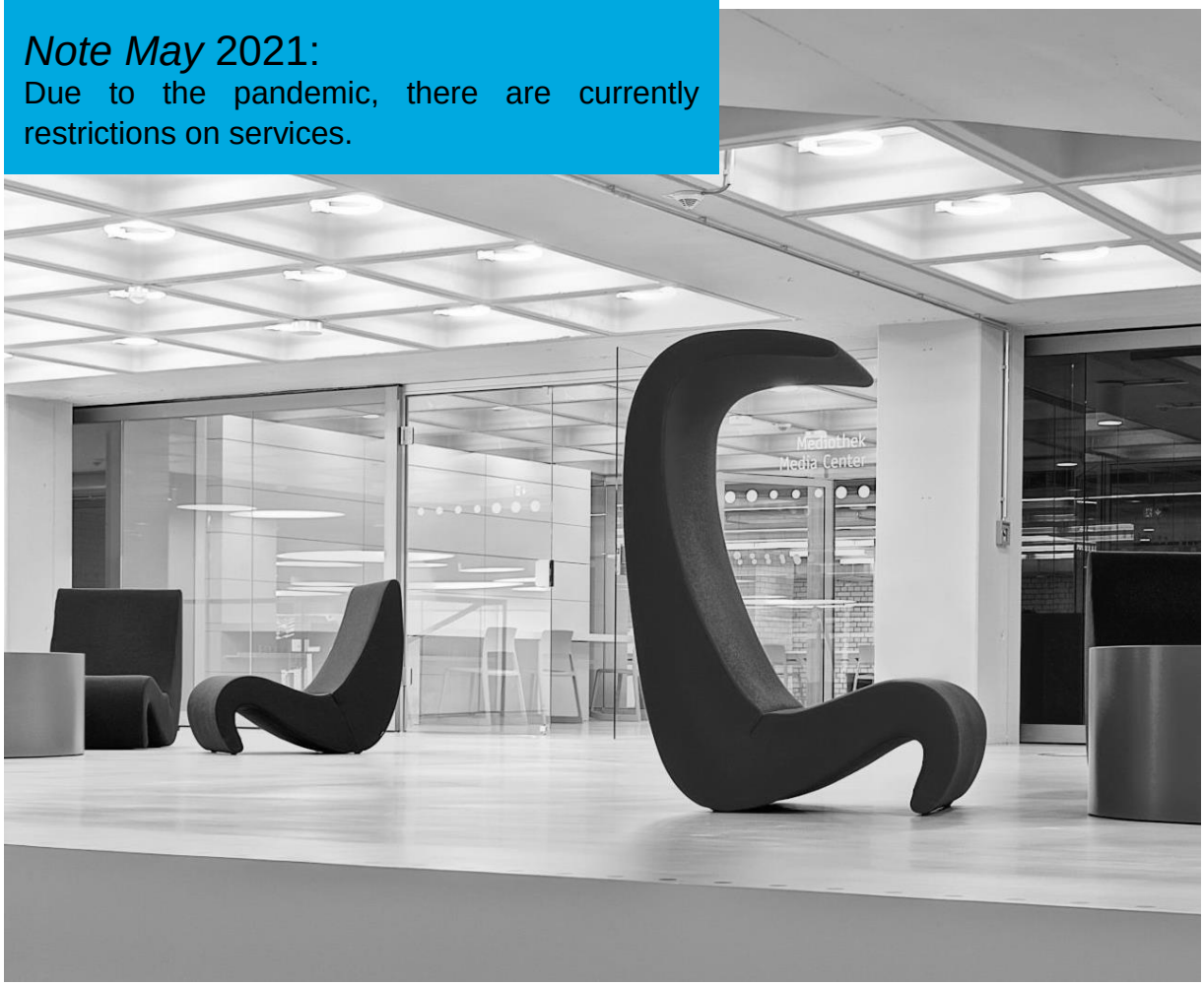
Universität Konstanz

Communication,
Information, Media Centre
(KIM)

IT and Library Services

Guide to KIM

Note May 2021:
Due to the pandemic, there are currently restrictions on services.



