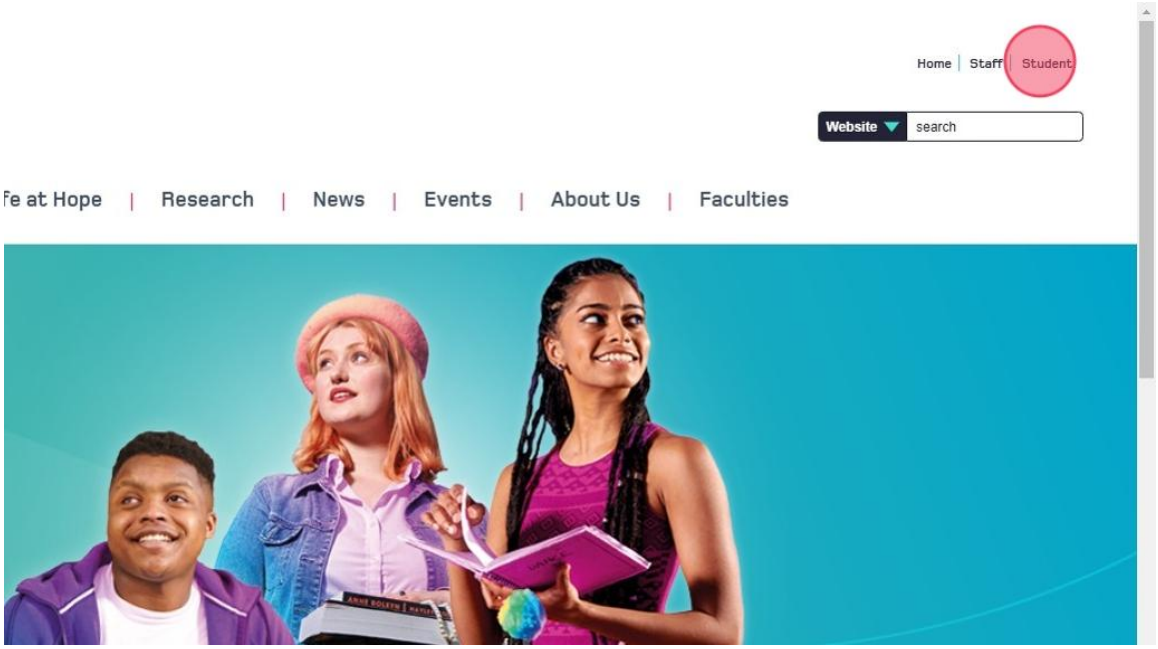
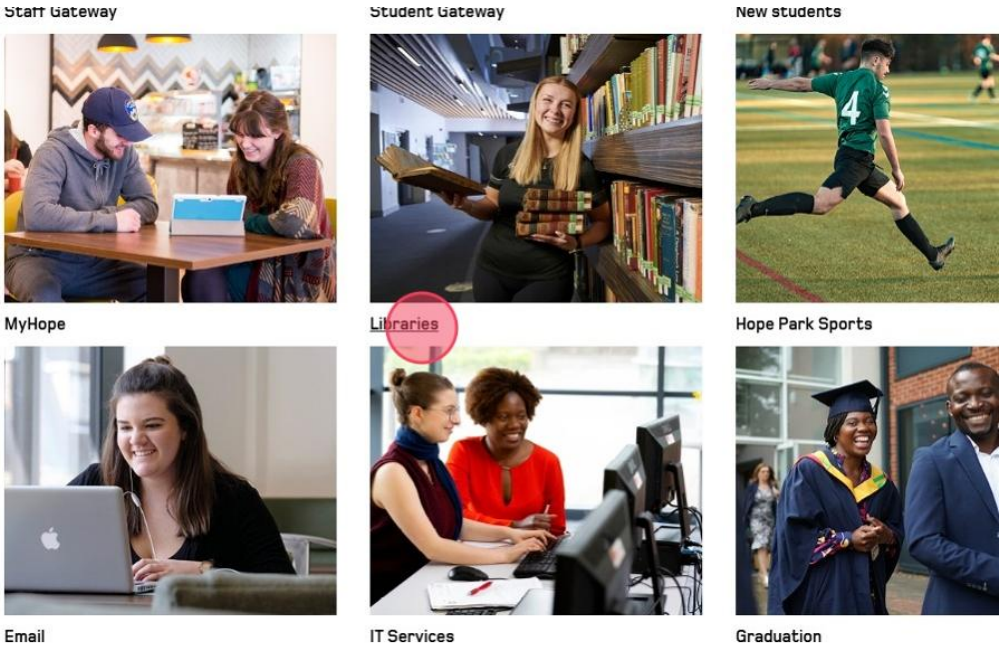
## How to find and use the library FAQs

