Frequently Asked Questions

Can I eat or drink in the Library?

Hot food is not permitted within the Library area. Covered drinks and dry snacks only are permitted in the Library. Please go to the Break Out area on level 2 to eat your meals. If you have a spill, please inform the Library staff immediately to clean up and protect the Library facilities. Remove any rubbish and clean up any scraps when you leave.

Top

Can I join the National Library of Australia?

Yes. Please go to their website http://www.nla.gov.au/ The National Library of Australia has a wonderful array of electronic databases which are available by joining the Library for free online. You will need to supply proof of a valid Australian address.

Top

Can I renew a book after the due date?

Yes, you may. Library members who would like to continue using their item, or may be unable to return items on time, can renew their loan items in person at the Library, or by calling +61 3 9326 9677, or by emailing the Library on Library@gbca.edu.au or by logging in to the Member Login feature of the online Library Catalogue on the GBCA website http://gbca.edu.au/ as seen below. Here you will see your current loans. To renew you may either tick the item you wish to renew or select CHECK ALL to select them all. Then select SUBMIT. A message will appear to confirm your new due date.

Renewals	Times	Loan Period
Student	3	21 days
Staff	3	21 days
Teachers	3	21 days
Short Loan 3 Hour Loans	0	0
Short Loan 3 Day Loans	3	3 days
Short Loan 7 Day Loans	3	7 days

Three renewals are allowed if an item. Users are unable to renew their items if the item:
- is on hold for another user
- has been recalled to the Library
- they have been blocked from using the Library as they have $10 or more in fees or have a lost item

Top

Can I still borrow if I have a fine?

Yes, you may as long as your fees are under $10.

To ensure the equity of access to Library resources, fees are imposed to encourage borrowers to return items on time. Please renew or return your item on time to avoid fees, or contact the Library.

Loan Type	Fee Rate	Maximum fee possible
Normal Loans	$1 per day	$10
Short Loan 3 Hour Loans	$1 per hour	$10
Short Loan 3 Day Loans	$1 per day	$10
Short Loan 7 Day Loans	$1 per day	$10

Library fees apply for overdue, lost, or damaged items which **must be paid in full** prior to borrowing privileges being restored.

All fees must be paid and items returned prior to leaving the college or graduation.

To pay your fee, please return your items first to the Library. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card by the Online Payment option on the GBCA website http://gbca.edu.au/students/. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt and your record will be updated and your borrowing privileges returned.

Top

Can I use my own laptop in the Library?

Yes, you may. There are many power points for you to use. The Wi-fi password is:

Username：GBCA@338-STUDENT
Password：gbcastudent@338

Unfortunately, you can't yet print from your laptop. You would need to login to the campus computer to be able to print after having sent your document to your email address or saved it to a USB.

Top

Do I have any library charges to pay?

You can find out if you have any Library fees by logging in to your Member Login on the Library page of the GBCA website http://gbca.edu.au/ where you can view your items on loan, your fees and be able to renew or reserve items. Select the Member Login option.

Students, please insert your student number as the Member Number, and your password is your birthday; day, month and year of birth (DDMMYYYY). You can change your password if you like.

Staff member's Member Number is their name, up to 20 characters eg. SELENASONG for Selena Song and your password is your birthday; day, month and year of birth (DDMMYYYY).

At the bottom of the Member Statement page you can see your Account Status which will show how much you owe in Library fees for any reason. The fee will only appear after you have returned the item, if

the item is overdue. After an item is more than seven days overdue, the replacement fee for that item will appear, as detailed in the damaged or long overdue item section in the GBCA Library Guidelines.

Top

How can I get on the waiting list for a book that is out on loan?

If you would like to borrow an item which is currently on loan to another member, you can reserve the item so that when it is returned, the item will be held in the library for you to pick up within seven business days. You will be notified by email when the item is available for you.

Reservations can be made on items, unless:

- you already have a copy of the item on loan;
- you already have a request on a copy of the item;
- your borrowing privileges have been suspended for some reason (e.g. you are no longer enrolled, you have $10 or more in overdue item fees on your Library record or a lost item, which restrict you from borrowing)

Reserves / Holds	Hold Items	Pick-up Period
Student	3	7 days
Staff	3	7 days
Teachers	8	7 days
Short Loan 3 Day Loans	3	7 days
Short Loan 7 Day Loans	3	7 days

When you want to reserve an item, you may visit either the GBCA Library in person or the online Library Catalogue on the GBCA website http://gbca.edu.au/, call the Library staff on +61 3 9326 9677 or email the Library on Library@gbca.edu.au.

