**Transcript for Library Welcome video (3 min video)**

**Introduction:**

[Amala]:

Hello, my name is Amala. I am a final year PhD Law student and a member of the Library Student Team.

[Jia]:

I am Jia Xuen Chok, a BSc Accounting third year student and I am also a member of the Library Student Team.

[Amala]:

Today we will be providing answers to your most commonly asked questions about studying at the University of Manchester. These will help you get started with using the Library to find the resources you need for your course.

[Jia]:

The main questions we will talk about are:

1) How do I access books and materials?

2) What if I need somewhere to study or print?

3) What if I need help?

4) And also, what if I can’t find what I need?

[Jia]

The first question is, **so how do I access books and materials?**

The answer is:

* Reading lists for your own course modules can be found on [Blackboard](https://www.library.manchester.ac.uk/using-the-library/staff/reading-lists/).
* At the search for resources on the [Library website](https://www.library.manchester.ac.uk/), you can either use:
	+ ‘Library Search’ to find and read journal articles and ebooks;
	+ Or you can use ‘Subject Guides’ to start looking for materials about your own subject. You can always bookmark the Subject Guide for your area and for future references.
* At the moment, physical items are only available through the ‘[Click and Collect](https://www.library.manchester.ac.uk/help-and-support/service-availability/)’ service.
* And to make accessing e-resources off-campus easier for you, don’t forget to use ‘[Library Access](https://www.library.manchester.ac.uk/search-resources/ebooks/how-to/off-campus/library-access/)’.

So now we are heading to the second question, which is: **What if I need somewhere to study or print?**

* As you have known that the Library is currently working to increase capacity to allow more study spaces,andyou can book a study space online by using the ‘[Book study space](https://www.library.manchester.ac.uk/locations-and-opening-hours/study-spaces/booking/)’ form on the Library website.
* And, if you want to print, scan or copy a document, you have to book a study space in the Library, and once in the Library, you need your student card which must be topped up with the printer credit. And you can always ask a member of Library staff if you need help.
* And remember to regularly check the Library website for updates on building openings.

[Amala]

Turning to the third frequently asked question: **What if I need help?**

* The Library has several training programmes under [My Learning Essentials](https://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/), [Specialist Library Support](https://www.library.manchester.ac.uk/using-the-library/specialist-library-support/) and [My Research Essentials](https://www.library.manchester.ac.uk/using-the-library/staff/research/my-research-essentials/). These programmes are designed to equip you with the academic skills you will need to excel, for example, academic writing and referencing, critical reading and effective presentation skills. For more information, please visit [My Learning Essentials](https://www.library.manchester.ac.uk/using-the-library/students/training-and-skills-support/my-learning-essentials/), [Specialist Library Support](https://www.library.manchester.ac.uk/using-the-library/specialist-library-support/) and [My Research Essentials](https://www.library.manchester.ac.uk/using-the-library/staff/research/my-research-essentials/)
* You can also use ‘[Library Chat](https://manchester-uk.libanswers.com/)’ to speak directly to a member of Library staff. Library Chat enables you to ask anything about the Library and is available 24/7. No question is too big or small, so always feel free to use this service.

**What if I can't find what I need?**

* The Library website is always an excellent place to search for resources, study spaces, or training programmes. If you can’t find what you need, Library staff are always on hand to help you via [Library chat](https://manchester-uk.libanswers.com/).
* If you are on campus, the customer services team (in purple clothing!) can help.

[[Amala - Wrap up]

* Always remember that **we are here** for you; please feel free to reach out to us at any time during your studies. We will always be happy to help via [Library Chat](https://manchester-uk.libanswers.com/), which is available 24/7 throughout the academic year, by email or in person while on campus.

Goodbye and we’ll see you soon!