NELSON MANDELA UNIVERSITY

NELSON MANDELA UNIVERSITY LIBRARY AND INFORMATION SERVICES

**GUIDE TO LIBRARY AND INFORMATION SERVICES**

**2017**

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#

#  GUIDE TO LIBRARY AND INFORMATION SERVICES

# PURPOSE

This guide is designed to provide the students and staff of the NELSON MANDELA UNIVERSITY with information about the services available at the Library and Information Services (LIS) on all its campuses.

# GENERAL INFORMATION

The NELSON MANDELA UNIVERSITY LIS has six campus libraries: five in Port Elizabeth and one in George.

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## ADDRESS

**Postal Address:**

NELSON MANDELA UNIVERSITY Library and Information Services

Private Bag X6058

Port Elizabeth 6000

Contact form: <http://library.mandela.ac.za/Suggestions-and-comments>

Website: <http://library.mandela.ac.za>

Facebook: <http://www.facebook.com/NelsonMandelaUni.Library/>

## TELEPHONE NUMBERS

Director: LIS: 041 504 2281

**General Enquiries**

2nd Ave Campus: 041 504 3851

Business School: 041 504 2044

George Campus: 044 801 5151

Missionvale Campus: 041 504 1269

North Campus: 041 504 3410

South Campus:

Office hours: 041 504 2281

After hours: 041 504 2294

## FAX NUMBERS

Business School 041 504 9858

George Campus: 044 805 6765 / 044 805 6604

Missionvale Campus: 041 504 9731

North Campus: 041 504 3437

South Campus: 041 504 2280

## LIBRARY HOURS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Term:** | **2nd Ave****Campus** | **Business School** | **George Campus** | **Missionvale****Campus** | **North** **Campus** | **South** **Campus** |
| Monday- Thursday | 08:30 - 20:00 | 09:30 - 18:00 | 07:30 - 20:00 | 08:30 – 20:00 | 08:30 - 20:00 | 08:30 – 22:00 |
| Friday | 09:00 -20:00 | 09:00 - 13:00 | 07:30 - 20:00 | 09:00 - 20:00 | 09:00 - 20:00 |  09:00 – 20:00 |
| Saturday | 10:00 – 15:00 | 09:00 – 13:00 | 09:00 – 13:00 | 10:00 – 15:00 | 10:00 – 15:00 | 10:00 – 15:00 |
| Sunday | Closed | Closed | Closed | 14:00 - 18:00 | Closed | 14:00 – 18:00 |
| **Vacations:*** All libraries close at 16:30 on week days except the Business School that closes at 18:00 and George Campus at 16:00.
 |
| **Please note:** Library Hoursare **correct at the time of print** and are **subject to change** without prior notice. Visit us at <http://library.mandela.ac.za/Library-hours> for the latest updated Library Hours.  |

# CIRCULATION

Circulation Services makes provision for the borrowing and returning of library materials; renewals; reservations and recalled items; the booking of rooms and equipment; charging for overdue and lost library material and housing the Short Loan - and Study Collection. Circulation staff are also responsible for services such as inter-branch and inter-library loans, photocopying and customer care.

**Telephone numbers**:

**2nd Ave Campus**

Circulation Desk: 041 504 3851

**Business School**

Circulation Desk: 041 504 2044

**George Campus**

Circulation Desk: 044 801 5152

**Missionvale Campus**

Circulation Desk: 041 504 1269

**North Campus**

Circulation Desk: 041 504 3410

**South Campus**

Circulation Desk: 041 504 2294

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## MEMBERSHIP

All registered students and staff at the NELSON MANDELA UNIVERSITY are entitled to free membership of the LIS. It is imperative to **register as a library user** to ensure access to the services of the LIS.

**Students** must present their student cards annually at the Circulation Desk to register as library users. Membership is not transferable from one year to the next.

**Staff** must present their staff cards and staff numbers at the Circulation Desk to register as library users for the first time. Temporary staff has to re-register at the beginning of each new contract appointment period. An appointment letter is required as proof.

Visitors have free access to the LIS, but must apply for membership should they wish to borrow library material and have access to online resources. LIS adhere to the No card No service rule. Please enquire at the Circulation Desk regarding membership.

## BORROWING

Users must present their **own** current and valid student/staff/membership card for all LIS transactions. Users are not permitted to borrow items for other users.

**NUMBER OF ITEMS AND LOAN PERIODS:**

|  |  |  |
| --- | --- | --- |
| **User type** | **No. of items to be borrowed** | **Loan period** |
| First – Third year students | Total items = 10 (George = 4) | 14 days |
| Fourth – Fifth year students | Total items = 15 (George = 10) | 30 days |
| Distance Undergraduates | Total items = 10  | 30 days |
| Masters & Doctoral/Post-Doctoral students | Total items = 20  | 60 days |
| Academic & Research staff | Total items = 30  | 90 days |
| Admin & Technical staff  | Total items = 15  | 30 days |

## RENEWALS

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### BOOKS

Users may renew library material

* by phone,
* online via the Classic Catalogue or
* in person at the Circulation Desk.

Library material may be renewed **twice** unless another user has requested the item.

