LIBRARY FREQUENTLY ASKED QUESTIONS

Q1. What are the operating hours of the library?

IUM libraries operating hours are as follows:

Library	Monday -Thursday	Fridays	Saturday
Dorado	08:00- 21:30	08:00- 21:30	09:00- 16:00
City branch	O8:00- 19:00	08:00-17:00	09:00- 16:00
Ongwediva	O8:00- 19:00	08:00-17:00	08:30-16:30
Coastal	O8:00- 19:00	08:00-17:00	09:00-16:00
Nkurenkuru	O8:00- 19:00	08:00-17:00	**CLOSED**
Recess hours			
All libraries	08:00-17:00 (Closed between 13:00-14:00)		**CLOSED**
ALL LIBRARIES ARE CLOSED ON SUNDAY AND PUBLIC HOLIDAYS			

Q2. What are the steps and criteria for registering with the library in order to start using the library services?

To borrow items, individuals must sign up for library membership at the circulation desk, **(registration is free of charge).** Students are expected to bring their student card and present it to the library staff at the circulation desk. Upon doing so, you will receive a registration form to

complete. While IUM Staff members are expected to provide the library staff with their staff numbers for registration. <mark>Note: Use of another staff members number is prohibited hence verification will be made by the librarians at the circulation.</mark>

For accessing online resources, no formal registration is required. However, individuals will need to request login credentials from the library staff at any nearby library for them to be able to access e-resources off campus.

Q3. How do I borrow materials from the library?

First you need to identify the item that you need. If you need help finding an item, please ask a Library staff member for assistance. Students are required to present their student cards to the library staff at the circulation desk while staff members present their staff numbers.

Q4. Can I borrow items using another student's card?

No! You can only use your own student card to borrow Library items. Staff members are also not permitted to borrow items using some else's staff number.

Q5.Can someone return books on my behalf?

Yes

Q6. How do I renew books?

Present the book(s) that you intend to renew to the library staff at the circulation desk or send an email at library@ium.edu.na a day before the due date **(Monday to Friday only).** Note that you can also renew any borrowed material online. See guide on how to renew borrowed materials online   https://ium.edu.na/wp-content/uploads/2023/07/Renewing-books-online_guide.pdf. Tutorials are also provided for you to acquaint yourselves with the necessary required steps to follow.

Q7. How much is the fine for bringing borrowed materials late?

 The fines for all overdue books start at N$ 1.00 per day for long loan books (books on the open shelves) while short loan books will attract a fine of N$ 1 per hour.

Q8. Can I borrow a book if I have overdue book(s) or unpaid fine?

Users who have overdue item(s) and pending fines shall be suspended from borrowing any library items until the overdue item (s) has been returned and or fines are fully settled. Point to Note: The system is set in a manner that it ammulates fines on a daily basis and calculates the expected total to be paid thereof hence no library staff tempers with any of the fines that have been accumulated.

Q9. What happens if I lose or damage a library book?

Writing, defacing or damaging library material is prohibited. Any library user who damage/mutilate or lose a library material shall be liable to replace the material based on current market price of the latest edition of the material lost or book mutilated.

Q10. Is it possible to search across all library resources through a single search?

Yes! You can search across all library resources (print & electronic) through a single search if you search through the Ebsco Discovery Service (EDS) - the search bar on our library webpage.

EBSCOhost Research Platform

EBSCO*host* is an intuitive online research platform used by thousands of institutions and millions of users worldwide. With quality databases and search features, EBSCO*host* helps researchers of all kinds find the information they need fast.

<<Start your research>>

Q11. What is EDS?

EDS is a single user-friendly interface for discovery of the library's collection, both electronic and print including books, ebooks, journals, and much more. Authentication is required to gain access only off campus. Ask for login credentials from the library staff.

Alternatively you can request for login credentials through email or Ask-a–Librarian

NB: always provide your student number or staff email when requesting for login credentials You can refer to this step-by-step guide for more information on how to search through EDS. Tutorials have also been developed for your access preference.

Q12. Does the Library provide training or learning support?

The Library offers a variety of ways to support your studies.

- It educates users on how to make use of the various available information materials; print and electronic.
- How to search for books and articles
- How to reference/cite correctly
- How to use research tools (Mendeley, Zetoro)
- How to craft your research questions
- How to publish in reputable journals

Q13. Does the library offer online training/support?

Yes. Please contact **library@ium.edu.na** or **Ask-A-Librarian** to book for a training session Indicate what you would like to be trained on e.g. how to access e-resources, how to reference, how to renew books online, or request for assistance to look for articles related to your topic and or e-books etc. You will find the below icon on the library page and once you click on it, your query is recorded and feedback will be provided within 24hrs.

Q14. How many items can I check out at a time?

Borrowing privilege is based on below table:

PATRON CATEGORY/ USER GROUP	LOAN PERIOD	LOAN LIMIT	RENEWAL PERIOD	RENEWAL LIMIT
Lecturers	60 days	4 books	14 days	3 books
Undergraduate students	14 days	4 books	7 days	2 books
Postgraduate Diploma students	21 days	4 books	14 days	3 books
Masters/PhD students	30 days	4 books	14 days	3 books
Non-academic staff	30 days	4 books	7 days	2 books

- Short loan books are loaned for 3 hours

- Selected **POSTGRDUATE BOOKS** are loaned out for 7 days to postgraduate students and lecturers **(applicable to Dorado library only)**

Q15. How can I get in touch with the library should I need any help? There are various ways to get in touch with the library staff such as;

(i)   You can reach us virtually through our virtual/online information service **Ask-A-Librarian** which is available on the Library webpage. Simply type your question and "submit".

(ii)   You can also email us **library@ium.ed.na** Please note: online support services are offered from Monday to Friday from 08h00 to 16h40 (excluding public holidays).

(iii)   In person - visit the library near you ask for assistance at the issue/circulation desk.

(iv)   **Give us a call (phone numbers are available at 'contact us' on the library website**

Q16. Where and how can I access past exam papers in the library?

Access your Learning Management System (LMS) and navigate to the site home. Scroll down to locate the section for library e-books and past exam question papers.

Q17.How do I book for a computer in the library?

Upon entering the library, you'll encounter a staff member who manages computer reservations. Use your student card to book a computer session. Each computer session has a time limit of one hour. **Note: Access to computer bookings requires presentation of your student card.**

Q18. All grievances, recommendations and or suggestions are recorded in the suggestion box. All you require is write your reviews on a piece of paper and drop it in the suggestion box. Note that you will remain anonymous but help the staff to improve their service delivery for your own benefit.