

## Guide for research and working in the library of Heinrich Heine University Düsseldorf

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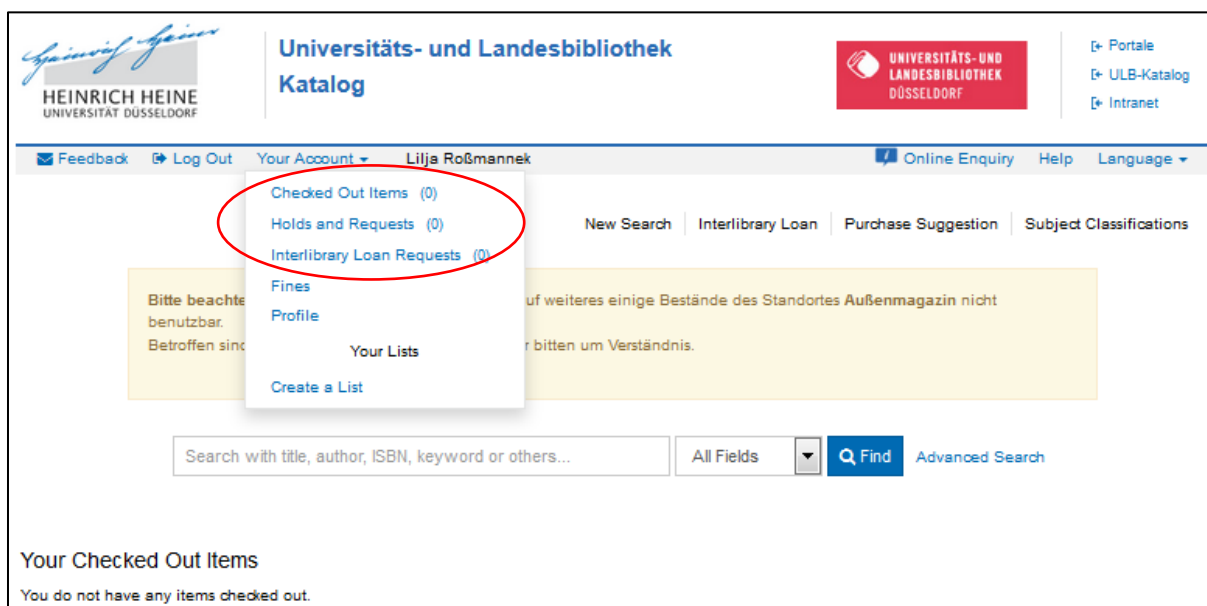
## 1. Locations and opening hours

There are several libraries on the campus of the Heinrich Heine University: the central library ULB (“Universitäts- und Landesbibliothek”) and further decentralized libraries. The decentralized libraries have slightly different opening hours than the central library. However, all libraries are closed on public holidays. Further information about the opening hours and the locations can be found [here](#).

## 2. Library card and user’s account

In order to loan books from the library you need a **library card**. You can get the card at the information desk of the central library (ULB).

If you have your university ID and your personal password, you can log on to the [library user’s account](#). You need the user’s account to check your deadlines for returning books, to check whether you need to pay any fees and to organize interlibrary loaning.



## 3. Fees

Whereas usual loaning of books is free, there are **fees for some library services**. For example

- for reserving a book (0,50 €) and
- for interlibrary loaning (1,50 €).

If you do not return the book in time, you can collect **fees for failing to meet the deadline** very quickly: (costs per book/media unit and day!)

- up to 10 calendar days 2 €
- up to 20 calendar days 5 €

- up to 30 calendar days 10 €
- up to 40 calendar days 20 €
- If the delay is longer than 40 days, there will be 25 € charged extra.

The machine for paying the fees can be found in the entrance area of the main library.

In general, if you loan a book, you loan it for four weeks. You can **extend the loaning period** with your users' account, but only if no one has reserved the book. This does not apply to interlibrary loans (see below).

#### 4. Searching literature in the university library

To search literature inside the university libraries, you use the [online catalogue](#).

