Customer Care
- Library staff are here to help you, please ask if you need assistance.
- Library staff are committed to achieving high standards of service.

We welcome your comments and suggestions on improving services.

Social Area
- Situated at the Ground floor of LRC with open-space study areas with sofas and bean bags
- There are also 12 PCs available for you to use at Computer Lounge.

Study Areas
- Open access study areas
- Quiet areas (Carrels), Cubicles and Silent Study Rooms
- Individual study rooms at D.2.15, D.2.16, D.3.14 & D.3.15
- Group study rooms:
  i. for 8 person (with LCD) D.2.3 & D.2.4
  ii. for 6 person (without LCD) D.3.3
  iii. for 4 person (without LCD) D.2.6, D.2.7, D.2.8, D.2.9, D.3.6 & D.3.7

Using Other Libraries
- Refer to Library Staff at the LRC counter if you need help and advice,
- Reference access to other University Libraries
- Use Newcastle University, UK Library catalogues - links on the web pages (https://libsearch.ncl.ac.uk/)

OPENING HOURS

Academic Term:
Monday - Friday 8.00am - 10.00pm
Saturday 10.00am - 10.00pm
Sunday 10.00am - 10.00pm

Examination Week:
Monday - Friday 8.00am - 12.00am
Saturday 10.00am - 12.00am
Sunday 10.00am - 12.00am

Please note: Opening hours are subject to change and notice of the changes will be displayed on the notice boards.
Finding Books, Journal & other Library Resources

Student Texts Collection (STC)
- Borrow for up to 4 hours/Overnight for RED call label
- Borrow for 1 day for GREEN call label
- Borrow for 2 weeks for WHITE, YELLOW and BLUE call labels

Electronic Resources
Access electronic journals, books and databases at http://libguides.ncl.ac.uk/numed/e-resources
- Journals, books and databases
- Build your own list of personalised resources
- Set up search alerts, save and store refs and searches
- Access off campus through the Remote Access Service (RAS) - http://ras.ncl.ac.uk
- Online Reading Lists
  https://www.ncl.ac.uk/library/services/reading-lists/students

Electronic Journals
- To Find e-Journals, please go to: browzine.com

SmartCard
- Remember you must have your University ID card with you at all times to gain entry to the LRC, printer access and borrowing
- Do not lend it to others
- Take care of it - it costs RM100 to replace a lost card
- If you lost it tell us straight away

Borrowing
Always present your University ID card to borrow items
- Long loan (WHITE call label), MIL (BLUE call label), MCQ (YELLOW) for 2 weeks loan
- Student Texts Collection (RED call label) for 4 hours/Overnight loan
- Student Texts Collection (GREEN call label) for 1 day loan
- Reference (ORANGE call label) is not for loan

Returns & Renewals
- To avoid fines - Return items and recalled books on time to avoid fines
- Book Drops are available at the main entrance
- Renew long loans up to 2 times
- You cannot renew items/books if your SmartCard is blocked

Hold Requests
- You can click [REQUEST] button at the Library Catalogue web page at http://libcat.newcastle.edu.my or ask staff to assist you.
- You will be notified by e-mail when the item is available

Print Services
- Ask IT staff for help and advice

Using Computers
- There are computers for use at the IT Clusters and LRC Social Area
- You also can connect to the wireless network with your own laptop