1. What is KIM?

Welcome to KIM, the Communication, Information, Media Centre at the University of Konstanz!

KIM is the university's central service provider for IT and library services.

All KIM divisions, ranging from media processing to hosting of data servers, work hand in hand to provide researchers, teaching staff, students and guests of the university with up-to-date information and media services in one location.

This guide will give you an overview of all KIM services. Do you need advice? Do you have library-related or IT questions? Our experts in the renovated and modernised Information Centre are here for you!

For more information, visit our KIM website:

www.kim.uni-konstanz.de

2. How to contact us

Address

University of Konstanz
Communication, Information, Media Centre (KIM)
Library and IT services
Universitaetsstrasse 10
Mailing address (letters): 78457 Konstanz, GERMANY
Shipping address (packages): 78464 Konstanz, GERMANY

Website

www.kim.uni-konstanz.de

Phone and email

Library services:
Phone: +49 7531 88-2871
E-Mail: beratung.kim@uni-konstanz.de
IT services:
Phone: +49 7531 88-3919
E-Mail: support@uni-konstanz.de

Account details

BW-Bank Konstanz
IBAN: DE92 6005 0101 7486 5012 74
BIC: SOLA DE ST

uOpening hours

The Information Centre, Building BG, BS and J are open round the clock (24/7).

Building N:
Mon-Fri: 08.00-24.00, Sat+Sun: 09.00-24.00

KIM Library and IT Support (*KIM-Beratung*) in the Information Centre: Mon-Fri 9:00-19:00, Sat 11:00-17:00

(In August and September reduced, s. Homepage)

Facebook

Visit also our Facebook pages.
You get also here actual news and tips

3. Our services

a. Information and support

Our KIM Library and IT Support at the information desk (*KIM-Beratung*) in the Information Centre is here for you.

We answer all your questions, e.g. on literature search, how to use the library, on hardware and software, and we provide practical assistance as well.

Library Information:

Mon-Fri 9:00-19:00, Sat 11:00-17:00

E-Mail: beratung.kim@uni-konstanz.de

Phone: +49 7531 88-2871

Do you have questions on a specific subject? Our library subject specialists will gladly assist you. At the information desk, we will put you in touch with the corresponding specialist.

IT-Support:

Mon-Fri 9:00-19:00

E-Mail: support@uni-konstanz.de

Phone: +49 7531 88-3919

(In August and September reduced, s. Homepage)

b. Media

KIM offers you access to more than 2 million media.

You can choose from around 1.7 million printed books, 250.000 E-books, more than 52,000 journal subscriptions (mainly digital), DVDs and other media.

Part of our collection is circulating, part is non-circulating. All media are available on the shelf on campus and are arranged by topic.

Textbook collection

The textbook collection contains several copies of each of the main textbooks.

You can borrow most of the textbooks.

Course reserve (*Semesterapparat*)

In the course reserve (*Semesterapparat*) you will find literature relevant for a certain course. These books are sorted by lecturers' last names.

You either cannot borrow these books at all, or may only borrow them for 2 days (see yellow note in the book).

Electronic course material is provided via the learning-platform ILIAS (for more information see “Workspace”).

Display of new acquisitions

New acquisitions, arranged by subject, are displayed in the Information Centre for one week. You can also see them via our Homepage.

Lake Constance Collection

The Lake Constance Collection (*Bodenseesammlung*) is a collection of literature on the Lake Constance area.

The *Wessenberg* library

The *Wessenberg* library is on permanent loan from the city of Konstanz, with a focus on publications from the 18th and 19th centuries, mainly from the field of humanities.

This collection is not freely accessible. Please contact the staff at the information desk.

Rare book collection

The most precious books, and thus most worthy of protection (Rara, signature R), are not freely accessible. Please contact the staff at the information desk.

c. Software

Do you want to buy software? KIM will gladly assist you!

