Ask a Librarian / Ask Advisor

The GBCA Library is here to support you to successfully reach your learning and teaching goals. The GBCA Librarian can offer assistance and support you with the following services:

- ✓ Searching the GBCA and University of Canberra Library catalogues and Library websites
- ✓ Using the Library's collections
- ✓ Using University of Canberra Subject Guides
- ✓ Locating items on shelves
- ✓ Search databases to find Journal Articles & Newspapers
- ✓ Borrowing and renewals
- ✓ Informational and directional queries
- ✓ Simple ICT troubleshooting
- ✓ Connecting to the GBCA Wireless Network
- ✓ Printing, scanning and photocopying
- ✓ Copyright guide

Students

General Library and study assistance is available at the Library desk. Up to a twenty-minute one-on-one consultations are available to assist with understanding assessment tasks, assignment structure, finding information, referencing, using Moodle and Mahara and more. To ensure that you receive the time you require, please book a consultation by emailing Library@gbca.edu.au. The Librarian can assist you with:

- ✓ Understanding your assignment and writing help
- ✓ Assignment structure
- ✓ Starting to research your assignment topic
- ✓ Selecting and accessing relevant digital and print resources
- ✓ Effective use of databases and the internet
- ✓ Finding, evaluating and incorporating information
- ✓ Referencing assignment sources to avoid copyright and plagiarism issues
- ✓ Use of UC Web services such as LearnOnline (Moodle), MyUC and Mahara
- ✓ Activating GBCA/UC email
- ✓ Adding credit via PaperCut for printing, photocopying and paying Library fees
- ✓ Accessing and using the University of Canberra Study Skills support services
- ✓ Study Skills classes

Students with problems requiring more complex IT assistance will be referred to the IT Service Desk on Level 3 of the Queen Street campus or Level 1 of the La Trobe Street campus.

Staff

The GBCA Library is committed to providing relevant support texts and material to ensure teachers reach their teaching goals. General Library and study assistance is available at the Library desk. Specific Library services for staff are available including:

- ✓ Assistance with developing and deliver subject-specific information literacy modules for classes
- ✓ Ensuring library collections support the teaching and needs of the GBCA community
- ✓ Providing advice on the best sustainable sources of information, including Open Educational Resources
- ✓ Providing Library Subject Guides relevant to your curriculum

University of Canberra services available to students and staff at partner institutions

As a UC student or staff member in Melbourne you will have access to the learning support services of both GBCA and the University of Canberra including:

- ✓ the University of Canberra's online teaching and learning tool Moodle
- ✓ University of Canberra Library E-Reserve resources

Electronic resources in the UC Library Collection can be accessed by all UC enrolled students regardless of their course delivery location – use your UC student number and a password (available from the ITM service desk: 02 6201 5500) and login at www.canberra.edu.au/library

Students located at partner institutions may also access the UC Library online research assistance services via Chat and Ask-a-Librarian.

If you need further assistance, please contact the Library.