A more extensive list of databases can be accessed via the library’s website: library.mcmaster.ca [select Catalogue or Databases tab].

**Accessing Online Resources**

When accessing the library’s licensed databases and other e-resources on or off-campus, you will be prompted to login with your MAC ID (username & password): www.mcmaster.ca/uts/macid/index.html or Library Account (barcode & PIN) library.mcmaster.ca/myaccount

**SERVICES**

**Circulation & Research Help**

If you want to borrow library materials or get face-to-face help with your research, drop by our Service Desk – look for the Ask Us sign. If you prefer to ask your questions online, use our email or chat service: library.mcmaster.ca/justask

If your question is very complex, you may be asked to book an appointment with either the:

- Manager, Innis Library Services
  - Ann Pearce
  - 905-525-9140 ext. 28691
  - apeare@mcmaster.ca

- Business Librarian
  - Ines Perkovic
  - 905-525-9140 ext. 21359
  - perkovic@mcmaster.ca

**Interlibrary Loan (I.L.L.)**

Material not held in the collections at McMaster libraries can often be obtained through interlibrary loan using a system called RACER: racer.scholarsportal.info. Registration is required.

There is no charge for books or articles, however, charges do apply for RUSH requests. It can take 2 to 5 days (or longer) to obtain the requested material. You will be notified by email when your I.L.L. items are available.

For more information about interlibrary loan services, visit: library.mcmaster.ca/borrow/ill
SPACES

Innis has over 200 seats across a variety of learning zones. They include:

- **Silent**: carrels and lounge chairs
- **Quiet**: carrels, tables and lounge chairs
- **Group**: seven meeting rooms with tables, wall monitors and whiteboards; can be booked online: library.mcmaster.ca/mrbs

Consult our floor plan library.mcmaster.ca/floor-plans to find the area that best fits your needs.

For more details about study spaces and learning zones in all libraries, see library.mcmaster.ca/study-space

FREQUENTLY ASKED QUESTIONS

**Where do I get a library card?**
Your McMaster ID card is your library card. You can use this card to borrow materials from any library on campus.

**Do I have to bring my books back to renew them?**
No. You can renew your books online by selecting Account/Renewals on the library’s home page library.mcmaster.ca [left side]. Login using your MAC ID or use the 14-digit barcode on your McMaster ID card, along with a PIN that is at least 4 digits (preferred). You can also use this feature to view your personal information, plus see any fines, problems or hold requests you have on the system.

**Can I put a hold on a book?**
Yes. If a book has a request button in the Catalogue record, you can place a hold on the item. You will be notified by email when your requested items are available for pick-up.

If a book does not have a request button in the record, you cannot put a hold on the item. These books are signed out on a first-come, first-served basis. You must retrieve the book from the shelf in person. Remember to take note of the library, location and complete call number of the item in order find it.

**Can articles or chapters in print be scanned & sent to me?**
Yes. Eligible print titles will have a scan button in the detailed Catalogue record. Click the scan button and fill in the form. Your scan will be sent to you by email within 24-48 hours (M-F).

**Where can I return books after hours?**
When the library is closed, you can return library materials in the book drop located just outside the entrance.

**How much will I be fined if I’m late returning an item?**
- **$5 per hour** or part of an hour for RESERVE material.
- **$5 per day** for books IF they’ve been RECALLED by another patron.
- **up to $20 per hour** or part of an hour for PROJECTORS.

**Will course textbooks be available at the library?**
The library does not automatically purchase course textbooks due to high cost and frequent revision. To determine if a textbook is available at any of the libraries, search our Catalogue. If a course textbook is on reserve (i.e., short-term loan), it will be attached to a Course or Instructor in the Refine by: column of the Catalogue.

**Can I bring my laptop and connect to the Internet?**
Yes. Innis has 15 MacConnect ports and wireless access throughout. Electrical outlets are located near almost all tables and study carrels.

**Does the library have copying, printing & scanning facilities?**
Yes. Innis has one machine that supports all three functions.

Prices for **copying** and **printing** (tax excluded):
- Black: **$0.06** single-sided | **$0.055** double-sided
- Colour: **$0.25** single-sided | **$0.23** double-sided

**NOTE:** The default setting for printing is double-sided. Change properties for single-sided.

Price for **scanning** (to email in PDF format only) is **$0.04** cents per side plus tax.

All of these services are paid for using your PrintSmart account. Add value to your account online with debit or credit. Cash payment is not supported.

For more information about PrintSmart, visit: printsmart.mcmaster.ca

**Does the library lend any equipment or supplies?**
Yes. Projectors, cables, calculators, dongles, headphones, Muse brain-sensing headbands, mice, whiteboard markers, and stand-up desks can be borrowed for 4 hours from the Service Desk with a valid McMaster ID card.

You can also help yourself to the following items located in the library’s front room (west wing).

- scissors
- three hole punch
- scrap paper
- stapler
- pencil sharpener
- electronics charging station

**Can I make suggestions to the library?**
Absolutely! We love getting feedback. You can share your comments with a staff member at the Service Desk or you can submit them via our online suggestion box:

library.mcmaster.ca/php/suggestionbox.php