

## Help and support

Enquiry	Who to contact.
Furness College books and facilities	Barrow : 01229 844801 <a href="mailto:Learningresources@furness.ac.uk">Learningresources@furness.ac.uk</a>
Furness College IT support	Barrow: 01229 844834
University of Cumbria books and library Services	<b>Library service desk</b> 01524 590959 <a href="mailto:Library@cumbria.ac.uk">Library@cumbria.ac.uk</a> <a href="https://my.cumbria.ac.uk/Student-Life/Learning/">https://my.cumbria.ac.uk/Student-Life/Learning/</a>
UoC network problems e.g. email, eresources	<b>IT Helpdesk</b> Carlisle: 01228 888888 <a href="mailto:ITservicedesk@cumbria.ac.uk">ITservicedesk@cumbria.ac.uk</a>
Password reset service	<a href="https://my.cumbria.ac.uk/Student-Life/it-media/Getting-Started/Password-">https://my.cumbria.ac.uk/Student-Life/it-media/Getting-Started/Password-</a>
University of Cumbria Programme Administration / Information	<b>PAd - Lancaster.</b> General enquiries: 01524 590825 <a href="mailto:PAdLancaster@cumbria.ac.uk">PAdLancaster@cumbria.ac.uk</a> <a href="https://my.cumbria.ac.uk/Student-Life/">https://my.cumbria.ac.uk/Student-Life/</a>
Study skills See our <b>Skills@cumbria</b> site for online support materials and tutorials. <i>(Study skills box on the Hub)</i>	Email a query to: <a href="mailto:skills@cumbria.ac.uk">skills@cumbria.ac.uk</a>  To book a virtual appointment.: <a href="https://uoclibrary.simplybook.it">https://uoclibrary.simplybook.it</a>
Student development services e.g. dyslexia, money, counselling <a href="https://my.cumbria.ac.uk/">https://my.cumbria.ac.uk/</a>	To book an appointment contact the Lancaster library desk.  Lancaster: 01524 590871 <a href="mailto:Library@cumbria.ac.uk">Library@cumbria.ac.uk</a> <a href="https://uoclibrary.simplybook.it">https://uoclibrary.simplybook.it</a>

# University Centre Furness College



## University of Cumbria students: The University Centre at Furness College

*What's available to you and how to access it.*

## University Centre at Furness College

The University Centre at Furness College provides state of the art facilities for all university students in the Furness area. As well as teaching space, the centre provides flexible study space, computing facilities and a core collection of library books.

You also have access to the wider University of Cumbria's ebook and e-journals collections via **OneSearch**.

### How do I get access to the University Centre?

You will need a University Centre at Furness College card for identification on campus and to access the library and computing facilities.

Take your Cumbria card to the Library desk in the University Centre and ask for an application form.

### Using the library

- You can borrow up to eight items from the University Centre library.
- All usage is in accordance with Furness University Centre library rules.
- Renewals and reservations can be made in person at the desk or by telephone 01229 844801
- Access to the Furness library catalogue is provided via the college VLE.
- Books purchased for Furness by the University of Cumbria will also appear on the University catalogue - but can only be borrowed at Furness College and can't be requested at other sites.

### Using the college Network

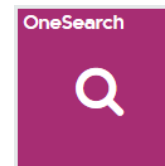
- You will be issued with a Furness College username and password so that you can log onto the Centre's computers..
- Any problems with the Furness Network or PCs please ask at the Furness library desk or contact IT support 01229 844834
- You will get 250 free credits for the printing and photocopying system. Additional credit will need to be paid for at the desk
- You will also need a University of Cumbria Network username and password. This is **different to your college username and password**. It will give you access to the **Student hub** for your university email, Blackboard, and all the online library resources.
- See <https://my.cumbria.ac.uk/Student-Life/it-media> for further IT information.

## Accessing University of Cumbria services

If you are studying at the University of Cumbria you will also have access to the University's library resources and student services. All of these are available from the **Student hub**.

Select the "Student" tab on the University website [www.cumbria.ac.uk](http://www.cumbria.ac.uk) or go to: <http://hub.cumbria.ac.uk/>

### How can I request, return and renew UoC books?



- Make sure you are logged in to **OneSearch**:  
Your name will appear at the top of the screen.
- You can **request** University of Cumbria books to be delivered to Furness. Find the book you want, select "Request" and choose **Furness College** as the collection site. Ensure that you have room on your account as books will be issued to your Cumbria library account and sent to the University Centre at Furness. Books will be held for collection from Furness for one week and returned to their home site if not collected.
- You can **return** University of Cumbria books in the Drop Box, (coloured UoC green) situated inside the entrance doors of the University Centre library. But you need to be aware that they **will not be cleared from your Cumbria library account until they have reached their home site** (which can sometimes be 2 weeks.) Please continue to **renew them** to avoid fines.
- University of Cumbria books can be **renewed** online through your "**My Account**" in OneSearch. This is a key tool for managing your loans.
- You can also sign up for **Postal loans** and have books posted out to you. <https://my.cumbria.ac.uk/Student-Life/Learning/Resources/Using-the-Libraries/Postal-loans/>

### Accessing Journals

The University of Cumbria provides many electronic journals which you can access using the "**Articles & more**" option in **OneSearch**. You will need to be logged in to see the full-text.

See our **Journals pages** for more help.

<https://my.cumbria.ac.uk/Student-Life/Learning/Resources/Journals/>