

## Library Tour Script – 2016

If you would like to lead a tour of Randall Library, the following “script” provides current information. This script was designed for First Year Seminar students.

Pages 1 - 3: Short Tour (15-20 minutes); Pages 4 - 6: Extended Tour (30 minutes)

### Library Tour Script Short Tour (approximately 15-20 minutes to tour)

#### First Floor

Welcome to Randall Library! The library is a resource to help you with your research and studies at UNCW. When classes are in session during fall and spring semesters, the library is open 24 hours, 5 days a week with shorter hours on Fridays and Saturdays.

#### **Regular Hours are:**

Sunday, Noon until closing Friday at 6:00 p.m.

Saturday, Noon to 6:00 p.m.

For up-to-date hours during breaks and holidays, check the library’s website.

Note: Between 10:00 p.m. and 7:00 a.m. you must swipe your UNCW One Card to enter the library.

Randall Library has areas for group study, quiet study, research and technological help. I’ll show you these areas during our tour. As a general rule to keep in mind, the second floor of the library is for quiet study and the first floor is for group work and conversations.

#### *Circulation and Reserves*

The **Circulation Desk** is where library staff checkout items to you (where materials circulate in and out of the library). If your professor has reserved films or books for your class, you can checkout those materials here. Make sure you know what the call number is for the book or movie you need, because there are hundreds of items on reserve. You can ask at the **Research Help Desk** (which we’ll get to later in the tour) for help finding the call number.

#### *Coffee Shop*

**Port City Java** has extensive hours, though they are shorter than the library’s hours. They offer coffee, smoothies, light lunch and snacks. Some professors will have office hours here and students use the space to collaborate, study and socialize.

#### *Periodicals*

The majority of the magazines and journals are available online through databases to which the Library subscribes. The current magazines and newspapers that are available in print are kept on the shelves near the coffee shop. The current journals that are available in print are in front of the **Bound Periodicals** section, which I’ll show you shortly. They are organized by title. After about a year, when the magazine, newspaper or journal issues are no longer current, the older issues move to the Bound Periodicals.

#### *DVDs and VHS*

All films are organized by genres (comedy, drama, action), then alphabetically by title. The DVDs (which are on the first floor) are separate from the VHS tapes (which are located on the second floor near the **Group Study** rooms). The library has lots of films to choose from, but finding what you’re looking for can be confusing, so please ask for help at the **Research Help Desk** if you need it.

There are also two **instruction rooms** on the first floor of the library where you might have a library and information literacy class. Instruction room **RL 1022** is near the DVDs. I’ll point out the other instruction room later.

#### *Research Help Desk*

The **Learning Commons** is a collaborative workspace with computers, a variety of technological resources and support services. The **Research Help Desk** is where librarians can answer your research questions. If you need help locating a book or movie, if you aren’t sure the best way to look for articles, or if you just don’t know where to go for the information you need, the librarians will help you. Librarians are professional researchers and it is their job to help, so don’t hesitate to ask them whenever you have questions.

The librarians at Randall can be contacted by email, chat, phone, or in person. I’ll show you how to find their contact information in a minute.

### ***Computers, Printing and Copying, Scanning***

Near the **Research Help Desk** are computers for students, faculty and staff. You login to the computers using your email username and password. You print from these computers using **iPrint** and your One Card (there is no option to pay for printing directly with cash). With iPrint, you have \$8 of free print-outs each semester (at 8 cents per page, that's 100 free prints). The \$8 is automatically on your ID card. If you ever need to print out more than that, you can add money to your Seahawk Bucks account. There's a machine in the library by Circulation where you can add cash, or you can add money online with a debit or credit card, too. iPrint machines can also make copies and the **iPrint Business Center** back near **TAC**, which we will see soon, is also available during some hours for assistance.

Let's use the quick-look-up station near the Research Help Desk for a minute. You can chat with a librarian, email a librarian, or find the phone number to call from the library's website. Your questions end up at the **Research Help Desk**. A librarian is available to help you from 9:00 a.m. to 8:00 p.m. Monday-Thursday, 9:00 a.m. to 5:00 p.m. on Fridays, and 2:00 p.m. to 6:00 p.m. on Sundays. An updated list of all the library hours can be found on the library's homepage.

The library also has **guest computers**, giving limited computer access to people not affiliated with UNCW. Guests don't have access to student computers and vice versa.

Scanners are available in various locations throughout the first floor.

### ***Bound Periodicals***

The **Bound Periodicals** are magazines and journals that are bound together between hard covers. They look like books but they are not. These are arranged alphabetically by the title of the periodical.

### ***Featured New Books and Audiobooks***

Before the Sherman Hayes Gallery, you'll find **Featured New Books** and our **Audiobooks** collections.

