Library Service & Coronavirus (COVID-19): FAQs

Are the Campus Libraries open?
As the St. Augustine Campus is closed, all Campus Libraries are also closed. Our physical buildings and on-site collections are therefore currently not accessible. However, we are “virtually” open as the Libraries’ staff are working remotely to support your education and research needs. If you are in need of assistance, you can contact us via our Ask A Librarian service.

How will I find out about changes to the Libraries’ services?
We will update these FAQs to reflect any changes to the Libraries’ services.

Information may vary slightly for the various Libraries on the Campus, so do check the website of your discipline-specific Library for further details. The Libraries’ websites can be accessed here.

With respect to The Alma Jordan Library, you can monitor our COVID-19: Resources and Services guide, as well as our Facebook page.

Please also visit the Campus’ Coronavirus (COVID-19) pages, which is central point for advice on all aspects of The University’s services.

I have Library books to return. Where can I drop them off?
As the St. Augustine Campus is closed, all Campus Libraries are also closed. We are therefore currently not accepting the return of Library books. Please do keep the borrowed title(s) safe until you are advised that the Campus Libraries are accepting returns.

Do refer to the resources above to keep up to date on changes to the Libraries’ services.

What about Library fines?
No fines will be charged for fines accrued during the Campus’ closure. Should you have any questions, do Ask A Librarian.

What if I had a Library fine to pay before the closure of the Campus? How can I pay that now?
The Campus Libraries are currently not accepting the payment of fines. Do refer to the resources above to keep up to date on changes to the Libraries’ services.

What about Library fine clearance with respect to the refund/transfer of my caution money?
The Campus Libraries are currently not processing any clearance forms. Do refer to the resources above to keep up to date on changes to the Libraries’ services.

What about recalled Library items?
The Campus Libraries have suspended all recalls. Please do keep the borrowed title(s) safe until you are advised that the Campus Libraries are accepting returns. Do refer to the resources above to keep up to date on changes to the Libraries’ services.
What about borrowing from other libraries?
All the Libraries on the St. Augustine Campus are currently closed. Our local, regional, and international interlibrary loan partners are also closed. The Campus Libraries are therefore unable to facilitate any borrowing from other libraries.

If you are interested in an item that the Campus Libraries do not currently offer access to in electronic format, do consider alternative titles from our extensive range of online resources (see below) or Ask A Librarian for suggestions.

How do I access the Library’s resources from off campus?
The Campus Libraries offer access to an extensive range of online resources such as e-books, e-journals, and electronic databases. You can locate online titles via our online discovery tool, UWilinc (limit results to View Online) or navigate to a specific online database via our Databases A-Z list. You will be required to sign in with your username and password (same as my.uwi.edu). For more information about our online resources, do refer to our E-resources FAQs.

We are working with publishers to make more electronic resources available as soon as possible. We are also adding a fairly large number of open access resources that will not require you to log in to access and download. If you require further assistance with accessing these resources or locating materials, please contact your Liaison Librarian via our Ask A Librarian service.

Where is a good place to start to find resources to help me with my research?
Take a look at our Subject Guides. You will find lots of information there to guide you to relevant online resources for your subject area.

I am trying to complete an assignment remotely and need some advice on the Library’s resources. Who can help me?
Please contact your Liaison Librarian who will be able to advise you. Our team of librarians are ready to support you remotely.

How can I contact the Library with a query?
Please use our Ask A Librarian service.

What if I need a physical item from a Library location?
As the St. Augustine Campus is closed, all Campus Libraries are also closed. Our physical buildings and on-site collections are therefore currently not accessible.

We have some titles in both print and electronic format. If the title is not available in electronic format, we will do our best to assist by making alternative suggestions from our electronic books collection. Please contact your Liaison Librarian for assistance via our Ask A Librarian service.

If I am unable to get a book, is it possible to have chapters copied and sent to me electronically?
If the title is available to us in electronic format, we will do our best to assist or will make alternative suggestions. Please contact your Liaison Librarian for assistance via our Ask A Librarian service.

How do I access Course Reserves at this time?
As the St. Augustine Campus is closed, all Campus Libraries are also closed. Our physical buildings and on-site collections, including print titles in Course Reserves, are therefore currently not accessible.
Notwithstanding, you can still search UWilinC to discover the details of those Course Reserves titles that have been recommended for your course(s). You will be required to sign in with your username and password (same as my.uwi.edu). You will currently only be able to access those Course Reserves titles that are available to us in electronic format (limit your search results to View Online).

For queries regarding specific Course Reserves titles that are not available to us online, do contact your Liaison Librarian via our Ask A Librarian service.

**How can I access the Library's Special Collections to continue my research?**

To identify materials held in our special collections, visit our website and explore the databases: https://libraries.sta.uwi.edu/ajl/index.php/caribbean-resources/special-collections

Some digital content from the special collections are available through UWISpace: https://uwispace.sta.uwi.edu/dspace/handle/2139/138

If you need further guidance on special collections resources kindly email us at wimail@sta.uwi.edu.

**How can I get help formatting my thesis, creating citations, and putting together the bibliography?**

The UWI Thesis Guide gives direction on the formatting of theses. For guidance on the citing and referencing style(s) specific to your Faculty, please refer to our Citing and Referencing (STA): Style Manuals page.

For further assistance on thesis formatting, citing and referencing, do contact your Liaison Librarian via our Ask A Librarian service.

**Are there Endnote training sessions taking place online?**

The Campus Libraries are not currently offering EndNote training sessions, but EndNote has a wealth of online support materials, including videos and handouts. Refer to Clarivate Analytics’ EndNote LibGuide: https://clarivate.libguides.com/endnote_training.

After viewing those materials, if you are still in need of assistance with EndNote, do contact your Liaison Librarian via our Ask A Librarian service.

If you have not already done so, do download the EndNote software from the Document library in the my.uwi.edu student portal.