



How can I borrow documents?

- There is a unified loan system. You can borrow and return documents at any Library/CRAI site.
- Use the self-loan stations to borrow the documents you want. All you need is your UPF's student card.
- Through the catalog you can also reserve documents on loan or available and pick them up in the library site that suits you better.
- If the Library/CRAI does not have the documents you need, you can order them from the other Catalan Universities through the PUC service or from any other libraries throughout the world using the interlibrary loan service.

How can I renew my loans?

- If the document in question has not been requested by another user and the loan period has not yet expired, you can renew it up to four via the catalog.
- For a new loan, go to the Library/CRAI counter.

How do I prove my knowledge on IT?

You can get the ACTIC certificate (Competence Credentials in Information Communications Technology) issued by the Generalitat de Catalunya, in order to improve your curriculum, by passing a test performed by computer at the University facilities. Check the information and tests schedules at *Our Services > ACTIC: Certification of Digital Competence*.

Whom should I ask if I need any more information?

You can go directly to the information desk where you will find:

- The **IT Information desk** if you have any queries about using the computers, the printers or the WiFi network.
- The **Bibliographical information desk** if you need any help or advice on where or how to find out information and get the documents you need. Ask for training sessions on the resources and services you are interested in.
- The **Student Information Desk (PIE)** if you need information or help on any academic procedures or university outreach services and activities.

You can also send your queries to the **Helpdesk (CAU)** <http://www.upf.edu/bibtic/>

	Library/CRAI	IT Services
Ciutadella Campus *	Monday to Friday, from 8.00 a.m. to 1.00 a.m. Saturdays, Sundays and public holidays, from 10.00 a.m. to 9.00 p.m. Phone: 93 542 17 09	Monday to Friday, excluding public holidays, from 9.00 a.m. to 9.00 p.m. Phone: 93 542 17 11 / 17 12
Communication - Poblenou Campus	Monday to Friday, excluding public holidays, from 8.00 a.m. to 9.00 p.m. Phone: 93 542 23 52	Monday to Friday, excluding public holidays, from 9.00 a.m. to 9.00 p.m. Phone: 93 542 23 58
Mar University Campus	Monday to Friday, excluding public holidays, from 8.00 a.m. to 9.00 p.m. Phone: 93 316 35 35	Monday to Friday, excluding public holidays, from 9.00 a.m. to 9.00 p.m. Phone: 93 316 08 88

Check Christmas, summer and exams' period schedules on the web site.

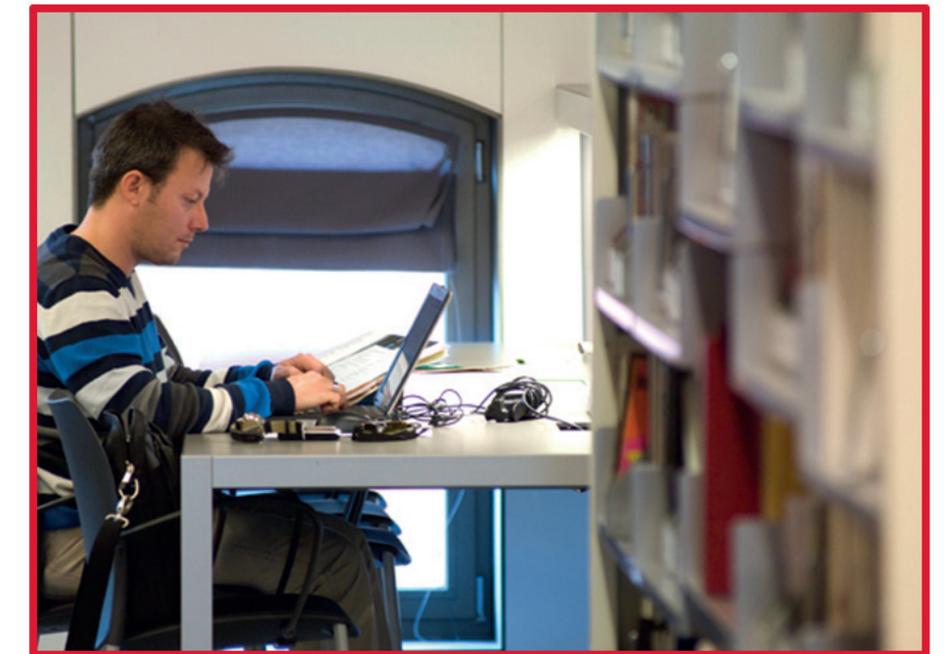
* Remember that the Ciutadella Library/CRAI shuts on only five days during the year: 1 January, 1 May, 11 September and 25 and 26 December.

www.upf.edu/bibtic

**LEARNING AND RESEARCH RESOURCES CENTER
(CRAI)**

The Library, IT Services and you:

where to begin



The **Library and IT Services** provide essential support for your study, learning and research activities.

