

Orientation

Library, Archives, IT Services

Fall 2025



Welcome to Library, Archives and IT Services

Library, Archives and IT Services is the unit that helps you get the right information, at the right time, to be successful in your learning, wherever you are.

Today we will cover:

- ▶ What you need to get started
- ▶ How to use the Library
- ▶ How to use the Archives
- ▶ How to use the IT HelpDesk
- ▶ Other useful tips!

Where are we?

The IT HelpDesk, the Library, and the Archives are located inside the George Richardson Centre



What you need to get started

- ▶ [Obtain your Student Card](#) – you will need it for Library access and lending
- ▶ [Claim your ID](#)
- ▶ Ensure you have access to a computer for your coursework
 - ▶ [Student loaner laptops](#) available for 2-week loan periods through the Library Circulation Desk
 - ▶ Workstations available in the Library and Convergys Lab
- ▶ See [Wi-Fi instructions](#) to onboard your device to the BU Wireless network
 - ▶ **BU_Secure** is the network you will use for your computing needs
 - ▶ BU_Public is a free public network available for 90 minutes per session
- ▶ Enable [self-serve password reset](#) and ensure set up of [multi-factor authentication \(MFA\)](#)

Regular Fall and Winter Hours

IT HelpDesk

8:30 am – 8:00 pm Monday

8:30 am – 8:00 pm Tuesday

8:30 am – 8:00 pm Wednesday

8:30 am – 8:00 pm Thursday

8:30 am – 5:00 pm Friday

All requests, online, phone, and in-person follow same triage and queue

Main Library

8:30 am – 8:00 pm Mon-Thurs

8:30 am – 5:00 pm Friday

1:00 pm – 5:30 pm Sat-Sun

Music Library

9:00 am – 8:00 pm Mon-Thurs

9:00 am – 5:00 pm Friday

Hours may extend during exam periods, reduce in Spring/Summer semesters

SECURE ACCESS EVENINGS AND WEEKENDS WITH STUDENT CARD

Archives

By appointment, weekdays 8:30 - 4:30

IT Services Helpdesk

IT HelpDesk assists students, faculty, and staff with BU-supported systems and technologies.

To submit a request:

- ▶ Use the [ticket system](#)
- ▶ Or, email helpdesk@brandonu.ca
- ▶ Or, call 204-571-8500 (can leave a voice message)
- ▶ Or, visit the IT HelpDesk in the Library
- ▶ *Remember, all requests follow the same triage and queue*

See our Solutions Pages for self-serve troubleshooting
<https://helpdesk.brandonu.ca/support/solutions>

How to use the Library

The academic library is fundamental to university scholarship and is a critical resource for your academic success.

- ▶ Use walk-in reference services and make research appointments to meet with a library specialist or academic librarian for tailored, in-depth assistance.
- ▶ Learn how to correctly cite resources and bolster your academic integrity.
- ▶ Access spaces for collaborative work or quiet study.
- ▶ Use and borrow library items.
- ▶ Use of the extensive collection of electronic resources.
- ▶ Access materials our library does not have through interlibrary loan.
- ▶ Request new resources to support your academic program.
- ▶ Use [Library Guides](#) to help point you to resources on your topic or discipline.

Visit our web page for more details

www.brandonu.ca/library

How to use the Archives

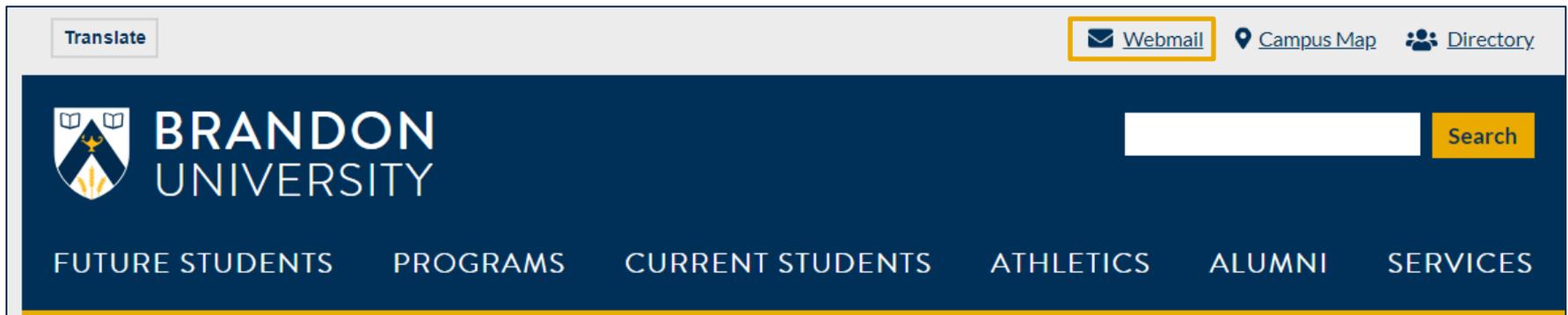
- ▶ The SJ McKee Archives houses wide-ranging collections of archival records related to the history of Brandon University, the Manitoba Pool Elevators, the City of Brandon and southwestern Manitoba.
- ▶ A portion of the McKee Archives' holdings can be searched online.
- ▶ Appointment bookings and questions about the Archives and its holdings can be directed to the University Archivist, Christy Henry.