For general research, you enter key words, an author or a title. If you want to limit the results or in case you search for specific literature, you can use the “**Advanced Search**”. Here you can choose in the drop-down-menu between title, author, subject and so on.

#### 5. Where to find the books/journals owned by the university library?

Each book, which is owned by the university library, has a signature in order to find it at the right place. If you have found a book you would like to read you find the signature at the bottom of the page, for example:

The screenshot shows a library catalog entry for the book "European Union : power and policy-making". The entry includes fields for Title, Author, Format, Language, Published, Physical Description, Edition, ISBN, Subjects, and Notations. At the bottom, there is a table with columns: Collection, Call Number, Barcode, Journal Item, Status, and Checked Out until. The "Call Number" field in the table is circled in red.

Collection	Call Number	Barcode	Journal Item	Status	Checked Out until
Lesesaal 2. Etage	his I 540 r523	134791501		Loan Collection	

The first column Collection (“Standort”) shows in which part of the library the book is placed. These are further possible locations:

- 1. Etage (first floor of the main library)
- 2. Etage (second floor of the main library)
- 3. Etage (third floor of the main library)
- Lehrbuchsammlung Erdgeschoss (textbook collection, ground floor of the main library)
- Decentralized libraries are indicated like this:  
VB Geisteswissenschaften I, Geb. 23.31.03 (decentralized library, building 23.31 floor 03)

You cannot borrow every book of the library that easily, some books have a special status, which is also indicated with the collection:

- Präsenzbestand (non-lending collection): It means that you cannot borrow the book. This counts especially for all the books of the decentralized library (they can only be loaned from Friday to Monday since the library is closed at weekends). It further counts for some books in the main library.
- Magazin / Magazinbestellung (depot orders): It means that the book is in the depot and cannot be accessed directly. By clicking on „Magazinbestellung“, you can order the book. Please note that it can take a little time until they have delivered it. If you order before 11.00 am you can get the book around noon. If you order after 11.00 am you can get it the next day. You can pick up the book in the shelves at the ground floor of the main library (“Selbstabholregal”). The book is indicated with the ID of your library card. The library service will return the book if you do not pick it up until Tuesday morning.

Furthermore, the status at the bottom of the page indicates whether the book is already loaned or whether it is available. If someone borrowed the book you can see when it should be returned. You can reserve the book (fee of 0,50 €) so the book should be in the shelves of the main library (“Selbstabholregal”) one or two days after the deadline.

## 6. Research

As big as this library looks: It is not enough! Especially when you have a specific research topic, you need to do an extended literature research ...

... for books.

One important search engine for books is the [“Karlsruher Virtueller Katalog”](#) (KVK). You can search for books all over the world and then try to order them via interlibrary loan (see below).

... for articles.

Through the [website of the university library](#), you cannot only use the online catalogue. You do also get access to electronic journals and databases. Both are divided into different subjects. As the English translation stops for the databases, here is a shortcut to the [databases of political science](#).

The first 12 hits show the most important databases. Of course, those databases do not necessarily lead to sufficient results. However, they can be regarded as important resources for your research. Among others, it includes:

- Political Science Complete (one of the most important databases for political science)
- Nexis (a database for newspaper articles)
- Springer Link

Further recommended databases are:

- Columbia International Affairs Online (CIAO)
- JSTOR
- Project MUSE
- Sage JournalsOnline
- Sociological Abstracts

Before each database you find a small symbol, most of them are green or yellow. Green means that the database is freely available online. Yellow means that it has limited access only for the university. These databases can only be used when you are on campus. There is a **VPN-client**, which allows you to enter the campus network from your home (see below).

...official documents from the EU.

In order to find official documents, European laws, and statistics and in order to get access to more libraries and archives, visit [this website](#).

## 7. Interlibrary Loan

Literature that is not available in the libraries of the HHU can be requested via interlibrary loan. Please find some further explanations [here](#).

You need to know the details of the book: the title, the author, the year – especially the ISBN is helpful.

Every interlibrary loan is charged with 1.50 € - no matter if the book is available or not. You will be notified about the arrival via your university email address. Books that are borrowed through interlibrary loan can only be lent for a month and the deadline is not extendable. Please keep the deadline and check your user account regularly.