Software-sales (V 510)

Mon and Thu 9:00-12:00, 13:00-15:00

Reference management software

The University of Konstanz has campus licences for the reference management programmes Citavi and Endnote.

University members can use these programmes for free.

www.kim.uni-konstanz.de/literatur/literaturverwaltung/

Matlab contract

You can use Matlab on university and private computers for non-commercial, academic research and teaching purposes.

Microsoft DreamSpark

Students, teaching staff and researchers of the natural sciences, mathematics and computer science as well as students attending IT classes can use Microsoft products for free.

Internet security software

We offer a full version of the Sophos Virus scanner for free, as well as other tools to protect your computer, or to provide a quick remedy in the event of damage.

Software for students

Students can get Microsoft Office for €3.99 per year.

SPSS

You can purchase the statistics software SPSS via our software sales point.

For detailed information please visit the website:

www.kim.uni-konstanz.de/services/software-und-hardware/

d. IT services

Backup - Bacula

KIM offers central computer backup. Your data are transferred via the software Bacula to the KIZ (communication and information centre) in Ulm, where they are saved.

CampusLAN

Our CampusLAN is the entire wired network that is required to provide internet access in all offices, seminar rooms and lecture halls.

Chat

KIM offers all university members easy access to the global, decentralised XMPP network (Jabber) for: instant messaging, transferring single files, multi-user chats, audio and video chats as well as video conferences.

Cloud

For members of the university, there is the online storage service "cloud.uni-konstanz" based on Nextcloud. The cloud enables the synchronization of data between different devices, the sharing of data with others and access for mobile devices.

Email

Every member of the university gets an email account. You can check this email from anywhere. Your email address is automatically generated in the form: first name.last name@uni-konstanz.de. You have a default storage size of 1,000 MB.

www.kim.uni-konstanz.de/e-mail-und-internet/uni-mail/

Spam filter

KIM offers a spam filter, which, for legal reasons, you have to activate yourself.

Temporary email addresses

You may generate as many temporary email addresses associated with your email account as you like, without having to reveal your permanent email address. You can state an expiry-date or delete the address manually, so that you will not receive any spam via this address. Temporary email addresses may also be used on websites.

Antivirus

Incoming emails will be scanned for viruses if they travel through university infrastructure. You will be informed about every incoming virus, but you will not receive contaminated files.

Eduroam

The University of Konstanz is a member of Education Roaming (eduroam). The international initiative allows members from participating institutions to use wireless internet connections (WLAN (WiFi) or LAN) at all participating locations by simply using the usual logindata for their home institution.

www.kim.uni-konstanz.de/e-mail-und-internet/wlan/

Mailing lists

KIM offers a service to create and administer mailing lists for university purposes.

Remote access/VPN (Virtual Private Network)

With this service you can use an external computer (e. g. at home or when travelling) to access the university network.

www.kim.uni-konstanz.de/e-mail-und-internet/zugriff-von-ausserhalb-des-campus/

Video conferences

The video conference room V304 is equipped with W-LAN (WiFi), and Ethernet. Up to 20 people can meet there for conferences, lectures and examinations.

W-LAN/WiFi (wireless local area network)

All university members have internet access via our W-LAN (WiFi) ('eduroam'). It covers nearly all areas of the university. You can use it with all commonly used operating systems and do not have to install additional software. You simply login via your email account data.

e. Workspace

We offer a great diversity of workspace in the library sections.

Individual workspace

You can find individual workspace in all library sections. “study islands' await you in the Information Centre and in J2 (grey)

Reading Room

On floor 6 between book section BS and BG is a Reading Room with 60 places for silent study.

Group work

You will find rooms for groups in J2, J3a, BS5. Or you can use one of the 'study islands' in the Information Centre (green).

PC-workspaces

PC-workspaces are located in the Information Centre and in all book sections.