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

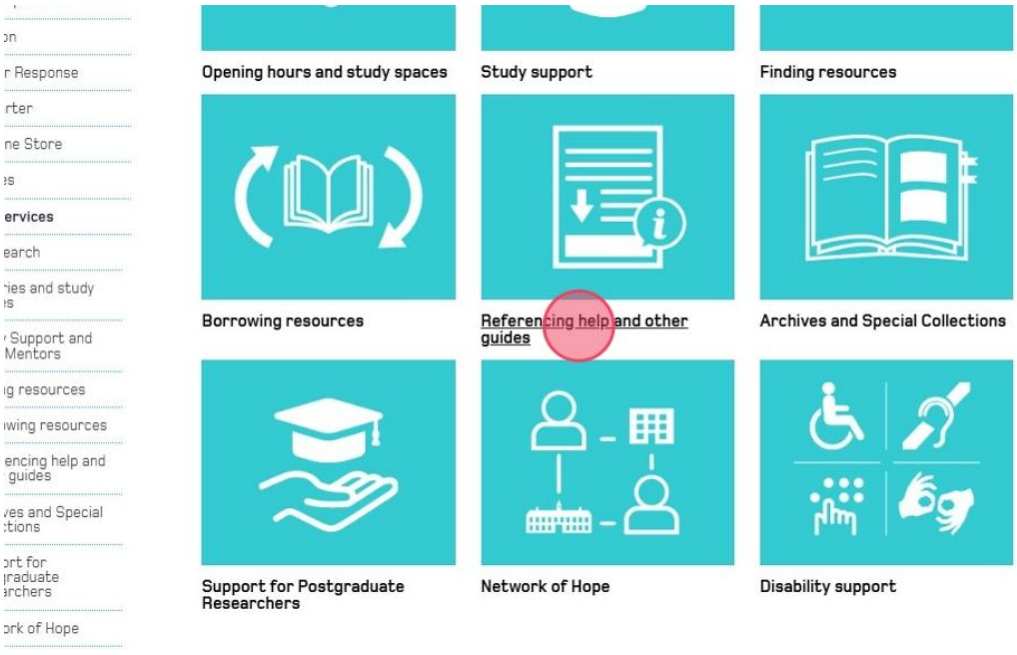
   A link is also available in the “Referencing help and other guides” section of the of the library webpages. You can get there by clicking "Student" at the top of the university homepage: https://www.hope.ac.uk/



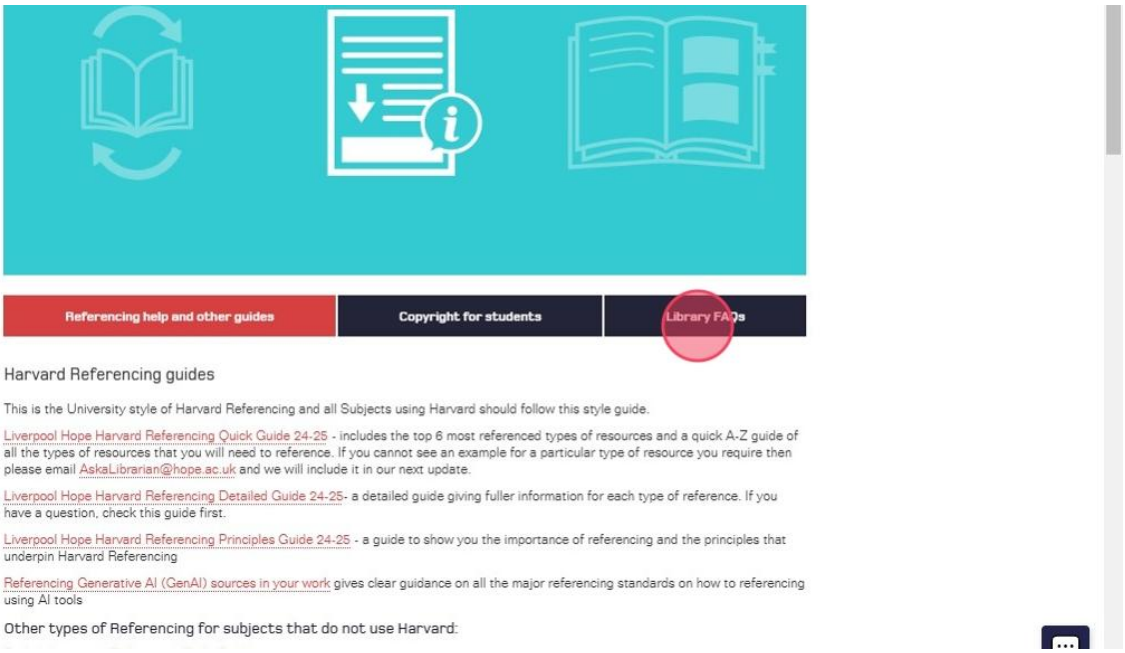
2. Scroll down and click "Libraries"



