



It's your Hive

A quick start guide for University of Worcester students

At The Hive you'll find:

- UNIVERSITY AND PUBLIC LIBRARY BOOKS
- SPECIALIST ACADEMIC JOURNALS
- PC ACCESS, PRINT AND COPY
- SOCIAL LEARNING SPACE AND SPACE FOR LAPTOPS
- SILENT STUDY SPACE
- GROUP PRESENTATION EQUIPMENT
- BOOKABLE ROOMS (INCLUDING STUDIO SPACE)
- EXHIBITION AREAS
- CHILDREN'S COLLECTION
- TEACHING COLLECTION
- WORCESTERSHIRE ARCHIVE AND ARCHAEOLOGICAL SERVICE
- WORCESTERSHIRE HUB CUSTOMER CENTRE
- ICT HELP AND ADVICE
- HELP AND ADVICE FROM SPECIALIST LIBRARIANS
- CAFÉ AND SHOP

Find out more at www.worcester.ac.uk/hive

Opening hours

8.30am to 10pm – 7 days a week.
Closed only on bank holidays.

Remember – there is 24-hour PC access and study space available at the St John's and City Campuses.

Joining the library

Your University ID card is also your library card. You'll use this card to sign out books and access printers and photocopiers. You can sign out both academic and public library books at The Hive using this card – you don't need a separate public library membership.

If you lose your card, you need to visit Registry Services at St John's Campus.

Finding library resources at The Hive

The Hive has several PCs specially set up for catalogue search (to help you locate resources while you are in the building and to search across material held by the Archive and Archaeology Service).

These catalogues show you all the print books and journals held in The Hive. You can find out the location of each item and whether it's currently available.

By logging onto a fuller version of the catalogue, you'll also be able to access e-books and recall items that are out on loan. You can search from any PC (you don't need to be at The Hive itself), just login to the student portal: <https://login.worc.ac.uk> and click on 'Library Catalogue'.

Borrowing, renewing and returning items

Borrow

As a joint Council/University venture The Hive is accessible to everyone, not just students. To ensure that this doesn't impact on your studies, 'high demand' academic books have been prioritised for students:

- You can sign out University Short Loan books for 2 days
- Core student texts are identified with blue bands. You can sign out 12 of these books for two weeks
- All remaining books are available to be signed out for three weeks. You can sign out 12 of these books in addition to the 12 'high demand' books

If the item you need is on loan and there are no copies left, you may reserve it through the catalogue. You place your reservation by following the instructions on the catalogue screen.

You will also be sent an email to your University account when the item is available and you will have seven days to collect it from level 1 in The Hive.

You will need your University ID card to borrow all items. Everything is signed out using the self issue machines (located on levels 1, 2 and 3).

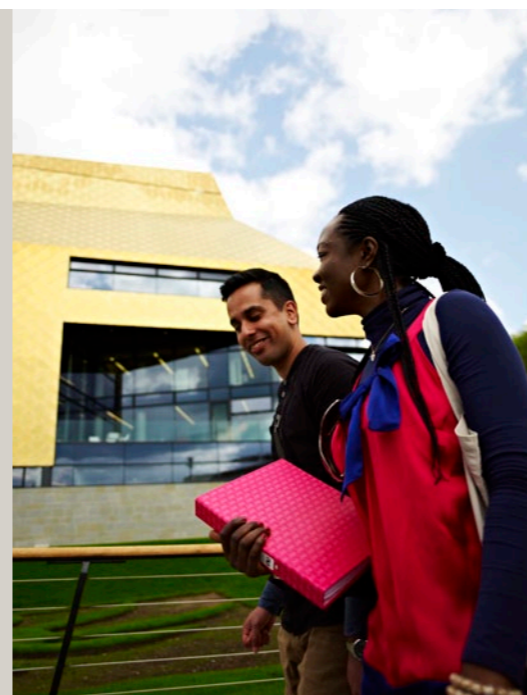
Renew

'Renewing' means extending the time you are allowed to keep the items you have borrowed. You'll be sent an email reminder near your return dates and you can easily reissue your books online (you don't need to come back to The Hive) – simply access the library catalogue and select 'My Account' from the main screen to check the return dates for all your items and renew. You can also renew items using the self-service machines.

You must renew or return library materials on or before the due date, or you will be charged overdue fines. If you do accumulate fines, you can pay these using a debit card at any of the self-issue machines in The Hive.

Return

The return station is to the left of the main entrance. Use the returns unit on level 1 to return items. There's an out of hours book drop facility on the wall outside the main entrance.