### ***TAC Help Desk***

At the back of the library is the **Technology Assistance Center (TAC) Help Desk**. The TAC can help you with resetting your password, Internet connection problems, laptop help, etc. The TAC also offers video editing support. The TAC is also where you can checkout laptops, headphones, software, and other equipment. Laptops must be used in the library.

Down the hall to the right of the **TAC**, there is a second library instruction room, **RL 1039**. On the left side of TAC, there is the **iPrint Business Center**.

Let's head up to the second floor.

## **Second Floor**

Most of the second floor is reserved for quiet study. The library asks that if you need to use a cell phone, please use it on the first floor of the library, or outside.

### ***Auditorium***

Some of you might have classes in the library auditorium, or want to attend events held here, such as film screenings. The auditorium is at the top of the back stairs of the library.

### ***General Collection***

The second floor has most of the library's book collection. The books up here can be checked out. The books are not organized by the Dewey Decimal system, but by the Library of Congress system. For example, books on medicine have a call number that starts with "R." Books on geography, anthropology and recreation, including sports, have a call number that starts with "G."

You don't have to know how the system works, you only have to know that you search for books from the library's website, write down the call number, and that the call number is how you find it on the shelf. All the numbers in a book's call number are important, so make sure you note the entire number. For example, this book:

*(Note to the tour guide: you can use any book you find on the shelf to illustrate this, this is just one example)*

*Surfing and Social Theory: Experience, Embodiment and Narrative of the Dream Glide*

... has this call number: GV840.S8 F67 2006. All these letters and numbers are important – GV comes after GT on the shelf. When you find GV, you go to 840 (not 84, not 8400, but **840**) and then look for .S8 F67 (which would be after GV840.S7 and before GV840.S9).

Let's make sure to stop at the main staircase where there are two iPad stations you can use to look up materials and reserve group study rooms.

### ***Music***

Randall Library has many CDs you can borrow. They are organized by a mixture of genres and decades, so it is easier to look up CDs by artist than it is to browse the CD collection. They are located near the **Group Study** rooms on the second floor. Please ask for help at the **Learning Commons Help Desk** on the first floor if you can't find what you need.

### ***Group Study***

Finally, there are rooms throughout the library where you can meet as a group with a closed door so you don't disturb other people who are studying. You can reserve a group study room online. Click on "Use the Library" on the library's homepage for more information. There are various types of groups study rooms, including a Technology Enhanced Collaboration Space on the first floor near the Pelican Gallery.

### **As a quick re-cap:**

1. Ask librarians questions at the **Research Help Desk**, or by using chat, email, or phone. Their job is to help you get the information you need, so don't hesitate to ask them whenever you have a question.
2. Checkout library materials and reserves at the **Circulation Desk**. The Circulation staff can also help you with renewals and other questions about your library account.
3. The **TAC Help Desk** is where you can go for help troubleshooting technology problems and also checkout laptops and other computer equipment.

Let me know if you have questions, and I'll try to answer them! We can also stop by the **Research Help Desk** and ask the librarian since we're here. (Scroll down a page for the **Extended Tour** script.)

## Library Tour Script Extended Tour (30 minutes)

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The library also has **guest computers**, giving limited computer access to people not affiliated with UNCW. Guests don't have access to student computers and vice versa.

Scanners are available in various locations throughout the first floor.

### ***Reference Collection***

The **Reference Collection** is where you'll find books like encyclopedias and dictionaries. There are also books with statistical information and business industry guides. These books can't be checked out of the library but can be useful for finding important facts or data.

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### ***Special Collections***

There are books in Special Collections that are hundreds of years old, but they also have maps of the region and things like letters and diaries that have some historical or local importance. They also collect materials written by authors in Southeastern North Carolina. You can set up an appointment to see materials in the Special Collections area of the library or visit during normal business hours. There are exhibits of some of their unique materials in the Special Collections lobby. These materials are not available for checkout.

### ***University Archives***

The **University Archives** are housed in the library. The Archives consists of public records of long-term historical value pertaining to the heritage of the University of North Carolina Wilmington. The collection includes books, theses, newspapers, correspondence, multi-media, art, maps, objects, posters, and more. You can set up an appointment to see materials in the Archives, but they are not available for checkout.

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**Government Documents**

The **Government Documents** collection has many books, reports and pamphlets written by government agencies. The Environmental Protection Agency, Department of Education, Food and Drug Administration, U.S. Census Bureau, and many others, produce statistics and reports that might help you in your research. You are able to checkout Government Documents like you would books. If you need help, visit the **Research Help Desk** on the first floor.

**Juvenile Collection**

The library has children's books in the **Juvenile Collection**. These can be checked out by anyone with a One Card. Education students use this collection quite a bit. The shorter shelves are biographies; then the books are organized by easy readers (for the youngest age group), young adult fiction, and young adult non-fiction.

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**Honors, CSURF, Other Offices**

The second floor also has several campus centers located here such as the **Honors College** and **CSURF** (Center for the Support of Undergraduate Research and Fellowships).

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