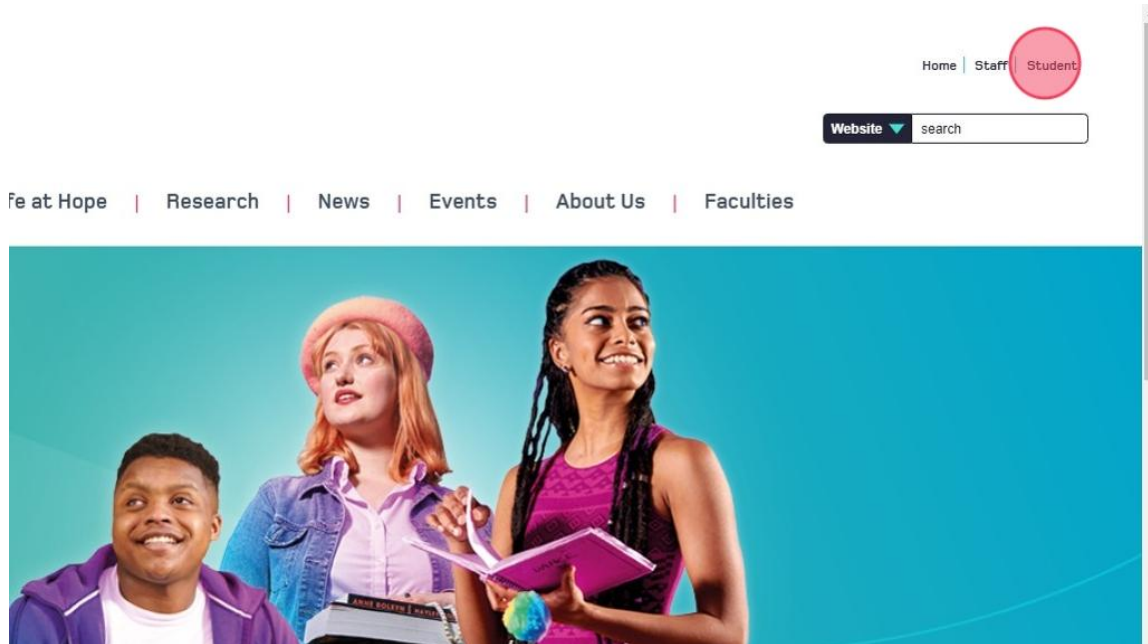


## How to find and use the library FAQs

1. The library FAQs are available here: <https://hope-uk.libanswers.com/>.

A link is also available in the “Referencing help and other guides” section of the of the library webpages. You can get there by clicking "Student" at the top of the university homepage: <https://www.hope.ac.uk/>



## 2. Scroll down and click "Libraries"

Staff Gateway



MyHope



Email

Student Gateway



Libraries



IT Services

New students



Hope Park Sports



Graduation

## 3. Click "Referencing help and other guides"



Opening hours and study spaces



Borrowing resources

Study support



Referencing help and other guides

Finding resources



Archives and Special Collections



Support for Postgraduate Researchers



Network of Hope



Disability support

4. Click the "Library FAQs" tab



Harvard Referencing guides

This is the University style of Harvard Referencing and all Subjects using Harvard should follow this style guide.

[Liverpool Hope Harvard Referencing Quick Guide 24-25](#) - includes the top 6 most referenced types of resources and a quick A-Z guide of all the types of resources that you will need to reference. If you cannot see an example for a particular type of resource you require then please email [AskALibrarian@hope.ac.uk](mailto:AskALibrarian@hope.ac.uk) and we will include it in our next update.

[Liverpool Hope Harvard Referencing Detailed Guide 24-25](#) - a detailed guide giving fuller information for each type of reference. If you have a question, check this guide first.

