

OVERVIEW OF LIBRARY AND INFORMATION SERVICES AVAILABLE TO UNISA'S MASTER'S AND DOCTORAL CANDIDATES

The Unisa Library welcomes you as a student. The library, with its extensive range of information resources, forms an integral part of your journey towards completing your degree successfully.

1. SIGNING ON

You will need to sign on to the Unisa Library's network to make use of its online resources which include the library's catalogue, subject databases, e-journals, book and article requests, inter-library loans, and renewing your books.

- Join **myLife** and **myUnisa**

Go to <http://www.unisa.ac.za>, click on *myUnisa*, then on *Claim Unisa Login* in the navigation menu on the left. Follow the steps. The final page will display your myLife e-mail address and your initial Unisa password which is for both the myLife and myUnisa systems. Your initial Unisa password will also be sent to the cell phone number displayed on the page for safekeeping.

Watch the **short video clip** on how to access your myLife e-mail account and login to myUnisa:

<http://podcasts.unisa.ac.za/library/attachments/F499D73D-6B03-42CE-B061-3FA7346C6F13/6EF8773F-E925-430E-8FE2-7697F1239F5E.m4v>

PLEASE NOTE:

- If you are a **re-registering student**, you will not need to follow this process if your myLife and myUnisa passwords are still active.
- You will be prompted to provide your **myUnisa password and student number** whenever you want to access any of the library's services or resources.
- **Problems** or queries regarding your myUnisa password, should be e-mailed to myUnisaHelp@unisa.ac.za or MyLifeHelp@unisa.ac.za or phone 011 471 3839/3620/2340/3711/3666/3803 or sms 43582

2. BORROWING LIBRARY MATERIAL

Masters and doctoral students may borrow up to 16 books at a time. Students living in South Africa are allowed to keep their books for 42 days, unless the books are in the Study Collection. In this case, a shorter loan period is granted. Students who live outside South Africa may borrow books for up to three months. It is important to ensure that you return your books on time, in order to avoid having to pay a fine.

3. REQUESTING AND RENEWING LIBRARY MATERIAL

The preferred method of **requesting** a book or journal article is

- **electronically**
<http://oasis.unisa.ac.za> and select either *Book* or *Article Requests* under the *My Library* tab. Sign on using your student number and myUnisa password, fill in the details of your book or article and submit your request.

For queries regarding your **book requests**, please phone + 27 12 429 3133.

For **journal article** queries, phone + 27 12 429 3133.

Journal articles are posted to you free of charge.

Remember to provide the complete reference for journal articles i.e. the author, article title, journal title, journal volume and issue number, page numbers.

The preferred method of **renewing** a book is

- **electronically**

<http://oasis.unisa.ac.za> and click on *myLibrary/Renewals/Login* under the *My Library* tab. Sign on using your student number and myUnisa password. Select the items you want to renew. Click on *Renew selected* or *Renew all*

but you may also

- **telephone** + 27 12 429 4164 or +27 12 429 3133

NB: You may not renew items on a waiting list or items that have already been renewed three times.

You are responsible for the cost of **returning** your books to the library. Remember to always keep proof that you have returned your books.



4. UNISA LIBRARY APP

Library in the palm of your hand

Download Unisa Library's Brand-New App from the Google Play Store or Apple Store.

Conveniently:



- Log into your library account
- Search the Library catalogue
- Request material



- Renew items
- Locate a branch near you
- Scan any book's barcode to check if the Unisa Library has the book in its collection

The App is also available as a web app at: <http://www.libanywhere.com/m/917>



Learn without limits.

UNISA



5. USING THE CATALOGUE

You can search for **books** on the catalogue by author, title, keyword or subject.

- **Author**
Type the author's last name first followed by the initial or the full name e.g. Clingman S or Clingman Stephen
- **Title**
Type as much or as little of the title as you like e.g. *Ethics and experience: moral theory from just war to abortion* or *Ethics and experience*
- **Keyword**
Keywords use free language or exact phrases and can be used when you are unsure of a title. Remember that keywords can retrieve a large number of results because the whole record is searched e.g. 'global warming' or 'diversity management'.
- **Advanced keyword**
This allows you to select the fields in which your keywords must occur e.g. a simultaneous search in the author and title fields. To access the advanced keyword search, click on *Search options* on the catalogue's homepage and select *Advanced keyword*.
- **Subject**
Subject headings assist you to find material that focuses on a particular topic. The library uses the Library of Congress's predetermined terms. If you do not know the correct Library of Congress Subject Heading, rather perform a keyword or title search to find at least one relevant title on your topic. Use the full display of that record to find the appropriate subject heading(s).