### SERIALS

Telephone numbers: 041 504 3851 (2nd Avenue Campus)

 041 504 2044 (Business School)

 044 801 5151 (George Campus)

 041 504 1269 (Missionvale Campus)

 041 504 3006 (North Campus)

 041 504 2166 (South Campus)

## OVERDUE/LOST CHARGES

Users are responsible for the return of library material on or before the due/recall date. There is a fine charged on all overdue library materials.  **This overdue charge will change to a billing fee of R100 per book once the book is more than 30 days overdue.**

Damage to or loss of library material will result in the user being sent an account for the replacement value of the material **plus an administration fee of R100.00 per lost item.** Library materials not returned after the billing notification has been sent out will be treated as lost and an account (bill) will be sent to the user to inform him/her that the amount will be debited to his/her student/staff account. Library material billed for replacement remains the property of the NELSON MANDELA UNIVERSITY LIS and must be returned if found. The user will be refunded (credited) with the replacement amount, only if the material is returned in good condition **within 30 days** after being debited to the student/staff member’s account or upon proof of payment, if already paid. **The administration fee of R100.00 is not refundable.**

***There will be no refund on Study Collection items once debited to a student/staff member’s account.***

|  |
| --- |
| **Charges for Overdue & Lost Library Material** |
| **Items** | **Charges** |
| Books | R1.00 per item per day |
| Hourly loans (Short Loans) | R2.00 per item per hour |
| 3-day loans (Study Collection) | R3.00 per day |
| Special Collection – Art | R1.00 per day |
| Multi-media & Videos | R2.00 per item per day |
| Lost library material | Real replacement value of an item + R100.00 handling fee (not refundable) |

**Payment of charges:**

2nd Avenue Campus: Circulation Desk

Business School: Circulation Desk

 George Campus: Circulation Desk
Missionvale Campus: Circulation Desk

North Campus: Circulation Desk

South Campus: Cash Office in Library building

## RESERVATIONS AND CANCELLATION OF RESERVATIONS

Users may reserve an item indicated as “due” in the Classic Catalogue. A hold is then placed on the item.

Reservations may be made or cancelled at the Circulation Desk or online using the Classic Catalogue. The barcode or call number of the item is needed for reservations and cancellations of reservations. These numbers are displayed on the screen when a query is done via the Classic Catalogue.

Contact details of users should be up to date to ensure that notification by phone, e-mail or mail to collect the item at the Circulation Desk is received.

Collect items promptly, as these will be kept for a limited time only.

# SHORT LOAN AND STUDY COLLECTIONS (ReSERVE COLLECTION)

Titles in high demand are reserved under a lecturer’s name or the module name in a separate collection and issued for a short period of time.

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## SHORT LOAN - 1 HOUR LOAN

The Short Loan Collection contains books, articles and class notes that have been placed in a separate enclosed area at the request of lecturers in anticipation of high demand by users.

To be able to borrow Short Loan items, users must be current Library members and present their cards.

All items in the Short Loan Collection can be obtained via the Classic Catalogue or in some cases a Short Loan File. Click on “**Short Loan by Course**” or “**Short Loan by Lecturer**” to find an item in the reserve collection. Short Loan items are indicated as such in the **Location** bar on the Classic Catalogue screen. Make a note of the shelf /call number (for books) or the box number (for articles, chapters or class notes) to retrieve the item.

**Short Loan items may not be taken out of the Library**.

Short Loan items may only be used for an **hour** at a time. One renewal in person per item is allowed, provided another user has not reserved the item.

Users may **reserve/book** Short Loan items for a specific time slot. These items will only be kept for a limited time and then issued to the next user.

Overdue charges are payable for the late return of Short Loan items.

## STUDY COLLECTION - 3 DAY LOAN

The Study Collection contains titles of books or prescribed textbooks in demand and have been placed in a separate enclosed area.

To be able to borrow Study Collection items, users must be registered Library members and present their cards.

The shelf numbers of items in the Study Collection can be obtained via the Classic Catalogue or in some cases a Study Collection File. Users can also search for these course reserve records in the Classic Catalogue under course/module or lecturer’s name. Study Collection items are indicated as such in the Location bar on the Classic Catalogue screen. Make a note of the shelf number to retrieve the book.

Study Collection items may only be borrowed for **three days**.

**Please note**: no Study Collection items will be issued during the exam periods.

During the examination period Short Loan Rules will be applied to Study Collection items – only issued for one hour.

These items must be returned to the library branch from where they were issued e.g. a Study Collection book taken out from North branch must be returned to North.

No renewals or reservations are made for Study Collection items

Overdue charges are payable for the late return of Study Collection items.

# PREVIOUS EXAMINATION PAPERS

Previous exam papers are available online via the student portal or please enquire at the Examinations Office in the Heinz Betz building.

# INTER-BRANCH LOANS (IBL)

Inter-branch loans allow patrons the convenience of having items from any branch library brought to their home library.

 The following items are available on inter-branch loans:

* Books from the open shelves
* Multimedia items
* Special Collection – Art materials

 The following items are NOT available on inter-branch loans:

* Short Loan Collection materials
* Study Collection materials
* Bound and unbound serials
* Reference Collection materials

Users can request inter-branch loan items by completing an Online Request Form or IBL card at the Circulation Desk.

IBL items may be requested and returned at any campus library.

A maximum of four IBL items are allowed per user.

IBL items can take up to 48 hours to arrive and users will be notified by mail or e-mail regarding the availability of IBL items requested.

# INTER-LIBRARY LOANS (ILL)

Telephone no. :

George Campus: 044 801 5565/ 5151

South Campus: 041 504 2291

Interlibrary Loans is a service that enables users to obtain materials that are not available in the NELSON MANDELA UNIVERSITY LIS from other South African or overseas libraries.

The service is offered to all currently registered **BTech, honours,** **masters and doctoral students** as well as **staff** members of the NELSON MANDELA UNIVERSITY. Please enquire at the ILL Office on the Ground Floor (South Campus).

Before submitting requests, users must first check the Classic Catalogue to ensure that the required item is not available at any of the campus libraries.