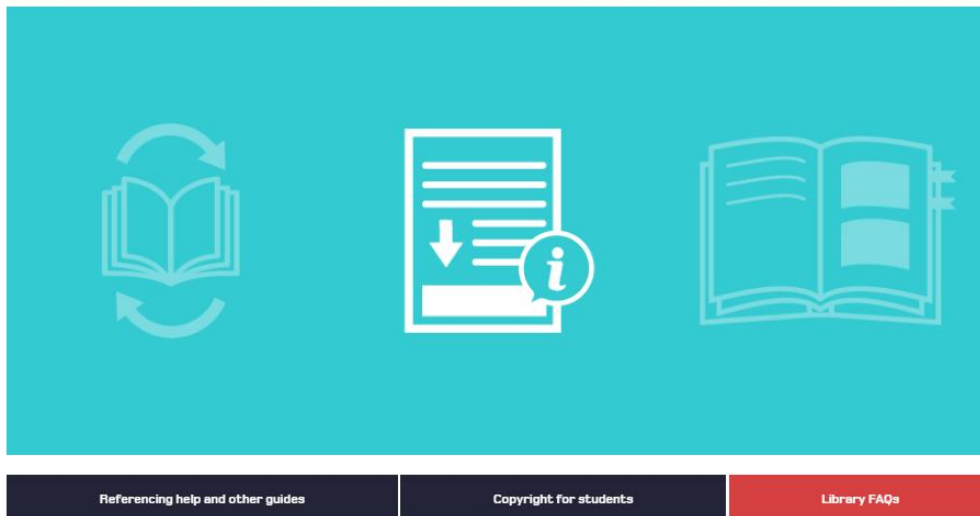
[Liverpool Hope Harvard Referencing Principles Guide 24-25](#) - a guide to show you the importance of referencing and the principles that underpin Harvard Referencing

[Referencing Generative AI \(GenAI\) sources in your work](#) gives clear guidance on all the major referencing standards on how to referencing using AI tools

Other types of Referencing for subjects that do not use Harvard:

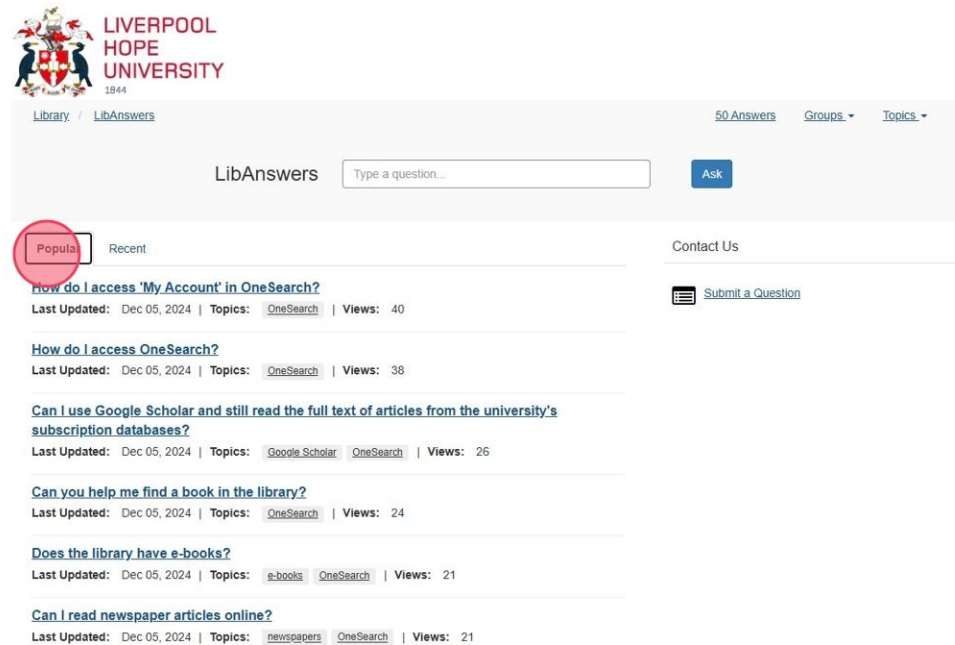
5. Click on "Frequently Asked Questions"

Referencing help and other guides



If you have a question about our library services or facilities then check our [Frequently Asked Questions](#). If you can't find an answer there, then you can submit a question for one of our team to answer.

