Get a Fresh Start
to Know Your Library

NTU Library Users’ Guide
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A Wonderful Place to Stay

If you want to read books and do some studies, NTU Library welcomes you!

Reading room
Basement of the Main Library

If you want a quiet place to study, the reading room is your best choice. There is an unique desk light on each seat to accompany you while reading.

Learning commons
Basement of the Main Library

It’s a thoughtful area for you to discuss with each other without keeping quiet, just like “noisy corner”. This multifunctional space is set up to promote individual and group learning and discussion. There is a comfortable sofa area, a round table area and a conference room. You can hold small group discussions, book club meetings, language exchanges, as well as individual reading or internet use here. It also has small consultation rooms used for one-on-one peer tutoring services.

E-Corner
2F, 3F, 4F of the Main Library

The dark and empty stair corners were re-designed to become E-corner. There are different styles of them in each floor. Bring your own mobile device and enjoy it here!

The lamp-shades are actually antiques from the Japanese colonial period.
**NTU collected works area**  
3F of the Main Library  
Publications in this special area are written by those who associated with NTU. The overall design of this area has a British feel to it. Welcome here to relax your mind and feel the different atmosphere.

**Multimedia services center**  
4F of the Main Library  
Here you can pick up a DVD, VCD or CD from the shelf, and watch those films (public presentation edition only) or listen to music. Moreover, you can use a group viewing room with 3 to 10 friends, and parts of audio-visual materials are available for checking out. You can borrow the home-edition materials, with the maximum of 4 items for 5 days.

**Discussion room**  
There are 4 discussion rooms on 2F, 3F and 4F in the Main Library. They are available to groups of 3 to 8 persons for discussion on topics related to your studies. You can use one discussion room for 3 hours at one time. There are 4 discussion rooms available in the Medical Library, and 2 discussion rooms in the Koo-Chen-Fu Memorial Library, College of Social Science.
**New reading paradise**

3F of the Medical Library

This beautiful area is decorated with cherry blossom trees, a swing, rocking-chairs, and elegant gardening. Welcome here and let yourself in the relaxing surroundings, where you may be inspired by innovative ideas on your learning.

**Open shelf area of the Koo Chen-Fu Memorial Library**

1F of the Koo Chen-Fu Memorial Library, College of Social Science

This library is designed by Japanese world famous architect Mr. Toyo Ito. There is a beautiful open shelf area inside this library, where is defined as a forest library with 88 irregularly distributed tree-like pillars and 130 skylights between. It is really a very special reading space.
Borrowing and returning

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<tr>
<td>Undergraduates</td>
<td>30 items</td>
<td>60</td>
<td>3 times</td>
<td>20 items</td>
</tr>
<tr>
<td>Master’s program Students</td>
<td>60 items</td>
<td>60</td>
<td>3 times</td>
<td>20 items</td>
</tr>
<tr>
<td>Ph.D program Students</td>
<td>80 items</td>
<td>60</td>
<td>3 times</td>
<td>20 items</td>
</tr>
<tr>
<td>Full time faculty</td>
<td>100 items</td>
<td>60</td>
<td>3 times</td>
<td>20 items</td>
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For more information, please visit [http://www.lib.ntu.edu.tw/en/node/812](http://www.lib.ntu.edu.tw/en/node/812)

Reference materials, theses & dissertations, periodicals, newspapers, public presentation edition of AV materials, and special collections are limited for use in the Library.

Intercampus loan service

This service provides books delivery between NTU campuses. Through the online request, you may request books from a library at other campus without going there for picking them up. The average turnaround time for processing and delivering books is in 3 working days. Books can be returned at any library in the main campus or in the Medical Library.

For more information, please visit [http://www.lib.ntu.edu.tw/en/node/816](http://www.lib.ntu.edu.tw/en/node/816)

Online reserves

You may request the items that are already checked out by other users on the library online catalog. You will be notified by e-mail once your requested items are returned to the library. You can pick up your reserves at any library in main campus or the Medical Library.