In the case of serials, users should first consult the Classic Catalogue and then go to the NELSON MANDELA UNIVERSITY A-to-Z Journal List to ensure that the article is not available.

Inter-Library Loan requests may be submitted:

1. On a printed request form available from the ILL Office at South Campus Library.
2. By completing an online request form, available on the LIS website.
3. By sending an e-mail to luyolo.ngabase@mandela.ac.za and/or illdept@mandela.ac.za.

Each request must be completed on a separate request form, irrespective of whether two articles appear in the same issue of the same journal. Forms must be completed fully and accurately, including abbreviated journal titles if they appear in the original reference.

Completed print request forms must be placed in the “New Requests” box in the ILL Office.

Users should provide an expenditure code if the requests are funded from a research fund.

If items are unavailable in South Africa, the ILL staff will require written consent from the user to proceed with an **international request** due to the high costs involved.

**Interlending charges**:

|  |  |
| --- | --- |
| **SOUTH AFRICAN LIBRARIES** | **INTERNATIONAL LENDERS** |
| Monographs (depending on lending library) | R5.00 – R40.00per item | Monographs | R260.00 |
| Articles | R1.00 per page  | Photocopies of articles | R190.00 per article |

Some libraries have a different fee structure. Please enquire at the ILL office.

**Loan periods for interlending materials**:

|  |  |
| --- | --- |
| **SOUTH AFRICAN LIBRARIES** | **INTERNATIONAL LENDERS** |
| Usually 6 weeks | Two weeks |

Renewals are available on request **ONLY** through the ILL office.

Certain categories of materials, e.g. rare books, audio-visual materials, reference works, etc. are not available on interlending.

**Please return books to the ILL Office before the due date, to the circulation desk in the case of George Campus.**

# SERIALS

Serials are published in successive parts/periodically, usually at regular intervals (daily, weekly, monthly, quarterly etc.). Serials include journals, periodicals, bulletins, magazines, newspapers, annual reports, standing orders and loose-leaf publications. They usually contain the most up-to-date information on any given subject.

Consult the Classic Catalogue and the NELSON MANDELA UNIVERSITY A-to-Z Journal List to determine whether NELSON MANDELA UNIVERSITY Libraries hold a specific title. Journals that are not available from all the branches of NELSON MANDELA UNIVERSITY Library can be sourced from other South African and international academic institutions. This inter-library lending service is offered for NELSON MANDELA UNIVERSITY post-graduate students and NELSON MANDELA UNIVERSITY staff members by placing a request with the Inter-Library Loans Department of the NELSON MANDELA UNIVERSITY Library.

In the Classic Catalogue, serials can only be searched by publication title and not by the author or article title. In order to search by author or the journal article title, one should search the library databases. Please ‘Ask a Librarian’ for assistance or help that you may need.

Users should enquire at the Circulation Desk at each campus library for the location of the Serials Collection. One need not physically go to the NELSON MANDELA UNIVERSITY Library branch where the serial is available. A branch loan service is offered to transport the serial(s) to the branch where the user needs it. Librarians are always prepared to help with the branch loan service.

With adherence to the restrictions of the copyright law, serials may be photocopied.

Serials are issued on presentation of a current and valid staff/student card as follows:

|  |  |  |
| --- | --- | --- |
| **User type** | **Bound serials** | **Unbound serials** |
| First – Fifth year students | 3 items for 3 days  | Library use only (1 hour) |
| Masters & Doctoral students | 5 items for 14 days | Library use only (1 hour) |
| All NELSON MANDELA UNIVERSITY staff | 10 items for 14 days | 10 items for 14 days |

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# INFORMATION SERVICES and training

Information Services are available at all NELSON MANDELA UNIVERSITY campus libraries. Information Services staff strive to facilitate access to information that will support the teaching, learning and community goals of the NELSON MANDELA UNIVERSITY.

**2nd Avenue Campus:**

Information Librarian: Ms Nobuzwe Bavuma 041 504-3896

General /Classic Catalogue nobuzwe.bavuma@mandela.ac.za

**Business School:**

 041 504-2044

 VACANT

**George Campus:**

Information Services: 044 801-5565

Lungisile Magoso lungisile.magoso@mandela.ac.za

**Missionvale Campus:**

Information Librarian: Ms Kaya Ngcuka 041 504-1105

General / (Classic Catalogue) kaya.ngcuka@mandela.ac.za

Faculty librarian: Ms Macki Breda 041 504-1270

Extended Programmes magdalenemonique.breda@mandela.ac.za

**North Campus:**

Information Librarian: VACANT

General /Classic Catalogue

Faculty Librarian: Ms Funeka Nombande 041 504 3026

EBEIT (Engineering, the Built Environment funeka.nombande@mandela.ac.za
 and Information Technology)

**South Campus**:

Help desk: 041-504-2298

General/Classic Catalogue

Information Commons 041-504-2290

 VACANT

Faculty Librarian: Mrs Juneth Esau 041-504-3732

Arts juneth.esau@mandela.ac.za

Faculty Librarian: Mr Vuyani Mhlontlo 041-504-2285

Business & Economic Sciences vuyani.mhlontlo@mandela.ac.za

Faculty Librarian: Mrs Marina Ward 041-504-3376

Education marina.ward@mandela.ac.za

Faculty Librarian: Ms Madeleine Clare 041-504-2284

Health Sciences, Music madeleine.clare@mandela.ac.za

Faculty Librarian: Mrs Dawn Prinsloo 041-504-2391

Law dawn.prinsloo@mandela.ac.za

Faculty Librarian: Mrs Deidre Gerber 041-504-2282

Science deidre.gerber@mandela.ac.za

Senior Librarian: Training 041-504-3376

Mrs Marina Ward marina.ward@mandela.ac.za

Librarian: Training 041-504-2937

Mrs Helene van der Sandt helene.vandersandt@mandela.ac.za

Trainer Librarian (Multi-Campus)
Ms Anneret Joubert anneret.joubert@mandela.ac.za

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## USE OF THE COMPUTER WORKSTATIONS

The use of the computer workstations is for academic information retrieval purposes only*.* Violating any Copyright Law, Intellectual and Property Rights or Software License Agreements is a criminal offence.