Computer pools

You can use the computers in J213 and BS217 if there are no classes in these rooms.

Media Centre

In our Media Centre, you will find technically well-equipped workspaces.

Film rooms, media lab

You can also book one of the two film rooms or our media lab with special technical equipment. Please contact the staff at the information desk.

Rare book reading room

The reading room for particularly valuable media is located in the Media Centre.

Teaching Lab

You can book the teaching lab in room BS522 for courses.

Café

In the library café in the Information Centre you can read newspapers, eat and drink.

ILIAS

Our learning platform ILIAS offers virtual work space. Lecturers electronically provide material for their courses, such as lecture notes, presentation slides and assignments.

Students can create their "personal desk" by adding their individual courses.

You log in via your University of Konstanz email account:

ilias.uni-konstanz.de/ilias/

Print, copy, scan

You can copy, print and scan at the Canon multifunctional devices.

Locations: Basement of the Information Centre, BG3, BS3, passageway BS5/BG5, J (all levels), N6.

You can send print jobs from every university network computer and collect them at any canon device. You can also use your laptop or mobile devices to send print jobs.

You pay for copies/print jobs using a Canon-Copy card or your UniCard.

You have to register your *UniCard* once at a canon device, using your university email login data. You can buy credit for your copy card at one of the machines in the library or at the Canon Service Centre (L502). You can also get guest cards there.

Overhead scanners are located in the Media Centre and in library section N.

f. Lockers

During your university day you can use the day-use lockers in front of the library.

These lockers have to be emptied when you leave the university campus. You can use the lockers without money, simply by entering a 4-digit PIN code or using your UniCard.

Important: All day-use lockers open automatically in the night at 03:00. We are not responsible for lost or stolen items.

Students can rent lockers **in** the library for one semester for a fee of 10 Euros.

Please contact the KIM Library and IT Support.

g. Training and guided tours

Training and courses

KIM offers a broad spectrum of training and courses for students, doctoral students, researchers and externals.

A general **guided tour of the library** takes place every first Wednesday of the month at 5 pm.).

At the beginning of the semester, there are daily tours for first-semester students.

You can find all dates on our website:

www.kim.uni-konstanz.de/beratung-und-kurse/

h. Tools for teachers

Clickers

Clickers are hand-held transmitters students use to quickly and anonymously submit answers to questions in courses.

ILIAS

Via the learning platform ILIAS, teachers can provide material for their courses in electronic form, protected by a password. Teaching material such as e-learning modules and e-tests can also be created in ILIAS.

Support: ilias-support@uni-konstanz.de

Mobile classroom

Rooms without PC workspaces can quickly and flexibly be equipped with modern IT infrastructure using our mobile classroom system. Internet access is provided via eduroam.

Lecture recording

KIM offers a lecture recording service. Students can then review the lecture.

Media equipment (*Medientechnik*)

At the media equipment *(Medientechnik*) you can borrow media to support your lectures: e. g. beamers, screens, laptops and so on.

i. Tools for research

Open Access

The online platform Open Access provides free and unrestricted online access to scientific and scholarly information.

We at the University of Konstanz encourage our researchers to make their publications available as Open Access publications.

You can publish on the discipline-specific document servers, in Open Access journals and the Konstanz online publication system KOPS.

KOPS

KOPS, the institutional repository of the University of Konstanz, is one of the services offered by KIM.

All university members can use this platform to easily publish academic publications for open access.

kops.uni-konstanz.de

Computing

Computing power is available for scientific computing, e. g. for simulations, analysis and so on.

KIM Impressions

4. How to get what you are looking for

a. How to search

You can search for literature in:

- KonSearch
- The local catalogue

KonSearch

Our literature search engine KonSearch contains more than 250 million articles, books and other media bought or licensed by the University of Konstanz. This includes numerous electronic journals and full text databases of large providers and publishers. Whenever possible, the link to the full text is displayed.

Local Catalogue

In the local catalogue you can search for books, journals, films and other media kept in the library.