## 8. VPN-Client – using the databases from home

Via VPN (Virtual Private Network) you have access to the campus network from your home. That means that you can work from home as if you are sitting in the library. You need an usual internet connection and additionally start the VPN-Client. Here is a short description of how to install the VPN-Client:

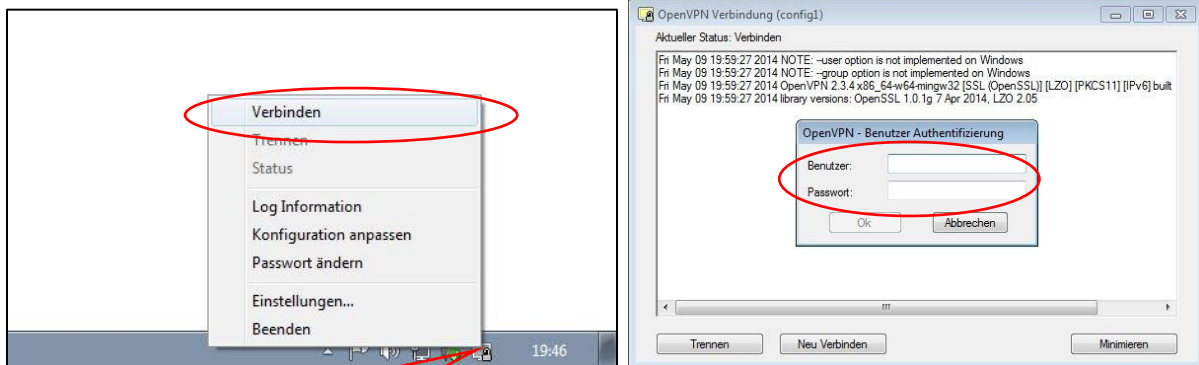
1. Go to this website <https://wiki.hhu.de/display/OPENVPN/OpenVPN> and select your system software (Windows, Mac, Android, ...)
2. You will get to the following website with a shortcut for the HHU-Installer

### Installation

#### HHU-Installer

Es gibt einen angepassten Installer, mit welchem die Installation deutlich vereinfacht wird. Man kann den Installer unter folgender Adresse herunterladen: <https://vpn.hhu.de/downloads/openvpn-install-latest-zim.exe> Starten Sie den Installer. Klicken Sie jedesmal auf "Weiter" bzw. "Next", sie brauchen keine Einstellungen verändern. Wählen Sie bei der Gerätesoftware "Installieren". Klicken Sie am Ende auf "Beenden" bzw. "Finish". Nun können Sie mit dem Schritt **Aufbauen der VPN-Verbindung** fortfahren.

3. Click "Weiter"/"next" a few times, you do not need to change any settings, until "Installieren". Finally click "Beenden"/"finish".
4. Then you can setup the VPN connection: Start "OpenVPN GUI" with administrator rights (right-click, run as administrator) and enter your university ID and your personal password (same as for emails).



Right-click, run as administrator

If you have questions about the installation of the VPN-Client, please contact the helpdesk of the ZIM (Zentrum für Informations- und Medientechnologie).

Helpdesk: Building 25.41, floor 00, room 53  
+49 211 81-10111  
[helpdesk@hhu.de](mailto:helpdesk@hhu.de)  
office hours: Mon-Fri 8.30 a.m. – 6 p.m.

## 9. Rooms for group or individual work in the library

There are 22 rooms for individual work inside the main library. They can be used freely when they are empty. For these rooms the same rules apply as for the libraries in general: no drinking (except of water), no eating, and no talking on the phone.

There are also quiet rooms for group work, but these rooms need to be reserved online in advance. The library wants to make sure that you are really a group, therefore two student IDs are necessary in this procedure. To reserve such a room please follow this [shortcut](#). It leads you to a website with a list of all libraries on the campus that have group rooms. Further steps are:

1. Choose a library.
2. Choose the room and the time slot you would like to reserve.
3. Enter the second students ID and its password.
4. Finally, click “Speichern” to save the reservation.

[Date: May 2018]