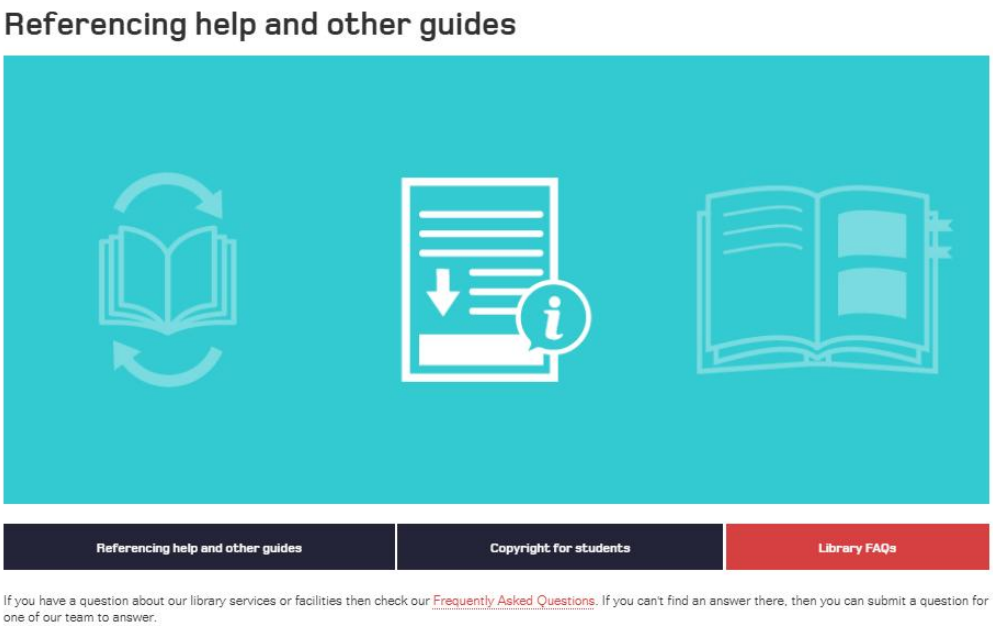

3. Click "Referencing help and other guides"



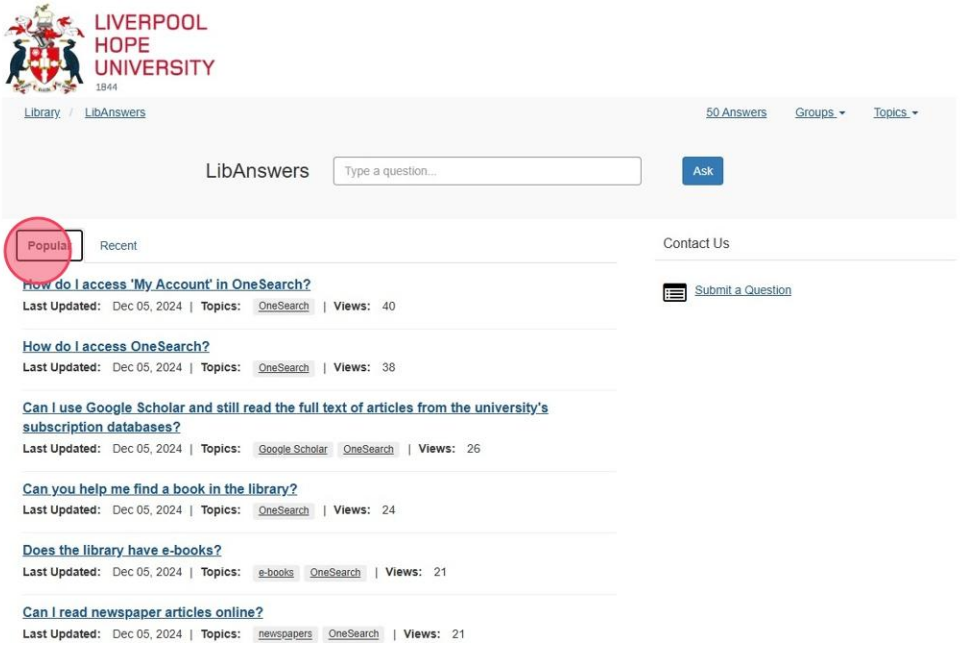
4. Click the "Library FAQs" tab



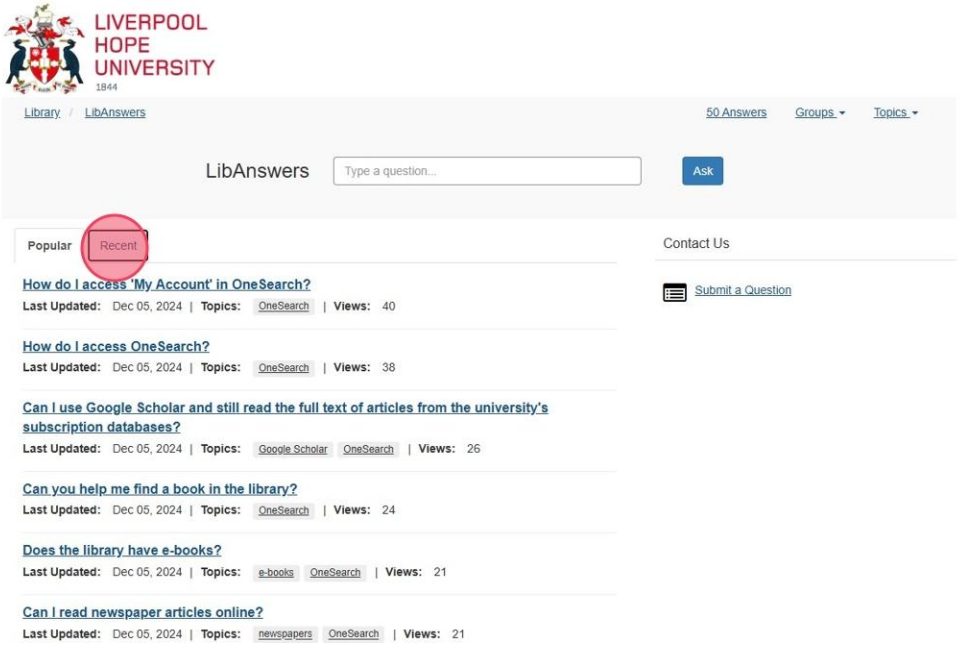