Online renewal

When the items you borrowed will be due soon and you still want to use them, you can renew them online 5 days prior to the due date. On the Library website, you can click on [My Library] and then renew your borrowed items on your own account.
**Self-check**

You can check out books by yourself through self-check machine on the 2nd and 4th floor in the main library. Self-check machines are also located in Koo-Chen Fu Memorial Library and the Medical Library.

**Returns**

It is a convenient option to return borrowed books after service hours. The Main Library and branch libraries have an outdoor book drop next to the library entrance. The return date of those books left in book drop will be adjusted to the next day when the library is open. You need to check your own circulation record by visit [My Library] online or calling us by telephone.

* Books borrowed from any library in the main campus and the Medical Library can be returned at any of them.

**Viewing circulation record**

On the library website, you can click on [My Library] to view your own circulation record online. After entering your patron ID and PIN, you can view the items currently checked out, the items on hold, and your reading history. You can modify your personal account information and PIN, and also renew your borrowed items online 5 days prior to the due date.

* The initial PIN is “a” followed by the first 4 digits of your date of birth.
  i.e. if your birthday is 30 August, your PIN is “a0830.”

**E-mail notification**

E-mail notification is definitely a convenient service for you. Subscribers to this service will receive the following notices by e-mail: (1) Overdue notice, (2) Hold pick-up notice for requested items, (3) Recall notice, and (4) Statement of check-out items. If you want to change your e-mail address, please remember updating the new one on your library account. On the Library website, click on [My Library]

**Borrowing from other libraries**

You can use JADE service to request journal articles or borrow books through NDDS from other libraries. Moreover, you can apply for an “Interlibrary Card” at the Circulation Desk of the Main Library, and the Medical Library, which enables the card holder to borrow materials from other libraries personally.

* Before making a request from ILL service, please check the NTU Library online catalog to make sure the items you want are not held at NTU libraries.
* More information, please visit [Services] → [Interlibrary Loan Service] on NTU library website.
How to search for a title?

You can use TULIPS to search for books, audio-visual materials, e-resources, or periodicals online. TULIPS is the abbreviation for “Taiwan University Library Information Processing System” which is the online catalog of NTU Library. Please click on [Advanced], and you can use the known title, author name, call number or ISBN as searching keywords.

**NTU Library Website**  http://www.lib.ntu.edu.tw/en
If you want to make your search results more exactly, you can use [Advanced Keyword Search] to filter or customize your search results.

**How to locate books?**

1. **Location**
   - It shows that which floor this item is shelved on.

2. **Call Number**
   - It indicates this item’s location on the shelf.

3. **Status**
   - "AVAILABLE" means that this item can be found on the shelf and you can check it out.
How to locate journals?

1. **Electronic Resources**: This journal has electronic edition, and you can link its title to read the full-text directly.
2. **Location**: Which library this journal is located in.
3. **Shelf Loc**: Which floor this journal is shelved on.
4. **Lib. Has**: It’s the issue of this journal that NTU Library owns in print.
5. **Latest Received**: The list of the latest issue of this journal that NTU Library has received.

How to search for the audio-visual materials, collection in the Medical Library or a periodical only?

If you want to search for the audio-visual materials only, you can restrict your search by choosing the field [Multi-media Service Center] instead of [View Entire Collection]. You can also limit your search or filter the search results by restricting to a specific location [Medical Library] or specific material type [Serial].
How do I find course reserves?

Books are located on Reserve Books Area, 1F of the Main Library, and the multimedia resources are located on the Multimedia Services Center. Course reserves can’t be checked out for the assurance of all the students can access them. Only the home-edition films can be borrowed for one day. If course reserves are the e-books, you can click on the link from the search results on the library online catalog.