In the title list you can see if the media is currently available. If not, you can reserve the media.

Databases

In databases you can search by topic for journal articles, books as well as excerpts from books, studies, etc. The database information system DBIS will inform you which data base is relevant for you. The top databases for each topic are listed first.

If you find material in the database that is not available in Konstanz, you can order it via the document delivery service (*Dokumentlieferung*).

Electronic Journals Library

Here you can find all journals the University of Konstanz has online access to. (EZB)

b. Media access

Availability

In the local catalogue you can find the call letter, availability and location of each medium:

available	→	available on the shelf on campus
on loan	→	can be reserved

External users can access digital media for which KIM has a campus licence only from PCs in the library.

Students and staff can also access these media from their private computer via VPN or eduroaming.

Reserve media

You would like to reserve media that are on loan? Simply enter your user number and password into the catalogue.

We will notify you as soon as your order has arrived. You can collect it within one week at the Information Centre.

Borrow your media

You can check out media around the clock (24/7) at our self-service terminals in the Information Centre and in library-section N. For self-check-out you need your library card (student identity card / employee ID card / external user card) and a 4-digit PIN. You create this PIN using your library account.

Return your media

To return media, simply use the return terminals at the entrance of the library and in the Information Centre.

Media may also be returned around the clock (24/7).

Lending period

Books / media	→	4 weeks, in some cases 1 week
Media with a yellow sticker	→	cannot be borrowed

Journals:

With a yellow sticker	→	cannot be borrowed
social and natural sciences	→	cannot be borrowed
humanities	→	1 week

Course reserve (*Semesterapparat*)	→	see note in the book

Extend the lending period

The guaranteed lending period is generally 4 weeks, for some media only 1 week.

If the media is not reserved by someone else, the lending period is automatically extended for up to 5 months (or 5 weeks for media with a 1-week-lending period).

If someone else requests the media, you will receive a note asking you to return the media (free of charge). Please return the media within one week after receiving this note, otherwise we have to send you reminders (subject to charges!).

Important: Short-term loans from course reserves or other reserves cannot be extended!

Reminders / reminder fees

If you do not return the media in time, a fee will be charged for each reminder we have to send you:

1st reminder: 1.50 euros, 2nd reminder: another 5 euros, 3rd reminder: another 10 euros.

Important: In case of short-term loans/ course reserve (Semesterapparat) loans we do NOT send notes asking you to return the books. In addition to the reminder fees (see above) we charge 3 euros per day per medium.

User service

You have questions regarding your borrowed items? Please contact the user service in the Information Centre, phone +49 7531 88-2862.

E-Mail: benutzungsservice.kim@uni-konstanz.de

c. Document Delivery Service

Inter-library loan

You can order media (books, journal articles) we do not have in Konstanz via the Document Delivery Service.

We will inform you as soon as you can collect your order (delivery time around 1 week).

Ordering an interlibrary loan costs 1.50 Euros, for University of Konstanz students only 0.50 Euros (subsidised by the state).

This fee covers articles up to 20 pages.

For staff of the University of Konstanz this fee is processed via the university.

Subito

The document delivery service Subito guarantees processing of your order within 72 hours.

You can order an article or book directly from a library of your choice.

Prices for Subito orders are higher, please check the Subito website.

KonDoc

KonDoc is our internal document delivery service for staff of the University of Konstanz. You can order articles or partial copies of books that we have in our library (maximum 10 % of the text for copyright reasons).

You will receive them electronically as a pdf via email.

Pay per view

Researchers of the University of Konstanz can obtain electronic articles via the document delivery service as pay-per-view.

d. Software purchasing

KIM purchases software for the staff of the university.

e. Your accounts

Library card

To use the library you need a library card, a password and a PIN for the self-service terminals.

Students and staff

Your student ID card / staff ID card is your library card.

Your student ID number / staff number is your user number.

Password:

Students: your university email password also is your library password.