5. Click on "Frequently Asked Questions"



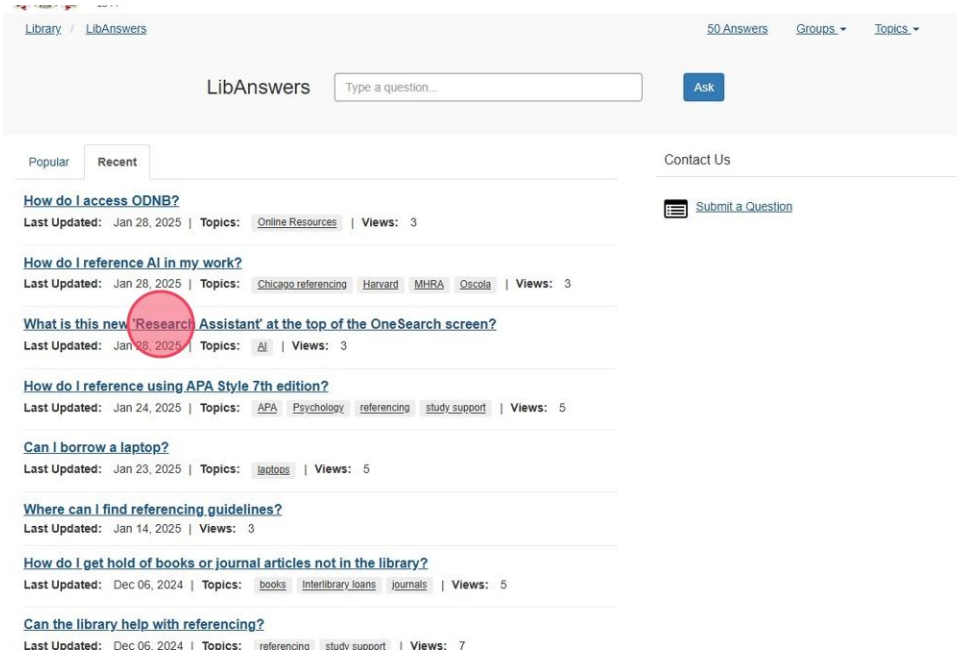
6. This takes you to the library FAQs. The "Popular" tab is shown first. These are the questions that most people have viewed