Before you can reserve the item online, you need to search for it on the Library Catalogue. In the Search box at the bottom of the Library Catalogue page, enter your search term eg. 'management'. Select OK to search for all the items the Library has in their collection with this search term. For more information on searching for items, see the searching sections of this guide above.
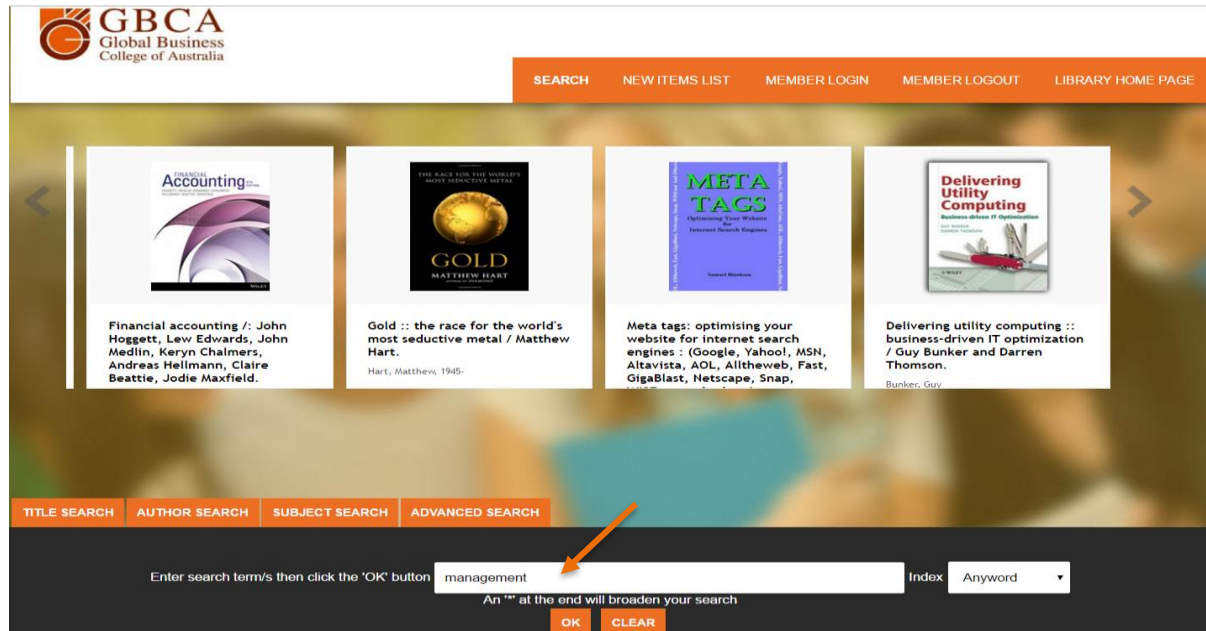
When you find the item, you would like to reserve, select the tick box next to the title and then select RESERVE SELECTIONS.
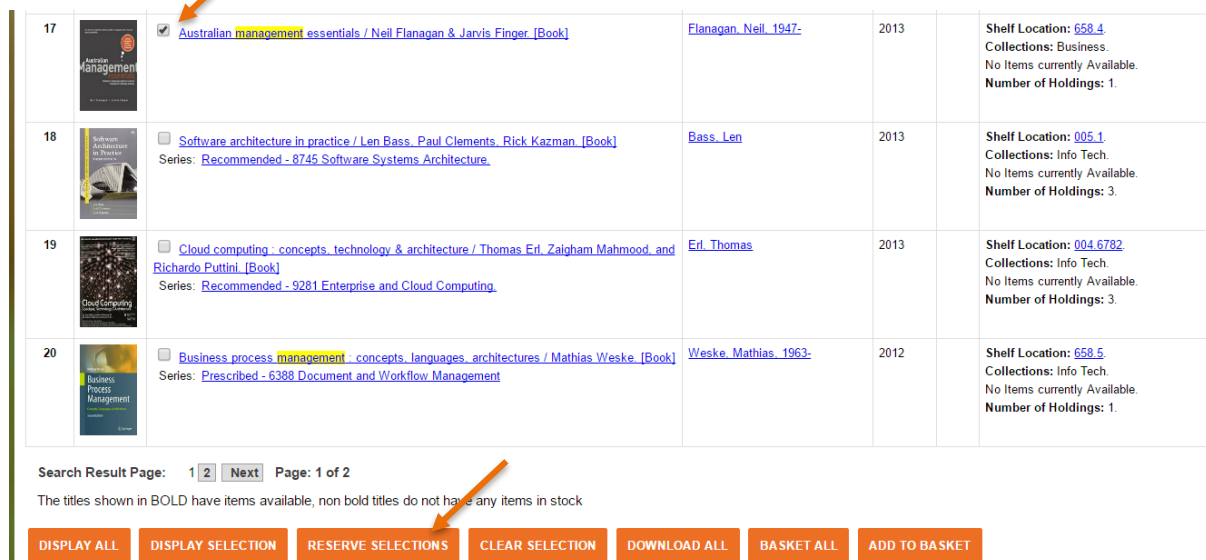
If you are not already logged in, you will be asked to log in as shown above in the Member Login section. A confirmation screen with the relevant details appears. If all is correct, add your email and select PROCEED.

