

## Library Etiquette & Guidelines

### Creating a Respectful, Safe and Productive Environment for All UNAM Library Users

#### 1. Conduct and Behaviour in the Library

- a) Cellular phones must be on silent when inside UNAM Libraries. Making and receiving of calls is permitted inside designated phone booths (available in some branch libraries).
- b) No person should cause any disturbance or inconvenience to other library users.
- c) Silence must be maintained in the Library at all times. There are designated rooms/areas for conversations/group discussions.
- d) It is prohibited to smoke, eat or drink in all areas of the building, except when drinking from a sipping bottle.
- e) It is strictly prohibited to rearrange or damage Library furniture. Persons who damage University Library property will be held responsible.
- f) Library users are not allowed to sit on tables.
- g) The use of earphones in the Library is allowed but must not in any way disturb other library users.
- h) No notices should be displayed anywhere inside the building without the prior approval of the University Librarian.

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#### 2. Access, Security and Identification

- a) All visitors to the Library are required to leave bags at designated bag storage area except if indicated otherwise.
- b) In Campus Libraries where access with bags is allowed, users must be prepared to have their bags searched by the Security Officers on exit.
- c) Users must carry their Student, Staff or User Card or an Identity Document when in Libraries, and must show the same when requested to identify themselves to staff and/or security personnel on duty. You may be requested to present your student/staff/user card or ID document upon entering the UNAM Library.
- d) Library materials may only be issued upon presentation of a valid student, staff or user card. These cards are not transferable, and you will be held responsible for items issued on that card. In the absence of a student, staff or library card the users must provide a positive identification document such as a national identification card or a valid passport or proof of registration.
- e) Users must report loss of cards immediately at the Circulation Desk to prevent unauthorised transactions.
- f) Electronic Security Systems and Security Staff are in place to detect unauthorised removal or mutilation of University property. Anyone found attempting to remove or mutilate University Library material not correctly issued will be blacklisted and charged an on-the-spot fine of N\$800.00, and steps for further disciplinary action will be instituted.
- g) Visiting groups must make prior arrangements with the Reference Desk or Circulation Desk of each Campus Library.
- h) Unless otherwise stipulated, a person who violates any of the rules above will be charged a spot fine of N\$50.00 in addition to any other penalty/penalties that may be imposed on such offender.
- i) Violations outside the jurisdiction of the University Librarian will be referred to the Security Officers, UNAM's Security Department, UNAM's Finance Department or other relevant authorities for appropriate action.

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#### 3. Borrowing, Fines and Library Materials

- a) Library materials may only be issued upon presentation of a valid student, staff or user card. These cards are not transferable, and you will be held responsible for items issued on that card. In the absence of a student, staff or library card the users must provide a positive identification document such as a national identification card or a valid passport or proof of registration.
- b) Renewals of Loan Period may be granted on request for two further periods of two weeks for undergraduate students and Special users, thirty days for postgraduate students, administrative, academic and research staff, provided the item has not been reserved by another user. Renewals can be done telephonically (+264 612063059 /3740/3878) or via e-mail ([library@unam.na](mailto:library@unam.na)). An item may be renewed twice without being brought to the University Library. Requests for extensions must be made before the loan period lapses.
- c) Reservations may be made for items on loan to other users. The prospective user will be notified when the item is returned. However, reserved items will be returned to the shelf if not collected within five days of the user being notified.
- d) To ensure the availability of information sources, users must return material urgently when required by the University Library within five days.
- e) A user is held responsible for the loss or damage of all items issued to him/her and is obliged to reimburse the University Library at the prevailing replacement cost.
- f) Where the price cannot be established, the user must pay a minimum replacement cost of N\$851.00. The user also has the option to replace the item with an identical copy.
- g) Fines and administrative fees are charged for late returns of material. Overdue reminders are sent daily. After a third and final reminder, the replacement costs of the item will be claimed from the user. Failing to settle accounts, the user's borrowing privileges will be suspended.
- h) Student fines accrued on the Library system and billed items will be transferred to the Office of the Bursar for payment at the end of each semester. Staff defaulters will be referred to the Human Resource Director for all outstanding amounts to be deducted from their salaries and/or other benefits once a year.

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#### 4. Use of Technology, Equipment and Facilities

- a) Laptops, tablets, eBook readers, etc. may be brought into the Libraries. The Library does not take responsibility for any loss or damage to personal devices.
- b) Do not attempt to fix any electrical or computer equipment within the library.
- c) Computers in the library are primarily meant for educational, research and scholarly communication purposes, (including data processing, researching for assignments, communication between students and lecturers through the portal, official e-mail, printing, etc.)
- d) Do not remove any computer peripherals (mouse, keyboards, etc.)
- e) Dedicated WebPAC terminals across UNAM Libraries are for use to interrogate library holdings and no other usage outside that is permitted.
- f) Express printing terminals across UNAM Libraries are for use to send print jobs to the printer and no other usage outside that is permitted.
- g) Library users are not allowed to fix photocopiers or any equipment and are encouraged to report any malfunction to library personnel.
- h) The library cannot be held responsible for loss of any digital files and memory media while using UNAM Library computers. Library users are encouraged to make use of backup best practices to safeguard their digital files.
- i) The allocation of computer equipment is on a first come first serve basis.