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UNIVERSITY
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Online Library

Online Library in a Nutshell



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What is the Online Library?

The Online Library is a library service dedicated to supporting all students of the University of London's distance learning programmes.

At the Online Library you can access a range of resources similar to those available in a physical library.

The resources in the Online Library have been carefully selected because of their high academic quality and as such are often more reliable than those found freely on the web.

The Library is managed by a team of professional librarians who are available to provide help and advice on using information resources.

Why do I need to use the Online Library?

- So you can access high quality information resources that are relevant to your course.
- Learning to use the Library effectively will equip you with the information skills you need to succeed in your studies and your career
- So you can get support from professional librarians on using information resources

Accessing the Online Library

You can access the Online Library via the **Study** tab in your **Student Portal**.

You can also access the Library directly on the **web** at onlinelibrary.london.ac.uk

Library resources

The Library contains over 97 million electronic items, including

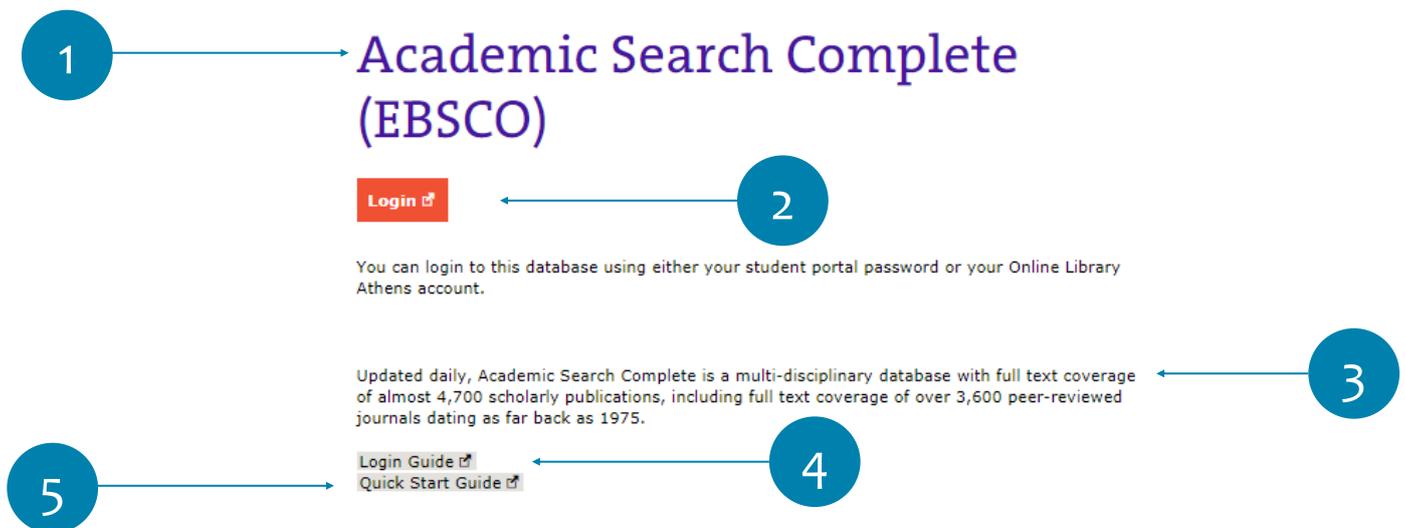
- eBooks
- Journal articles
- Legal cases
- Newspaper articles
- Dissertations
- Statistics

This material is stored in collections known as **databases**

You can view the databases which contain material relevant to your programme from your [Programme Gateway](#)

Databases

Each database has its own web page, similar to the example below.



1	Name of database
2	Login button
3	Description of what is in the database
4	Instructions for logging into the database from Summon
5	Guidance on searching the database

Searching the Online Library

You can log into databases from your Programme Gateway and search them individually. However, if you do this, you will only be searching the contents of that particular database.

For this reason, it is usually better if you carry out your search using the **Summon** search engine.

Summon

Summon is a Google-like tool that searches across the various databases, retrieving items that you have access to through the Online Library.



You can search Summon from our [Summon page](#) or from the search box on the Library home page

When you find an item in Summon you want to read, Summon will allow you to link across to the database the item is stored in.

You can also **save your search results** to look at later, and export them into a citation management tool such as RefWorks. Our [reference management software page](#) has the details.

A-Z journals list

If you are searching for a serial publication such as a journal or law report series, you can also search using the [A-Z journals list](#)

The A-Z journals list will tell you if the journal or report series is available in the Library, which database(s) it is stored in, and the years available. As with Summon, the A-Z journals list will allow you to link across to the relevant database.

Database searching

Sometimes you may wish to log into a database from your Programme Gateway and search it directly.

This can be useful if you want to find material that is not retrieved by Summon, for example:

- Cases (stored in the legal databases such as 'LexisLibrary' and 'Westlaw')
- Statistics (stored in the 'Statista' database)

There is a **Quick Start Guide** for each database that explains the basics of how to search it effectively. They can be found on our [Quick Start Guides](#) page.

As mentioned earlier, remember that when you search a database directly, you are not searching the entire Library collection, only the contents of that database.