6. This takes you to the library FAQs. The "Popular" tab is shown first. These are the questions that most people have viewed

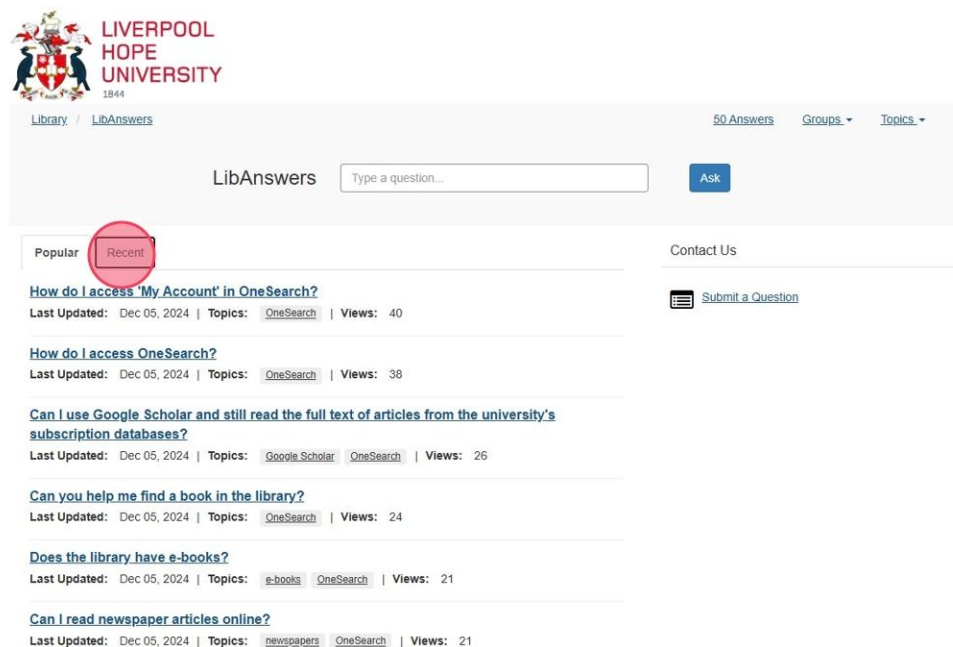


The screenshot shows the Liverpool Hope University LibAnswers page. The header includes the university's crest and name, along with navigation links for Library, LibAnswers, 50 Answers, Groups, and Topics. A search bar with the text "Type a question..." and an "Ask" button is present. Below the header, there are two tabs: "Popular" (highlighted with a red circle) and "Recent". The "Popular" tab displays a list of frequently viewed questions, each with a title, last updated date, topics, and view count. The questions listed are:

- [How do I access 'My Account' in OneSearch?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 40
- [How do I access OneSearch?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 38
- [Can I use Google Scholar and still read the full text of articles from the university's subscription databases?](#)  
Last Updated: Dec 05, 2024 | Topics: [Google Scholar](#) [OneSearch](#) | Views: 26
- [Can you help me find a book in the library?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 24
- [Does the library have e-books?](#)  
Last Updated: Dec 05, 2024 | Topics: [e-books](#) [OneSearch](#) | Views: 21
- [Can I read newspaper articles online?](#)  
Last Updated: Dec 05, 2024 | Topics: [newspapers](#) [OneSearch](#) | Views: 21

On the right side, there is a "Contact Us" link and a "Submit a Question" button.

7. If you would like to see the most recent questions, you can click the "Recent" tab



The screenshot shows the same Liverpool Hope University LibAnswers page, but with the "Recent" tab selected (highlighted with a red circle). The list of questions displayed is identical to the previous screenshot, as it represents the most recent questions. The questions listed are:

- [How do I access 'My Account' in OneSearch?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 40
- [How do I access OneSearch?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 38
- [Can I use Google Scholar and still read the full text of articles from the university's subscription databases?](#)  
Last Updated: Dec 05, 2024 | Topics: [Google Scholar](#) [OneSearch](#) | Views: 26
- [Can you help me find a book in the library?](#)  
Last Updated: Dec 05, 2024 | Topics: [OneSearch](#) | Views: 24
- [Does the library have e-books?](#)  
Last Updated: Dec 05, 2024 | Topics: [e-books](#) [OneSearch](#) | Views: 21
- [Can I read newspaper articles online?](#)  
Last Updated: Dec 05, 2024 | Topics: [newspapers](#) [OneSearch](#) | Views: 21

The "Contact Us" link and "Submit a Question" button remain on the right side.