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Mobile Site & App

You will link to the mobile site directly, when you use smart phone or tablets to visit NTU Library website. Also welcome download APP [NTU Library] from APP store or Google Play. (Chinese version only)
Find e-books or e-journals with TULIPS

Access the full-text of e-books or e-journals by clicking on the link from your search results on the library online catalog.

Please notice the date of e-journal coverage, because parts of e-journals could have 6 months to one year embargo period.

Using databases

You can use databases to search for journal articles, news-paper reports, research papers, conference articles, e-book chapters, and other digital resources by specific subject. Most databases contain not only scholarly full-text documents but also have various subject e-resources, such as music (e.g. Naxos Music Library) and general knowledge (e.g. Encyclopedia Britannica Online).
1. Databases list grouped by its resources subject.
2. Databases list grouped by its material type.
3. Search for the database title. e.g. “Web of Science” or “WOS”.

Discovery & Delivery Service

NTU Library Website  http://www.lib.ntu.edu.tw/en

Discovery & Delivery Service  http://primo.lib.ntu.edu.tw/
This system provides Google-like single search interface engine, which is fast in searching library’s resources, and the search results will be divided into categories. Users still can be guided to the origin of the resources. If you want to search for all the library collections and e-resources such as books, journals, multimedia resources and full-text papers, you can choose the field of [Library Catalog]. Otherwise, choose the field [Articles] for e-resources only.

**Network connection services**

**Campus Network**

Most NTU library e-resources can be accessed in the campus network (IP 140.112.*.*), but there is still online usage restriction on some of them. For example, “Web edition with 5 concurrent users” means only 5 persons can use the resources at the same time. You can find the access information on [Search & Find] → [E-Resource] → [Databases].

**Off-campus Network**

The remote symbol [NTU+VPN] on database, e-journals and e-books pages indicates that these links are also accessible from off-campus. You can access them remotely by VPN (Virtual Private Network) service at home or off-campus. Link to the URL https://sslvpn.ntu.edu.tw, and enter your NTU e-mail account and password.

* For more details about VPN connection, please visit this website: http://ccnet.ntu.edu.tw/vpn
How to Set Up the Internet Connection in the Library?

Wireless Connections
There are two wireless networks: “NTU” and “ntu_peap”. You can choose one of them, and enter your NTU e-mail ID and password during configuration to use this network.

Wired Connections
Please bring your own laptop and connection cable. You can also use your NTU ID card to borrow connection cable from the Information Desk on the first floor in the Main Library.

Ethernet jacks may be found under certain reading tables on B1, 1F-5F in the Main Library. The “Laptop Connection” instructions sticker shows the TCP/IP information. You need to enter your NTU e-mail ID and password during configuration to use this network.

* For more information, please visit http://www.lib.ntu.edu.tw/en/node/807

What Should I Do When Borrowed Items Are Overdue?
When an item you borrowed becomes overdue, your own borrowing privileges will be locked and an overdue fine will be charged. Please return overdue items immediately and pay the overdue fines. General materials are fined at the rate of NTDS5 each item per day. Overnight borrowed materials are fined at the rate of NTDS5 each item per hour. Multimedia materials are fined at the rate of NTDS30 each item per day. The charges will be accumulated until the items are returned. Please return borrowed items on time.

What Should I Do If I Have Lost a Book?
Please report to the library immediately to avoid any late fees. For more information, please refer to the replacement procedures of the library loan policy. You can visit Services → Readers Services → Loan Policy.
I Forget My PIN, What can I do?

If you forget your PIN, you need to bring your NTU ID card to the Circulation Desk at Main Library or any branch/departmental library in person to reset your PIN. After the librarian deletes the old PIN, you can set a new one.

Why can’t I find a book on the shelf?

When you can’t find a book after looking it up on the bookshelf, one or more of the following reasons might apply:

- Another patron is reading it or hasn’t placed it back to the shelf.
- Someone borrowed it.
- Different location.
- Placed on the wrong shelf.
- Displayed in the book exhibition.
- Missing.

