

We will answer your queries about finding information, carrying out searches, using electronic documents and databases:

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| **In person:** At the help desks and Information Service  **By telephone:** 913946069/74 (school days from 9.00 to 21.00).  **Internet: Chat** and **e-mail:** [buc\_ghi@buc.ucm.es](mailto:buc_ghi@buc.ucm.es)  **More information and forms at:** [www.ucm.es/bucm/](http://www.ucm.es/bucm/)ghi |



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| **Reading rooms and places**  We have **992** reading places distributed as follows:  - Reading rooms: **715** places  - Consultation places and OPAC: **25** places  - Serials room: **124** places  - Training and meeting room: **63** places  - Map room: **39** places  - Media room: **4** places  - Researchers’ room: **47** places |



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| • Monographs: **362.364** items  • Journals: **3.699** titles  • Scores: **6.080** items  • CD-audio: **7.630** items  • Maps: **20.000** items  • Aerials photographies: 15.600 items  • Videos: **2.000** items  • CD-ROM: **1.689** items  • Microforms: **1.309** items  • DVD: **3.314** items | The catalogue code indicates where the title can be found.  For example, **H 946 MEN**  - The first letters indicate the collection  (in this case **H** stands for open access  monographs)  - the numbers show the subject  (**946**: History of Spain)  - and the last letters represent the author  (**MEN**:Menéndez Pidal) |



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|  | The Complutense Library is the biggest university library in Spain, with 30 faculty libraries, 10,000 reading places, 3,000,000 titles, 1,200 computers, and most importantly a staff of 560 people at your service. |

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| **LIBRARY HOURS:**  **School days:** 9.00 to 21.00.  Special timetables apply during exam periods, Christmas, Easter and in summer, to be announced in advance.  **Address:**  C/Profesor Aranguren, 5  Ciudad Universitaria  28040 Madrid  **Phone numbers:** • Library Information: 913946069  • Loans: 913946074/80  • Inter-library loans: 913946069  • Technical procedure: 913946083  • Library Sub-Director: 913946067  • Library Director: 913946072  **Fax:** 91-3945976  **E-mail**: buc\_ghi@buc.ucm.es | **Transport**  METRO  - **Line 6:** Ciudad Universitaria.   E.M.T. BUSES   - **Line 83:** Moncloa- Bº Pilar.  **- Line 133:** Pza. Callao- Mirasierra.  - **Line F:** Cuatro Caminos- Filosofía B.  **- Line G**: Moncloa- Filosofía B.    **- Line I:** Somosaguas- Campus  de Moncloa |

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| **More information and forms available at the help desks   and on our website, Facebook and blog** [***Bloganidades***](http://www.ucm.es/BUCM/blogs/ghi/) |

Octubre 2012



**Who.** All members of our university community may use all our services and borrow books by means of a valid **library card** which is personal and non-transferable. For access to our online collections off campus a PIN number is required. Members of the UCM Alumni Association and Friends of the UCM have access to some of our services such as home loan.

Our materials can be used by everybody in the reading rooms (restrictions may be in force during examination periods). Visitors who wish to use other services or borrow books must be introduced by a professor or by the Library Director.

Improper use of materials or inappropriate behaviour towards our staff or other users constitutes gross misconduct and will be dealt with by academic or legal authorities (Library Rules).



The library organizes occasional **guided tours** and by prior arrangement to further awareness of its services.

Visits exist for groups of class, previous request of the teachers or the interested parties.

For the pupils of the first course we organize, in collaboration with the University, a general visit to the Library.



The library organizes **free courses** on the use of its online resources all the year round.

More information regarding membership, etc. can be found at the help desks, Information Service, our website and at buc\_ghi@buc.ucm.es

Courses:

- Use of catalogues, databases and online journals.

- Advanced use of information resources for research in Art, Geography, History and Music.

Our website offers guides for using our resources.



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| **Books:** the most recent and in-demand titles can be found in the open access rooms (codes H, A, G, R). Please use the selfcheck machine. Other titles are in the bookstacks (code D). Please request these at the loan counter.  **Journals** (code PP): the latest numbers are available on the Serials Library. Earlier copies can be found on restricted access shelves (Deposits) and should be requested at the loan counter.  **Special materials:** located in Map room (maps), Media room (CD Audio, videos, DVD, CD-ROM), Researchers’ room (scores).  For other materials please consult: www.ucm.es/bucm/ghi |



**Purchase requests.** Please let us know which titles we may acquire to complement our collections, or which titles need more copies. Please use the form in our web.

**Complaints or suggestions.** You may complain or make suggestions in person, online (*Quejas y sugerencias*) or by e-mail (buc\_ghi@buc.ucm.es). We will contact you as soon as possible.



We are making every effort to ensure that our premises are adapted to the needs of disabled persons. **JAWS** and **MAGIC** software is available for sight-impaired users. More info at [buc-discapacidad@buc.ucm.es](mailto:buc-discapacidad@buc.ucm.es)



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|  | Our website ([***Mi cuenta***](https://encore.sim.ucm.es/iii/cas/login?service=https%3A%2F%2Fcisne.sim.ucm.es%3A443%2Fpatroninfo~S6*spi%2FIIITICKET&lang=spi&scope=6)) enables you to:  - Renew and reserve loan books.  - Access our online collection (books, journals, theses, databases …).  - Request books for loan.  - Consult a librarian.  - Use guides.  - Keep informed and participate in our blog**,** Facebook**,** etc.  - And much more ...  Some services require PIN. |



You can check the availability of your **course bibliographies** through our web.

The Complutense Library will arrange **special opening hours at some libraries** during examination periods (Saturdays, Sundays, at night).



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| **Loan conditions:**  Reference books (encyclopaedias …), journals, unpublished theses, and works of special value cannot be taken out on loan.  **Fines:**  One day for each day overdue.  **Library Hours:** From 9.00 to 21.00. | **Deadlines and number of titles:**  We have a selfcheck machine to borrow the open access books.  - Students: 8 titles (15 days) and 2 special materials (7 days).  - Researchers and administrative  personnel: 12 titles (1 month) and 4 special materials (7 days).  - Teachers: 25 titles (2 months) and 5 special materials (7 days).  **Renewals and reserving.**  Reservations and renewals of books in the catalogue may be made using PIN.  ([***Mi cuenta***](https://encore.sim.ucm.es/iii/cas/login?service=https%3A%2F%2Fcisne.sim.ucm.es%3A443%2Fpatroninfo~S6*spi%2FIIITICKET&lang=spi&scope=6)) |



Our computers are available for public use to access the Internet and search our online collections. **7** laptops are also available. The library offers Wifi Internet access through the UCM network.



Two photocopiers are available for public use in the reading rooms and three photocopiers for researchers and teachers’ use in the Deposits and the Serials Library. We remind users that maintenance of this machines is not responsibility of the library.



The **Information Service** helps you find books and documents of your interest.



We can obtain documents from other national and international libraries which are not in our collections.



If you would like to publish your research online we can help you through our **electronic publishing service**.

Working with the UCM Publications Service, we will arrange to publish your theses, journal articles, pre-prints and books: ISBN management …

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