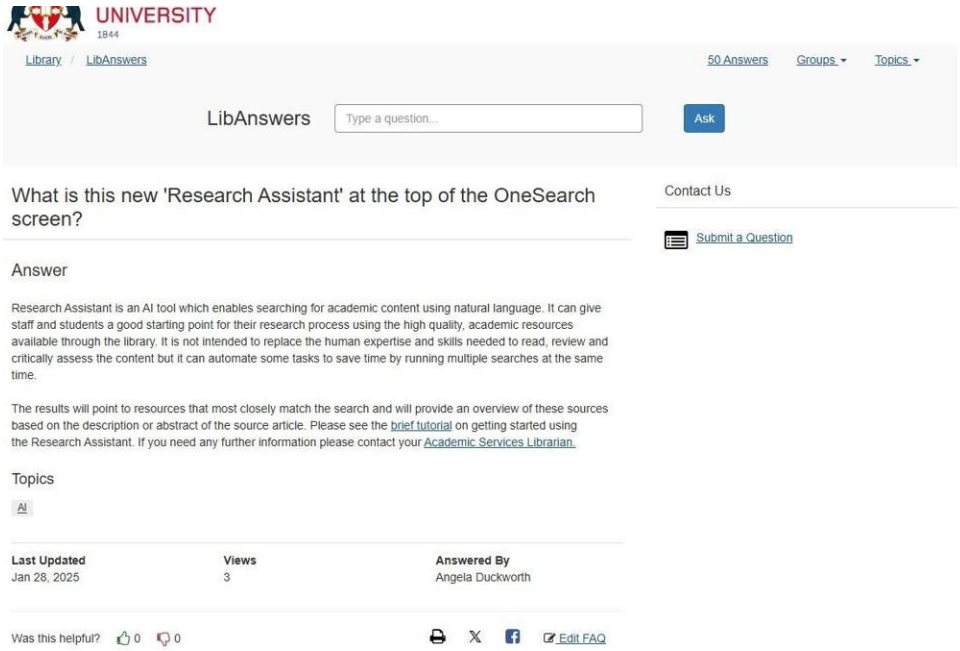

7. If you would like to see the most recent questions, you can click the "Recent" tab



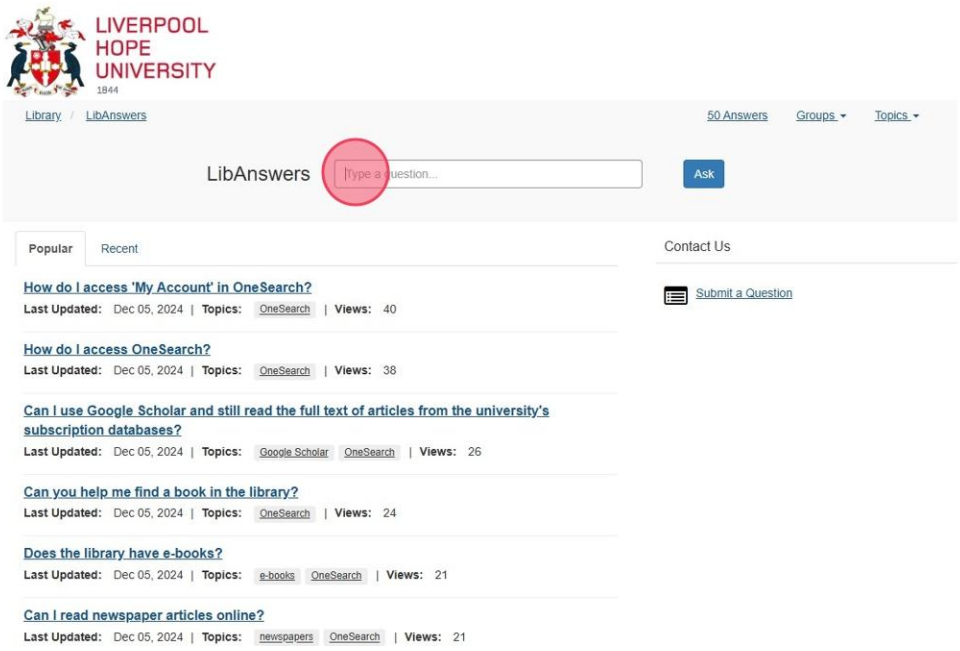
8. If you see a question you would like to know the answer to, click on it