You will receive a confirmation message to let you know that your reservation has been placed. Your reservation will expire in twelve weeks. If you would still like your item to be reserved after that time, you will need to reserve it again.

When a requested item is available to borrow, you will be notified by email. You should collect the item within the 7 days (business days) hold period otherwise, the hold expires. If you are unable to collect your item within this time, please contact the Library. At the bottom of the Member Statement screen you will notice the Reserved Items summary where you can delete items if you no longer require them.

Top

How can I pay my library charges?

To pay your fee, please return your items first to the Library. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card by the Online Payment option on the GBCA website http://gbca.edu.au/students/. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt and your record will be updated and your borrowing privileges returned.

All fees must be paid and items returned prior to leaving the college or graduation.

Top

How can I suggest new items for the library collection?

We would like to add items which support the courses offered at GBCA. If you know of a resource which you think would assist you to produced the best results, please complete this form, save or scan it and email it to Library@gbca.edu.au or bring it in to the Library. Please understand that it can take up to six weeks for resources to be available to use.
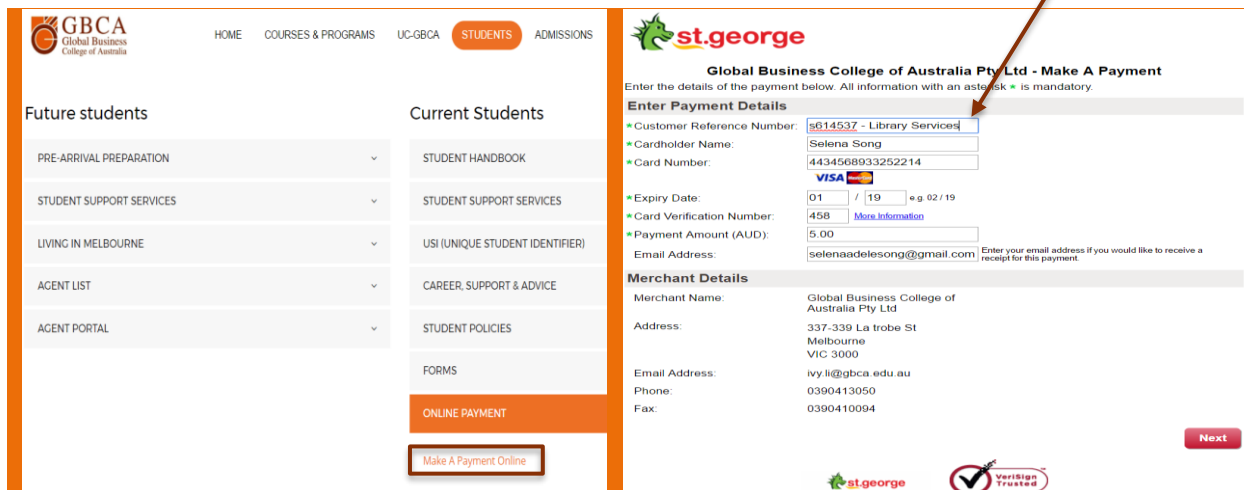
GBCA Library Suggestions and Feedback Form.pdf (Link to PDF)

Top

How do I add credit to my printing or copying account?

As a new GBCA student, you received $2 credit in your PaperCut printing/photocopying account. When you need more credit to print or photocopy, or to pay any Library fees, please ask the Library staff.

You can deposit the required amount to your PaperCut account in the Library by cash, or credit card via the Online Payment option on the GBCA website http://gbca.edu.au/students/. In the Customer Reference Number field use your student number and "Library Services" eg. u3128767 Library Services.

You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt by the Library Staff, which includes your current balance. To see your printing history and payments, please ask the Library staff member.

Top

How do I borrow a book?

Upon presenting a current GBCA or UC student or staff ID card to the Library staff member, each staff member or enrolled student may borrow resources from the Library. Students must be enrolled for at least one full term and have a month left of that time to be able to borrow. Borrowers must take care of the items which they borrow and not write in or highlight text in books.

Borrower	Items	Loan Period
Student	6	21 days
Staff	6	21 days
Teachers	30	90 days
Short Loan 3 Hour Loans	2	3 hours
Short Loan 3 Day Loans	2	3 days
Short Loan 7 Day Loans	2	7 days

Please note, that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item, and you will receive courtesy email notices to remind you to return the item on time. You can always check your due dates when you log into the Member Login tab of the GBCA Library on the GBCA website http://gbca.edu.au/ where you will be able to view your current loans.