Specialist help

Advice on using services and searching for information or facilities is available from all Hive staff. Staff are available on every floor of the building (you can spot them in their black tops and Hive lanyards). All staff are connected through a radio system, so if you need more detailed ICT, academic or security support, they can contact the relevant person for you. In other words, the help comes to you!

If you would like to arrange a meeting with a particular librarian (we have subject-specific specialists), it's best to set up an appointment in advance by emailing askalibrarian@worc.ac.uk

Computers, print and photocopying

Computers

There are 250 PCs in The Hive, located on all floors and the building is fully wireless. You can pre-book a computer through your SOLE page or just turn up and find an available machine. There are plenty of workstations with power points and WiFi access, so you can also use your own laptop.

For more information about support and software for disabled and dyslexic students, email disability@worc.ac.uk

Logging onto PCs at The Hive

When logging onto the PCs at The Hive, enter your University username and password and place the prefix of uni\ before your username. For example: uni\ohta1_00

This identifies you as a student and gives you access to additional, specialised resources.

You only need to use this prefix when logging onto PCs at The Hive.

Print and copy

There are colour photocopiers on levels 0-3, colour printers on levels 1 and 2 and black and white printers on levels 0 and 3.

You can top up your print credit on your student card at the kiosks located on levels 1 and 3 or through the student portal.

Getting to The Hive

The Hive is located next to the river, right beside the City Campus.

It takes about 20 minutes to walk from St John's Campus to The Hive. New pedestrian crossings have been installed to make the walk even easier and safer. If you'd like to see exactly where it's located, you can download a map or take a look at the route on Google at www.worcester.ac.uk/hive

A new shuttle bus runs between St John's and The Hive every half hour and costs as little as 50p per journey. You can also sign up to the University's cycle share scheme. Find out more at www.worcester.ac.uk/bike

Keep in touch

For detailed information, the latest updates and useful tips visit: www.worcester.ac.uk/ils

You can also find us on Facebook, Twitter and YouTube – follow the links off our website.



Induction tours

There are regular tours of The Hive. To find out more, visit www.worcester.ac.uk/ils

Useful contacts

General enquiries at The Hive:
01905 822866

Out of hours ICT support: 01905 857500
Academic librarians: askalibrarian@worc.ac.uk
E-learning support team: eos@worc.ac.uk
ICT helpdesk: helpdesk@worc.ac.uk
Interlibrary loans: ill@worc.ac.uk



The Hive

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Discover The Hive Finding your way around

A new University and Public Library, The Hive is an exceptional £60 million facility that offers outstanding learning resources, technology, study and social spaces to University of Worcester students.

Wherever you are in the building you are never far from wide open spaces and sheltered study areas. Sound dampening technology has been applied on all floors so you can be noisy and chatty but also find a bit of solitude when you need it.

The building has five floors and gets gradually quieter the higher you go.

If you need help finding your way, look for a Hive staff member (in their black tops and Hive lanyards). Staff are available on every floor and can point you in the right direction.