You can also search for **journal titles** on the catalogue but remember that this search does not give you the titles of articles. The preferred method of finding a journal title is via the **e-Journal Finder** as set out in Section 7.

6. LIBRARY GUIDES

These subject guides have been compiled by librarians to help you find information on your topic. To access them, go to the Library website at <http://www.unisa.ac.za/sites/corporate/default/Library> and click on *Library Guides*. You can then select the relevant subject guide from the list provided.

7. SUBJECT DATABASES

The Unisa Library subscribes to many online subject databases which all registered Unisa students can access. They contain bibliographic references to academic, peer-reviewed journal articles in your field of study, as well as references to theses, books and chapters which are not necessarily available in the library. Many of these databases also contain full text articles which can be viewed, printed and downloaded.

Each subject database is slightly different but they all

- use Boolean logic to formulate a search strategy
- allow you to edit, refine, limit and mark your search results
- allow you to print, e-mail or save your search results
- allow you to export them to an online bibliographic manager e.g. RefWorks
- allow you to register as an individual user so that you can personalise the database
- allow you to set up author or search alerts

Most databases have **Help** links to guide you through their unique features and their search options, as well as a **new features** link which enables you to view and implement upcoming features. **Frequently**

Asked Questions also provide ready answers to standard questions about the database. Often databases also provide free access to quick tutorials on aspects of searching for information and database features.

Remember that off-campus access will require your student number and myUnisa password.

Important: It is recommended that you use Internet browsers such as **Google Chrome** or **Mozilla Firefox** to search the subject databases, rather than Internet Explorer. This will ensure that you get the full functionality of the databases, which may not be possible when using Internet Explorer.

You can access the databases either by using the

- **Library guides**

Go to <http://www.unisa.ac.za/sites/corporate/default/Library> and click on *Library guides*.

The library guides group together the appropriate databases for each academic discipline so it is a good idea to use this option if you are unfamiliar with the resources relevant to your research.

or

- **A-Z list of electronic resources**

Go to <http://www.unisa.ac.za>, click on *Library* and then *Find e-resources*. You will get a page called *Terms and Conditions*. Click on *Accept* and then select the tab *A-Z* on the following page.

This is a comprehensive alphabetical list of all the databases to which the Unisa Library subscribes.

8. GOOGLE SCHOLAR

If you are searching for information using Google Scholar (<http://scholar.google.co.za>), you can determine if the items are available in Unisa Library by doing the following:

1. Click on **Settings** at the top of the page.
2. On the next page, select **Library Links** from the column on the left-hand side.
3. Type in the name "University of South Africa Library".
4. Click on the **Save** button at the bottom of your screen to save this setting.

9. ELECTRONIC JOURNALS

Most of the journals in the Unisa Library are available electronically. This means that you can print or download journal articles from your computer rather than requesting them from the library. You will need to install the Adobe Acrobat Reader on your computer in order to view and print full text articles.

There are two ways of finding out whether a journal is available electronically:

- **via Find e-journals** on the library's homepage

<http://www.unisa.ac.za>, click on *Library*, *Find e-journals* and type in the journal title. A link will be provided if electronic access is available.

It is strongly recommended that you use this valuable resource frequently.

- **via the catalogue**

<http://oasis.unisa.ac.za>, click on *Journal title* under the *Search Options* tab and type in the journal title. If access is available, a *View full text ...* link will appear. Click on it to start searching.

If you do not find a full text link to your journal using either of these options, it means that the library does not have one. You should therefore request your article as outlined in Section 3 of this document.

10. ELECTRONIC BOOKS

The Unisa Library has a growing collection of electronic books which can be read online. Most of them allow you to print or download sections of a book depending on the publishers' licence agreements.

Remember that not all the books you will need for your research are available electronically. Many of them are print copies and these have to be requested from the main library in Pretoria.

11. INTER-LIBRARY LOAN SERVICE

Master's and doctoral students are entitled to an inter-library loan service if they need material that is not available in the Unisa Library. The preferred method of requesting inter-library loans is to email libr-ill@unisa.ac.za.

For queries related to inter-library loans, please phone +27 12 429 2942.

12. REQUESTING A LITERATURE SEARCH

The Branch Librarians at each Unisa regional centre offer general training in the use of the library's catalogue and keyword searches.

If you require further help, you may submit an electronic request for a literature search on your topic to the Information Search Librarians Team via the Library's homepage:

<http://www.unisa.ac.za/sites/corporate/default/Library> and click on *Request a literature search*, and follow the instructions under *How do I request a literature list?*

1. Login on [myUnisa](#) using your student number and myUnisa password
2. Click on the **More Sites** button and then select Library
3. Select the **Literature search request form** from the menu
4. Complete the form and submit

Please note:

- You will receive an **email and sms** informing you of your request **reference number**. Please **quote** this reference number if you contact us at a later stage to **enquire about the status** of your request
- **This form is used only to request a literature search and not to request books for loan or copies of articles, etc.**
- It is important to submit your **request well in advance of your deadline** because we receive a large volume of requests. Requests will be attended to on a first-come, first-served basis
- If you are eager to get started immediately you might like to do a **quick and easy search via the [Encore](#)** discovery tool.

