

FAQs Library Services during Covid-19

Question	Answer
<p>Are the libraries still open?</p>	<p>Yes, Libraries are providing reduced <i>walk-in</i> (physical) <i>services</i> dependent on Unisa permit requirements for staff/Unisa campus access booking APP for students to access various Unisa campuses and Regional Service Centres</p> <p>The operating hours for all branch and regional libraries are as follows: Monday – Friday : 7:45 – 16:00</p> <p>Saturdays : Closed</p> <p>Florida Library (closed for renovations until further notice) Johannesburg (closed until further notice) Ethiopia (closed until further notice)</p> <p>NB: Clients from Unisa Florida and Johannesburg Libraries can utilize the nearest Public Library partners i.e. Krugersdorp, Kagiso, Emndeni, Jabavu, Orange Farm, and Diepkloof Zone 1.</p>
<p>Returning of Library Materials</p>	<ul style="list-style-type: none"> • 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 accessed via a browser or phone and is now available at http://www.unisa.ac.za/access • Clients are requested to return all books in their possession via Post Office, Courier Services and various Unisa Regional Libraries. • Returning of library materials at Florida is not available due to renovations. • Returning of library materials at Muckleneuk is only accessible/ allowed to clients with approved permits. • 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 or call 012 429 3133 or direct it to Library-fines@unisa.ac.za Telephone: 012 429 3389/3136/3198.
<p>Online Library Services available</p>	<ul style="list-style-type: none"> • Clients are strongly advised to access the Library through MyUnisa, Website and Library APP. <p>Branch Librarian Services:</p>

	<ul style="list-style-type: none"> • Services will be available for information queries and other support via email, telephone, and through MS Team sessions. • Training: <ul style="list-style-type: none"> ○ No face-to-face training shall be offered ○ One-on-one guidance for clients will be offered telephonically and through virtual platform 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 <p>Personal Librarian Services:</p> <ul style="list-style-type: none"> • One-on-one training via Ms Teams/Skype for Research support of 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 																																										
Book Renewals	<ul style="list-style-type: none"> • Books should be renewed online through the Library website. • Clients who wish to renew library materials may do so by contacting the library through the following telephones or emails: <p style="padding-left: 40px;">Muckleneuk Library : 012- 429 2810, 012- 429 3132, 012- 429 2971, 012- 429 3133 Email : Library-enquiries@unisa.ac.za</p> <p>The mailboxes for each Regional Library are:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Durban</td> <td style="width: 10%; text-align: center;">-</td> <td>hemrap@unisa.ac.za</td> </tr> <tr> <td colspan="3">or makhawn@unisa.ac.za</td> </tr> <tr> <td>East London</td> <td style="text-align: center;">-</td> <td>ngubasg@unisa.ac.za</td> </tr> <tr> <td>Ekurhuleni</td> <td style="text-align: center;">-</td> <td>lelakam@unisa.ac.za</td> </tr> <tr> <td>Ethiopia</td> <td style="text-align: center;">-</td> <td>Library closed until further notice</td> </tr> <tr> <td>Johannesburg</td> <td style="text-align: center;">-</td> <td>Library closed until further notice</td> </tr> <tr> <td>Nelspruit</td> <td style="text-align: center;">-</td> <td>mokgemmm@unisa.ac.za</td> </tr> <tr> <td>Parow (Cape Town)</td> <td style="text-align: center;">-</td> <td>celega@unisa.ac.za</td> </tr> <tr> <td>Pietermaritzburg</td> <td style="text-align: center;">-</td> <td>hemrap@unisa.ac.za</td> </tr> <tr> <td>Polokwane</td> <td style="text-align: center;">-</td> <td>mokgemmm@unisa.ac.za</td> </tr> <tr> <td>Port Elizabeth</td> <td style="text-align: center;">-</td> <td>mantezd@unisa.ac.za</td> </tr> <tr> <td>Rustenburg</td> <td style="text-align: center;">-</td> <td>lekayll@unisa.ac.za</td> </tr> <tr> <td>Sunnyside</td> <td style="text-align: center;">-</td> <td>Zulup@unisa.ac.za</td> </tr> <tr> <td colspan="3">or Molapjm1@unisa.ac.za</td> </tr> </table>	Durban	-	hemrap@unisa.ac.za	or makhawn@unisa.ac.za			East London	-	ngubasg@unisa.ac.za	Ekurhuleni	-	lelakam@unisa.ac.za	Ethiopia	-	Library closed until further notice	Johannesburg	-	Library closed until further notice	Nelspruit	-	mokgemmm@unisa.ac.za	Parow (Cape Town)	-	celega@unisa.ac.za	Pietermaritzburg	-	hemrap@unisa.ac.za	Polokwane	-	mokgemmm@unisa.ac.za	Port Elizabeth	-	mantezd@unisa.ac.za	Rustenburg	-	lekayll@unisa.ac.za	Sunnyside	-	Zulup@unisa.ac.za	or Molapjm1@unisa.ac.za		
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Payments of Library Fines	<ul style="list-style-type: none"> • All payments for library fines incurred, lost items, including for special membership are to be paid through credit card, bank deposit or EFT. Allocation numbers for library payments at FNB are: Student No, space, 5400374225 • Cash deposit made at the Bank may take up to 24 hours to reflect if correctly allocated. • EFT payments may take a minimum of 72 hours depending on Bank to Bank agreements • 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 or library-enquiries@unisa.ac.za during office hours.
Services for clients at Muckleneuk Campus	<ul style="list-style-type: none"> • Only clients with permits can access Unisa Libraries (except closed libraries Florida, Ethiopia and Johannesburg) during level 3 Lockdown. • Retired staff are required to make arrangements if they wish to visit Archives and Audio-Visual Section. No browsing of the shelves and studying is allowed. • Borrowing of books (<i>Request and collect on arrangement options available to permitted clients</i>) • Research Commons – unavailable for <i>Walk-In clients</i> (staff can be contacted via email for library services assistance: matatra@unisa.ac.za or Morudsa@unisa.ac.za). • Archives Services – available by appointment only avdwesth@unisa.ac.za (Limited to 2 clients at a time). • Audio Visual Library, Level 4 - shokajk@unisa.ac.za (Limited to 2 clients at a time). • Personal Librarian services for postgraduate students/academics/researchers available on online platforms: MS Teams, Skype, Zoom and webinars.
Request Services	<ul style="list-style-type: none"> • Clients are urged to check library catalogues and submit online requests for circulating library items (books) with status “Available” • Clients are strongly advised to make use of online resources and services.