## INFOCOMMONS LABS/ RESEARCH COMMONS

Info-Commons/Labs are available for undergraduates and Research Commons for postgraduate students and staff for research purposes at all the Port Elizabeth Campus libraries, when training does not take place.

##  CLASSIC CATALOGUE

The Classic Catalogue is a computerized catalogue of the books, serials, videos, theses, audio cassettes, CD-ROMs, etc. owned by the NELSON MANDELA UNIVERSITY LIS.

It is searchable from computers located throughout the campus libraries, the campus and also from home.

The Classic Catalogue also provides access to the holdings of the South East Academic Libraries System (SEALS), a consortium of academic libraries in the Eastern Cape. (NELSON MANDELA UNIVERSITY, Rhodes University, University of Fort Hare and the Walter Sisulu University).

Training sessions are available at all the LIS campus libraries to assist users with their information needs. Please enquire at the Information Services Desks. (See tel. nos. under § 9)

### TO ACCESS THE CLASSIC CATALOGUE

1. Go to the Library website: library.mandela.ac.za

2. On the library website, click on 

The Classic Catalogue can be searched by words, author, title, subject, etc. Double click on a title in the search results to look at it in the full display format which will give bibliographic description and subjects of the item.

### AN EXAMPLE OF AN ITEM IN THE CLASSIC CATALOGUE



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**1. Location:** the **Campus library** (e.g. South, 2nd Ave, etc.) where the item is held as well as the **collection** (e.g. Short Loans, Open Shelves, etc.) the item is in.

**2. Call No:** is the **shelf address (call number)** (e.g. HM1033.T39 2006) of the item. The same shelf address (call number) is also printed on the item’s **spine label**.

 **All library materials are arranged according to the Library of Congress Classification System. The library materials at the George Campus are the only exceptions as they are arranged according to the Dewey Classification System.**

**3. Status:** the **availability status** of the item. This shows whether the book is currently IN the library, or whether someone else is borrowing it at the time, etc.

**4.** Only three copies of a title show on the search results page. Click on  to see more copies of this item.

### FINDING A BOOK ON THE SHELF: LIBRARY OF CONGRESS CLASSIFICATION SYSTEM

Read call numbers line by line from top to bottom and left to right.

**TR** Read the first line in alphabetical order. Single letters are filed before double letters.

**146** Read the second line as a whole number.

**.G46** The third line is a combination of letters and numbers. Read the letter alphabetically. Read the number as a decimal, e.g. G46 = .46

1. Year of publication. Read the line in chronological order.

A sequence of spine labels with the call numbers arranged in the correct order as they would appear on the shelves is demonstrated as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **R****128****K79** | **R****128****K8** | **R****128****K8149** | **R****128****K825** | **R****128****L6** |

When there are two Cutter numbers, follow the same principle: letters alphabetically and numbers as decimal.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QA****76****.76****C65****H34** | **QA****76****.76****C68****L45** | **QA****76****.76****D47****F59** | **QA****76****.76****D47****G23** | **QA****76****.76****E54****C69** |

Different editions of the same work will have the same number but different years. File chronologically, from oldest to most recent edition.

|  |  |  |
| --- | --- | --- |
| **BF****632****M8****1987** | **BF****632****M8****1993** | **BF****632****M8****2002** |

### FINDING A BOOK ON THE SHELF: DEWEY CLASSIFICATION SYSTEM (GEORGE CAMPUS)

A sequence of spine labels with the call numbers arranged in the correct order as they would appear on the shelves is demonstrated as follows:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **304.****896****882****FIN** | **305****SHO** | **305****TRE** | **305.****09****MBE** | **305.****094****3****DEI** | **305.****8****MIL** | **305.****896****8****RIS** | **306.****096****8****LAN** | **306.****096****8****SAT** | **306.****3****LOG** | **306.****4****ATT** |

The order is strictly numerical first then alphabetical. Please note that within the shelf address (call number), the number(s) following a **full stop** will be arranged in a **decimal sequence**, as the full stop (preceding the number) is a **decimal point.**

## HOW TO CREATE A LIBRARY PIN

**PLEASE NOTE:**

**You must be a registered library user (you are required to register every year). You can register with your current NELSON MANDELA UNIVERSITY student or staff card at your nearest branch library.**

When you create a PIN, you will be able to do the following:

* View and renew your library items out on loan
* Access most NELSON MANDELA UNIVERSITY information databases from home without entering logon details
* Activate your reading history to record all library items borrowed by you
* Reserve items that are out on loan

Proceed as follows:

* Go to the Library website: http://library.mandela.ac.za
* On the library website, click on  and proceed as follows:

On the next screen, complete only the first two text boxes. Click on ***Submit***.



If you created a PIN before, but forgot it, click here.

Click ***Submit***.

Leave this box **blank** if you have not created a PIN before.

Type your library **barcode** (**old** **cards**) or **student no**. (**new** **cards**) in this box. next box.

Type your surname in this box.

On the next screen, you can enter a PIN.



Choose your own **PIN**: either a word/numbers or a combination, but not longer than 8 characters.