8. If you see a question you would like to know the answer to, click on it

Library / LibAnswers 50 Answers Groups Topics

LibAnswers Type a question... Ask

Popular Recent Contact Us

[How do I access ODNB?](#)  
Last Updated: Jan 28, 2025 | Topics: [Online Resources](#) | Views: 3

[How do I reference AI in my work?](#)  
Last Updated: Jan 28, 2025 | Topics: [Chicago referencing](#) [Harvard](#) [MHRA](#) [Oscola](#) | Views: 3

[What is this new 'Research Assistant' at the top of the OneSearch screen?](#)  
Last Updated: Jan 28, 2025 | Topics: [AI](#) | Views: 3

[How do I reference using APA Style 7th edition?](#)  
Last Updated: Jan 24, 2025 | Topics: [APA](#) [Psychology](#) [referencing](#) [study support](#) | Views: 5

[Can I borrow a laptop?](#)  
Last Updated: Jan 23, 2025 | Topics: [laptops](#) | Views: 5

[Where can I find referencing guidelines?](#)  
Last Updated: Jan 14, 2025 | Views: 3

[How do I get hold of books or journal articles not in the library?](#)  
Last Updated: Dec 06, 2024 | Topics: [books](#) [interlibrary loans](#) [journals](#) | Views: 5

[Can the library help with referencing?](#)  
Last Updated: Dec 06, 2024 | Topics: [referencing](#) [study support](#) | Views: 7

[Submit a Question](#)

9. This will take you to the answer

UNIVERSITY 1844 Library / LibAnswers 50 Answers Groups Topics

LibAnswers Type a question... Ask

Contact Us

[Submit a Question](#)

What is this new 'Research Assistant' at the top of the OneSearch screen?

Answer

Research Assistant is an AI tool which enables searching for academic content using natural language. It can give staff and students a good starting point for their research process using the high quality, academic resources available through the library. It is not intended to replace the human expertise and skills needed to read, review and critically assess the content but it can automate some tasks to save time by running multiple searches at the same time.

The results will point to resources that most closely match the search and will provide an overview of these sources based on the description or abstract of the source article. Please see the [brief tutorial](#) on getting started using the Research Assistant. If you need any further information please contact your [Academic Services Librarian](#).

Topics

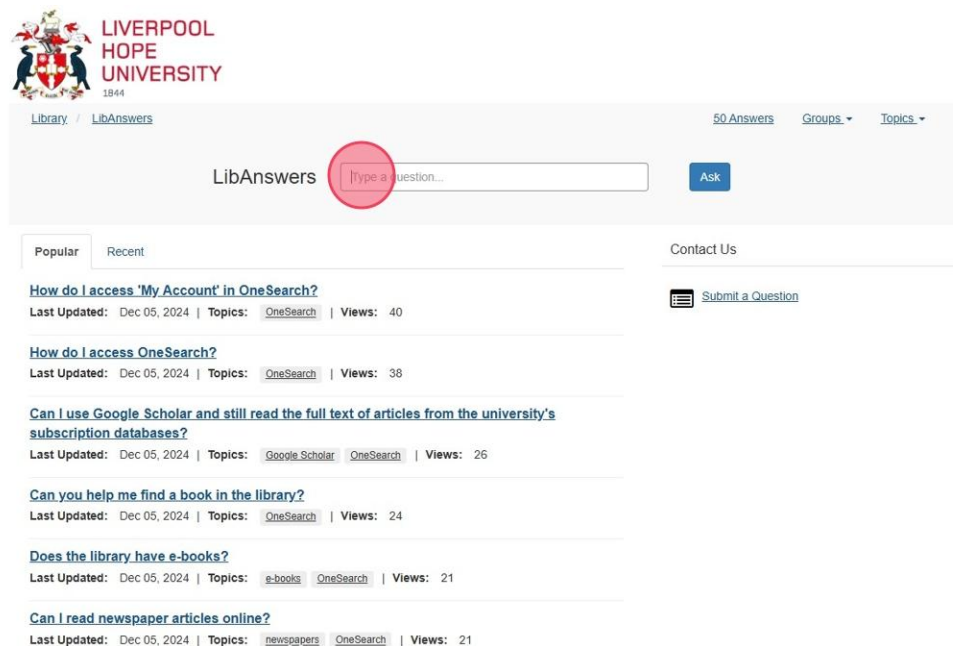
[AI](#)

