

Language Study Area September 2021 Update

Please note, the Language Study Area is based on Level 2 of the Library & Learning Centre. Therefore, you may find it useful to also consult information about the University of Surrey Library Services: <https://library.surrey.ac.uk/library-update>

The Language Study Area is an area on the second floor of the Library & Learning Centre, dedicated to language study and learning. We have a variety of resources available including books, CDs and DVDs to help you with your language studies. The area is accessible at any time that the library is open (24/7) and the Languages helpdesk is available from:

- Mondays – Thursdays, 10am – 7pm
- Fridays, 10am – 5pm
- Times may vary out of semester.

How can I borrow/access books?

- Students can browse books on the shelves but we ask you to please wash your hands or use hand gel before and after use. Please try to only touch the books you plan to use.
- For University of Surrey students, you will be able to request loanable books using the catalogue. For more details about how to do this, please check the website: <https://library.surrey.ac.uk/library-update>
- **If you are an Evening Language student, you will not have access to request items or take items home, but you can use the resources in the Language Study Area.**
- We keep some reference CDs behind the desk. Please ask our helpdesk team if you need to access these.

Can I book a tour/appointment with the Language Study Area team?

Yes! You can drop in at any time during our helpdesk hours, but if you would like to book in advance, we have bookable appointments for language queries and tours. To book an appointment:

1. Go to our booking page: [Language Study Area bookings](#)
2. Select one of the services.
3. Select a date and time
4. In the section at the bottom titled **Provide additional information**, please provide details about the language/level you are interested in.
5. Once you have submitted your booking, you will receive an email with:
 - Confirmation of the time/date of the booking
 - **Manage booking** button – to amend/cancel your booking
 - A link to the online meeting on Microsoft Teams – if you have selected to have your meeting online

What is the procedure for visiting the LSA?

- Students and staff can visit the LSA at any time that the Library is open.
- **If you are an Evening Language student, you can request a visitor pass from the helpdesk on Level 1 of the Library & Learning Centre. You will need to bring a valid photo ID and email address to the Support Desk on level one of the Library during staffed hours, where staff can set up your access.**
- To find us, go through the barriers on Level 1 of the Library and Learning Centre, take the stairs to Level 2 and follow the signs to the Languages desk.

- When you arrive on Level 2, you will find hand gel and wet wipes available.
- A screen is in place at the Language Study Area helpdesk. If the assistant at the desk needs to approach you, they will be wearing a face mask.
- Please clean your workstation before and after use.
- All headphones and headsets have been removed for the time being and we request you bring your own for Health & Safety reasons.

Do I need to book a PC?

You no longer need to reserve a Language PC in advance. We have 12 PCs in front of the languages helpdesk which are all equipped with the language software.



We also have a Language Software Lab with 20 additional PCs. **In order to access this room, you will need to have approved swipe access which is only granted to students on Interpreting, Translation and Language degree programmes.** To request access, please email the Language Facilities Supervisor at j.ker@surrey.ac.uk with your student number and the barcode number on your card who will verify your details and contact you once access has been granted.

Note: All headphones and headsets have been removed for the time being and we request you bring your own for Health & Safety reasons.

How can I contact the Language Study Area helpdesk team?

- Please drop in during our helpdesk hours:
 - Mondays – Thursdays, 10am – 7pm
 - Fridays, 10am – 5pm
(Times may vary out of semester)
- If you would prefer to email, please email the Language Facilities Supervisor at j.ker@surrey.ac.uk.

If you do have any concerns or queries, please get in touch. We look forward to seeing you soon.