Leave this text box **blank.**

Confirm your PIN **again.**

Click on ***Submit***.

If at this stage you encounter error messages, please phone one of the following numbers:

041 504 3410 / 041 504 3851 / 041 504 2044

##

## FINDPLUS

The NELSON MANDELA UNIVERSITY Library and Information Services provide **FindPlus,** a new way to search all scholarly material.

Rather than searching the catalogue and various online databases separately, you can now search them all at once from one starting point, with a “Google-like” search.

You will discover all types of relevant content on the very first page of the results, including books, e-books, journal articles, and digital collections.

You will be able to place holds, request Interlibrary Loans, email the search results and even export the results into a reference management tool, like EndNote.

Behind this funky name there is a complex product, **Encore**, created by Innovative ([www.iii.com](http://www.iii.com)) in partnership with EBSCO Discovery Service™ (EDS).

### TO ACCESS FINDPLUS

1. Go to the Library website: http://library.mandela.ac.za
2. On the library website, locate 

**Off campus access**

You can access FindPlus from off campus, but to view full details of resources you will need a PIN to verify yourself as a NELSON MANDELA UNIVERSITY student or staff member. See section **9.4**

### HOW TO USE FINDPLUS

        Enter search terms into the single search box  

         Refine results by criteria such as format, location, collection, date etc.

         View results and link directly to the full text if provided

         Save, e-mail or print results

## DATABASES

Library databases are searchable electronic catalogues or indexes that contain information (citations, abstracts and/or full text) about journal articles, reference works, books and other documents.

The NELSON MANDELA UNIVERSITY LIS subscribes to various selected databases that provide comprehensive access to scholarly publications.

###  TO ACCESS DATABASES ON CAMPUS

1. Go to the Library website: library.mandela.ac.za
2. On the library portal/website, click on 

View any of the databases by clicking on the [on/off campus](http://www.aluka.org/) link under the database title.

### TO ACCESS DATABASES OFF CAMPUS

Only registered NELSON MANDELA UNIVERSITY students and staff can access most NELSON MANDELA UNIVERSITY electronic databases from home by creating a Library PIN.

**If you have not created a Library PIN before, please follow instructions in section 9.4.**

Click on the database title you want to search. The following screen will ask for your details.



Enter your Library PIN.

**If you have not created a PIN before follow the instructions under 9.4.**

Type your library **barcode** (**old** **cards**) or **student no**. (**new** **cards**) in this box.

Type your surname in this box.

If you created a PIN before, but forgot it, click here.

The home page of your chosen database will display.

## INFOWISE (INFORMATION LITERACY COURSE)

This course is a series of self-study modules developed for the NELSON MANDELA UNIVERSITY LIS. It teaches students to: recognize when they need information, find the correct information, evaluate the information found, understand the legal implications when using information, and communicate information effectively e.g. writing an assignment.

InfoWise is available on the Library’s website: <http://library.mandela.ac.za>

Click on ­­ to access InfoWise.

# PHOTOCOPying and printing

The print and copy system in the library is the same system used in all other labs on campus.

Students can make photocopies and printouts anywhere on campus in any lab or library.

Self-service photocopiers are available at the NELSON MANDELA UNIVERSITY campus libraries for use by users. Please note that photocopies are subject to the Copyright Act.

It is a contravention of the Copyright Act, 1978 to copy the whole or a substantial part of a published work without the permission of the copyright owner and it is an offence to copy for purposes other than private study or personal use. The LIS reserves the right to confiscate material when a user is seen or suspected of contravening the Copyright Act.

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## HOW TO PHOTOCOPY AND PRINT

* To load photocopy and printing credits onto your account, do this as you would for lab printing by going to the cashiers and depositing money into the printing account.
* To photocopy, hold your student card over the keypad area of the terminal to unlock the copier for use.
* Once you are finished copying please log out of the machine, by pressing the “Key” or “Finish” button.

**STUDENT CARDS THAT ARE NOT WORKING ON THE CURRENT SYSTEM MUST BE ACTIVATED AT THE PROTECTION SERVICES OFFICES:**

* South: Randall Gallant – Embizweni Building, Ground Floor, Room 051
* North: Theo Zeelie – K Project, Room 007
* Missionvale: Zola Daniels       – Admin Block, Building 502, Room 0026
* George: Riaan van Zyl – Mopani Building

To enable printing, select the relevant printer and the print job will be released. Money will automatically be deducted from your printing/copying account.

### GEORGE CAMPUS

Please enquire at the Circulation Desk.

## CHARGES

Charges for NELSON MANDELA UNIVERSITY staff and students are:

|  |  |
| --- | --- |
| **A4 Copies** | **A3 Copies** |
| R0,32 each | R0,64 each |

Transparencies will be sold at R2.00 each.

## USE OF PHOTOCOPIERS / PRINTERS

The library does not accept any responsibility for unsatisfactory copies.

 Common causes are:

 \* Incorrect photocopier settings.

 \* Bad originals *(faint or blue ink)*.

 \* Use a black pen for handwritten notes.

If a photocopier displays an error message, has a paper jam, insufficient toner, or any other problem, it must be reported to a library staff member without delay. Please do not attempt to solve the problem on your own.

Help keep library material in a good condition by taking care when making photocopies. Avoid excessive pressure on bindings because this can break the spines of the books and loosen pages. Close the cover of the photocopier while copying and when finished copying.

# LOCKERS AND STUDY CUBICLES

This service is only available at 2nd Avenue - and South Campus Libraries.

2nd Avenue – Application forms are available in the library at the Circulation Desk

South Campus - Application forms are available from the Cash Office on the Ground Floor of the Library.
Lockers and study cubicles must be renewed annually.

