



Library Support for Distance Learners

This document should be read along with [Remote Access to Library Resources](#).

The following services are provided especially for distance learning students who DO NOT attend *any* seated classes at either BRCC location. Students who attend a seated class should visit the library or the TRC library link to attend to these matters.

General Access

All of the library's online resources are available anytime, online through the library's website at (<http://blueridge.edu/library>). If you have any problems with the library website or accessing library resources, please contact the library (828 694-1879 or library@blueridge.edu).

Support – (<http://www.blueridge.edu/library/distance.php>)

The library's distance learning page is your link to library staff and the services they provide. Many of these services are available to all students, but a few are exclusively for distance learners who do not attend seated classes at either BRCC location; these are outlined below:

Library Card

Your first step in receiving library services remotely is getting a BRCC library card. Distance learning students may **Request a Library Card** using the link on the Distance Learners page. Fill out the form as COMPLETELY as possible. Incomplete information will delay processing.

Passwords

Many of the resources linked through the library website, NC LIVE resources, require a password for off-campus access. Distance learning students may request an NC LIVE password by clicking on the **Request Remote Access Passwords** link on the Support page. Your library card number is required for this form (you must have a library card in order to obtain the NC Live password. If you do not have a library card, please request one using the Request a Library Card form).

NetLibrary Account

NetLibrary does not use passwords, but each NetLibrary user must have an individual user account, and this account must be set up in one of two ways: 1) from an "on-campus" computer or 2) by accessing NetLibrary through NC LIVE, described in the document [NetLibrary via NC LIVE](#).

For complete information on NetLibrary see [Using NetLibrary](#) on the library's tutorials page.

**If you cannot get a NetLibrary account established, please contact the library for assistance.

Ask a Question

Occasionally, you may need help with library resources, or have a question you need answered. When this occurs use the **Contact Us** link on the library home page, or call (828) 694-1879 during library hours.