

Kamloops Library Student Services

www.tru.ca/library

TRU LIBRARY



TRU Library Hours

September – April	
Reference and Checkout* Service Desks:	
Monday–Thursday	8am–9pm
Friday	8am–5pm
Saturday	9am–5pm
Sunday	12pm–8pm

*Checkout desk shuts down 10 minutes prior to closing time.

Summer and holiday hours vary;
please check the library website
www.tru.ca/hours

Telephone Numbers

Main Library

Reference Desk	250.828.5306
Checkout Desk	250.828.5473

The Brown Family House of Learning

Reference Desk	250.828.5310
Checkout Desk	250.828.5312

Building Access

The Main Library closes when the Service Desks close for the day; The Brown Family House of Learning is open until midnight 7 days a week for computer access and quiet study.

The Libraries

There are two library branches at the Kamloops Campus (and one branch at the Williams Lake Campus). The Main Library houses the Arts, Humanities, and Social Sciences collections. The Science, Nursing, and Law collections can be found on the third floor of The Brown Family House of Learning. Both libraries have Checkout and Reference service desks; at the Main Library these can both be found on the first floor near the entrance, and in The Brown Family House of Learning the Checkout Desk is on the third floor with the library collections, while the Reference Desk is on the first floor next to the Learning Commons.

Reference: Asking for Help

“Reference” is library terminology for assistance with library research and finding resources. At the TRU Library, reference help is available in several ways:

Information Desks:

Reference staff are available at both branch Information Desks to provide assistance in all aspects of library research. Reference staff can help you select the most relevant article databases and help you better refine your researching techniques to get the most out of your searches. You can drop by the Information Desks as often as you wish; check Library Hours for service desk hours.

By Appointment:

Reference librarians are the specialists when it comes to finding information, and they are available by appointment to help you with your research projects. 1-on-1 Research Consultations can be booked through our online forms on the library homepage.

Email, Phone, and Chat:

Research questions can be sent to reference librarians by email, and will generally receive a response within 24 hours. You can also chat with a librarian using the AskAway chat service, or phone either branch Information Desk with your question. These services may be used from home, while on campus or even from within the library; choose which service is most convenient for you.

See “Ask a Question” on the library homepage for more information about all of these reference services. Students are encouraged to seek assistance whenever they may have problems; no question is too small.

Borrowing Policy

Your TRU Campus ID card is your library card. Students can get a TRU Campus ID card at the Campus Cashier (OM 1614). It is a good idea to get your card as soon as possible. You must present your TRU Campus ID *every time* you wish to borrow materials from the library—even for Reserves and picking up Interlibrary Loans. Returning students will need to come to the library to reactivate their library accounts in the fall, as library privileges expire annually at the end of August.

The library mails out overdue notices, but if you provide the library with your email address you will receive additional enhanced email notices. These include a warning notice that tells you your library materials are about to become due in 3 days, which gives you ample opportunity to renew your items and avoid late fees. You will receive another email warning on the actual due date, as well as notices that any holds or traces you may have placed are ready for pick-up. Help us to help you, by ensuring that the library has your current email address!

All students are responsible for notifying the library of any changed contact information (mailing address, phone number and email address). If the library sends notices to old addresses, you are still responsible for any charges to your account, so keep it up to

date! It is strongly advised that you do not borrow materials on behalf of your friends or family. You are financially responsible for all fees (late, damaged, or lost items) incurred on your library account.

Loan Periods

Students have a 2-week loan period for most circulating items. All material is available on a “first-come, first-served” basis; the library will not interlibrary loan an item if someone else already has the TRU copy on loan. Most items may be renewed up to 4 times unless another student has placed a hold on the item. All renewals are done online through the “Renew Library Items” link on the library homepage.

Audio-visual items may be borrowed for a 3-day loan period. A “Video Booking Request” can be filled out online to allow TRU students to book videos for specific show dates (in order to show a clip as part of a scheduled class presentation, for example). Only video and DVD material may be booked for specific dates. These videos can be in the TRU collection or from other public post-secondary institutions in B.C. Please submit your request at least 7 days prior to your “show date.”



Library PIN

When checking out materials, ask the clerk at either branch Checkout Desk for your Library PIN (Personal Identification Number). Your student number and Library PIN will allow you to renew your own materials, check the status of your holds, see when your materials are due back, and search library resources off-campus. Returning students will have the same PIN from year to year, but will need to reactivate their library accounts each September. However, if you've never activated your library account or are new to TRU, your initial library PIN is based on your 6-digit birthdate (YYMMDD). For reasons of security, Library PINs cannot be issued over the phone or via email.

Connect from Home

Due to licensing agreements, access to many of the library's online resources is restricted to current TRU students (these resources, while online, are not freely available). Follow the "Connect from Home" instructions on the library's homepage to learn how to access resources off-campus; you will need to know your TRU Student ID number as well as your Library PIN.

On-Site Borrowing from Other Canadian University Libraries: COPPUL & CPSLD

Through our memberships in COPPUL (Council of Prairie and Pacific University Libraries) and CPSLD (Council of Post Secondary Library Directors), the TRU Library participates in a reciprocal borrowing program which allows current TRU faculty, staff, and students in-person borrowing privileges at all academic libraries that participate in the program.

If you are visiting a CPSLD library, you just need to present your valid TRU Campus ID card or proof of employment at TRU. If you are visiting a COPPUL library, you will need to obtain a COPPUL card from either TRU Library branch Information Desk before you go. Participating libraries are listed at www.tru.ca/library/faculty/faculty_coppul.html

RefWorks

The TRU Library subscribes to RefWorks, a web-based bibliographic management database. Current faculty, staff and students may sign up for an individual account to have a personal database for collecting and organizing references, documenting sources, and creating bibliographies in a variety of citation styles. See www.tru.ca/library/guides/refworks/refworks.html for more information about getting started using RefWorks, or ask a librarian.

