

FREQUENTLY ASKED QUESTIONS REGARDING THE UNIVERSITY LIBRARY SERVICES DURING THE EXTRAORDINARY MEASURES PERIOD (16-03-2020)

1. **Access to the library:** The library will remain closed to the public until further notice, in line with the communiqué issued by the URJC Rector on March 11th 2020.
2. **Loan and return:** This service will remain unavailable until further notice, in line with the communiqué issued by the URJC Rector on March 11th 2020. Penalties shall not be applied for loan period deadlines between 11th and 29th March.
3. **Intercampus loan service:** This service will remain unavailable until further notice, in line with the communiqué issued by the URJC Rector on March 11th 2020. Penalties shall not be applied for loan period deadlines between 11th and 29th March.
4. **Interlibrary loan service:** This service will only be available for teaching and research staff. Furthermore, book requests are also suspended, although requests may still be submitted for articles which are not included in our collection.
5. **User training service:**
 - On-campus training:** All on-campus training sessions remain cancelled until further notice.
 - Online *¹RAC training:** The schedule for online training sessions remain unchanged. More information provided at this link.
6. **How can I access electronic resources from home?:** Access through **MyApps**. For details see link: <https://www.urjc.es/estudiar-en-la-urjc/biblioteca#acceso-desde-fuera-de-la-universidad>. Address any enquiries to the following e-mail: biblioteca.tic@urjc.es
7. **Where can I find e-Journals?:** On the library web page, under the section electronic resources click on “e-Journals” or access directly through **BRAIN**
8. **Where can I find e-Books?:** On the library web page, under the section electronic

¹ Recognition of academic credits

resources click on “e-Books” or access directly through **BRAIN**

All enquiries, related to the Library during this period, may be made through the email addresses indicated below and forms available at the following links:

Consultas = Enquiries

Servicios Centrales = Central Services

Formulario: Consulte al bibliotecario = Form: Library enquiries