All items must be returned prior to leaving the college.

Notifications

To assist you to have free Library services and never to have to pay any overdue fees, or replacement costs, you will receive courtesy email notices to remind you when your items are due or overdue. If you have reserved an item or put it on hold, you will receive a notice when it is available for you to pick up from the Library. If you don't receive any notices, we may not have your current email address. Please contact the Library to update your address.

Type of notice	Timing of issue
Courtesy reminder	2 days before due date
First overdue	1 day after due date
Second overdue	3 days after due date
Lost / Long overdue	7 days after due date
Reservation/hold available	When the item becomes available

Top

How do I connect to the Wi-Fi network?

The Wi-Fi network is different in each campus.

La Trobe Street Campus Wi-fi
   Username：GBCA-Student
   Password：gbcastudent

Queen Street Campus Wi-fi
   Username：GBCA@338-STUDENT
   Password：gbcastudent@338

Top

How do I find books or DVDs?

Please use the information in the How to Search the Library Catalogue document.

How to Use the GBCA Library Catalogue.pdf (Link to PDF)

Top

How do I find out what the copyright rules are for my assignments?

Copyright is a form of intellectual property that protects a person's creative skills and labour. In Australia, copyright law is governed by the Copyright Act 1968 (the Act), and the Act is amended from time to time to keep the law up to date. Material protected by copyright includes but is not limited to:

- ✓ Literary works such as books, journal articles, novels, reports;
- ✓ Computer programs;
- ✓ Compilations such as databases;
- ✓ Sound recordings such as recordings of music or words;
- ✓ Cinematograph films such as feature films, television programs and commercials and
- ✓ Artistic works such as photographs, maps, plans and paintings.

All students conducting their own research can rely on provisions in the Australian Copyright Act 1968 called "Fair Dealing for the purposes of research or study" meaning that you can copy the following:

- ✓ one article from a periodical publication (e.g.: journal) or more than one article from the same issue if they relate to the "same research or course of study";
- ✓ one chapter (or 10% of the pages) of a literary, dramatic or musical work (e.g.: book, play or sheet music);
- ✓ 10% of the number of other types of works and subject matter, such as audio-visual material, for study purposes (e.g.: clips from films).
- ✓ Fair dealing for research or study allows you to make use of a copyright work for your assessment. It will not cover you if you intend to publish or communicate the work to the public (e.g.: put it on a website).

** DO NOT PHOTOCOPY WHOLE TEXTBOOKS **

If you are a University of Canberra student you can access the UC Copyright Guide for more details. For more information, visit the Australian Copyright Council website at: http://www.copyright.org.au/

Top

How do I join the Melbourne Public Libraries?

You can access the Melbourne Public Libraries from http://www.melbourne.vic.gov.au/community/libraries/Pages/libraries.aspx Melbourne City Library offers free library services which include:

- ✓ using the library space to study
- ✓ booking and using a computer for one hour a day
- ✓ using Wi-fi with your own device
- ✓ printing, photocopying and scanning
- ✓ borrowing items including books, eBooks, magazines, DVDs and CDs
- ✓ using databases to find journal and newspaper articles
- ✓ using Lynda.com learning programs
- ✓ booking a study room for a group assignment meeting
- ✓ attending informal English conversation practice
- ✓ using an enormous collection of English as a Second Language items
- ✓ booking a Librarian for up to one hour's assistance

To do all of these activities you need to become a Library member, either at any of the Libraries or online. You will need proof of your Melbourne address and your card will be mailed to you, or you can pick it up at any branch. They have six branches around the city with varying opening hours. The branch at 253 Flinders Lane, Melbourne is open:

- ✓ Monday to Thursday 8am – 8pm
- ✓ Friday 8am – 6pm
- ✓ Saturday 10am – 5pm
- ✓ Sunday 12 – 5pm
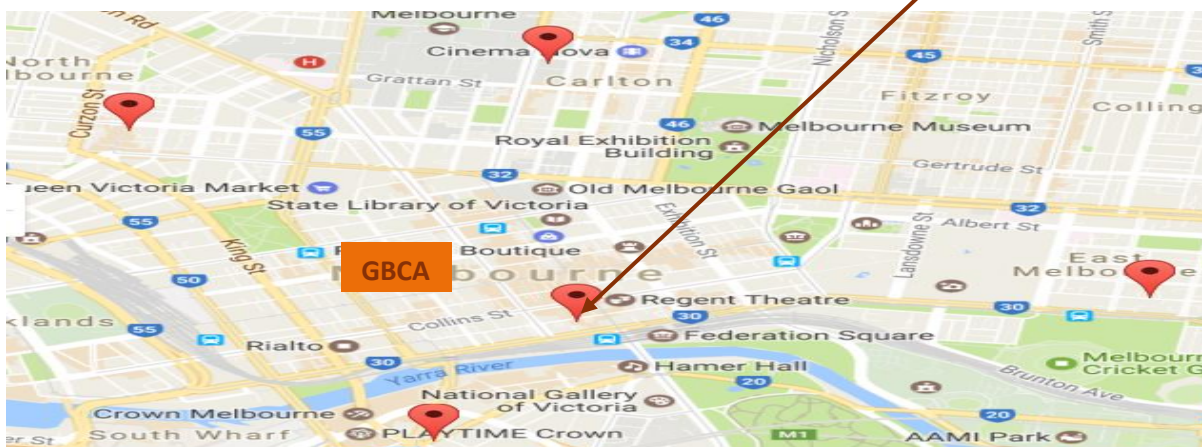
How do I join UC Library?