You may request a literature search using the MSWord copy of the request [form](#) **ONLY** if you do not have access to the Web request form via myUnisa.

13. REFERENCE TECHNIQUES

It is very important to find out which reference technique and bibliographic style your department prefers and to use them consistently throughout your dissertation. The most commonly used are the Harvard, the American Psychological Association (APA) and the Modern Languages Association (MLA) methods.

Please contact your Personal Librarian for examples.

14. MANAGING YOUR REFERENCES

Many software tools are available to help students and researchers collate and manage citations and references, eg RefWorks, Mendeley, Endnote and Zotero. The University subscribes to RefWorks and Mendeley.

- RefWorks is a web-based bibliographic citation manager that allows you to collect, save and organize bibliographic citations for journal articles, books, web sites and other sources that you have found during your research. With it you can create correctly-formatted bibliographies in your preferred style. This service is available free of charge to all Unisa students and is accessible both on and off campus. To use the software, you will need to create an account.

To access RefWorks: <https://refworks.proquest.com>

RefWorks Help: <http://support.proquest.com/refworks3> > User Guides

- Mendeley is a free reference manager and academic social network that can help you organize your research, collaborate with others online, and discover the latest research:
 - Automatically generate bibliographies
 - Collaborate easily with other researchers online
 - Easily import papers from other research software
 - Find relevant papers based on what you're reading
 - Access your papers from anywhere online
 - Read papers on the go, with our [iOS](#) and [Android](#) apps

To access Mendeley: www.mendeley.com

Getting Started with Mendeley video: <https://mendeley.com/guides/videos>

Mendeley Guides: <https://mendeley.com/guides>

15. PERSONAL LIBRARIAN SERVICE

Each department has a Personal Librarian who is your main point of contact with the library in Pretoria. They are also responsible for training you to use the library's resources for your research. This includes subject specific assistance in the use of appropriate subject databases, how to find electronic full text items and how to search the catalogue. Training can also be provided to you in a form of a webinar, which means that you can be trained from your PC wherever you are, without having to visit the library in person. Please speak to your Personal Librarian to schedule a webinar training session.

A list of Personal Librarians and their departments can be accessed at <http://www.unisa.ac.za/sites/corporate/default/Library/Library-services/Research-support>

16. RESEARCH COMMONS

A research commons is available on the 4th level of the Pretoria Campus Library for the convenience of Unisa master's and doctoral students. It offers the following services and facilities

- wireless access to the Internet
- computers
- reading area
- printing facilities
- latest issues of selected journal titles
- training in the use of electronic databases
- assistance with subject specific and general queries

The Research Commons is open from 7:45–20:00 on Mondays to Fridays and from 8:00–16:00 on Saturdays. More information about the Research Commons is available at: <http://libguides.unisa.ac.za/researchcommons>

17. LIBRARY SERVICES FOR STUDENTS WITH SPECIAL NEEDS

A list of library services and equipment is available at <http://libguides.unisa.ac.za/disability>. For additional information, please contact lib-disability@unisa.ac.za.

18. TURNITIN

What is Turnitin?



Turnitin is a web-based teaching tool used for students to *prevent plagiarism* by checking for originality. The Turnitin website can be found at: www.turnitin.com

Access to Turnitin

Students

All postgraduate students (incl Honours) can submit their work directly to Turnitin. Students are automatically given access to Turnitin once their respective supervisors/lecturers are registered.

Queries regarding Turnitin

All queries regarding the use of Turnitin can be emailed to Turnitin@unisa.ac.za

19. USEFUL LINKS

- For general library enquiries: library-enquiries@unisa.ac.za or +27 12 429 3206/3133
- Library Technology Support Libguide: <http://libguides.unisa.ac.za/techsupport>
- Library catalogue: <http://oasis.unisa.ac.za>
- Adobe Acrobat Reader: <https://get.adobe.com/reader/>
- Unisa Branch Libraries: <http://www.unisa.ac.za/sites/corporate/default/Library/Branch-locator>
- Plagiarism brochure: <http://www.unisa.ac.za/plagiarism>
- Research Skills Libguide: http://libguides.unisa.ac.za/Research_Skills
- **Personal Librarian bookmark:** <http://www.unisa.ac.za/PLbrochure>
- Library guides: <http://libguides.unisa.ac.za/>