	<ul style="list-style-type: none"> • 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. 																					
Archives Services	<ul style="list-style-type: none"> • Archivists will be available to attend to permitted clients in the Reading Room on level 2 and remotely via email and digital platforms. • Archives Reading Room will be accessible to academic staff subject to the following arrangements: <ul style="list-style-type: none"> ○ Appointments have to be made via email avdwesth@unisa.ac.za to book a space in the Reading Room (PD 2-003 Anton Lembede building). ○ 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 use. • Reproductions of valuable material will be provided via scan on demand subject to Copyright restrictions and the condition of the original material. 																					
For enquiries, Book Requests & Fines	<ul style="list-style-type: none"> • Contact Library-enquires@unisa.ac.za or call 012 429 3133 or direct it to Library-fines@unisa.ac.za Telephone: 012 429 3389/3136/3198. <p><i>We recommend contacting the Library via email due to the availability of staff</i></p>																					
Service for clients at Regional Libraries	<ul style="list-style-type: none"> • Borrow books (Request and collect arrangement options available to permitted clients) • Returning of library material (by permitted clients through special arrangements) • Renewal of library material – strictly online 																					
Book request and pick up service at Regions	<ul style="list-style-type: none"> • 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: <table style="margin-left: 20px; border: none;"> <tr> <td>Durban</td> <td>-</td> <td>hemrap@unisa.ac.za</td> </tr> <tr> <td>or makhawn@unisa.ac.za</td> <td></td> <td></td> </tr> <tr> <td>East London</td> <td>-</td> <td>ngubasg@unisa.ac.za</td> </tr> <tr> <td>Ekurhuleni</td> <td>-</td> <td>lelakam@unisa.ac.za</td> </tr> <tr> <td>Ethiopia</td> <td>-</td> <td>Library closed until further notice</td> </tr> <tr> <td>Nelspruit</td> <td>-</td> <td>mokgemmm@unisa.ac.za</td> </tr> <tr> <td>Parow (Cape Town)</td> <td>-</td> <td>celega@unisa.ac.za</td> </tr> </table> 	Durban	-	hemrap@unisa.ac.za	or makhawn@unisa.ac.za			East London	-	ngubasg@unisa.ac.za	Ekurhuleni	-	lelakam@unisa.ac.za	Ethiopia	-	Library closed until further notice	Nelspruit	-	mokgemmm@unisa.ac.za	Parow (Cape Town)	-	celega@unisa.ac.za
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<p>Services Closed</p>	<ul style="list-style-type: none"> • Mobile Library Bus services shall remain suspended until further notice. • In-house use of Reserve Collection • Learning Commons access • Printing and photocopy service