

Library FAQs

I already have items on loan, how do I renew them?

The library staff will be contacting everyone who has already borrowed items from the library about their account. All loans have been renewed until Monday 1st March 2021. This date will be reviewed closer to the time dependent on advice from the college. You just need to look after the items that you have on loan and remember to return them on this date, or contact the library staff if you are unable to do so.

How do I borrow books from the library?

Please refer to the separate “Lockdown Library Requests” on the library homepage.

How do I return books to the library?

The campus is currently closed to most staff and students so returns are not possible in the usual way. However, please contact library@loucoll.ac.uk to discuss potential arrangements that can be made to allow returns.

How do I access electronic resources, such as eBooks?

Please use the guides provided on the library website for instructions on how to access the library’s online resources: <https://library.loucoll.ac.uk/>

If you have any difficulty, please contact the library staff on library@loucoll.ac.uk for help.

How do I reset my college password?

Please follow the instructions on your.loucoll.ac.uk to change your password.

I need to contact you by phone. How can I do that?

As the library staff aren’t currently working on-site, we are not able to answer our normal landline number.

We can answer nearly all enquiries by email, but you can arrange a call with a member of the library staff through MS Teams if this is an easier way for you to communicate. Please email library@loucoll.ac.uk to tell us what your enquiry is regarding and a selection of preferred times to be contacted on Teams.

If contacting us by email or Teams is not possible for you at all, please call our landline 01509 618318 and leave a voicemail. Please be sure to clearly state your ID number, name and the phone number recorded on your college ILP and we will try to arrange a way to return your call as soon as possible. Please note, we will only call phone numbers that are registered on your ILP.

How do I access fiction and other “reading for pleasure” items online?

Unfortunately, the college library doesn't have electronic versions for the majority of our popular reading, graphic novels, wellbeing or general interest stock.

However, you can join the public library online here for Leicestershire:

<https://www.leicestershire.gov.uk/leisure-and-community/libraries/join-the-library>

And here for Leicester city libraries: <https://www.leicester.gov.uk/your-community/libraries-and-community-centres/libraries/join-a-library/>

The public library has a wide range of resources including some eBooks and audiobooks that can be accessed online. Please contact your local public library for more information.

How do I arrange study skills support?

Please contact library@loucoll.ac.uk stating what areas you feel you need support with (e.g. referencing) and a selection of days and times that you are normally available to meet. You will be contacted about appointments via your student email and appointments will be done using MS Teams.

When will the library be open again?

Please see the college website for the most up to date information.

Take care and keep safe.

Kind regards,

The Library Team