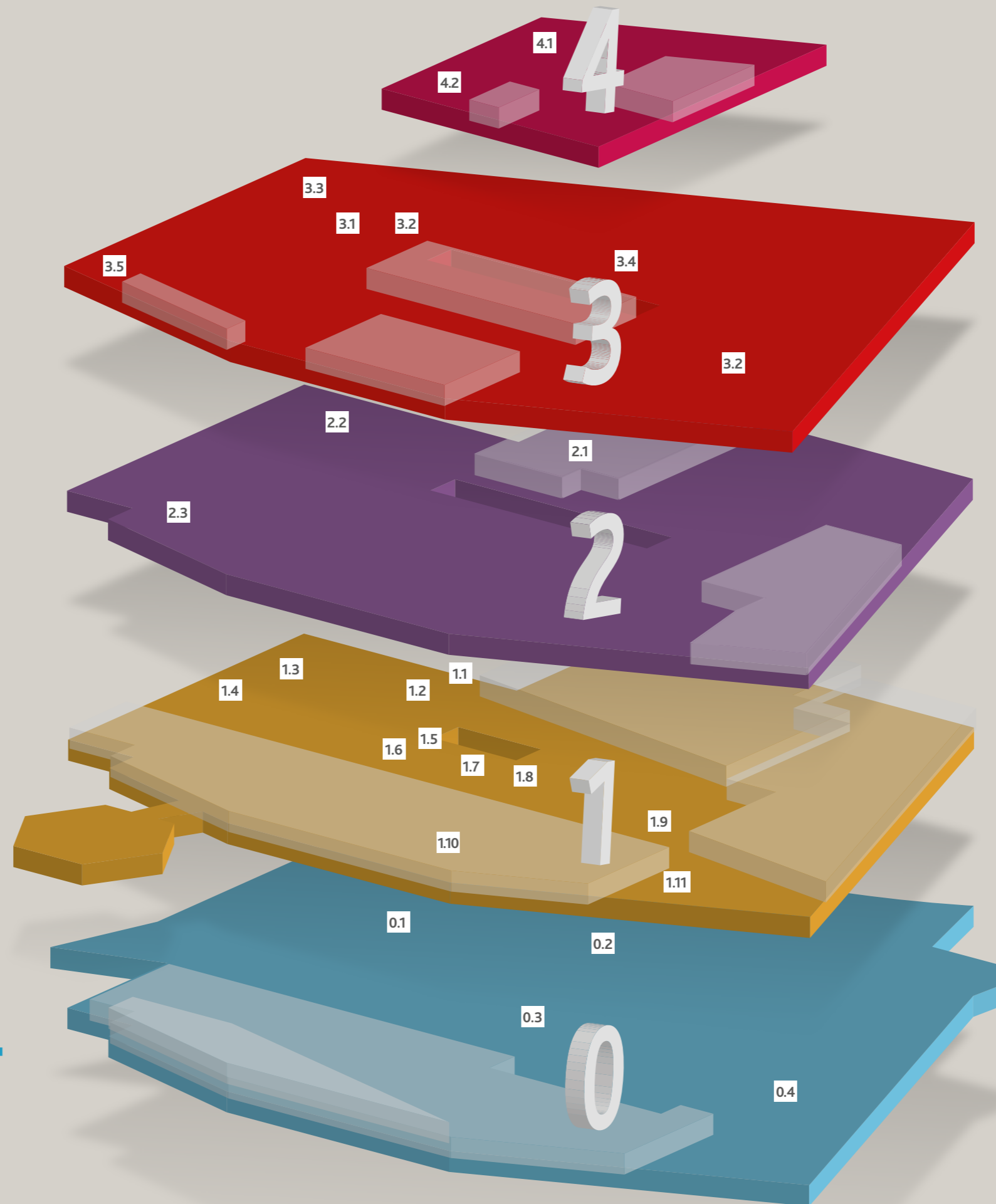
- 4.1 Quiet study
- 4.2 Special collections and journals

- 3.1 Catalogue search PCs
- 3.2 Self-issue machines
- 3.3 Study space and PCs
- 3.4 Short loan books
- 3.5 Main book floor

- 2.1 Archive and Archaeology Service
- 2.2 Business Centre
- 2.3 Meeting rooms 1-6

- 1.1 Out of hours book return
- 1.2 Book return
- 1.3 Main entrance
- 1.4 Café
- 1.5 Catalogue search PCs
- 1.6 Self-issue machines
- 1.7 New books
- 1.8 Inter-library requests
- 1.9 Collect reserved books
- 1.10 Children's library
- 1.11 Teaching collection

- 0.1 Vending machines
- 0.2 PCs
- 0.3 Social spaces
- 0.4 Group study with display screens



4 Research and quiet study

The top floor is tucked into the attic and is completely sealed off from the rest of the building. It is a quiet area equipped with desks, chairs and sofas that lets you get on with your studies without being interrupted by talking, food or ringing mobiles. This floor also houses some of our special collections and academic journals. No phone calls please and no food on level 4.

3 Main book floor

This floor is full of books and study spaces. The University and Public Library books are filed together and are found through an integrated catalogue search, but the majority of the academic texts are found to the left side of the building (as you come up the stairs). There are PCs, desks, printers, photocopiers, self-issue machines and quiet reading spaces as well as tables for group work. Phones on silent please.

2 The History floor

Level two is home to the Archive and Archaeology Service, which has plenty of interesting resources for students. There are also study spaces, PCs, printers, meeting rooms and a business centre (with specialist journals, databases and facilities).

1 Ground floor

The ground floor has several essential services including: self-issue machines, the book return area, information points to request inter-library loans and collect reservations and displays of new books. It also houses the colourful children's library, the café, exhibition spaces and the studio theatre as well as customer service desks for the Council (known as 'The Hub').

0 Shared study

The lower ground floor is a social space, with group study areas, PCs, plasma screens, gaming stations, comfortable chairs and vending machines.