If you are a University of Canberra student or staff member, you have already joined the UC Library.

You can use all of the online services found in the Library web page http://www.canberra.edu.au/library

You can log in with your University of Canberra username and password
http://webpac.canberra.edu.au/patroninfo

For more assistance, please contact the GBCA Library.

Top

How do I renew my loan of a library book (or DVD)?

Library members who would like to continue using their item, or may be unable to return items on time, can renew their loan items in person at the Library, or by calling +61 3 9326 9677, or by emailing the Library on Library@gbca.edu.au or by logging in to the Member Login feature of the online Library Catalogue on the GBCA website http://gbca.edu.au/ as seen below. Here you will see your current loans. To renew you may either tick the item you wish to renew or select CHECK ALL to select them all. Then select SUBMIT. A message will appear to confirm your new due date.

Renewals	Times	Loan Period
Student	3	21 days
Staff	3	21 days
Teachers	3	21 days
Short Loan 3 Hour Loans	0	0
Short Loan 3 Day Loans	3	3 days
Short Loan 7 Day Loans	3	7 days

Three renewals are allowed if an item. Users are unable to renew their items if the item:

- is on hold for another user
- has been recalled to the Library
- they have been blocked from using the Library as they have $10 or more in fees or have a lost item

Global Business College of Australia Pty Ltd trading as Global Business College of Australia
ABN 96 600 373 859 **RTO no**. 41292 **CRICOS Provider no.** 03443D

How do I use APA style referencing?

Please use the UC A Guide to Referencing – APA Style document.

UC A Guide to Referencing – APA Style.pdf (Link to PDF)

How do I use Harvard style referencing?

Please use the UC A Guide to Referencing – Harvard Style document.

UC A Guide to Referencing – Harvard Style.pdf (Link to PDF)

How long can I borrow a book?

Upon presenting a current GBCA or UC student or staff ID card to the Library staff member, each staff member or enrolled student may borrow resources from the Library. Students must be enrolled for at least one full term and have a month left of that time to be able to borrow. Borrowers must take care of the items which they borrow and not write in or highlight text in books.

Borrower	Items	Loan Period
Student	6	21 days
Staff	6	21 days
Teachers	30	90 days
Short Loan 3 Hour Loans	2	3 hours
Short Loan 3 Day Loans	2	3 days
Short Loan 7 Day Loans	2	7 days

Please note, that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item, and you will receive courtesy email notices to remind you to return the item on time. You can always check your due dates when you log into the Member Login tab of the GBCA Library on the GBCA website http://gbca.edu.au/ where you will be able to view your current loans.

All items must be returned prior to leaving the college.

Notifications

To assist you to have free Library services and never to have to pay any overdue fees, or replacement costs, you will receive courtesy email notices to remind you when your items are due or overdue. If you have reserved an item or put it on hold, you will receive a notice when it is available for you to pick up from the Library. If you don't receive any notices, we may not have your current email address. Please contact the Library to update your address.

Type of notice	Timing of issue
Courtesy reminder	2 days before due date
First overdue	1 day after due date
Second overdue	3 days after due date
Lost / Long overdue	7 days after due date
Reservation/hold available	When the item becomes available

Top

How many books can I borrow?

Upon presenting a current GBCA or UC student or staff ID card to the Library staff member, each staff member or enrolled student may borrow resources from the Library. Students must be enrolled for at least one full term and have a month left of that time to be able to borrow. Borrowers must take care of the items which they borrow and not write in or highlight text in books.

Borrower	Items	Loan Period
Student	6	21 days
Staff	6	21 days
Teachers	30	90 days
Short Loan 3 Hour Loans	2	3 hours
Short Loan 3 Day Loans	2	3 days
Short Loan 7 Day Loans	2	7 days

Please note, that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item, and you will receive courtesy email notices to remind you to return the item on time. You can always check your due dates when you log into the Member Login tab of the GBCA Library on the GBCA website http://gbca.edu.au/ where you will be able to view your current loans.