George Campus – handled by the Student Council.

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## LOCKERS

Lockers are available to all students.

* R100.00 per year of which R70 will be held as a deposit for the key.
* Refund of R70 on return of key

Locker keys are to be returned no later than **26 November** of each year in order for the deposit to be refunded.

## STUDY CUBICLES

Cubicles are available to postgraduate students only.

* R90.00 per year
* Rent is payable in advance
* Additional Rental of R20 – Dec/Jan

It is advisable for students to apply in advance from September until the end of January the following year. Cubicles are allocated annually during February according to the level of study (e.g. D.Com, M.Com and B.Com Hons).

As there are only 28 cubicles available, students may not be successful in their application. The names of unsuccessful applicants will go on a waiting list for the current year, but they will have to re-apply for the following year.

## LOST KEYS

If a key is lost a replacement fee of R30 is payable.

# SPECIAL NEEDS STUDENTS

Dedicated computer workstations are available at designated areas, installed with assistive technologies. Such technologies assist the user with disabilities or special needs to enhance their learning or reading functioning (registered with the Disability Officer) at South, North, Missionvale and 2nd Ave campus libraries.

Please note that these workstations are for the sole use of students with disabilities/special needs and that the machines are set up to recognise only the student numbers of those users. Any problems experienced by such users to access these computers must be reported to Library staff or to the Disability Unit (disability@mandela.ac.za or 041 504 2313).

More information can be found on the web site at <http://library.mandela.ac.za>.

# OFF CAMPUS STUDENTS

Contact number: 041 504 2291

George Campus: 044 801 5151

Off campus students are registered NELSON MANDELA UNIVERSITY students who are not residents of Port Elizabeth or the surrounding areas.

The LIS strive to offer off campus students the same or similar services that we offer to on campus students. It is imperative to register at the library each year to ensure access to all the LIS services.

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## BORROWING

Off campus students may request that books, photocopies of journal articles or other library material be sent (couriered) to them. Please fill out the [Off Campus Students Request for Library Material](http://moo.nmmu.ac.za/default.asp?id=321) form, available online at: <http://library.mandela.ac.za/E-Forms/Off-campus-students-request-for-library-material> .

OR

Send a request by mail, fax or e-mail to your Faculty Librarian or:

* Postal address:
NELSON MANDELA UNIVERSITY Library and Information Services
Private Bag X6058
Port Elizabeth
6000, SOUTH AFRICA
* Fax number:
 +27 41 504 2280
* e-mail address:
zola.bob@mandela.ac.za

George Campus

* Postal address:

NELSON MANDELA UNIVERSITY Library and Information Services

Private Bag X6531

George

6530

* Fax number:

+27 44 805 6604/6765

* e-mail address:

lungisile.magoso@mandela.ac.za

Where possible, please attach the bibliographic citation to the request form (only one per form).

Library material is sent by courier. It is therefore important to supply the Library with a full **street address** and **telephone number**.

### NUMBER OF ITEMS AND LOAN PERIODS

|  |  |  |
| --- | --- | --- |
| **User type** | **Number of items to be borrowed** | **Loan period** |
| First–Third year students | 10 items  | 30 days |
| Fourth – Fifth year students | 15 items | 30 days |
| Masters & Doctoral students | 20 items 5 bound serials | 60 days14 days |

## RENEWALS

Off campus students may renew library material **twice** by phone, e-mail or online via the



 button in the CLASSIC CATALOGUE.

## RETURN OF LIBRARY MATERIAL

Off campus students are responsible for the cost of returning items.

Please return all library material by registered mail or another similar system. Remember to use our street address for courier parcels:

NELSON MANDELA UNIVERSITY-Summerstrand Campus (South)

University Way

Summerstrand

Port Elizabeth

6000

or

NELSON MANDELA UNIVERSITY George Campus

Saasveld Road

George

6530

Library material must be returned in sturdy packages.

The Post Office parcel slip should be kept as proof that the books have been returned.

The user will be held liable for the replacement costs of all items lost in transit.

We advise you to insure your parcels because the Post Office only compensates clients for the loss of insured parcels.

## OVERDUE / LOST CHARGES

Please return library material before or on the due date / extended date.

A student who fails to return a book will be responsible for the payment of the replacement value of the lost book.

|  |
| --- |
| **Charges for Overdue & Lost Library Material** |
| **Items** | **Charges** |
| Books | R1.00 per item per day |
| Lost library material | Real replacement value of an item + R100.00 handling fee (not refundable) |

## RESERVATIONS

Books that are out on loan will be reserved and sent by courier to students as soon as they become available. Please indicate the latest date by which the item is still required.

## INTER-LIBRARY LOANS

Library material not available in the NELSON MANDELA UNIVERSITY LIS will be borrowed or obtained from another library.

The service is only available to registered masters and doctoral students.

Please return borrowed books to the NELSON MANDELA UNIVERSITY LIS Inter-library Loan Office on or before the due date.

|  |
| --- |
| **Interlending charges** |
| **Items** | **Charges** |
| Books | R5,00 – R40.00 per book |
| Articles | R1,00 per page – R15,00 per article |
| **Charged to your student account** |

### PHOTOCOPIES

Photocopies of requested articles are mailed/e-mailed to students. Should a student require the photocopies urgently, these may be delivered by courier/e-mailed to the correct e-mail address.

The charge for photocopies is R1,00 per page and will be debited against your student account.

