

**Provision of services at Unisa Department of Library & Information Services**  
**during Level 1 lockdown**

**Introduction**

The document provides information on services that will be provided by all Branch Libraries in the Department of Library and Information Services during Level 1 lockdown.

Section 1 is about general information related to all Unisa Department of Library & Information Service libraries. Section 2 relates to Muckleneuk library, Section 3 relates to Regional libraries, and Section 4 relates to Online services.

**SECTION 1**

**GENERAL INFORMATION – FOR ALL LIBRARIES**

**1. Library Hours**

The operating hours for all branch and regional libraries are as follows:

Monday – Friday : 7:45 – 16:00

Saturdays : Closed

Florida Library : (*closed for renovations until further notice*)

**2. Returning of Library Materials**

- Clients are requested to return all books in their possession. Clients who want to return library material must first book via **Unisa campus access booking App** which will grant them access to the Library buildings. It can be access via a browser or phone and is now available at <http://www.unisa.ac.za/access>
- Clients are advised to keep proof of their tracking number of materials posted for future reference purposes.
- Clients who never received Library materials due to the Lockdown are advised to refer their queries to [Library-enquires@unisa.ac.za](mailto:Library-enquires@unisa.ac.za) or call 012 429 3133 or direct it to [Library-fines@unisa.ac.za](mailto:Library-fines@unisa.ac.za) Telephone: 012 429 3389/3136/3198.
- All returned Library materials will be quarantined for 96 hours before re-shelving or re-issuing.

**3. Renewal of Library Materials**

- Clients who wish to renew library materials may do so by contacting the library through the following telephones or emails:

Muckleneuk Library : 12- 429 2810, 012- 429 3132, 012- 429 2971

Emails : [Lib-muckleneuk@unisa.ac.za](mailto:Lib-muckleneuk@unisa.ac.za) OR [Library-enquiries@unisa.ac.za](mailto:Library-enquiries@unisa.ac.za)

- Clients are encouraged to renew library material online via the Library website and the Library App: <https://libguides.unisa.ac.za/c.php?g=355436&p=2399268>
- All loaned library materials that were due from Level 5 lockdown or any other level will automatically be renewed to avoid incurring library fines.

#### 4. Library fines and blocks.

- All payments for library fines incurred, lost items, including for special membership are to be done through credit card, bank deposit or EFT. Allocation numbers for library payments at **FNB** are: Student No, space, 5400374225
- Clients with library related blocks or fines queries are advised to contact the library on 012 429 3389/3136/3198 or [library-fines@unisa.ac.za](mailto:library-fines@unisa.ac.za) during office hours.

#### 5. Membership

- All special membership requests and queries are to be submitted via email for attention of Information Resources and Distribution (IRD) through mailbox: [lib-special@unisa.ac.za](mailto:lib-special@unisa.ac.za) or telephonically at 012 429 3846/3457

### SECTION 2: MUCKLENEUK LIBRARY

#### 6. Services for clients at Muckleneuk Campus

- Return library material
- Borrow books (Request and collect on arrangement options available)
- Browse collections
- Search e-resources/databases
- Search Online Library Catalogue
- Research commons
- Printing and photocopy services
- Archives Services
- Audio Visual Library, Level 4

##### 6.1 Request Services:

- Clients are urged to check library catalogues and submit requests for circulating library items with status "Available" at Muckleneuk.
- Online requests for printed materials i.e. (books) will be supplied on availability
- Browsing of collection will be allowed at Muckleneuk library for clients granted access through **Unisa campus access booking App**.
- Clients are strongly advised to make use of online resources and services.
- Inter-Library Loan Services for Staff, Master's and Doctoral clients is strictly for **articles only** due to unavailability of printed materials from other libraries.
- Clients are advised that all Library materials requested with specific instruction for collection at the Library will be placed at the Reserve Shelf, bearing the details of the requester and due dates.

## 7. Archives Services

- Archivists will be available to attend to clients in the Reading Room on level 2 as well as remotely via email and digital platforms.
- The Archives Reading Room will be accessible to academic staff, students, and external researchers for browsing subject to the following arrangements:
  - Appointments have to be made on the **Unisa campus access booking App** to book a space in the Reading Room (PD 2-003 Anton Lembede building).
  - External researchers must make an appointment in advance via email to consult the holdings ([avdwesth@unisa.ac.za](mailto:avdwesth@unisa.ac.za) for requests).
  - Only two (2) clients will be accommodated in the Reading Room simultaneously in adherence to social distancing regulations.
  - Material consulted in the Reading Room will be quarantined for 96 hours before re-shelving or re-use.
  - Desks and computer keyboards used in the Reading Room will be sanitised after each client.

