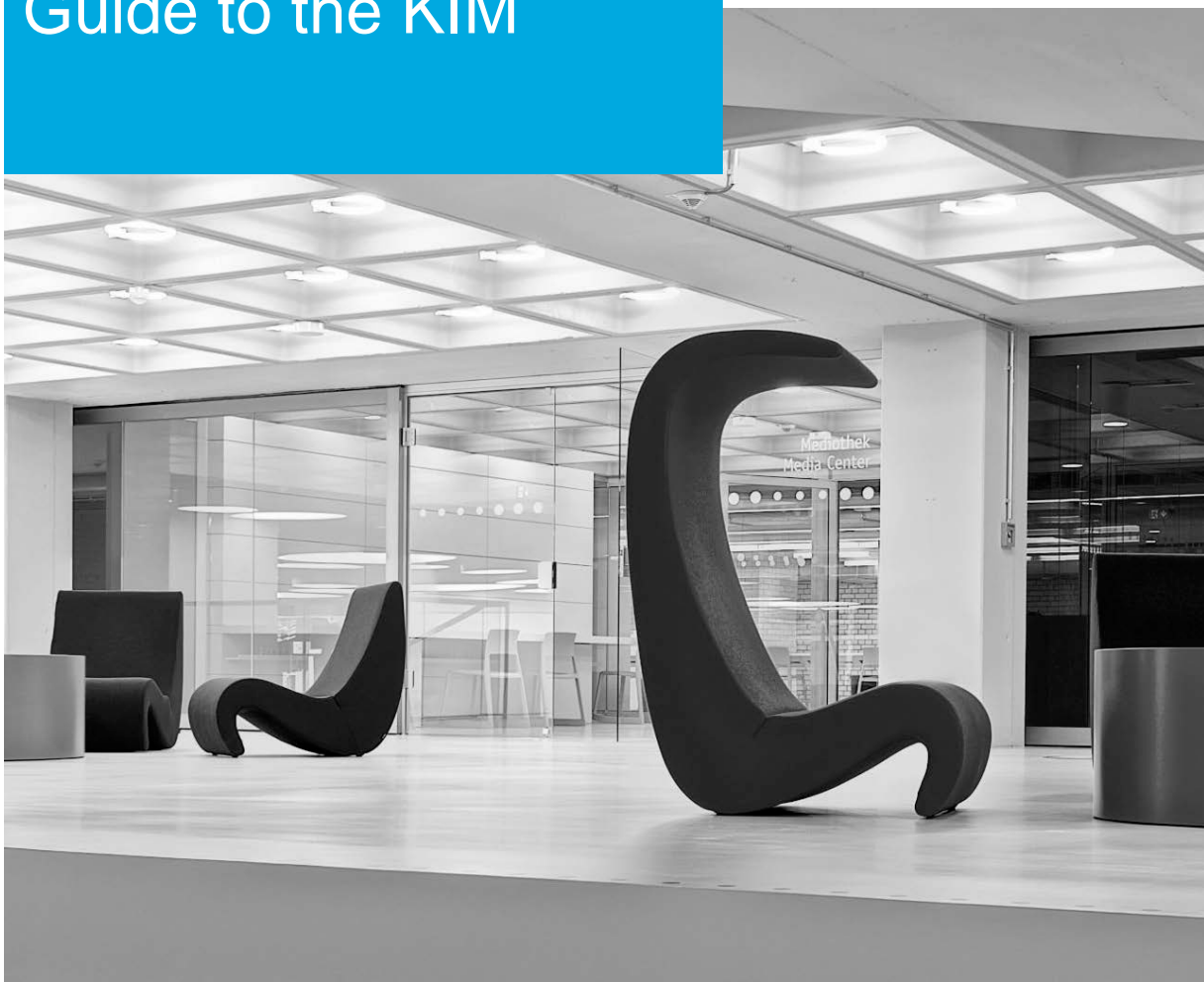


Communication,
Information, Media Centre
(KIM)

IT and Library Services

Guide to the KIM



1. What is the KIM?

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

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

All of the KIM's 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 of the KIM's services. Do you need advice? Do you have library-related or IT questions? Our experts in the Information Centre are here for you!

For more information, visit the KIM website:

www.kim.uni-konstanz.de

2. How to contact us

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

www.kim.uni-konstanz.de/en/ Website

Library services: Phone and email
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

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

The Information Centre, Building BG, BS and J Opening hours
are open daily:
Mon-Fri: 8 am – 11 pm, Sat+Sun: 9 am – 9 pm

Building N:
Mon-Fri: 8 am – 5:30 pm, Sat+Sun: closed

KIM Library and IT Support (*KIM-Beratung*) in the Information
Centre: Mon-Fri 9 am – 6 pm, Sat 10 am – 2 pm

3. Our services

a. Support

The KIM Library and IT Support (*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 am – 6 pm, Sat 10 am – 2 pm

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-Thu 9 am – 3 pm, Fr 9 am – 1 pm

E-Mail: support@uni-konstanz.de

Phone: +49 7531 88-3919

(Reduced opening in August and September, see website for details)

b. Resources and Collections

The KIM offers you access to about 2 million resources.