Last Updated	Views	Answered By
Jan 28, 2025	3	Angela Duckworth

Was this helpful? 0 0

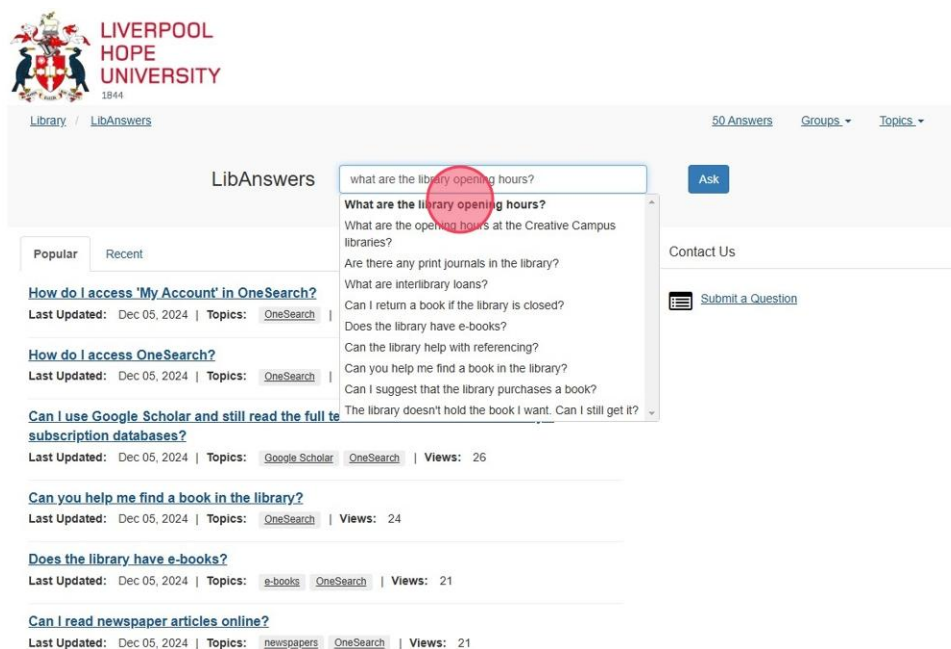
[Edit FAQ](#)

10. To search the FAQs, click into the search box at the top of the screen and type your question



The screenshot shows the Liverpool Hope University LibAnswers page. At the top left is the university's crest and name. Below it are links for 'Library' and 'LibAnswers'. On the right, there are links for '50 Answers', 'Groups', and 'Topics'. The main heading is 'LibAnswers' followed by a search bar with the placeholder text 'Type a question...'. A red circle highlights the search bar. To the right of the search bar is a blue 'Ask' button. Below the search bar, there are tabs for 'Popular' and 'Recent'. A list of FAQs is displayed, each with a title, 'Last Updated' date, 'Topics', and 'Views'. The FAQs include: 'How do I access My Account in OneSearch?', 'How do I access OneSearch?', 'Can I use Google Scholar and still read the full text of articles from the university's subscription databases?', 'Can you help me find a book in the library?', 'Does the library have e-books?', and 'Can I read newspaper articles online?'. On the right side, there is a 'Contact Us' link and a 'Submit a Question' button.