Please don’t hesitate to ask for help at the Information Desk.

Why can’t I find a journal on the shelf?

For the following reasons:

- Another patron is reading it or hasn’t placed it back to the shelf.
- Placed on the wrong shelf.
- The journal is sent for binding.
- The name of the journal/periodical has changed.
- Unbound and bound periodicals are located on separate floors.

You can also ask for help at the Information desk.

When will books “Being Cataloged” be available on the shelves?

After 2 or 3 weeks to complete the necessary procedure, the cataloged books will be placed on the shelves. Some urgent cases, such as reserved books, their cataloging procedure could be shortened for around 3 working days.
How can I recommend a book for the library to purchase?

On the library website, click on [Research Support] → [Books Recommendation]. Please make sure the book is not our library’s collection. Requests for academic titles will be forwarded to library committee members from respective departments and institutes who decide whether using department funds to buy them or not. To find the results of your request, please click on [recommendation results].

Why was my recall/hold request rejected?

For the following reasons:

- Online requests are accepted only when a book has been checked out by another patron, is in the process of being purchased, or is being cataloged.
- You must not have any outstanding overdue books, unpaid late fees, or replacement fees on your record.
- You may only request up to 20 books on your record.
- You may not request a book that you have already borrowed.
- You may not request a book that is for use in the library only.

Where to scan or photocopy those books limited for use in the library?

Scan service is available at the NTU dissertations area on floor B1, the 2nd floor and the special collections division on the fifth floor in the Main Library. The scanner is for NTU library collections only. Copy machines are available on each floor in the Main Library. Users can buy a copy card at copy center located on floor B1 or card vending machines at each floor. Please notice fair use and respect the intellectual property rights.
Reference Services Blog  http://tul.blog.ntu.edu.tw/

Reference librarians will answer questions about how to use library services and resources in person, by phone, or through e-mail. Those answers also can be found on the “Reference Services Blog”. Welcome visit this blog and you will get more useful information on it.

E-learning Website  http://elearning.lib.ntu.edu.tw/

There are a series of online learning programs designed by library in this website, including a library virtual tour, database tutorials, and academic resource instructions.

Multimedia Focus  http://focus.lib.ntu.edu.tw/

It is a blog including lots of posts relating to multimedia collection introduction and film critic.

Multimedia @ Online  http://multimedia.lib.ntu.edu.tw/

This online multimedia service includes “VOD Collection”, “Collections Recommendation” and “Speech & Activities”, which was launched in 2010. Faculties and students can access it anytime and anywhere.

Library Instruction Class  http://www.lib.ntu.edu.tw/node/59

You can sign up for the library instruction class with the minimum of 5 persons at a time. These classes include library orientation, library services and academic resources usage training. There is also “HELP Workshop” every month and database training session every semester.

* Library orientation is provided in English and Chinese. Instruction class service is provided only in Chinese.
**Main Campus**  
No. 1, Sec. 4, Roosevelt Road, Taipei, 10617

1. **Main Library**
   - [http://www.lib.ntu.edu.tw](http://www.lib.ntu.edu.tw)
   - Circulation Services: (02) 3366-2353  tulcir@ntu.edu.tw
   - Reference Services: (02) 3366-2326  tul@ntu.edu.tw

2. **College of Social Science, Koo-Chen Fu Memorial Library**
   - Circulation & Reference Services: (02) 3366-8300 ext. 55600  ntukoolib@ntu.edu.tw

3. **Dept. of Mathematics Library**  
   (02) 3366-2813

4. **Dept. of Physics Library**  
   (02) 3366-5117

5. **Dept. of Chemistry Library**  
   (02) 3366-1160

6. **Institute of Oceanography Library**  
   (02) 3366-1609

7. **Dept. of Library and Information Science Library**  
   (02) 3366-2955

8. **Law Library**  
   (02) 3366-3366 ext. 55230