All items must be returned prior to leaving the college.

Notifications

To assist you to have free Library services and never to have to pay any overdue fees, or replacement costs, you will receive courtesy email notices to remind you when your items are due or overdue. If you have reserved an item or put it on hold, you will receive a notice when it is available for you to pick up from the Library. If you don't receive any notices, we may not have your current email address. Please contact the Library to update your address.

Type of notice	Timing of issue
Courtesy reminder	2 days before due date
First overdue	1 day after due date
Second overdue	3 days after due date
Lost / Long overdue	7 days after due date
Reservation/hold available	When the item becomes available

Top

How many times can I extend/renew a book loan?

Library members who would like to continue using their item, or may be unable to return items on time, can renew their loan items in person at the Library, or by calling +61 3 9326 9677, or by emailing the Library on Library@gbca.edu.au or by logging in to the Member Login feature of the online Library Catalogue on the GBCA website http://gbca.edu.au/ .

Renewals	Times	Loan Period
Student	3	21 days
Staff	3	21 days
Teachers	3	21 days
Short Loan 3 Hour Loans	0	0
Short Loan 3 Day Loans	3	3 days
Short Loan 7 Day Loans	3	7 days

Three renewals are allowed if an item. Users are unable to renew their items if the item:

- is on hold for another user
- has been recalled to the Library
- they have been blocked from using the Library as they have $10 or more in fees or have a lost item

Top

How much does printing or copying cost?

Size	Colour one side	Black & white one side	Two-sided colour	Two-sided black & white
A4	25 cents	10 cents	19 cents a side	9 cents a side
A3	25 cents	10 cents	19 cents a side	9 cents a side
Other	25 cents	10 cents	19 cents a side	9 cents a side

Top

How much free Internet use do I have?

When you use the GBCA Wi-fi you have unlimited internet access. This access is only to be used for the searching and downloads relevant to your GBCA and UC course requirements.

Top

How do I change or reset my password?

Your password to the Library Catalogue is your day, month and year of birth (DDMMYYYY). You can change your password if you like. If you have forgotten your password, select the Forgotten your password link and you will be emailed a new password which needs to be used the same day it is sent to you.

Password reset has been sent, please follow the instructions in your email.

If you can't find the reset email, check your spam folder.

WebOpac Access   Inbox   x

? Library@gbca.edu.au
to me

Your new password is: CDRMMM
This password must be used today or it will expire,

To change your password, log in to the Member Login section. Select Change Password from the side menu.

Change your password and select Accept.

To change your student password, select Control, Alt and Delete buttons at the same time on your keyboard. Select Change Password and follow the directions.

Top

I sent my print job but nothing is coming out of the printer, what do I do?

If you can't print, please check these issues before asking for assistance.

1. Do you have this icon in the top right hand of your screen?
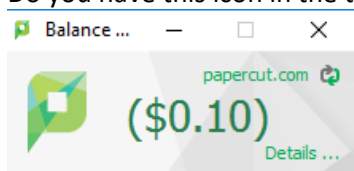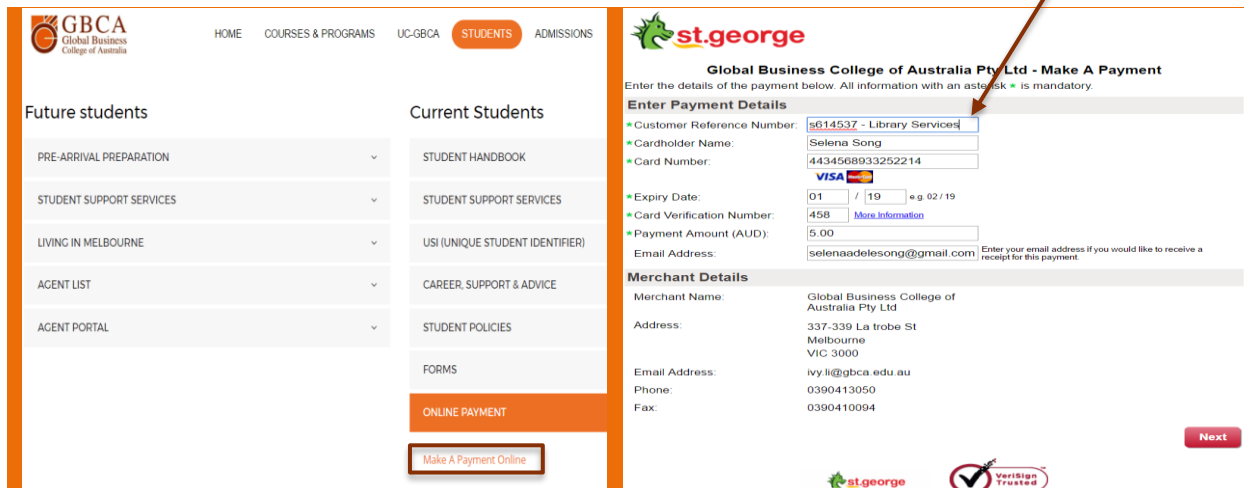
2. If not, please see the Library Staff, as you do not yet have a PaperCut account to allow you to print.
3. If you do have this icon, and it shows less than 10 cents in credit, you will not have enough credit to print or photocopy.
4. If you send a print job which costs more than you have in credit, it will not print any of the job.