You can choose from around 2 million printed books, 300.000 E-books, around 53.500 journals (mainly digital), DVDs and other media.

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

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

You can borrow most of the textbooks.

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").

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

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.

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.

Textbook collection

Course reserve **(Semesterapparat)**

Lake Constance **Collection**

The Wessenberg **library**

Rare book collection

c. Software

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

Software-sales (V 523)

Mon – Thu 9am – 12am / 1pm – 3pm, Fr 9am – 12am

Reference management software

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

University members can use these programmes for free.

www.kim.uni-konstanz.de/en/literature/reference-management/

ESRI Landesvertrag

We offer the program ArcGIS-Desktop with its various modules. It can be used for academic research and teaching.

Matlab contract

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

Microsoft

Students can obtain an Office365 license free of charge via Bildung365.de. For workstations, the University obtains licenses as an accession partner to the Microsoft state contract.

Internet security software

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

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/en/services/software-and-hardware/

d. IT services

The 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.

Backup - Bacula

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

CampusLAN

The 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.

Chat

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

Cloud

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 5,000 MB.

Email

<https://www.kim.uni-konstanz.de/en/email-and-internet/university-email>

Spam filter

The 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 login data for their home institution.

www.kim.uni-konstanz.de/en/email-and-internet/wi-fi-wlan/wlan-wi-fi-access/

Mailing lists

The 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 University of Konstanz supports Big Blue Button (BBB) and Zoom.

A video conference room V304 is equipped with W-LAN (WiFi), and Ethernet.

W-LAN/WiFi (wireless local area network)

All university members have access to the internet 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.

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

Group work

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

PC-workspaces

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

Computer pools

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

Media Centre

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.

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

Teaching Lab

The KIM VideoLab offers university members various services for the realisation of their video projects.

Video Lab

The multimedia PC in the media Centre enables the digitisation of media (e.g. VHS, LP) as well as video editing, image, audio and text processing.

Multimedia PC

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

Café

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

ILIAS

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). Guest cards are available at the Canon Service Centre.

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 20 Euros.

Please contact the KIM Library Support.

g. Training and guided tours**Training and courses**

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

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

You can find all dates on our website:

<https://www.kim.uni-konstanz.de/en/course-information-and-support/course-information-and-it-support-for-students/>

h. Tools for teaching

The KIM lends various devices to support teaching. Please contact the KIM support.

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

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

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

The KIM offers extensive support for digital teaching.

Media equipment

ILIAS

Mobile classroom

Lecture recording

Digital teaching

i. Tools for research

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

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

kops.uni-konstanz.de

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

Open Access

KOPS

Computing

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

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, e-books and full text databases of large providers and publishers. Whenever possible, the link to the full text is displayed.

KonSearch

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

Local Catalogue

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

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 database is relevant for you. The top databases for each topic are listed first.

Databases

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

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

**Electronic Journals
Library**

b. Media access

Availability

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

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

External users can only access digital media for which the KIM has a campus licence 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 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 items

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

Lending period

Books / items	→	4 weeks, in some cases 1 week
Items 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 (<i>Semesterapparat</i>)	→	see note in the book
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The guaranteed lending period is generally 4 weeks, for some media only 1 week.

If the item 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 item, you will receive a note asking you to return it (free of charge). Please return the item 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!

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

1st reminder: 2.50 euros, 2nd reminder: another 7.50 euros, 3rd reminder: another 15 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 5 euros per day per medium.

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

Extend the lending period

Reminders / reminder fees

User service

c. Document Delivery Service

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). Articles are delivered in electronic form.

Ordering an interlibrary loan costs 1.50 Euros.

This fee covers articles up to 20 pages.

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

Inter-library loan

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 members 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 a link to the document via e-mail.

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

The 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:

Your university email password is also your library password. There are special regulations for university teachers (team card).

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-Fr 9 am – 6 pm, Sat 9 am – 2 pm.

You can get a library card starting at the age of 14; until the age of 18 a written declaration of consent from your 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.

How to request your library card online:

If you wish to reserve items 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 items, 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 receive the necessary data and your staff card in person at the KIM support.

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

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 are only allowed in the café.

Behaviour in the Library

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

- User regulations for the Communication, Information, Media Centre of the University of Konstanz
- Fees regulation of the Communication, Information, Media Centre of the University of Konstanz
- User regulations for the University of Konstanz communication network
- Regulations for the communications network at the University of Konstanz

Legal basis

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KIM Impressions



