

# McGill Library and Information Technology Services for MCLL Members

MCLL membership gives full, free access to McGill libraries and IT services, but not all of us take advantage of them, perhaps because nobody told us, or perhaps because it isn't always easy to find out about them. There is a lot of information on the McGill website, [www.mcgill.ca](http://www.mcgill.ca); sometimes too much to winnow through. This handout is an effort to summarise the material most likely to be useful for MCLL members. More information can be found at the URLs (internet addresses) given in the subheadings below.

## The MCLL Member's Card

Your key to McGill library and IT (Information Technology) services is your MCLL Member's Card, which you can pick up at the office.

Your Member's Card, which must be renewed for every Fall and Winter term, shows your permanent 9-digit McGill ID number and the card's expiration date (January 31 for Fall registration, September 30 for Winter). The ID number is important; it's your identification for all McGill services, and it never changes; not even if you skip renewing your membership for a while.

Every MCLL member is also provided with a McGill E-mail address. You'll need to activate it to use e-resources at McGill libraries and to register on-line for MCLL. To set things up, consult the handout, "**Activating Your McGill E-mail Address**," which is included further below in this writeup. It is also available in the MCLL Office.

By the way, your Member's Card makes you eligible for student rates in a number of places: McGill activities, concerts and plays, and some other venues around town. Just ask if it's recognized. With your student card and your various seniors' passes, you may never pay retail again.

## Libraries [www.mcgill.ca/library](http://www.mcgill.ca/library)

To obtain a library card, take your MCLL Member's Card, plus photo ID and proof of address, to the Loan desk at any of the McGill libraries (Most of us use the Humanities and Social Sciences Library, just up from the corner of Metcalfe and Sherbrooke, across the street from the McGill Bookstore). There, you will fill out a library membership form.

You will receive, right then, on the spot, a library card with a barcode and number printed on it, and you will set up another, library PIN number. Yes, that's two ID numbers to keep track of. It's a nuisance, but that's the way it is. You will need the library card and PIN when you check books out at the auto-loan stations (the staff will show you how to do that), and you will need to enter both the barcode and the PIN to sign into your library account via computer.

**NOTE:** Your library card expires on the date shown on your current MCLL Member's Card, so you have to renew it every Fall and Winter term, just like your membership. A new library registration form is not required; just take the pieces of ID above, along with your old library card if you still have it, to any Loans desk. If you've lost the old one, a new card will be issued.

Books may be taken out for six weeks, and may be renewed any number of times. You may renew in person, online, or by telephone, unless another borrower has registered a recall for a book that you are holding. CDs, DVDs, and VCRs may also be borrowed, but they have different time limits. A warning: overdue fines are stiff, so keep up to date on your library account.

The library catalogue can be consulted through the computers provided in the libraries, or online through the McGill Library web site at <http://www.mcgill.ca/library/> which has a search box that leads to the new McGill WorldCat Catalogue. Many users still prefer the old Classic Catalogue, which works much like the computerised catalogue in your public library. You can get to it by clicking the blue "Classic Catalogue" line just below the search box, or go to <http://catalogue.mcgill.ca/F> If you want to, you can bookmark the catalogues in your browser, to save clicking through so many windows on future visits.

The website also offers a wealth of information about the McGill Library system and its services, how to research a topic, and how to gain access to other resources, as well as providing links to live help from librarians. Library staff are always willing to help you with any questions you may have. They can be reached by e-mail, instant messaging, or telephone. Don't be shy about asking them for assistance; they are wonderfully patient and know more about where and how to find information than you'd ever have thought possible.

## **Information Technology (IT) Services** [www.mcgill.ca/it/](http://www.mcgill.ca/it/)

Some MCLL members are proficient with computers. Most of us aren't. The IT people at McGill can help with the most esoteric or the most elementary problems about computing, and, like the library staff, display saintly patience, especially when dealing with old folks.

IT matters are hard for the novice to sort out. Here, we'll just cover some very basic points, and tell you where to go to find out more.

You will find an introduction to McGill IT services in the brochure, *IT Services for New Students*, available at the MCLL office, at the ICS walk-in desk (see below), or online at [www.mcgill.ca/it](http://www.mcgill.ca/it) where you can also watch video orientations to the services. Like many of the McGill sites, the videos are designed more for regular undergraduate students than for MCLL members, but they're worth looking at. Sit down and get comfortable and allow at least half an hour to browse through the tours. As I said, not all of it applies to us, but it will get you started, as it promises to do.

There are computers available for student use (that includes us) at a number of places on campus, including most of the libraries. You may be asked to show your MCLL Member's Card and a photo ID to use them. The most convenient spots for MCLL members are at the Humanities and Social Sciences (used to be called the McLennan) Library and in the Computer Lab on the 12<sup>th</sup>

floor of our own building, 688 Sherbrooke West. The 12<sup>th</sup> floor lab, which is usually less crowded than the library labs, is open weekday afternoons from noon to 6:00 and staff are on hand to give help if needed.

If you are having computer problems at home or away, you can consult the **ICS Service Desk** online at the above URL (URL: that's the Internet address, remember?), or during office hours by telephone at **(514) 398-3398**, or you can go to their **Walk-in office in Room 285**, conveniently located just down the hall from the MCLL office, past the elevators. All they'll ask for, online, by phone, or in person, will be your McGill ID number (the one on your MCLL card). They can help you with the thorniest problems, or can save you time and trouble in finding appropriate resources in the few cases they can't solve directly.....Ed Appelman, Winter, 2013

## Activating your McGill E-mail address

**Before you start you need to know your 9 digit McGill student number.**

It appears on your MCLL membership card and on class lists. If you don't have it, call the MCLL office.

**McGill's self-service web interface for students is called Minerva.** The procedure for activating your Minerva account and McGill e-mail address is as follows:

### 1. Log into Minerva: [www.mcgill.ca/minerva](http://www.mcgill.ca/minerva)

To log in you must enter your 9-digit **McGill ID** and 6-character **PIN**.

The first time you log into Minerva, you will be using the 6-character temporary PIN (*your date of birth (yyymmdd) provided when you first registered*). You will be prompted to **Change your PIN** and set up a **Security Question**, which will allow you to use the **Forgot PIN?** feature to reset it in case you forget it.

**NOTE:** *If you have been at McGill for some time your temporary password (your birthdate) may have expired. The screen may offer an opportunity to change the password, but if not then you must call the McGill Help Desk at 514-398-4474 who will reset your temporary PIN.*

### 2. Set the password for your e-mail address.

(This password will be different from the Minerva PIN.)

1. On the Minerva Main Menu page, click on the **Personal** Tab
2. Select **Password for McGill Username**
3. Follow the on-screen instructions to **choose your 8-letter password**.  
**No need to have remembered your McGill e-mail address, it is your McGill Student Username and is shown on the screen.**
4. Click on  at the bottom of the screen.

### 3. Keep your e-mail address and password in a safe place.

You can now use them whenever you are asked for your "McGill Username", including:

- to register on-line for MCLL
- to have access to the extensive collection of e-resources at the McGill Library