## INFORMATION AND TRAINING SERVICES

The LIS web site at <http://library.mandela.ac.za/> provides access to a wealth of electronic resources to help you find information from your home or office. To access these resources from off campus you will need to l**ogon with your name, barcode and pin. (*See 10.1.6*)**

**If you have any problems logging in, an electronic form is available on the Student and Staff Portals.  Access the form from the Web site and the Intranet site. Go to the home page and click on E-forms in the menu and select from the drop down list the form titled: “Off Campus Access Problem Report for NELSON MANDELA UNIVERSITY staff and students”.**

**The LIS Web site and Intranet Portals also provide access to the Library’s Facebook page.  To access it, find the Facebook hyperlink button on all the pages of the LIS Web site and Portals. (**<http://www.facebook.com/NelsonMandelaUni.Library/>).

**The LIS Web Site is also accessible from the Facebook site via a QR code.  Scan it with your smart phone to open the Library Web site.**

**The name of the Facebook site is “NELSON MANDELA UNIVERSITY Library” in full.**

* **The acronym will take you to a wrong site.**

Faculty librarians can do a literature search and send a list of references on your topic to you when you have difficulty in finding information. Please fill out the Request Information form, available online at <http://library.mandela.ac.za/E-Forms/Request-information> and e-mail, fax or mail it to your Faculty librarian. You can also book a research consultation with your Faculty librarian when you are on campus.

Training sessions in general library orientation or database searching may be arranged with your Faculty librarian.

# SPECIAL MEMBERSHIP OF OTHER UNIVERSITY LIBRARIES

Although the NELSON MANDELA UNIVERSITY LIS is responsible for providing all your library material and other information needs, exceptional circumstances, such as the physical distance from the home library or special research requirements, may make membership of another South African university library an advantage. In order to obtain such membership you must be a Masters or Doctoral student. You will need to apply for a **letter of introduction,** available on the library web site (library.mandela.ac.za) as ***Application for Letter of Introduction*** to other Universities in the MENU (top left corner) or from the Branch Librarian. The awarding of such membership must be according to the agreement between South African university libraries. **Access to a host library does not guarantee a free service or access to electronic resources and Interlibrary Loans but must still be obtained through the home library.**

# EXTERNAL USERS (OUTSIDE MEMBERS)

Persons not registered with the NELSON MANDELA UNIVERSITY may only take out library material after individual approval by the Customer Services Librarian or Branch Librarians, subject to the payment of a prescribed fee. There are different categories for External Users. The Customer Services Librarian or Branch Librarians will inform you into which category you fall.

The NELSON MANDELA UNIVERSITY LIS consists of 6 branch Libraries:

* 2nd Avenue Campus Library (Summerstrand, Port Elizabeth)
* Business School Library (Summerstrand, Port Elizabeth)
* George Campus Library
* Missionvale Campus Library (Missionvale, Port Elizabeth)
* North Campus Library (Summerstrand, Port Elizabeth)
* South Campus Library (Summerstrand, Port Elizabeth)

As a registered library user you will have access to all the branch libraries. You must, however, reside in the Nelson Mandela Bay Metropolitan Area (Jeffrey’s Bay and Humansdorp included) or the George Municipal Area (Knysna, Oudtshoorn and Mossel Bay included) to qualify for library membership as an External User.

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## HOW DOES AN EXTERNAL USER JOIN THE LIBRARY?

* Visit the office of the Customer Services Librarian (South Campus) or a Branch Librarian at any of the branches **during office hours (09:00 – 16:00)**
* Complete a registration card
* Present an identity document
* Present proof of your residential address
* Supply an ID photo for your library card

## WHAT DOES IT COST?

* This will depend on the category into which you fall and the registration option you choose (**6/12** **months**)
* Some categories have free membership

## WHICH LIBRARY FACILITIES DO EXTERNAL USERS HAVE ACCESS TO?

* Only books from the **Open Shelves** may be borrowed
* Classic Catalogue – on and off campus
* All other library material (serials, multimedia etc.) may only be used in the library
* Inter-branch loans
* **No access to the Student Portal**
* **No ILL Services**
* **No access to databases**

## HOW MANY BOOKS MAY EXTERNAL USERS BORROW AND FOR HOW LONG?

* **5** books for **14/30/60** days (depending on which category you fall into)
* Books borrowed may be renewed for a further period unless reserved by another borrower. **Only one telephonic renewal is allowed**

## ARE THERE PHOTOCOPY FACILITIES AVAILABLE FOR EXTERNAL USERS?

* The Circulation staff will assist you if you want to make photocopies (they will lend you a photocopy card)
* Any copying of material done on library photocopiers must be carried out in compliance with the Copyright Act, 1978

## LOST CARDS?

Should an external borrower lose the library card, report the loss to the Customer Relations Librarian or Branch Librarian immediately. You will be advised on how to apply for a replacement.

## WHAT ARE THE TELEPHONE NUMBERS?

2nd Ave Campus Library 041 504 3851 **or** 041 504 3411 (for membership)
Business School Library 041 504 2044

George Campus Library 044 801 5151/5152 **or** 044 80 15004/5565 (for membership)

Missionvale Library 041 504 1269 **or** 041 504 1144 (for membership)

North Campus Library 041 504 3410 **or** 041 504 2769 (for membership)
South Campus Library 041 504 2294 **or** 041 504 2936 (for membership)

# b. RULES AND CODE OF CONDUCT

# INTRODUCTION

Rules and regulations have been established to:

* safeguard the common interest of all LIS members
* enable the LIS to deliver its services as efficiently as possible.

**Registration as a NELSON MANDELA UNIVERSITY LIS member means acceptance of the rules as set out below.** These rules will be firmly but courteously enforced by library staff/security.