Printing / photocopying costs

Size	Colour one side	Black & white one side	Two-sided colour	Two-sided black & white
A4	25 cents	10 cents	19 cents a side	9 cents a side
A3	25 cents	10 cents	19 cents a side	9 cents a side
Other	25 cents	10 cents	19 cents a side	9 cents a side

Adding Credit to your PaperCut Printing/Photocopying Account

As a new GBCA student, you received $2 credit in your PaperCut printing/photocopying account. When you need more credit to print or photocopy, or to pay any Library fees, please ask the Library staff. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card via the Online Payment option on the GBCA website http://gbca.edu.au/students/. In the Customer Reference Number field use your student number and "Library Services" eg. u3128767 Library Services.

You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt by the Library Staff, which includes your current balance. To see your printing history and payments, please ask the Library staff member.

Top

Is there anywhere I can heat up food?

There is a microwave in the kitchen space on each floor of the Queen Street campus and on Level 1 of the La Trobe Street campus. Please eat your hot food in the break out area on Level 2 of the Queen Street campus or Level 1 of the La Trobe Street campus.

Top

My student ID card doesn't work on the printer, what do I do?

If your student ID card is not working when you log in to the printer or wave it over the senser you may not have a PaperCut account yet to allow you to print.

Do you have this icon in the top right hand of your screen?
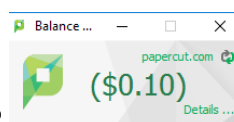
If not, please see the Library Staff, as you do not yet have a PaperCut account to allow you to print.

Top

What are the charges for overdues or the replacement of lost books?
Here is all the information regarding charges for overdue or the replacement of lost books.

To ensure the equity of access to Library resources, fees are imposed to encourage borrowers to return items on time. Please renew or return your item on time to avoid fees, or contact the Library.

Loan Type	Fee Rate	Maximum fee possible
Normal Loans	$1 per day	$10
Short Loan 3 Hour Loans	$1 per hour	$10
Short Loan 3 Day Loans	$1 per day	$10
Short Loan 7 Day Loans	$1 per day	$10

Library fees apply for overdue, lost, or damaged items which **must be paid in full** prior to borrowing privileges being restored.

All fees must be paid and items returned prior to leaving the college or graduation.

To pay your fee, please return your items first to the Library. You can deposit the required amount to your PaperCut account in the Library by cash, or credit card by the Online Payment option on the GBCA website http://gbca.edu.au/students/. You will need to provide a copy of the receipt to show your online payment, or do the payment with the Library staff. You will be issued with a PaperCut receipt and your record will be updated and your borrowing privileges returned.

Damaged and Long overdue items
The Library declares an item lost if the item has not been returned 7 days or more after the due date.

Borrowers are required to replace items that are considered as lost, long overdue, or damaged, by paying the current recommended retail price (RPP) of that item. The replacement fee for multimedia equipment will be the current market price. A damaged item means that the item is returned in a condition not acceptable to be borrowed by another user. For example, water damage, including coffee stains, ripping damage, including pages torn out and highlighting damage, or underlining in ink. When an item has some damage, but is not yet beyond being used, a note will be placed on the record of the book to ensure that the current user is not penalised inappropriately.

An exact new copy will be accepted of the item, or the most current edition, if the exact copy is out of print, instead of paying the RRP.

When the item is returned in good condition, within a reasonable timeframe, only the overdue fee will apply.

Suspensions
Your borrowing privileges will be suspended if you have:

- an overdue Course Reserve three hourly loan
- a fee of $10.00
- a book more than seven days' overdue which has then become "lost" to the Library

To avoid suspensions, you should keep the total amount of your Library fees below $10 for the duration of your study, academic or professional career at GBCA.

Student System Sanctions

If you have a long overdue or damaged item, or unpaid Library fees of over $10, you will be subject to sanction in the student system, which may not allow you to access your results, receive your transcripts, Graduation Certificate or re-enrol. The sanction is cleared once you return the overdue items or pay the fees.

All outstanding fees must be paid prior to leaving the college or graduation.

