# Frequently Asked Questions - FAQs

## How do I get a library card?
**Gardyne and Kingsway Campuses:** Your student card is also your library card, you will get an email when it's ready to collect.
**Arbroath:** Your student card is also your library card and you'll receive this when you enrol.

## How do I get logged in to College computers?
**Gardyne and Kingsway Campuses:** At enrolment, you'll get your username and password. Your student ID number is printed on your student card and it is your username. You can use these details to login to computers in College.
**Arbroath:** Your student ID number is printed on your student card and it is your username. The first time you login to a computer in College you'll use this number as your password. (Note: when logging into your library account you will need to add an extra zero to your ID number)

## What's Moodle / What's Dokeos?
Moodle is the College's virtual learning environment if you're a Gardyne/Kingsway Campus student and Dokeos is the College's virtual learning environment if you're an Arbroath Campus student. Moodle and Dokeos are websites to which tutors will add course documents and activities. Moodle and Dokeos have information for your course, about College and the services and resources available to you.

## How do I use College resources from home?
**Gardyne and Kingsway Campuses:** You can use Moodle, your library account, ebooks and other online resources from home. Search online for Dundee College website and login to get access to all the same links, information and resources as in College.
**Arbroath:** You can use Dokeos, your library account, ebooks and other online resources from home. Go to www.angus.ac.uk and click on the 'Dashboard' link.

## What's a Learning Hub Deck?
The **Learning Hub Decks** are computer suites **at Gardyne and Kingsway campuses** which are staffed by Learning Hub Assistants. You are timetabled to come to sessions on the Hub Decks to support your studies and will likely complete course work during these sessions. When these PCs are not being used by classes, you can drop in to use free ones.

## What's the LTS?
The **Learning Technology Suite** is an area at the **Arbroath Campus** where you can access PCs, Laptops, Study and Social Space with LTS staff on hand to support and advise throughout your studies. You may have classes timetabled into the LTS with your Tutor but you are free to book a PC/Laptop or use the study areas at anytime throughout the day.

## How can I find out more about the Learning Hubs, Library and LTS?
**Gardyne and Kingsway Campuses:** The Hub Help Moodle course has information page with links, 'how to' and study guides. You can also email us on learninghub@dundeecollege.ac.uk or come in and see us in any Hub.
**Arbroath:** You can find out more about the Library and LTS from the links on the Dashboard. You can also email us or just pop in and speak to us in person!

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## When are the Learning Hubs, Libraries and LTS open?

**Gardyne and Kingsway Libraries**: Mon—Thurs 8.30am to 8.00pm and Fri 8.30am to 4.30pm.

**Gardyne and Kingsway Learning Hub Decks:** Mon—Thurs 8.00am to 8.00pm and Fri 8.00am to 4.30pm.

**Arbroath Library:** Mon -Thurs 8.30am-5.00pm and Fri 8.30am-4.45pm during term time.

**Arbroath LTS:** Mon - Thurs 8.45am to 5.00pm and Fri 8.45am–4.45pm during term time.

## Can I print and photocopy in the Library/Learning Hubs/LTS ?

**Gardyne and Kingsway Libraries:** You can print and photocopy in both black and white and in colour.

**Gardyne and Kingsway Learning Hub Decks:** You can print in black and white.

More complex photocopying can be done at **Reprographics**, lower ground floor at **Gardyne Campus**.

**Arbroath Library:** You can print and photocopy in both black and white and in colour.

**Arbroath LTS:** You can print in both black and white and in colour.

## How can I renew my library items?

If you want to renew your books, you can renew them online through your library account, part of the library catalogue. You can also email, speak to staff or phone. At **Kingsway and Gardyne libraries** you can also view your account details and renew books using your student card with the self-issue machine.

## What's the library catalogue?

The library catalogue is an online database with information about useful books, ebooks, audio books, fiction and online resources that will help you with your studies. You can search it to find out if we have specific items you are looking for, or browse for resources on topics of your choice. You can login to your library account in the catalogue and see the resources you have borrowed, any alert messages and renew your items.

## Can I buy stationery in College?

Yes, the all **libraries** sell a wide variety of stationery at reasonable prices, including pens, rulers, and USB pens.

## I'm a returning student, what happens to my network account?

**Gardyne and Kingsway Campuses:** If you were a student at the College last year, you will still login to the computer with the same username and password. Your student ID number will not change and you should have access to any work you saved previously.

**Arbroath:** If you were a student at the College last year, you will still login to the computer with the same username as your student ID number will not change (your password will have been reset to your ID number.) You should have access to any work you saved previously.

## What happens if I lose my student card?

You can get a replacement card but you will need to pay for the card when you order it.

### Does the library charge fines?

If you keep an item longer than the date we said it was due back, you will be charged £0.05 per item per day, up to a maximum of £1.00 per item. We don't charge over weekends or holidays and will get in touch to let you know when items are due back. You can check when items are due online through your library account, ask staff to check for you in person or on the phone and on the self-issue machines (**Gardyne and Kingsway only**.)

### What happens if I lose my Library Book?

You can either pay the cost of the book or bring a replacement copy into the library. The minimum charge for a book is £25 regardless of the actual cost of the book. If however you can source a copy of the book at a lower price you can purchase the book and hand it in to the library assuming the book is in similar or better condition than the one you have lost.

### Can I Borrow DVDs from the College Library

Unfortunately students are not allowed to take DVDs out of the library. They can only be watched in the library using the Pcs and headphones must be used.

### What do I do if I forget my password?

Speak to one of the staff in the Library, LTS or Learning Hub and they can change it for you so you can login in and update it. At **Arbroath** lecturers can also help with this.

### Does the College have wifi?

**Gardyne and Kingsway campuses:** Yes, select the **DC_Guest** network on your device and enter the username **guest**. Ask staff at Reception or the Library / Learning Hubs for the current password.
**Arbroath campus:** Yes, instructions on how you can access wifi are available on the **College Dashboard** - click on the **IT Help** icon, then on the **Networking** link.

### Can I use a College PCs for more than 1 hour?

Yes. If the PC you are using has not been booked then there is an option to extend the booking for another hour. Should you wish to use the PC for longer than this then you can ask a member of the Library or Learning Hub staff to extend your booking, assuming the PC is not required for use by another student.

### Can I borrow books from other libraries?

You can use the library facilities at **Kingsway, Gardyne** and **Arbroath** campuses. You can also use the library facilities at **Abertay University** and borrow two books at a time from them. If you would like to borrow books from the Dundee City or Angus Council libraries, you can join them yourself by visiting and registering. If you'd like to use resources from **University of Dundee**, ask library staff about getting items on **Inter Library Loan.**