UNAM Library Frequently Asked Questions (FAQs)

Kindly assist to populate this document of **most asked questions** from students, and typical replies.

Library Issues	Solutions / Tips
1. **I am searching Google, but unable to find academic articles on my assignment topic**	1. Instead of using Google, use academic databases subscribed by UNAM Library to get access to relevant information by clicking at https://www.unam.edu.na/library/e-resources 2. Use the library guide to be familiar with relevant resources in your faculty/course https://unam-na.libguides.com/?b=g&d=a 3. Contact your campus librarian for one-on-one help at https://www.unam.edu.na/library/faculty-librarians 4. Use Google Scholar, which is a specialized search engine that indexes scholarly literature from websites and online databases. You can let Google Scholar know you are affiliated with UNAM by doing the following: a) Login to your Google Account b) Add the University of Namibia in the "Library links" section of your Google Scholar Setting. You can do this by clicking on the link below. https://scholar.google.com/scholar_setprefs?instq=University%20of%20Namibia =>Select "University of Namibia - Fulltext@UNAM" and SAVE your settings.
2. **Which books are relevant for my modules and where do I find them?**	1.Use the Module Course Outline to see which books are recommended and search UNAM library catalogue by clicking at https://www.unam.edu.na/library; https://millennium.unam.edu.na/ 2. Visit your nearest library campus to borrow books related to your module. 3. Alternatively, send your course outline / book titles to libprof@unam.na for further assistance
3. **How do I access online books for my modules?**	1. Not all print books are available online, however, you can search for library subscribed e-books at https://www.unam.edu.na/library and click on eBooks

		2. Each student is encouraged to learn how to search for relevant online resources through the Library Information and Digital Literacy skills module accessible from student portal.
4.	**Who can assist me with articles relating to my essay / research topic?**	1. Each faculty has a dedicated Subject Librarian to serve students and staff, contact them online or find them at your nearest campus. 2. Send your essay / research topic to libprof@unam.na to get relevant full-text articles. 3. Use Ask-a-Librarian chat tool to get help instantly, available on the library website or send an email to library@unam.na
5.	**How do I cite information on my assignment/research project?**	1. Book for one-on-one referencing techniques and training with a library staff for guidance. 2. Use the library guide and familiarise yourself with various citations and reference styles at https://unam-na.libguides.com/c.php?g=1057874
6.	**Why am I not able to download entire e-book?**	1. Only 10% of e-book chapters can be downloaded or printed due to copyright rules and restrictions. 2. Contact our library staff team for further assistance.
7.	**I am unable to find past Namibian research studies relating to my research proposal**	1. Search UNAM Institutional Repository to access past Namibian studies, theses and dissertations 2. Browse our archives and special collections to access rare and unique local resources and get in touch with archivist/librarian for assistance at your most convenience. 3. Consult your Subject Librarian to get further assistance.
8.	**How many items/books am I allowed to borrow out at a time?**	1. Undergraduate students, 6 items for 14 days 2. Postgraduate students, 10 items for 30 days. 3. All loaned items can be renewed or recalled depending on the demand. 4. You can view membership category, by clicking at https://www.unam.edu.na/library/membership

9. How do I renew books on my library account?	Use the Library Self-Service to view, renew and check out new arrivals by clicking at https://millennium.unam.edu.na/iii/cas/login?service=https%3A%2F%2Fmillennium.unam.edu.na%3A443%2Fpatroninfo~S1%2FIIITICKET&scope=1
	
	Student Login
	Student Number:
	`20050001`
	
	Password
	`••••••`
	
	[Submit]
	
	Staff & Other Users Login
	Name
	
	Enter your barcode or login name
	Barcode
	
	SUBMIT

10. The book I need is based at another campus, what do I do?	1. On the UNAM library catalogue next to the book you want, click **Request Item**. Enter your student number and password. The catalogue will request you to verify by entering the date, month and year. Click Submit. 2.You can request it through our Interlibrary loan services, either by visiting the nearest campus or by completing a library request form available at https://www.unam.edu.na/library/library-request-forms/library-request-forms-application-for-an-interlibrary-loan-or-document-supply 3. Please, note that it may take 2 to 3 days to get the book.
11. As a UNAM distance student, where do I borrow library books?	1. UNAM distance students can borrow library materials at any UNAM library. 2. In case where books are housed by a different campus, they can be requested by filling online interlibrary loan request form.

	3. Please return books on the given due date or contact the library before the due date to have the loan period extended (in case the book is not reserved by any other users) to avoid overdue fines. 4. You can return books to any UNAM library, irrespective of where they were borrowed.
12. **The book I want is already loaned/borrowed out, what do I do?**	1. You can reserve books by log in using Library Self Service or send the book details and your student /staff number to library@unam.na
13. **Where do I find past exams papers?**	1. Past examination papers are only accessible on UNAM network (on-campus) and they are linked to your student portal according to your registered modules. 2. You can also search them by clicking at http://digital.unam.edu.na/handle/11070.1/4 3. If you are off-campus, you can request them by sending an email to libprof@unam.na or library@unam.na
14. **I left the library book in a taxi, what do I do?**	1. Notify any UNAM Library to be given a grace period and block the library fees from accumulating. 2. Continue searching for the book. 3. If you fail to recover the book, you will be charged a replacement fee of N$800.00 per item or based on the value of the book or expected to buy a new copy. 4. See library rules on sanction for more details https://www.unam.edu.na/library/library-rules
15. **"I have taken out a book last year, but I do not remember the title. How can get that information?"**	1. Log in UNAM Library Self-Service to view your library borrowing history. 2. Provide your student account number to any of UNAM library to be assisted or email it to library@unam.na
16. **What time does the library open?**	1. The library operating hours are subject to change to accommodate different situations e.g. semester classes, examinations, COVID-19 measures etc. **Weekdays**: Mondays to Thursdays 08h00 – 22:00, Fridays: 08:00 -18:00

	Vacations: 08:00- 16:30 **Weekends**: Saturdays 12:00 – 16:00 and Sunday 13:00 – 19:00. 2. Kindly observe the operational hours for each campus nearer to you on the library website as provided at https://www.unam.edu.na/library/opening-hours
17. How can I pay library fines and replacement cost for lost books?	1. All payment are done through the bank account transfer/ deposit to UNAM account, using your student number as reference. 2. You can also pay at UNAM cashier in any campus and provide proof of payment or email it to library@unam.na for the fines to be cleared from your account.
18. I am supposed to graduate but I was told to clear my library account	1. Contact your nearest library or email: library@unam.na to enquire about any outstanding books, pending payments and account blockage. 2. Once the fees are settled, email proof of payment to library@unam.na for your account to be cleared. 3. The library will provide you with a clearance letter confirming that you are cleared for graduation.
19. If I search past exams papers and it says, "No results found", does that means the subject have no past question papers?	Ensure that you typed the module name correctly. And if the module name has been changed, use the previous name to retrieve the past papers, and if all attempts failed maybe the past questions are not yet uploaded on the database and you may need to visit the library for a hardcopy if available or write to libprof@unam.na
20. Can the library fines be accumulate even when the library is closed?	Yes, if you have overdue library items the fines will automatically accumulates for 30 days and thereafter, the system charge you N$800 for each item as a replacement cost if items are yet not returned.
21. Where is a good starting place to find	1. You can look at subject-specific LibGuides that guides you to relevant information resources in your subject area at https://unam-na.libguides.com/

resources to help me with my research?	2. Contact your Subject Librarian for one-on-one assistance and training. 3. You may watch library short videos that guide users how to access different resources at https://www.youtube.com/watch?v=8sIHs6prczA