Library Collection

The library's collection includes more than 240,000 volumes, 12,000 audio-visual items including more than 9,000 films and videos, more than 100 article databases, government publications, access to Statistics Canada data, maps, and subscriptions to more than 18,000 periodicals. Many of these resources are available electronically, including thousands of the library's periodical subscriptions, many government documents, and 50,000 e-Books.

Reserves

Faculty may place high-demand materials such as books, articles, course notes, and other supplementary materials currently being used in courses in the Reserves Collection. Loan periods for these materials are short in order to provide access to the maximum number of students. Reserves are located at both branch Checkout Desks; material for courses in the sciences is available at The Brown Family House of Learning, while reserves for humanities and social science courses can be found at the Main Library.

Overdue reserves are fined at \$1/hour for 2-hour Reserves and for "In Library Use Only" Reserves. All other reserves are fined at \$2/day.

Library Catalogue

The TRU Library collection of books, journals, e-Books, videos, government documents, etc., is searchable through the Library Catalogue. The catalogue is online and accessible 24/7 (except during system maintenance Mondays from 3:30am to 7am), and reference staff will be pleased to help you search the catalogue. In order to find material from your catalogue search, be sure to make note of the Branch, Location, and Call Number of the items you'd like to retrieve.

Article Databases

Finding journal articles, newspaper articles, and dissertations requires the use of specialized periodical indexes, commonly called "Article Databases." Some of these search tools also provide the full-text (complete article) online. TRU subscribes to more than 100 online article databases, both general and discipline-specific. Due to licensing agreements, access to most electronic resources is restricted to current TRU students whose library accounts are in good standing. For information about off-campus access to the article databases, see the "Connect from Home" section of this brochure.

Interlibrary Loans (ILL)

The Interlibrary Loan (ILL) Department will obtain materials that are not held by the TRU Library. ILL forms are available online through the library's homepage, and online article ordering is also available in most of TRU's article databases.

The ILL staff will try to obtain material as quickly as possible, but some items, especially those coming from the US, may take more than 3 weeks to arrive. Most items will arrive within 5 working days. However, the ILL department will not process any requests that are required in less than 7 days. Sorry, there are **no renewals** for ILL material.

You will receive an email when your item is available to pick up. Received items will be held at the Checkout Desk at the Main Library, where you will need to show your TRU Campus ID card in order to receive the item.

Library Instruction

Library research is something that you as a student are going to have to learn, just as you're learning the theories and knowledge of your discipline. And just as your course content will get increasingly complex as you progress through your studies, your needs for research resources will become more complex too. Fortunately you're not expected to be an expert researcher the moment you start university, and the library provides instruction and support in a number of ways to gradually teach you the skills you'll need to know.

In-class Instruction

In-class library instruction classes, which are booked by your instructors, teach information literacy skills through a graduated curriculum that caters to each academic level and subject area or discipline. So what you learn in an ENGL 110 library class is very different from what you will learn in GEOG 310 or ENGL 426; don't assume that because you've attended one library class you've mastered it all. You're guaranteed to learn at least a couple of new tips, probably considerably more, and any new research skills that you can develop will help you to become a more efficient researcher and successful student.

Drop-in Workshops

If your course doesn't have a library class scheduled, or if you would like to review or further develop your research skills, you can take advantage of a variety of library workshops that are offered on a drop-in basis. See "Becoming a Successful Student: Workshop Opportunities" on the Library homepage for updated instructional workshop offerings and for (free!) registration information.

Research Guides

The library has an extensive array of online research help. Subject/Research Guides have been developed for most areas of undergraduate study; these guides are designed to point you to library resources (i.e. books, articles, statistical sources) and quality websites for your discipline and are often a good starting point for subject-specific research.

The "How do I...?" section of the library homepage has guides on how to build an effective search strategy. Not sure if an article, book, or website is reliable? We have guides to help you evaluate the quality of information. Need help formatting your bibliography? We've got that too. And new guides are being added all the time, so take a look.

Computer Access

Computers are available throughout the Main Library and The Brown Family House of Learning, are to be used for university research and writing purposes, and are available on a "first-come, first-served" basis. Signing into the campus computers and wireless network (in the library and anywhere else on campus) requires a TRU Network Account. For information about your Network Account, please see www.tru.ca/its/labs/networkaccounts.html

Laptops

The library has laptops that may be borrowed by students for up to 24 hours at a time. Students will be required to read and sign a TRU Laptop Loan Agreement form at either branch library Checkout Desk, and must have a current TRU student borrower account that is in good standing.

Equipment

Printers, photocopiers, and microform reader/printers are available at both library branches. Students must bring their own paper to use in the printers; paper may be purchased at the Print Shop (OM 1206) or at the TRU Bookstore. Photocopiers and microform printers are coin-operated and cost 10 cents per copy; change can be made at the Checkout Desks. Adaptive technologies are available at the Main Library.

Study Space

There are tables and study carrels throughout the libraries for individual and quiet group study. Please respect quiet study areas and the right of those around you to a non-disruptive reading environment; there are spaces elsewhere on campus for more social interaction.

The library has study rooms in both branches that can be booked by TRU students for group projects and study. To access the online booking form, look for the "Book a Group Study Room" link on the library homepage.

Kamloops Faculty Librarians

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