

KOVSIICAST TRANSCRIPTION

Speakers:

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1. Is the Library still operating during lockdown, what services are available?

Answer

The UFS libraries in all three campuses are currently not physically opened to clients. All UFS campus libraries are delivering online service to staff and students. The library staff also offer regular training sessions through Microsoft Teams, Skype for business or Blackboard Collaborate on the use of electronic resources to ensure that no student is left behind during these trying times.

2. How do I access electronic resources?

Answer

Go to the Library's webpage: <https://www.ufs.ac.za/library>.

From the top horizontal menu, click on Resources and then select Electronic Resources.

You can do an EBSCO Discovery search that covers all our resources, or you can use the left-hand menu to select more specific resources (e.g. searching our A-Z journal list or our A-Z database list).

You will be asked to log in - use your University of the Free State student/staff username and password.

3. What if the information resource I want to access is available only in a printed format? Will the library courier it to my location?

Answer

The library does not offer a courier service to deliver books that students want to take out from the library. Students need to contact their faculty librarians who will assist by training them to use the different resources for their assignments, projects and tests. Please note, due to copyright legislation, only 10% of a book can be digitised and sent to clients (digitisation, for now, is a service offered at the SASOL library).

4. Will I be charged /fined for overdue books during library closures for COVID-19?

Answer

No fines will be charged for overdue items. We have suspended recalls and overdues. Please keep any books you currently have on loan. When you return your books once libraries are opened again, your fine will be waived (cleared). We will update you with more information later. If you have any queries, please email us or use our online chat service.

5. How do I return books when the library is closed?**Answer**

If you have a permit to access our campuses, you can make use of drop boxes at library entrances (drop-boxes are, for now, at Bloemfontein and South Campuses). Or you can just wait until the library is opened again – as indicated above, you will not be charged for overdue library materials.

6. Which is the suitable route to follow or a starting point to find resources that will assist me with my research?**Answer**

Take a look at your subject-specific LibGuides. You will find lots of information there to guide you to relevant online resources that are subject-specific. You can also contact your Faculty Information Librarians through an email or ask a librarian options that are available in Faculty LibGuides.

7. Can I still use electronic resources during the COVID-19 library closures?**Answer**

Yes. All our electronic resources such as e-books, journals and databases are available for access 24/7/ (anytime and anywhere). Just log in with your University username and password for access. If you experience any password related problems, please phone ICT Services at 051-4012000.

8. Do I need to purchase data in order to access the Library' electronic resources**Answer**

The ICT service has provided students with Global Protect software that allows access to library's electronic resources at no cost. For additional information please contact ICT Services at 051-4012000.

9. I have a permit that allows me to be on campus. Will I be able to use the library facilities during this period?

Answer

Only 24/7 study spaces are available at the moment. They have been deep-cleaned and the sitting arrangements are in line with COVID 19 social distancing protocols. Following the government's amended curfew regulations, these study spaces will close at 22:00. This only applies to the Bloemfontein campus.

10. Why are some EBooks borrowed only for one hour?

Answer

Under normal circumstances, when visiting the library personally was possible, you had various options that allowed you to access print books on open shelves or, the study collection at the circulation desk that is borrowed for few hours and EBooks that can be read online or borrowed seven days. With only the last option now available (EBooks), and in order to allow heavily used EBooks to be shared fairly, the borrowing time has been reduced to one hour. If an EBook you that you want is already borrowed or your time elapsed, you can still be on the queue by booking it again, there is no waiting period. Depending on the number of library users ahead of you in the queue, you will get another chance to have access the selected EBook for another hour.