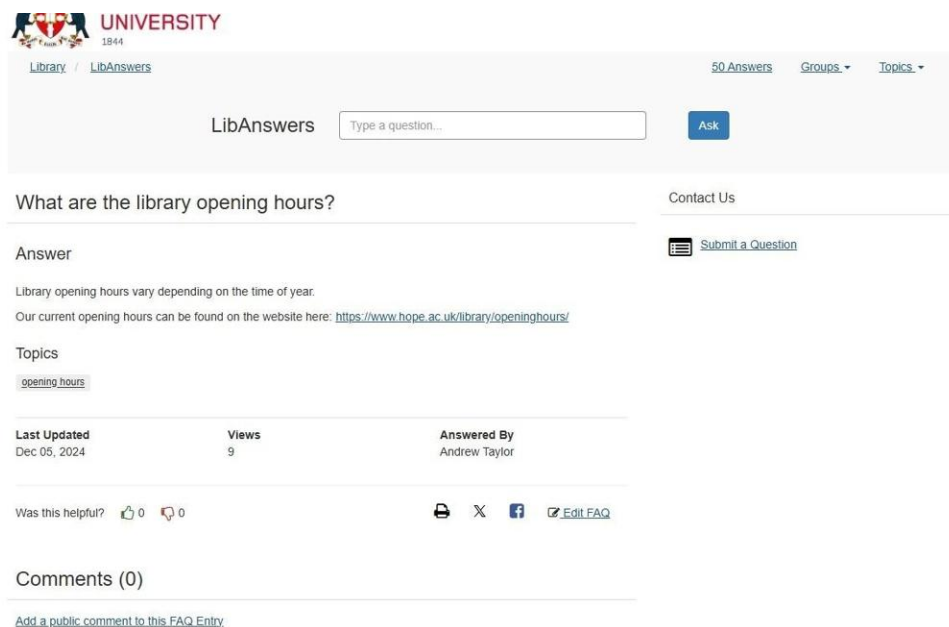
11. If the question has already been answered, it will appear from the drop-down. Click on it to be taken to the answer



The screenshot shows the Liverpool Hope University LibAnswers page with the search bar open. A dropdown menu is visible, showing a list of suggested questions. The first question is 'What are the library opening hours?', which is highlighted with a red circle. The other questions in the dropdown are: 'What are the opening hours at the Creative Campus libraries?', 'Are there any print journals in the library?', 'What are interlibrary loans?', 'Can I return a book if the library is closed?', 'Does the library have e-books?', 'Can the library help with referencing?', 'Can you help me find a book in the library?', 'Can I suggest that the library purchases a book?', and 'The library doesn't hold the book I want. Can I still get it?'. The search bar contains the text 'what are the library opening hours?'. The 'Ask' button is visible to the right of the search bar. The list of FAQs and other page elements are the same as in the previous screenshot.



12. Here, you can read the answer to your question



The screenshot shows the LibAnswers interface for Liverpool Hope University. At the top, there's a header with the university logo and name. Below it, a navigation bar includes 'Library / LibAnswers', '50 Answers', 'Groups', and 'Topics'. The main heading is 'LibAnswers' with a search bar and an 'Ask' button. The question 'What are the library opening hours?' is displayed. To the right, there are links for 'Contact Us' and 'Submit a Question'. The answer section shows the text: 'Library opening hours vary depending on the time of year. Our current opening hours can be found on the website here: <https://www.hope.ac.uk/library/openinghours/>'. Below the answer, there's a 'Topics' section with a tag 'opening hours'. A table shows the question's metadata: 'Last Updated: Dec 05, 2024', 'Views: 9', and 'Answered By: Andrew Taylor'. At the bottom, there's a 'Was this helpful?' section with thumbs up/down icons, and a 'Comments (0)' section with a link to 'Add a public comment to this FAQ Entry'.

