



FIMS GRADUATE RESOURCE CENTRE

New Student Handbook

GENERAL INFORMATION

The Graduate Resource Centre (GRC) is a faculty-supported library that delivers library and information resources and services in support of the graduate programs offered at FIMS. Resources and services include: course reserves (print and digital), access to specialized online databases, library workshops, research help, and a core collection of non-circulating books, journals, audiovisual and reference materials. The GRC is managed by Marni Harrington (FIMS Librarian), with frontline service provided by two full-time Library Assistants, Steve Patterson and Crystel Cowen, who offer services to all members of the FIMS graduate community. The GRC also employs several part-time Student Library Assistants to work in the library and assist with special library projects.

Website

Access to information about the Graduate Resource Centre, as well as links to various online products that support graduate teaching and research at FIMS is available via the [FIMS-GRC webpage](http://fims-grc.fims.uwo.ca) (<http://fims-grc.fims.uwo.ca>). A valid FIMS username and password is required to access some of the resources.

Hours

The GRC's regular public service hours are:

Monday-Thursday: 8:30 AM to 7:00 PM

Friday: 8:30 AM to 5:00 PM

Saturday & Sunday: 1:00 PM to 5:00 PM

Holiday and inter-session hours vary and will be posted.

Follow us on Facebook and Twitter for up-to-date information about the GRC's resources and services.

www.facebook.com/FIMSGRC

www.twitter.com/FIMS_GRC

Services

Research help is an integral part of the GRC. FIMS students are encouraged to ask staff questions about GRC resources, including the Western Libraries' [Shared Libraries Catalogue](#) and various print and online resources, and to inquire about trends in the field of library and information science, such as research strategies and information management techniques.

The nature of research help services in the GRC varies from traditional services as students are guided in the formulation of the information search through recommended strategies and resources. Our mandate is to help FIMS students develop the knowledge and skills required to find information independently; therefore, staff use discretion when determining how best to assist students.

Library instruction is also a component of the services offered. Orientation sessions acquaint students with the facilities, resources, and services available through the GRC. The GRC offers a series of seminars and workshops (The GRC Presents...) to support the graduate community. Topics change depending on interest and availability of speakers, but may include online resources and bibliographic management tools, interactions with new technology, writing at the graduate level and working with vendors.

RESOURCES

Online Databases

Information about online resources that are available locally at FIMS is posted on the [GRC website](#). Many web-based resources are available both from FIMS Computing Labs and from home. Information regarding access to these resources is available under “The Digital GRC” link.

Library Literature and *LISA* (Library and Information Science Abstracts) are databases specific to library and information science. *LISA* is available on the GRC Intranet, either from the FIMS Computing Labs or via remote access. *Library Literature* may be accessed through Western Libraries’ catalogue.

Periodicals

A number of our periodical publications (journals, newspapers, etc.) are available online through Western Libraries. To locate online content, search by: ‘Journal Title’ in the [Online Catalogue](#). In the GRC, print periodicals are shelved in alphabetical order by title; the twelve most recent years are housed on-site for each active title (many older volumes are available through Western Libraries). For the most recent issue of a title, please consult the current issues, located on display shelves toward the back of the library.

Books

The Graduate Resource Centre holds a core, **non-circulating** collection of materials in support of FIMS graduate programs. The D.B. Weldon Library’s comprehensive circulating collection complements the GRC’s holdings. Unfortunately, the GRC, as a faculty-supported library does not have the staff or electronic resources for circulating materials or acting as a pick-up/drop-off location for Western Libraries materials.

Computer Services

FIMS provides access to 60 PCs in three computing labs adjacent to the GRC, in addition to four PCs in the GRC itself. Help is available from library staff at the GRC's Service Desk.

Copy Bank

A repository of recycled course readings is located in filing cabinets in the 24/7-Access Copier Room (NCB 280B). Students are encouraged to help themselves to any photocopied readings they may need, and to contribute articles they no longer require.

Meeting Rooms

There are two meeting rooms that students may use for course-related **group** meetings. These rooms are not for individual study.

NCB 280D (located inside the GRC; seats five)

NCB 280E (located in the Resource Corridor; seats six)

These rooms are available on a first-come, first-served basis. A student group that has pre-booked a meeting room will have priority over a drop-in group.

Students may book rooms NCB 280D and 280E using the online [Meeting Room Booking System](#) on our website. You will require login information to book, which is available via the "*Learn how to book a room*" link. Alternatively, you can ask a GRC staff member at the Service Desk to reserve a meeting room on your behalf.

POLICIES AND PROCEDURES

Library Cards

A personalized GRC library card is given to each FIMS graduate student so they may borrow course reserve materials, e-readers and other equipment from the Service Desk in the GRC.