Reproductions of valuable material will be provided via scan on demand subject to Copyright restrictions and the condition of the original material.

## SECTION 3: REGIONAL LIBRARIES

### 8. Service for clients at Regional Libraries

- Borrow books (Request and collect on arrangement options available)
- Returning of library material
- Search e-resources/databases
- Search Online Library Catalogue
- Renewal of library material
- In-house use of Reserve Collection
- Learning Commons access
- Printing and photocopy service

#### 8.1 Book request and pick up service at Regions

- Clients may submit requests for circulating materials (indicated on the online catalogue as “Available” at each region) by means an email.
- The mailboxes for each regional Library are:

Durban	-	<a href="mailto:hemrap@unisa.ac.za">hemrap@unisa.ac.za</a>
East London	-	<a href="mailto:ngubasg@unisa.ac.za">ngubasg@unisa.ac.za</a>
Ekurhuleni	-	<a href="mailto:lelakam@unisa.ac.za">lelakam@unisa.ac.za</a>
Ethiopia	-	<b>Library closed until further notice</b>
Nelspruit	-	<a href="mailto:mokgemmm@unisa.ac.za">mokgemmm@unisa.ac.za</a>
Parrow (Cape Town)	-	<a href="mailto:celega@unisa.ac.za">celega@unisa.ac.za</a>
Pietermaritzburg	-	<a href="mailto:hemrap@unisa.ac.za">hemrap@unisa.ac.za</a>

Polokwane	-	<a href="mailto:mokgemmm@unisa.ac.za">mokgemmm@unisa.ac.za</a>
Port Elizabeth	-	<a href="mailto:mantezd@unisa.ac.za">mantezd@unisa.ac.za</a>
Rustenburg	-	<a href="mailto:lekayll@unisa.ac.za">lekayll@unisa.ac.za</a>
Sunnyside	-	<a href="mailto:Zulup@unisa.ac.za">Zulup@unisa.ac.za</a> or <a href="mailto:Molapjm1@unisa.ac.za">Molapjm1@unisa.ac.za</a>

- **Reserve Collection:**

- Books from reserve collection shall circulate for 2 hours' in-house use and are to be handled with care.
- Standard of 96 hours' quarantine or reasonable period will be applied after each use.
- Library staff on duty will process the requests and inform the clients who will book the date and time for collecting using the **Unisa campus access booking App**.
- Turnaround time for book request and collect services at the Regional Libraries shall be 3 working days, depending on availability.

## 9. Other Regional Services

- Study space/seating housed outside each Library shall be opened to clients with demarcated social distancing, and shall be subject to approval from **Unisa campus access booking App**.
- Library internal reading/browsing areas will be open for use by clients for a limited period of time per user, with limited numbers based on social distancing measures.
- Browsing of collection will be allowed at all Regional Libraries for clients granted access through **Unisa campus access booking App**.
- Library Group Training Rooms and Learning Commons shall open with social distancing of 50% capacity.
- Occupancy capacity shall be limited to 50% of the space/section/facility

## 10. Services Closed

- Mobile Library Bus services shall remain suspended until further notice.

## SECTION 4: ONLINE SERVICES

### 11. Online services by the Library

- **Branch Librarians Services:**
  - Services will be available for information queries and other support via email, telephone, and through MS Team sessions.
- **Training:**
  - No face- to- face training shall be offered
  - One- on- one guidance for clients will be offered telephonically and through MS Teams or similar technology.
  - **Search Librarians:** Information search requests via MyUnisa link: <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Request-a-literature-search>
- **Personal Librarians Services:**
  - One- on- one training via Teams/Skype Research support for Postgraduate clients by Personal librarians <https://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Research-support/Personal-librarians>

- All other information enquiries for undergraduates to be referred to Branch Librarians through mailbox: [Lib-muckleneuk@unisa.ac.za](mailto:Lib-muckleneuk@unisa.ac.za)