UNIVERSITY 1844

Library / LibAnswers 50 Answers Groups Topics

LibAnswers Type a question... Ask

What are the library opening hours? Contact Us

Answer Submit a Question

Library opening hours vary depending on the time of year.  
Our current opening hours can be found on the website here: <https://www.hope.ac.uk/library/openinghours/>

Topics

opening hours

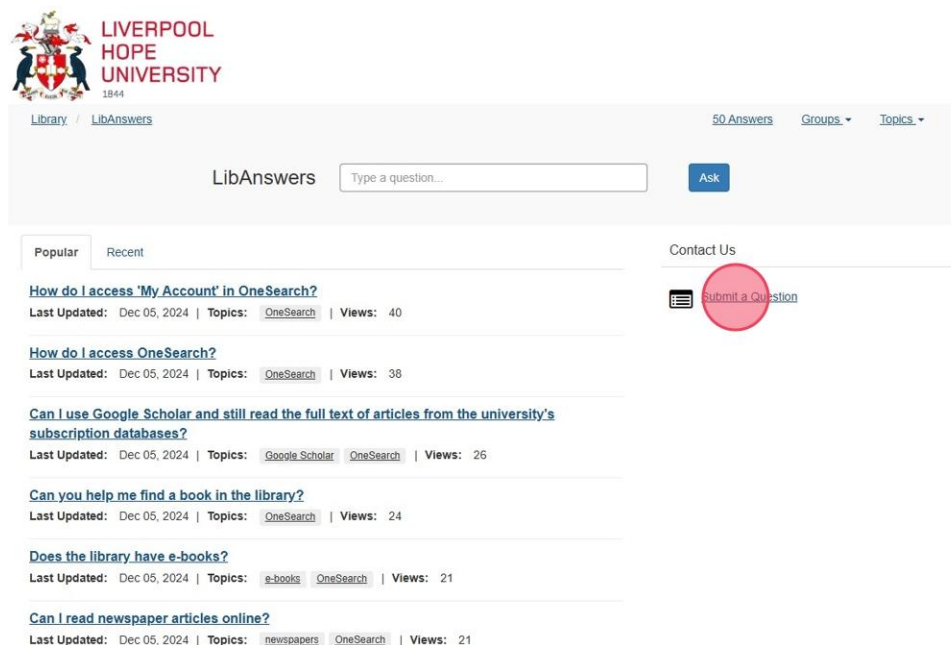
Last Updated	Views	Answered By
Dec 05, 2024	9	Andrew Taylor

Was this helpful? 0 0 Print X Facebook Edit FAQ

Comments (0)

[Add a public comment to this FAQ Entry](#)

13. If the question has not been answered previously, you can submit a new question by clicking on "Submit a Question"



The screenshot shows the LibAnswers interface for Liverpool Hope University. At the top, there's a header with the university logo and name. Below it, a navigation bar includes 'Library / LibAnswers', '50 Answers', 'Groups', and 'Topics'. The main heading is 'LibAnswers' with a search bar and an 'Ask' button. Below the heading, there are tabs for 'Popular' and 'Recent'. A list of popular questions is displayed, each with a title, 'Last Updated' date, 'Topics', and 'Views'. To the right, there are links for 'Contact Us' and 'Submit a Question'. The 'Submit a Question' button is highlighted with a red circle.

LIVERPOOL HOPE UNIVERSITY 1844

Library / LibAnswers 50 Answers Groups Topics

LibAnswers Type a question... Ask

Popular Recent

How do I access 'My Account' in OneSearch?  
Last Updated: Dec 05, 2024 | Topics: OneSearch | Views: 40

How do I access OneSearch?  
Last Updated: Dec 05, 2024 | Topics: OneSearch | Views: 38

Can I use Google Scholar and still read the full text of articles from the university's subscription databases?  
Last Updated: Dec 05, 2024 | Topics: Google Scholar OneSearch | Views: 26

Can you help me find a book in the library?  
Last Updated: Dec 05, 2024 | Topics: OneSearch | Views: 24

Does the library have e-books?  
Last Updated: Dec 05, 2024 | Topics: e-books OneSearch | Views: 21

Can I read newspaper articles online?  
Last Updated: Dec 05, 2024 | Topics: newspapers OneSearch | Views: 21

Contact Us Submit a Question

14. Enter your question and email address and click "Submit Your Question". A member of library staff will email you a response

Question \*

How many books are in the library?

More Detail/Explanation

Email \*

taylora@hope.ac.uk

Name

Andrew Taylor

Fields marked with \* are required.

Submit Your Question