Whether you're taking a course online through eCampus Alberta (eCA) or one of our many satellite campuses, the RGO Library & Learning Commons (LLC) is here to help you succeed in your studies.

Quick Facts About Library Account Privileges

⇒ Your student ID card is also your library card. Library privileges expire when you are no longer a student.

⇒ With your student ID card, you can borrow materials from the libraries of Bow Valley College, the University of Calgary Libraries, the Health Information Network, St. Mary's University, and Ambrose University

⇒ A TAL card enables Albertans to borrow materials from 300 libraries across the province and return them to any participating library TAL cards are issued by your member library. The LLC can provide you with a TAL card by request. Visit http://www.talonline.ca/ or the LLC website for details.

⇒ All students, staff and faculty have off-campus access to the LLC's online resources through the library website. Login information is automatically set to the following:

   Username:  Student or employee ID number preceded by "BVC," i.e. BVC123456
   Password:  Last four digits of your phone number

LIBRARY RESOURCES
The LLC provides thousands of online resources for learners. Go to www.bowvalleycollege.ca/library for access to:

The catalogue, which is the a “search engine” allowing you to search multiple formats at once including articles, streaming videos, e-books, DVDs and print materials

Online guides for completing assignments start to finish—from developing a research topic to citing in APA style

Over 50 databases with articles from thousands of journals, newspapers, and magazines as well as images, e-books, and reference works (e.g. encyclopedias)

Learning software and online videos/tutorials for language learning, computer skills, English grammar, and more.

Visit us on-campus or contact us by:

EMAIL
circulation@bowvalleycollege.ca

PHONE
403-410-1647 or 403-410-1756

ONLINE INSTANT MESSAGING
http://bowvalleycollege.ca/library

Chat with us
Online, regional and distributed learners can take advantage of the LLC’s interlibrary loan (ILL) and virtual support for research and citation.

**INTERLIBRARY LOAN**
If a book or article is not available through the LLC, you can request it from another library.
- Contact us by phone, email, or go to the Interlibrary Loan page under Services on the LLC website to submit an online form
- Allow 6-10 business days from the date of request for mail delivery of physical items, such as books
- Allow 2-5 business days from the date of request for electronic items, such as articles

**RESEARCH & CITATION HELP**
- Send us your questions through email at circulation@bowvalleycollege.ca
- Receive real-time help through the LLC’s online instant messaging service, Chat with Us—library staff can assist with login procedures for library accounts, searching online library databases, citing sources, and more!

**COMPUTER SUPPORT**
Computer Support is available in the LLC from Monday to Friday, 8:00 a.m. to 4:00 p.m. to help online, regional, and distributed learners at Bow Valley College with the following:

Visit the Computer Support Desk in the LLC or contact the Learner Technology Support Specialist by:

**PHONE** - 403-410-1657

**EMAIL** - learnertechsupport@bowvalleycollege.ca

**ONLINE INSTANT MESSAGING** -
Computer Help section on LLC website: http://bowvalleycollege.ca/library

Applications such as:
- Desire2Learn (D2L)
- MyBVC
- MyBVC Email
- Word
- Excel
- Access
- PowerPoint

Basic computer skills such as:
- Using a keyboard and mouse
- Improving typing skills
- Saving files
- Changing file formats
- Exporting from Mac programs to Microsoft PowerPoint or Word files
- Downloading safe free programs to read Microsoft PowerPoint and Word files
- Formatting Word documents in APA style

For technical support, the BVC HelpDesk will help learners troubleshoot issues such as pop-up blockers, browser set-up, forgotten passwords and login procedures for Desire2Learn (D2L), myBVC and Adobe Connect.

Contact BVC HelpDesk by:

**PHONE** - 403-410-1611 or 1-866-615-8923

**EMAIL** - helpdesk@bowvalleycollege.ca

Find current hours on the BVC website: bowvalleycollege.ca/bvc-login.html