

Guidelines for provision of library services during Level 3 adjusted lockdown

Introduction

This document provides information on services that will be provided by all branch and regional libraries in the Department of Library and Information Services during Level 3 lockdown.

Section 1 is about general information related to all Unisa Department of Library and Information Service libraries. Section 2 relates to Muckleneuk library, Section 3 relates to Regional libraries, and Section 4 relates to online services. With effect from 2 August 2021, the following will apply.

SECTION 1

GENERAL INFORMATION – FOR ALL LIBRARIES

1. Library Hours

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

Monday – Friday : 07:45 – 16:00

Saturdays : Closed

Johannesburg : 07:45 – 16:00

Florida Library (closed for renovations until further notice) for remote assistance contact Ms Lindi Nhlapo at LNhlapo@unisa.ac.za

Ethiopia (closed until further notice) for remote assistance contact Ms Yemesrach Tassew, at tasseyt@unisa.ac.za

NB: Clients from Unisa Florida can utilize Johannesburg Library or the nearest public library partnerships i.e. Krugersdorp, Kagiso, Emndeni, Jabavu, Orange Farm and Diepkloof Zone 1.

- Students who wish to visit a Unisa regional office or campus will be required to make an appointment via the **Unisa campus access Booking App** at <http://www.unisa.ac.za/access>
- No Unisa venue may exceed 33% floor capacity. Larger venues may have a maximum of 100 people, as long as this does not exceed 33% of the normal building space capacity.
- Social distancing protocols must be adhered to at all times. This includes two-meter distancing and the wearing of masks.

- The signing of registers at points of service is compulsory.

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. The App can be accessed via a browser or phone at <http://www.unisa.ac.za/access>
- Clients located away from Unisa regional libraries are encouraged to return/send their books to Pretoria via SAPO and courier at their own cost.
- Clients are advised to keep proof of their tracking number of materials posted for future reference purposes.
- Clients who never received/requested Library materials due to the Lockdown are advised to refer their queries to Library-enquires@unisa.ac.za or call 080 000 1870 (option 3 or 012 429 3133 or direct it to 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 telephone numbers or emails:

Muckleneuk Library : 012- 429 2810, 012- 429 3132, 012- 429 2971, 012 - 429 3133
Emails : Library-enquiries@unisa.ac.za

Durban - hemrap@unisa.ac.za or makhawn@unisa.ac.za
Tel 031 335 1722/23/24

East London - ngubasg@unisa.ac.za and Tel: 043 709 0431/2

Ekurhuleni - lelakam@unisa.ac.za and Tel: 011 845 9338/9

Ethiopia - Library closed until further notice
Florida - Library closed until further notice

Johannesburg - JHBlibrary@mylife.unisa.ac.za and Tel:011 630 4531/4533
or 011 630 4534/4537

Nelspruit - nelslib@unisa.ac.za or mokgemmm@unisa.ac.za
and Tel: 013 755 2476

Parow (Cape Town) - ctnlib@unisa.ac.za and Tel: 021 936 4128/4114 ext. 3

Pietermaritzburg - makhans@unisa.ac.za and Tel: 033 355 1713/14

Polokwane - mokgemmm@unisa.ac.za and Tel: 015 290 3431/3401/15

Port Elizabeth - mantezd@unisa.ac.za and Tel: 041 392 0115

Rustenburg - rustlib@unisa.ac.za and Tel: 014 594 8873/43/26/42

Sunnyside - unisasunnysidelibrary@mylife.unisa.ac.za
Tel: 012 441 5781/5782/5763

- 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>

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 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 or telephonically at 012 429 3846/3457

SECTION 2: MUCKLENEUK LIBRARY

6. Services for clients at Muckleneuk Campus

- Return library material
- Borrow books
- Browse collections
- Search e-resources/databases
- Search Online Library Catalogue
- Research commons
- Printing and photocopy services
- Archives Services – Level 2: contact avdwesth@unisa.ac.za (Limited to 2 clients at a time)
- Audio Visual Library – Level 4: – appointment should be made by contacting shokajk@unisa.ac.za (Limited to 2 clients at a time)

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 enquiries via email and digital platforms.
- The Archives Reading Room will only be accessible on Wednesdays and Thursdays subject to the following arrangements:
 - Appointments have to be made in advance 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.

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 option 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 | - | hemrap@unisa.ac.za or makhawn@unisa.ac.za |
| East London | - | ngubasg@unisa.ac.za |
| Ekurhuleni | - | lalakam@unisa.ac.za |
| Ethiopia | - | Library closed until further notice. For remote assistance contact Ms Yemesrach Tassew at tasseyt@unisa.ac.za |
| Johannesburg | - | JHBlibrary@mylife.unisa.ac.za |
| Nelspruit | - | mokgemmm@unisa.ac.za |
| Parow (Cape Town) | - | ctnlib@unisa.ac.za |
| Pietermaritzburg | - | makhans@unisa.ac.za |
| Polokwane | - | mokgemmm@unisa.ac.za |
| Port Elizabeth | - | mantezd@unisa.ac.za |
| Rustenburg | - | rustlib@unisa.ac.za |
| Sunnyside | - | unisasunnysidelibrary@mylife.unisa.ac.za |
- Turnaround time for book request and collect services at the Regional Libraries shall be 3 working days, depending on availability

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](#)**.

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 and size of each library.
- 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 33% capacity.
- Occupancy capacity shall be limited to 33% 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

We encourage our clients to use the Library online services and e-resources through the library website and Library App. Contact Library Technology Services for problems with access to library e-resources at lib-help@unisa.ac.za

Branch Librarians Services:

- Services will be available for information queries and other support via email, telephone, and through MS Team sessions.
- All other information enquiries for undergraduates to be referred to Branch Librarians through mailbox: Lib-muckleneuk@unisa.ac.za

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.

Information Search Request Services:

- Information Search Librarians: Request an information search/literature search on your research topic via the request form on 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> and <https://libguides.unisa.ac.za/research-support>

Library Electronic Resources:

- Library databases, e-books, e-journals etc – access at:
<https://www.unisa.ac.za/sites/corporate/default/Library/Find-e-resources>