Appeals Process

If you feel that you have received an unfair Library fee for an overdue item or damaged item replacement cost, you may appeal by completing the Library Appeal Representation Form which you will find on the Library page of the GBCA website http://gbca.edu.au/

You may only appeal if you have:

- ✓ checked and updated your email address with the Library and read your email notices

- ✓ been unable to check the Library page and login to the Member Logon on the GBCA website http://gbca.edu.au/ to view your loans and the due dates and renew your items

- ✓ contacted the Library to let us know there was a challenge with renewing or returning the items

- ✓ not given your item to someone else to return for you

- ✓ a valid personal circumstance with a Medical or other relevant certificate or documentation

- ✓ accepted that the time of return shown on the Library system is the only time and date it was returned. There is no other variation as it cannot be changed in any way

Borrowing privileges will be temporarily returned for five days until the appeal is processed. If your appeal is granted, the agreed reduction or removal of the fee will reinstate your borrowing privileges. If your appeal is unsuccessful, you will be required to pay the fee prior to leaving the college and/or graduating, and then your borrowing privileges will be returned.

Please note that it is your responsibility to know when your items are to be returned. The Library staff will let you know the due date when you borrow the item and you will receive courtesy email notices to remind you to return the item on time.

Top

What is the search box on the Library's home page?

The search box on the Library's home page is part of the Library Catalogue. It allows you to search for and find resources within the GBCA Library. Please use the information in the How to Search the Library Catalogue document to assist you to use it to successfully find the information you need.

How to Use the GBCA Library Catalogue.pdf (Link to PDF)

Top

What printing, scanning and photocopying facilities are available in the library?

The Library provides colour and black and white photocopying, printing and scanning services.

	Colour one side	Black & white one side	Two-sided colour	Two-sided black & white
A4	25 cents	10 cents	19 cents a side	9 cents a side
A3	25 cents	10 cents	19 cents a side	9 cents a side
Other	25 cents	10 cents	19 cents a side	9 cents a side

Top

What referencing style should I use?

It is best to ask your teacher as each unit or course will have a preferred referencing style.

Top

What services are available to off-campus UC-GBCA students?

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.

Top

When is my book due?

When you log into the Member Login tab of the GBCA Library on the GBCA website http://gbca.edu.au/ you will be able to view your current loans. You can see the due date and how many times you have renewed each item.

Top

When is the Library open?

The GBCA Library is open 9am to 5pm, Monday to Friday.

If you need a library outside these hours, please use the State Library Victoria on the corner of Swanston and La Trobe Street. They are open 10am – 9pm Monday to Thursday and 10am – 6pm Friday – Sunday.

Also, the Melbourne City Library at 253 Flinders Lane, Melbourne is open 8am – 8pm Monday to Thursday, 8am – 6pm on Friday and 10am – 5pm Saturday and 12 – 5pm Sunday.

Any variation to these open hours will be announced on GBCA Library webpage http://gbca.edu.au/.

Top

Where can I get study help?

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

University of Canberra services available to students at partner institutions

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

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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.

Study Skills Classes

It is the intention of the Library to empower students to be successful. The Library staff do not do the work for the students in any way.

A range of regular classes are available in the library to assist you to have the skills you need to study successfully. The classes include:

- ✓ How to study and manage time successfully
- ✓ How to use Microsoft Excel at a basic level
- ✓ How to communicate and work together in a team
- ✓ How to search the Internet and evaluate the information
- ✓ How to search databases and find journal articles
- ✓ How to write a report
- ✓ How to give a presentation and use Microsoft PowerPoint at a basic level
- ✓ How to reference to avoid plagiarism
- ✓ Exam preparation

The timetable for the classes will be available on the Events page of the GBCA website. If you are unable to attend any of the scheduled classes, or would like a specific class, or a class to be given to all of your students in your classroom, please contact the Library on Library@gbca.edu.au.

Top

Where can I go to get IT help?

The Library provides basic IT support.

For further information and support ask the Library staff or the IT support staff at the Queen St Campus Level 3 IT Service Desk or La Trobe St Level 1 IT staff.

Top

Where can I return books when the Library is closed?

Please return your items on or before the due date to the Library. If, for any reason, the Library is not open, please return the items to reception and send an email to Library@gbca.edu.au to let the Library know that you have returned them. If you are unable to do so, please renew your items or contact the Library.

Top

Where can I submit feedback and/or suggestions about Library services or resources?

The Library welcomes feedback and suggestions about the Library services and resources. To offer your suggestions and feedback please complete this form, save or scan it and email it to Library@gbca.edu.au or bring it in to the Library.

GBCA Library Suggestions and Feedback Form.pdf (Link to PDF)

Who can I talk to about my assignment question?

The best person to talk to is your teacher however, the Librarian can also assist you. The GBCA Library is here to support you to successfully reach your learning and teaching goals. 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:

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Top