Staff: you will receive your library password at the lending service or the KIM Library Support in the Information Centre.

You need a 4-digit PIN for the self-service terminals. You create this PIN using your library account.

External users

External users can get their library card at the lending service in the Information Centre:

Mon-Sat 9 am – 7 pm

You can get a library card starting at the age of 14; until the age of 18 a written declaration of consent by the parents is required.

To register you as a library user, we need your personal identity card or passport and a registration of residence (*Meldebestätigung*). The library card is non-transferable.

You will also get a password that you need for reservations and access for our computers within the library.

The fees for an external library card are:

Alternatively 30 euros per year, 10 euros per month, or 3 euros per medium you borrow.

We do not charge fees for trainees / apprentices and e. g. members of our alumni association VEUK.

How to request your library card online:

If you wish to reserve media that are currently on loan before you visit the library, please register online and select "Sign up" in the Local Catalogue.

You need a 4-digit PIN for the self-service terminals. You create this PIN using your library account.

PIN for self-service terminals

The “Member services" section of the KIM website gives you an overview of your activities (borrowed media, reservations and outstanding fees).

Library account

Your Account@uni-konstanz.de

When you start studying or working at the University of Konstanz, you get an account valid for your time at the university. This account is the basis for your email address, your access identification for public computer workspaces, electronic administration systems such as ZEuS, and provides access to both W-LAN (WiFi) and remote access (VPN).

Students

After you have been enrolled, you will receive a data sheet (*Datenkontrollblatt*) containing all the data you need, your user ID, email alias and initial password. You have to change the initial password within six months, otherwise your account will be deactivated.

Staff

You will not automatically receive the required data. Please visit KIM IT Support (*KIM Beratung*) after you have received your staff ID card.

Change password

You have to change your initial password once, otherwise your account will be deactivated. You can change your password as often as you like. For security reasons we recommend you regularly change your password.

www.kim.uni-konstanz.de/services/konten-und-passwoerter/

Forgot your password?

Your account has been deactivated or you have forgotten your password? At the KIM IT Support (*KIM Beratung*) you can get a new password. Please bring your student or staff ID card as well as a photo identification.

Our library rules

Behaviour in the Library

The library is clearly divided into social and quiet areas. Basically, the library sections BG, BS, J and N are quiet areas so everybody can study and work in peace.

In the Information Centre with the information desks, the entrance area, the café and so on, you can talk.

You are not allowed to make calls on your phone in the library, and please put your mobile phone on silent.

Please return books, journals and other library material you have used to its original location.

You can take drinks in closable containers to the study workspaces.

Coffee cups and eating in the library is only allowed in the café.

Legal basis

The legal framework for the use of the Communication, Information, Media Centre at the University of Konstanz are:

- User regulations for the University of Konstanz library
- Library fees regulation of the University of Konstanz
- User regulations for the University of Konstanz communication network
- User regulations for the University of Konstanz email system
- Administration and user regulations for the University of Konstanz computing centre
- Regulations for the communications network at the University of Konstanz

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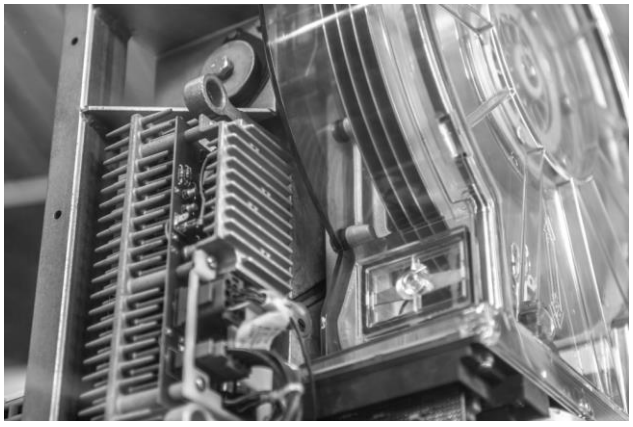

As of: January 2020