Reserves and Loan Period

Reserve readings and books are loaned for two-hour use within the Graduate Resource Centre and adjacent Lab C during hours of opening only. The borrower's library card will be held at the Service Desk until the items are returned. If an item is needed for more than two hours, please see the GRC staff to inquire about a special circumstance loan. Exceptions are made for items needed for class demonstrations and/or in labs. *Please note that the Service Desk closes 15 minutes before the Graduate Resource Centre closes.*

Placing Materials on Reserve

Faculty members and limited-duties instructors may place materials on reserve in the GRC. Requests to place materials on reserve must be received at least ten business days prior to the first day of classes in any given term.

Interlibrary Loan (ILL)

Materials not otherwise available on campus may be requested through Interlibrary Loan via Western Libraries: <http://www.lib.uwo.ca/ill>.

Lost/Damaged Material

Borrowers will be billed for items considered lost/damaged. Failure to produce the books or pay the cost of replacement will result in the withholding of grades, etc. (see S.1008 Western Senate Minutes, May 7, 1971).

Security

Collections are protected by a 3M Security System. Improperly "checked out" materials will trip the alarm when taken out through the gate. GRC staff will always ask to check bags or purses if the system has been activated. The presence of keys and other metal objects, such as DVDs and phones, may trip the system.

Food and Drink

Food is not permitted in the Graduate Resource Centre. Lidded beverages, in non-spillable containers, are permitted.

Reshelving

Please allow staff to reshelve any materials used within the Graduate Resource Centre (e.g. items from the stacks, periodicals, etc). Return any materials that you have consulted to a nearby book truck.

OTHER LIBRARIES

Western Libraries (<http://www.lib.uwo.ca/>)

Courses at FIMS cover a variety of topics and often need more specialized resources and tools than can be provided through the Graduate Resource Centre. FIMS students are members of the wider University community and as such have borrowing privileges throughout Western Libraries. In addition to The D.B. Weldon Library (Arts & Humanities, Social Sciences, Information & Media Studies) there are six other service locations across the Western Libraries system. Hours of service vary for each of these libraries. Please consult <http://www.lib.uwo.ca> for further information.

Accessing Western Libraries Resources from Home

You may access the Western Libraries *Shared Libraries Catalogue*, as well as many online resources made available courtesy of Western Libraries. In order to access these resources from off-campus, you will need to login with your Western username and password (begin at: <http://www.lib.uwo.ca>, 'Off-Campus Access').

London Public Library (LPL)

FIMS students may apply for borrowing privileges with the London Public Library (LPL). There are seventeen branches located throughout London; the Central Library is known for its business information resources and its children's collections. For information, please visit: <http://www.londonpubliclibrary.ca>.

Printing / Copying / Scanning

Several printers (both black-and-white and colour) are available for printing assignments, projects, and resumes. Please be environmentally sensitive; limit the amount of paper you use. The printer is available in NCB 277, across from the GRC.

Printing is available to all students on a cost-recovery basis. Upon entry to the program, master's students are given \$5.00 of course-related computer printing at no cost to them. Network printing is tracked automatically and the amount printed is calculated. The cost is then deducted from individual balances.

Printing / Copying / Scanning Cost (per page side):

Black-and-White printing and copying: 6 cents

Colour printing and copying: 18 cents

Scanning to USB or email: 2 cents/scan

All rates are available when you log in to your myFIMS printing account.

Checking Your Print Account Balance

Right-click on the PaperCut MyFIMS Printing icon, which looks like a green P on a white background and can be found in the bottom right-hand corner of your screen. Once the allocation is exhausted, you may add money to your Network Print Account. Students are responsible for all jobs printed from their account.

Adding Money To Your Network Print Account

Come to the Service Desk in the Graduate Resource Centre to purchase print cards that can be redeemed in your online (PaperCut) print account. We suggest a **\$5.00 minimum transaction**. Change is provided for purchasing print cards only, and for no other reason.

Refunds

No refunds will be provided for jobs where the “print preview” matches actual print output. All print jobs over 5 pages should be checked via “print preview” before printing to ensure that the job is formatted /paginated correctly.

PLEASE NOTE: print refunds are approved only for jobs that have failed due to mechanical or system reasons, not for user error. Please keep the entire “bad” print job so we may assist in remedying any issues.

Requesting A Refund

Print refunds can be requested online by logging into your *myFIMS Printing* account and accessing *Recent Print Jobs*. Click *Request Refund* in the *Status* column beside the job in question. Review the details, add a reason for the request and *Send*.

Transferring Funds

FIMS does not refund money applied to your FIMS Printing Account. If you are leaving FIMS, you may give or sell what is left in your account to another student who has a FIMS Printing Account. For instructions, go to <http://cs.fims.uwo.ca>