The **Library** is now also called **CRAI**. What does it mean? **CRAI** means **Learning and Research Resources Center** (in Spanish: *Centro de Recursos para el Aprendizaje y la Investigación*). So, you can find all the University services related to information and new technologies which support your learning: **Library services, IT services, audiovisuals, etc., all in the same place.**

This guide introduces you to what you need to know to begin using them. If you need any further information, you can find it at <http://www.upf.edu/bibtic> (**mobile devices:** <http://www.upf.edu/bibtic/m/>).

UPF student's card

This card identifies you as university member and allows you to use different services, such as books and laptop borrowing, access to sport and cultural activities or make web transaction through the digital certificate from the Catalan Certification Agency (Agència Catalana de Certificació, CATCert).

How can I use a computer?

- You can use the computers in the computer rooms inside and outside the Library/CRAI.
- To use one of the computers in these rooms you will need a user name and a password. Your user name consists of the letter "u" followed by your System Identification Number (NIS). Your password is your date of birth written as *ddmmyyyy*.

How can I find out my System Identification Number (NIS)?

You can get it when you access one of the computers in the computer rooms.

- On the login screen, where *Username* is requested, type your NIE or passport (including letters, without spaces).
- Press the tab key and you will be shown your uNIS code or user name.

How can I access a computer with Linux?

If you use Linux, your username will be .usuari.est12.alu.upf, where "user" is your uNIS. Your password is also your date of birth written as *ddmmyyyy*.

- As soon as you can, change your password.
- Your user name gives you access to a personal server disk space of 100MB, which you can access from any Internet-enabled computer.
- Always log out of the session when you have finished.
- If you need a laptop, you can ask to borrow one from the Library/CRAI for up to four hours.
- You can use the WiFi (Eduroam) network with your laptop in the places on campus where there is coverage.

How can I use the printers and photocopiers?

- You can print documents from the computers in the computer rooms. Select the printer you want to use and pick up the print-outs within 24 hours.
- The printers can also be used as photocopiers.
- At La Factoria you can also print things in colour.

What other computer equipment can I use?

- There are computer rooms and workshops in all the teaching buildings. You can find a list of all the computer rooms on the Library & IT web site, under the section *Our services > Computers rooms*.
- On the computers in the computer rooms you can use all the software you need for your subjects.
- You can find more hardware and software in La Factoria, a work space with scanners, DVD recorders, image and video software, etc., where you can create your own academic materials and work.
- There are also audiovisual stations available for watching TV channels, DVDs, videos, etc.

What is the Campus Global and how can I access it?

- The Campus Global is the University's intranet.
- Go to the UPF home page at <http://www.upf.edu> and identify yourself with your username (formed by the letter "u" and your NIS) and your password (your date of birth in the format *ddmmyyyy*).

How can I find out my NIS from outside the UPF?

Via the *Campus Global* link in the top right-hand corner of the UPF home page. Follow the instructions and enter your surname(s) and date of birth via the link *Obtain your personal code*.

How can I access e-mail?

- The University provides you with a personal e-mail address at which you will receive official notifications from the UPF and the teaching staff. You can find all the information you need to access this account on the Library & IT web site under the section *Our services > E-mail & Google Apps*.

How can I deal with academic procedures easily?

- Through Campus Global, under the section *Academic secretariat*.
- By going to the Student Information Desk (PIE), at the counter in any of the Library/CRAI sites, by phoning 93 542 22 28 or via the Helpdesk (CAU) <http://www.upf.edu/bibtic>.
- With your UPF student's card you will be able to accomplish procedures that require electronic signature such as to request academic records.

Where can I find materials and resources I need for my subjects?

- In Aula Global, accessible from Campus Global, you can find all the materials and activities prepared by teachers for each subject: articles, tests, assignments, forums, recommended reading lists, etc.
- In the subject guides on the Library & IT web site you will find computer resources such as dictionaries, magazines, journals, organisations, useful web sites, etc. selected and grouped by subjects.
- In the Library catalog you can access the whole Library collection and the recommended bibliography for each subject.
- Using the different tabs on the integrated search interface at the Library & IT web site you can check the electronic information resources.
- And you can also consult most of the available electronic resources from outside the UPF network.