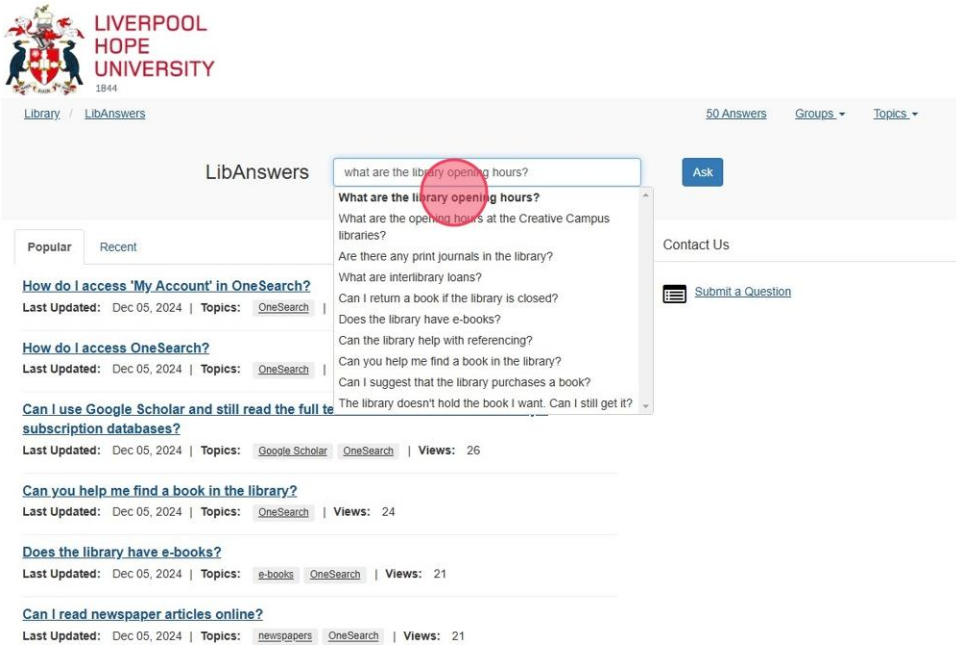

9. This will take you to the answer



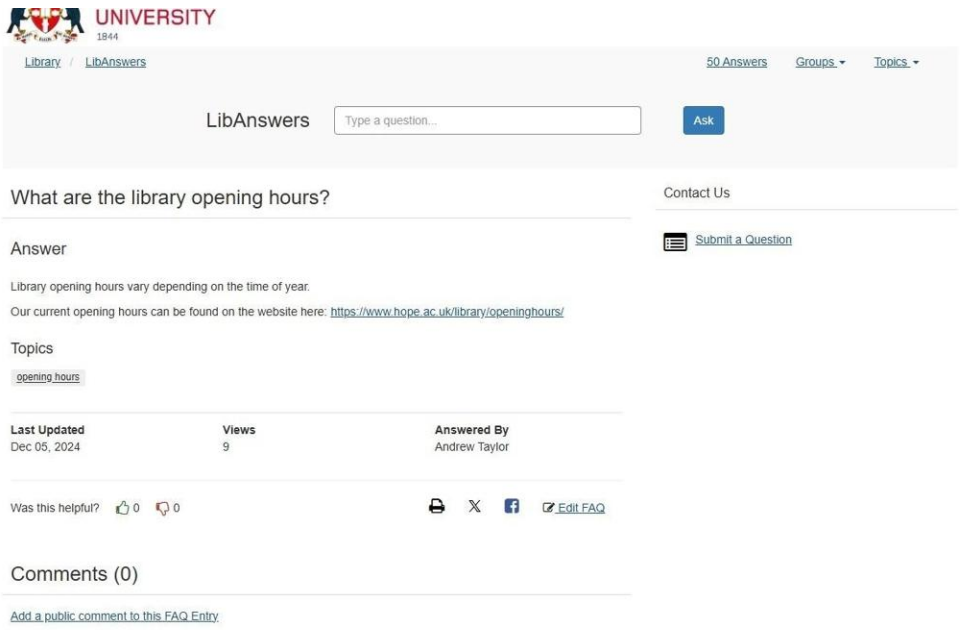
10. To search the FAQs, click into the search box at the top of the screen and type your question



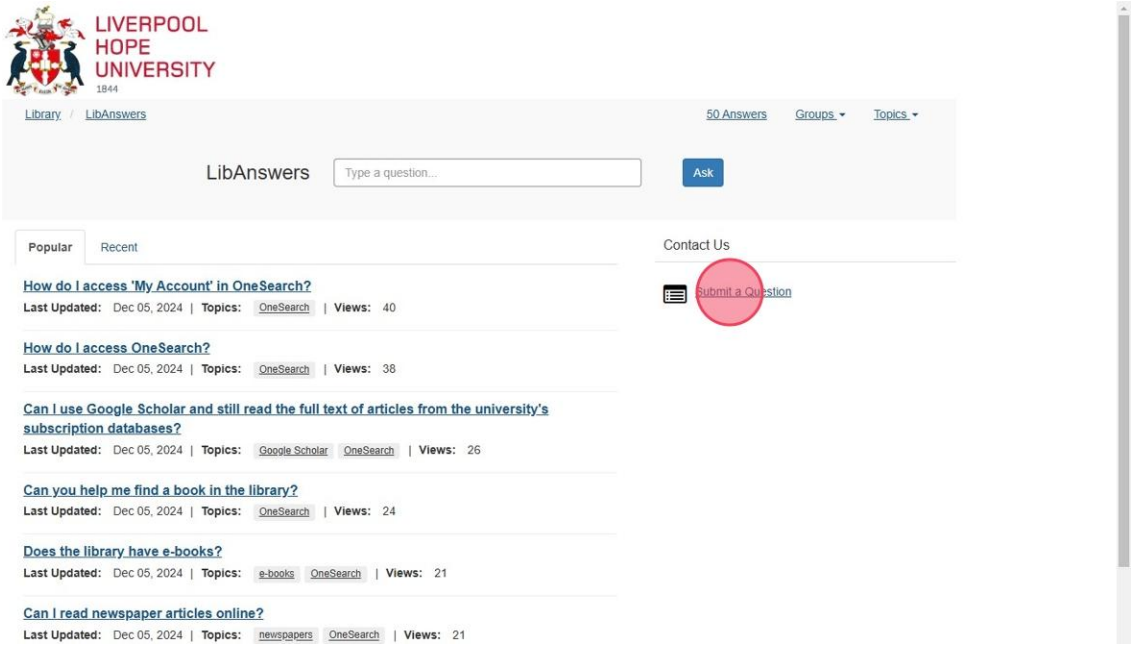
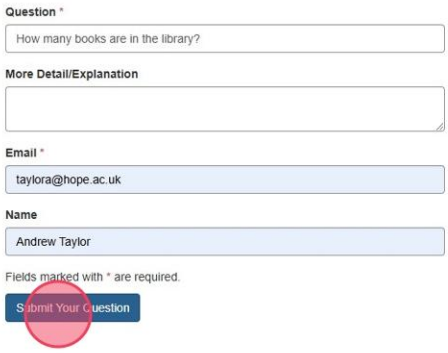

11. If the question has already been answered, it will appear from the drop-down. Click on it to be taken to the answer



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




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