**Information Counter**

The Information Counter is located in the Reference Section on Level 2A of the Library Annexe Building.

Librarians at the Information Counter will answer questions about the Library, its services and resources and provide assistance on how to:

- Navigate and use ELISER services
- Search the Library Online Catalogue
- Find information for your assignment or project by using the appropriate resources
- Search CD-ROM and online databases
- Search and evaluate information resources on the Internet
- Search external sources and make arrangements to obtain materials when they are not available in our Library

**Electronic Library Information Services and Resources (ELISER)**

ELISER or Electronic Library Information Services and Resources is the Library's gateway to information resources in the Library as well as other local and international information resources. Services available include:

**Using the Library** - gives basic information you need on how to use the Library, e.g. opening hours, loan privileges, contact details.

**Search Catalogue** - links to the SP Library catalogue and other library catalogues.

**Electronic Resources** - search for and access e-databases, e-journals, e-books, student project reports and internet resources.

**Course Materials** - check recommended textbooks and readings for your modules and access past exam papers.

**Library Guides** - these guides show how to search for information for your coursework and projects efficiently and effectively.

**Service Requests** - submit an online request for these services: Ask Librarian, Select New Titles, Recommend New Titles, Interlibrary Loan, Document Delivery, Online Database Search and Library Instruction.

**What's Hot!** - get updated on new and popular Library materials like new titles for each school, bestsellers, DVDs and book reviews. There is also an Alert Me! service to sign up for. The service lets you select the areas you are interested in and will send you e-mail when new Library titles in these areas are added to the Library collection.

**My Resources** - displays at a glance the key resources you need according to your school.


**Library Orientation and Information Searching Skills Training**

Library staff are pleased to conduct guided tours of the Library on a group basis. During the tours, students will be introduced to the Library, its services, resources and layout.

Staff also conduct library instruction classes where students learn about the full range of resources in their subject areas and information searching skills. These workshops offer the opportunity for students to learn how to use print and electronic resources, search databases and evaluate internet resources.

For arrangement of guided tours and library instruction sessions, please contact the Manager (Reference Section) at least one month in advance, whenever possible.

**Project Advisory Service**

Students who need help with their projects may make an appointment with a librarian for the following:
- Formulate effective search strategies
- Recommend useful databases and other materials
- Evaluate information resources
- Advice on report format
- Learn how to cite references

**Reference Collection**

The Reference Collection consists of core reference titles in different subject areas as well as the following:

- Dictionaries, encyclopedias, directories, yearbooks, manuals, handbooks, atlases, databooks, statistical publications, and annual reports.
- Singapore Standards, British Standards, American Society for Testing and Materials (ASTM) standards, ISO standards, etc.
- A collection of newspaper clippings relevant to the subjects taught in the Singapore Polytechnic.
- Past examination papers for Singapore Polytechnic courses (also available online in ELISER).
- Red Spot Collection containing books or materials from the recommended reading lists for modules. These materials are available for 2-hour or overnight loan.
- A collection of Reference CD-ROM databases.

Staff may borrow reference books for 3 days. Other members may use them in the Reference Section only. Reference books have an 'R' in front of the Call Number.
Business and IT (BizIT) Library

A specialized Reference Collection at BizIT Library provides the latest information on business, computing and information technology. Print and electronic resources cover the accounting, advertising, marketing, banking, business and management disciplines, as well as the various facets of Information technology like multimedia, graphic design, networking, computer programming, electronic commerce, internet, etc.

Library staff are available to answer enquiries, assist users in their search for information and conduct searches on databases.

The BizIT Library is located at Level 1, Blk 21. For details, see the brochure The BizIT Library.

Interlibrary Loan and Document Delivery Services

Staff who require the loan of books from other local libraries for teaching, research and work in connection to their duties and studies may request for the books to be borrowed on interlibrary loan.

The Library also provides Document Delivery Service to purchase photocopies of documents such as articles, conference papers, reports, and patents from other libraries or agencies.

These services are available to the Polytechnic's senior management team, and teaching and senior administrative staff. Students who wish to request for interlibrary loan or the photocopy service must get their lecturer to endorse their requests.

Requests may be submitted online from ELISER.

Publications

The Library compiles guides and reading lists on various topics. You may enquire about these publications at the Information Counter.

Room Facilities

Group Viewing Room: This room on Level 2A may be used by lecturers to screen videos, CD-ROMs, VCDs and DVDs to groups of 20-40 students.

Meeting Room: This room on Level 4A seats 11-20 persons and may be booked by staff or students for meetings.

The rooms are each equipped with a SPICE PC and video viewing facilities. Contact the Information Counter (Tel: 6772 1516) to make advance bookings.

Photocopying Services

Self-service copiers are provided in the Reference Reading Area. More copiers and an operator-assisted photocopying service are available on Level 1.

Counter Service

During Term
Monday-Friday 8.30 am to 9.00 pm
Saturday 8.30 am to 12.30 pm

During Vacation
Monday-Friday 8.30 am to 6.00 pm
Saturday Closed

Contact Us

Telephone Numbers
Information Counter 6772 1516
Manager, Reference Section 6870 7071

Fax No. 6772 1969

Enquiries by E-mail
library@sp.edu.sg

Online Forms for Ask Librarian (Enquiry Service), Feedback and other services are available in ELISER
http://eliser.lib.sp.edu.sg/
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Reference & Information Services

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500 Dover Road
Singapore 139651