

Q: Can I save documents on the PC's hard drive?

A: No. Each morning, all data is automatically erased from the hard drives of PCs in STARRS and UEC. **Once erased, this data cannot be recovered.**

You can save your work on a CD Rom or USB Flash drive

POLICY STATEMENT:

All users are expected to respect the policies governing the use of the Main Library's computing facilities. Failure to abide by these regulations may result in the withdrawal of network privileges.

**Please direct all queries, comments or suggestions to:
reference.&generalloans@sta.uwi.edu**

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ACCESSING THE MAIN LIBRARY'S COMPUTING SERVICES FROM STARRS & UEC

Q: What is STARRS and where is it located?

A: STARRS is the St. Augustine Research and Reference Services. It is located on the ground floor of the Main Library.

Q: What is UEC and where is it located?

A: UEC is the User Education Centre . It is located on the 3rd floor of the Main Library.

Q. How is STARRS different to UEC?

- A.** STARRS is available for **mainly research purposes** and it also offers a **24 x7 service**. Other **non-research activities** are allowed but these are considered **low priority**.
- A.** The UEC is available **strictly for academic/research** purposes (user education, online research, typing of assignments, etc). *Email and SMS text messaging are not allowed in UEC. There is no 24/7 service in UEC.*

Q: When can I use STARRS and UEC?

A: STARRS:

SEMESTER HOURS:

Monday - Friday: 9.00 a.m. to 9.30 p.m.

Saturday: 9.00 a.m. to 4.30 p.m.

SUMMER SCHOOL HOURS:

Monday - Friday 9.00 a.m. to 9.30 p.m.

Saturday: 9 00 a.m. to 4.30 p.m.

UEC:

SEMESTER HOURS:

Monday - Friday: 9.00 a.m. to 9.30 p.m.

Saturday: 9.00 a.m. to 4.30 p.m.

SUMMER SCHOOL HOURS:

Monday - Friday: 9.00 a.m. to 4.30 p.m.

Saturday: CLOSED

Q: What is 24/7, where is it located and when can I use it?

A: 24/7 is the use of STARRS and the Reading Room during the **Semester**. You can access these facilities via the East Entrance to the Main Library. No other library services are available during this time.

24/7 HOURS:

Monday - Friday: 10 p.m. to 6 a.m.

Saturday 5 p.m. to Sunday 6 a.m.

Sunday: 12 noon to 6 p.m.

Q: Who is allowed to access the Main Library's computing services?

A: The following user categories are allowed to use the Main Library's computing services:

- All current staff/students of the UWI (3 campuses) current
- Current students of The UWI Institute of Business (IOB)
- Current students of UWIDEC, School of Continuing Studies (Mass Comm. ONLY)

All other persons must be granted special permission by the Reference & General Loans Librarian or the Relief Librarian, during the Semester: Monday - Friday: 8.30 a.m. to 10.00 p.m.; Saturday: 8.30 a.m. to 5.00 p.m. **Permission to access the Main Library's computing services cannot be granted during the 24/7 hours.**

Q: What log-in do I use?

A: UWI users: Use your UWI student ID number to login at

the Pharos station. The password format is: yyyyymmdd.

If you encounter an additional login request, re-enter your

Other Users: Check with staff in STARRS an UEC for assistance.

Q: Can I give out my user name and password ?

A: **No**. Your username and password are confidential. They are for personal use only and must not be given to any one else. You are responsible for all transactions performed under your login.

Q: Can I change my password?

A: Yes. You can change your password at the Pharos Stations in STARRS & UEC.

Q: What should I do at the end of a session?

A: **Logoff** at the end of each session by doing the following:

1. Press **Ctrl+Alt+Delete** simultaneously
2. Select **Logoff** button displayed on screen

Failure to logoff will enable unauthorized persons to access your account.

Q: What is an Alias?

A: When a patron is added to the Pharos user database, the software automatically generates an Alias for that user. The Alias is usually your first name and the first letter of your surname. If there are other users already in the database with that Alias, a number is added at the end (1,2,3, etc). Pharos uses your Alias to:

- Identify you in the print queue, on the screen of the machine you have reserved.
- Show you your position in the queue for the next available machine.
- Inform you when your job is printed.