Visit our web page to explore holdings, or book an appointment
[https://www.brandonu.ca/archives/
mckeearchives@brandonu.ca](https://www.brandonu.ca/archives/mckeearchives@brandonu.ca)

More tips!

Student BU Email account (webmail)

- BU website: www.brandonu.ca - select **Webmail** in the upper right area of the screen
- Access your email on campus, at home, or on your mobile device
- This is how the university will communicate with you



Student Portal

- Login link located on the BU Home page (www.brandonu.ca) under the **Student Resources** section
- Login using your BU name and password (do NOT add @brandonu.ca)

STUDENT RESOURCES		
▶ Course Calendars	▶ Scholarships/Bursaries	▶ Student Services
▶ Registration Guides	▶ Campus Books	▶ Residence
▶ Register Online	▶ Tax Receipts	▶ Student Portal
▶ Exam Timetable	▶ Parking Pass	▶ Apply to Graduate
▶ Log into Moodle	▶ Pay Your BU Account	▶ Convocation Information

WARNING

If you are operating in an open area site, where someone will be using the computer when you are done - please shut down the browser to ensure your information can't be viewed by someone using the "back" button.

* UserID

* Password



BRANDON UNIVERSITY

[Print](#) [Logout](#)

Basic	Degree	Marks / Course Info.	Waiting List	Financial Info.	Time Table	Meal Plan	Tax Receipts	Apply for Scholarships & Bursaries	Course Evaluations	Graduation Application	Verification of Enrolment	Music Concerts
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Practice safe computing

- ▶ Use a passphrase made up of multiple words, numbers, symbols instead of just a single password
- ▶ Never share your password and do not reuse passwords
- ▶ [Ensure set up of Multi-Factor Authentication \(MFA\)](#)
- ▶ Report phishing and other suspicious activities to: antispam@brandonu.ca
- ▶ Be aware of requests for personal information, money, or passwords, fraudulent job or scholarship offers, free gifts
- ▶ Run regular updates to your devices, install anti-virus software
- ▶ Don't leave electronic devices or other personal items unattended

Have a security problem, concern or worry – IT Services will always help! Contact if you have any IT security questions or concerns

Printing

- ▶ The library is also where you can use a computer, a printer, a photocopier, or load money to your print account.
 - ▶ <https://www.brandonu.ca/helpdesk/student-printing/>
 - ▶ See instructions about how to print from your own device.

Black and white printing: \$0.10/side of page

Colour printing: \$0.50/side of page

Group Study Spaces

Inside the Library, you can study alone or do collaborative work.

Group collaboration areas include:

- Main Floor Group Study Rooms
- Main Floor Gathering Space
- Second Floor Solarium
- Music Library

Group study rooms can be [booked online](#) with your BU account

Quiet study areas include:

- North Stacks Reading Room
- Mezzanine

Access to computer workstations is available:

- In the Convergys Lab
- Throughout the main floor of the Library

Events and Engagement

The Library offers space for lectures, workshops, exhibitions, and campus events:

- Main Floor Gathering Space
- Second Floor Curve Gallery
- Convergys Lab
- Media cart available for AV needs and hybrid meetings



Online Spaces

You'll want to be familiar with BU's supported online learning platforms:

- ▶ [Moodle](#) – Learning Management System
- ▶ [Microsoft Teams](#) – Collaboration Platform
- ▶ See our [guide on privacy and security](#) when using online teaching and learning platforms.
- Microsoft Office is used for many assignments – online Microsoft training is available

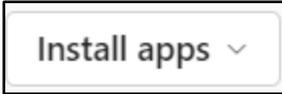
Free Microsoft Office

- Login to your BU Webmail Account
- Click the **Tile** (waffle) icon in the upper left corner of the screen 

- Select **Microsoft 365** from the menu that opens



- Select **Install Apps** from the upper right screen



Note: The software can be installed on 5 devices

I need a different kind of help

- ▶ [Student Services](#) offers other assistance in your time at university, including accessibility services, counselling, and emergency loans
 - ▶ [Academic Skills](#) commonly offers drop-in hours at the Library Reference Desk
- ▶ [BUSU](#) can provide information on student government services including the Health and Dental Plan and the Food Security Program.

"Welcome to BU!"