# MEMBERSHIP

* 1. All registered students and staff in possession of a current and valid student/staff card issued by the University can register as members of the LIS to access its services. The student or staff card acts as the identification card for all LIS transactions and it is strongly recommended that all LIS members carry their student/staff card with them when in the Library.

* 1. Membership for a fee is also extended to persons who do not fall in the above category. Applications for external membership should be directed to the Director: LIS. External user members will be issued with a membership card for a 3/6/12 month registration period and must re-apply for membership and pay the required fees after the expiration of each registration period. They are entitled to limited use of the library facilities and services.
	2. Membership of a campus library of the University allows access to and the right to borrow from any other campus library of the University.

# BORROWING

* 1. The member is held responsible for all items issued on his/her card until the items are returned and removed from his/her borrower’s record. Lost or stolen cards must be reported immediately to prevent unauthorized use thereof, as the member is still held responsible for any transactions on an unreported card.
	2. Any member borrowing or attempting to borrow an item with a card of another member commits a breach of the regulations.
	3. No library material may be removed from the library unless a LIS staff member has issued it.
	4. It is the member’s responsibility to inform the LIS of any change of address or personal details.
	5. All items borrowed are subject to the loan period prescribed for that particular type of material.
		1. Members are responsible for checking the due date stamped on the date sheet.
		2. Members may normally renew issued items unless another member has reserved the item or the maximum number of renewals has been reached.
		3. Material issued but urgently required will be recalled and must please be returned immediately.
	6. Members are advised to ensure that the item(s) they return are given to library circulation staff and that the loan record is cancelled. Items should not be left on the issue desk, as the library will not accept responsibility for materials lost in this way.
	7. Library materials obtained from other libraries on Interlibrary Loan are subject to the loan regulations of the Interlibrary Loan network, including any costs involved. The service is available to Masters and Doctoral students and staff members only.
	8. Charges (fines) are payable on all overdue items. These charges are reviewed from time to time.
	9. Library material not returned for any reason will be considered lost and an account will be rendered. The replacement value and R100 billing fee may be debited to the student account. Failure to pay the replacement value in full or return the item in a reasonable condition, will result in:
* The student’s examination results being withheld.
* The staff member/student being denied further use of the LIS.

Please note:

 An administration fee is payable on all accounts rendered. Once an account has been settled, refunds will only be permitted within a thirty day period from the date that the account was transferred to student accounts. After the initial 30 day period, the transaction is closed and no refunds are possible. **There will be no refund on Study Collection items once debited to a student/staff member’s account.**

# HOURS OF OPERATION

The hours of operation differ between the various campus libraries and during vacation periods. Use of the libraries is restricted to the official hours of opening as displayed outside the entrances to the libraries and on notice boards. Any changes will be advertised in advance. It is the member’s responsibility to familiarize him/herself with the correct hours of operation.

# COPYRIGHT

Members must ensure that copying of material done on library photocopiers is carried out in compliance with the Copyright Act, 1978. Notices to this effect are posted near the photocopy machines. Use of electronic resources in the library is also governed by the Copyright Act and by licences signed by the library. Users of the library are deemed to have undertaken to abide by these licences when they register as members of the library and that any material obtained is solely for their own use, research and private study.

# PRIVACY

The rights to privacy of all members shall be respected. The library will not reveal the name(s) of individual borrower(s) nor reveal what library resources have been issued to, consulted by or what information has been sought and received by an individual member. Users should **activate** the Reading History button in their library record in order to create a list of books taken out from the LIS.

# DISCIPLINARY INTERVENTIONS AND PENALTIES

Disciplinary action, in accordance with the University’s Disciplinary Code, may be instituted against persons who are alleged to be guilty of one of the following:

* Removing or attempting to remove library material not issued by a staff member
* Damaging or attempting to damage library materials by marking, underlining, or removing pages or portions of pages, removing binding or electronic detection devices, maliciously accessing, altering, deleting, damaging or destroying any computer system, network, computer programme, data or library furniture.

# LIBRARY CODE OF CONDUCT

In order to create an environment that is conducive to teaching, learning and research, members are expected to adhere to the following code of conduct:

1. The needs of others for a quiet study environment must be observed and noise levels must be kept to a minimum.
2. Keeping library items beyond the due date is inconsiderate to other library users.
3. Smoking, eating and drinking is prohibited in the University’s venues of instruction and libraries.
4. Cell phones must be put on silent or vibrate mode upon entering the library.
5. The library is not responsible for any loss, theft or damage to the property of users.
6. Library users should show respect to all security staff.
7. Anybody found in the library after closing, will be deemed to be trespassing and subject to disciplinary action.
8. Library services related to internet and database searching and lending of materials will not be rendered to a user who cannot produce a valid NELSON MANDELA UNIVERSITY identity card.
9. Internet stations are for research purposes only.
10. Only one user per internet station is allowed.
11. No re-arrangement of furniture in the library will be allowed.
12. Use of abusive language is not acceptable.
13. Computers may not be used for:
	1. Playing computer games
	2. Creating or sending offensive, obscene, defamatory or fraudulent material/e-mails
	3. Receiving, storing, downloading, possessing, distributing, accessing or creating illegal content (material that is pornographic, oppressive, racist, sexist, defamatory, offensive or that violates privacy, identity, copyright)

**DISCIPLINARY INTERVENTIONS AND PENALTIES**

Disciplinary action, in accordance with the University Disciplinary Code, may be instituted against persons who do not adhere to the Library and Information Services Code of Conduct.

The Director: Library and Information Services, or a designated representative, has the authority to impose a fine not exceeding R500.00, or suspend a member’s borrowing rights or use of the Library for a specified period of time.