**Library Department**

**Q. How do I use the catalogues to search for resources in the Library?**

You can check for materials in the Library using our online catalogue [library home page](file:///C:\Users\attya.shahid\Desktop\Home.mhtml)([www.nu.insigniails.com](http://www.nu.insigniails.com)) which offers a quick way to search library collections and is ideal for quickly locating library material.

**Q. Who can use the Library?**

All members (faculty, staff and students) of the University are welcome to use the Library.

## **Q. When is the Library open?**

**Main Campus Timing**

Monday to Friday 8:00 am - 04:00 pm

Friday: 8:00 am – 1: 00 pm

02: 00 pm – 04: 00 pm

Saturday & Sunday Off

**City Campus Timing**

Monday to Friday 01:00 pm -09:00 pm

Friday: 9:00 am – 09: 00 pm

Sunday Off

**Q. How do I choose which database to search?**

One way to determine which database to search is to check out [HEC - National Digital Library](../Desktop/HEC%20-%20National%20Digital%20Library%20-%20National%20University%20of%20Computer%20and%20Emerging%20Sciences.html)These databases will recommend the best to start your research in your particular subject area. To see a more comprehensive list of library resources, click on the link [library home page](../Desktop/Home.mhtml)(www.nu.insigniails.com). This will provide a list of all the subscribed library resources. If you need more help, visit the Library Services Desk, or connect with us via email lib.khi@nu.edu.pk.

**Q. If the library does not own it, how can I get it? (Interlibrary Loan, suggest a purchase)**

If you are a student, staff, or faculty member, the library should be able to get requirements. The quickest and easiest way is to use the link [library home page](../Desktop/Home.mhtml)(www.nu.insigniails.com). You can also email lib.khi@nu.edu.pk. The other option is Interlibrary Loan.  Login with your library NU ID and make a request Interlibrary Loan can also be used to request books, reports & thesis available in other campuses.

**Q. Can I use library journals or databases from off-campus?**

Yes, online journals and subscribed databases from off-campus can be used. Tutorials are available

* <https://www.youtube.com/watch?v=VnCpo2JEMwo> (Forticlient VPN by Windows 7)
* <https://www.youtube.com/watch?v=sy3k-Z84zsU> (VPN access for windows 8 & 10)
* <https://www.youtube.com/watch?v=1x17XVjMMtU&t=34s> (How to use Library OPAC)

.However, there is some content for off-campus users, will only appear if you are logged in. Pearson e-library is one example <https://elibrary.in.pearson.com/login>

For more information on using online resources from off-campus including troubleshooting tips, visit the Library Services Desk, or connect with us via email lib.khi@nu.edu.pk

**Q. Can I check out periodicals or reference books?**

Unbound periodicals and non-barcoded items do not circulate. Reference books, bound periodical volumes, and other non-circulating materials may only be borrowed after obtaining special permission from the Library Help Desk.

**Q. Does the library have Cd`s collection?**

The Library has collection of CD`s, but it can only be used in the premises of the library.

**Q. Is it possible to place a “hold” on a reserve book that is checked out?**

If you need a reserve book that is currently checked out, a member will get auto alerts when the item becomes available. You may request this service at the Circulation Desk.

**IT Department**

**Q.  My password has expired. How can I reset it?**

IT Department will reset the password through Active Directory.

**Q.    I am no longer receiving group e-mails?**

IT Department will add them in the desired group.

**Q.  We do not have login ID of Active Directory?**

IT Department will create ID on Active Directory.

**Q.    We have lost my password of Active Directory?**

IT Department will change the password.

**Q.    How can I get internet access for a laptop or mobile?**

IT Department gives access on the internet through their active directory login ID.

**Q.    I lost the connection to my laptop or mobile. How can I fix this?**

IT Department will facilitate them by resetting their password.

**Q.    How can I get access to a shared drive on a numail drive?**

IT Department will provide them short training on numail drive.

**Q.    I have lost my password of numail?**

IT Department will reset the password.

**Q.    What software will be installed in the computer lab?**

When the IT Department is configuring a computer for deployment (or re-deployment), IT Department installs a suite of software that most users will need. For Windows 7 machines, this includes:

* Microsoft Office
* Symantec Antivirus
* Adobe Reader
* Microsoft Visual Studio
* Anaconda
* Oracle database 11g
* Google Chrome
* Mozilla Firefox
* WinSCP
* Putty
* Winrar
* Notepad++

**Q. Can I get a certain software installed in a computer lab?**

If you require a certain software. You will require permission.

**Q. Can you assist us with dual booting of my computer?**

If any one required dual boot. IT Department will assist them.

**Q. Can you help me with my laptop?**

IT Department will be able to provide technical advice.

**Q. What should I do if I think my computer has a virus?**

IT Department will disconnect the laptop from the network and provide technical assistance.

**Q. We have requirements for labs in events?**

IT Department requires permission from event heads to allow them.

**Administration Department**

**Q.**  **For organizing University events what would be the procedure to access the resources? From where will the resources be allocated? Including utilization of Campus Space.**  
Students are requested to come through proper channels, the faculty heads and officer student affairs will help them initiate the process and take the access approval of resources.

 **Q. What are the transportation routes?**  
The transport office will take care of the respective matter.

**Q. How to register for transportation?**  
By visiting the transport office.

**Q.  What are the official working timings?**  
The official timings are from 8:00 am to 4:00pm

**Q. Is Friday a casual day?**  
No Friday is a normal day following routine.

**Q.  Is casual attire allowed within the university premises (shorts, trousers, t-shirts)?**  
Kindly refer to the Dress Code Policy.

**Q. What is the respective dress code to be followed?**  
As per the dress code policy.

**Q.  Where to report in case of loss of a personal belonging?**  
The case is to be reported directly in the “Front Office”

**Q. Where to report complaints regarding the substandard food in the cafeteria?**  
The canteen committee head should be informed or approached.

**Q. Where to complain regarding any inappropriate matter pertaining to physical or verbal abuse?**  
All Faculty and Managerial Staff members or Director or Manager Administration, Manager Academics and respective departmental Heads may be contacted.

**Q.  Where to report any issues pertaining to Campus security?**

They should be catered via Admin Officer, Manager Admin and Director.

**Q. Which areas are allowed for smoking?**  
Smoking is prohibited within the Campus premises.

**Q.  Can the personal vehicles be parked inside the University premises for safety concerns or not?**  
Not particularly, they are supposed to be parked outside.

**Q.   If yes! Which area will be allocated for student car parking inside?**  
Not particularly, they are supposed to be parked outside.

**ACCOUNTS Department**

* **Collection of Fees**

1. Collection of Pay orders for (New Admission)
2. Financial Aid Loan Recovery
3. Transcript Fee
4. Library Lost Books
5. Library Fine
6. Disciplinary Fine
7. Duplicate ID Card Fine
8. Degree Verification Fee
9. Late Exam Fee
10. Convocation Fee
11. Student Transport Fee
12. Late Fee
13. Other Income

* **Information of Fee Record like**

1. Financial Aid
2. Fee Payable
3. Fee Receivable

* **Process of Installment Fee Challan.**
* **Received Deposited Fee Challan.**
* **Resolve Flex (Fee Management Software) related Queries.**