES

Through Massey University Library you can access the collections of a range of Australian University Libraries free of charge. The service is called BONUS+ and means you have access to over seven million items.

You can also use the physical collections of other New Zealand University Libraries (except Auckland Uni) through the ULANZ scheme – details here.

While your public library may be of some help to you, remember that we are set up to meet your specific study needs so contact us when you need some help.

ENDNOTE

The Library provides training and support for the use of EndNote – the bibliographic management tool subsidised and used widely at Massey. EndNote will help you store, organise and then cite your references in assignment and research projects.

Details about EndNote support are on our website.

REFERENCING AND WRITING HELP

Check out all the great tools available at the Online Writing and Learning Link (OWLL).