Logging in

Passwords

The Library databases are **password-protected**.

This means that whenever you connect to a database from Summon or the A-Z journals list, or from your Programme Gateway, you will need to log in.

You can access all Online Library databases (apart from Kluwer Arbitration—see below) using the same username and password you use to access to Student Portal and Virtual Learning Environment.

Students studying with the CeFiMS, CeDEP and Global Diplomacy (SOAS) programmes will need to log in with an **Athens** password. To get an Athens account please complete the [Athens registration form](#)

Each database requires a slightly different set of steps to log into it from Summon. There is a **Login Guide** for each database on the Library website, so you should take a look at the Login Guide for a database if you are unfamiliar with how to log into it from Summon.

Take a look at our [Login Guides page](#)

If you have any difficulties logging in, please contact the Online Library Enquiry Service.

Kluwer Arbitration

A separate password is required for the Kluwer Arbitration database. Please complete our [contact us form](#) to get one.

Logging in: tips

If you have forgotten your **Student Portal** password, you can reset it using the **Forgot password? facility** on the Student Portal home page

If you have forgotten your **Athens** password, you can [reset it here](#)

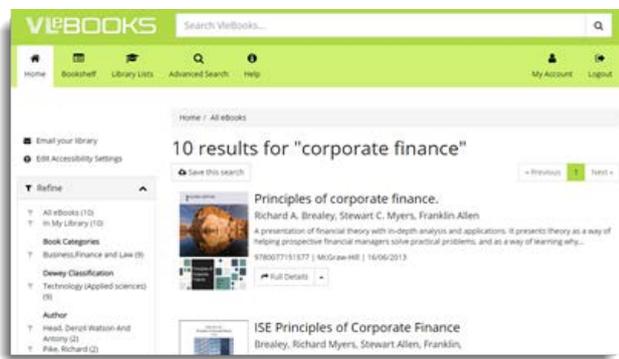
If you are having trouble logging into a database, check that you have followed the precise steps shown in the **Login Guide** for that database.

If you need help, contact the **Online Library Enquiry Service**

eBooks

Most of the Library's ebooks are stored in the 'VLeBooks' database, which you can access from your Programme Gateway.

Although you can find ebooks in the VLeBooks database using Summon, you may also wish to search the VLeBooks database directly.



We aim to provide all Essential course reading titles.

Reading ebooks

You can read ebooks in the VLeBooks database online, or download them to read offline.

When you download a book from VLeBooks this is similar to borrowing it from a physical library.

In most cases you can download the book for up to seven days at a time.

Some titles can only be read online or downloaded by one user at a time, in which case the download period is 24 hours.

In these cases, you can join a 'queue' if

the title is being read by another user, and you will receive an email when you reach the front of the queue. Each position in the queue represents a period of 24-36 hours. Our [How can I download e-books? page](#) has more information.

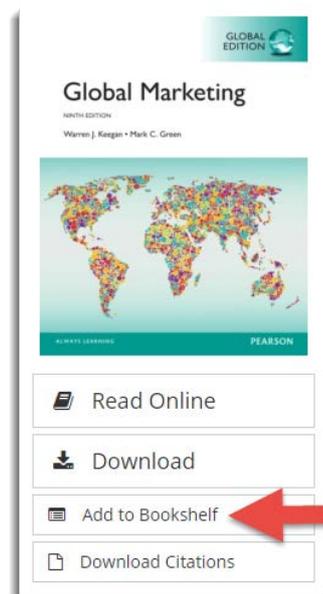
Printing and saving

In order to comply with copyright law, you are only allowed to print or permanently save (e.g. by copying and pasting) up to around **10% of any ebook**.

Your Bookshelf

You can add titles you wish to refer to regularly (such as your Essential course readings) to your personal favourites in VLeBooks—known as your 'Bookshelf'.

To do this, simply click the 'Add to Bookshelf' button under the book cover. Click 'Bookshelf' at the top of the page to see your books.



Getting help

Student Support pages

The [Student Support pages](#) on the Online Library website contain lots of useful information, so you will often find the answer to your question there.

Online Library Enquiry Service

The Online Library is managed by a team of professional librarians who can provide help and advice on using Library and information resources. For example:

- Locating your course readings
- The best way of searching for information on a topic
- Logging into databases
- Referencing

The Online Library Enquiry Service is staffed Monday-Friday, 09:00-17:00 (UK time)

You can contact the Enquiry Service at **any time** by:

- **Email**
onlinelibrary@london.ac.uk
- **Web Form**

We aim to respond to enquiries within 72 hours.

During **staffed-hours** you can get immediate help by:

- **Phone** +44(0)20 7862 8478
- **Ask a Librarian Live Chat**

You can speak live to a librarian by clicking the green **Chat with us** now button in the bottom left hand corner of the Library website.

If a librarian is not available immediately (for example, if we are chatting with other students) you can click the **Contact us** button instead and leave a message. A librarian will then get back to you as soon as possible.

Our [Ask a Librarian Live Chat page](#) has more details.

To enable us to give you the right help as quickly as possible, please provide your 9-digit **Student Registration Number** whenever you contact us.

See the [Online Library Enquiry Service page](#) for more information.

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