

# UNAM Library

## Frequently Asked Questions (FAQs)

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 <a href="https://www.unam.edu.na/library/e-resources">https://www.unam.edu.na/library/e-resources</a> 2. Use the library guide to be familiar with relevant resources in your faculty/course <a href="https://unam-na.libguides.com/?b=g&amp;d=a">https://unam-na.libguides.com/?b=g&amp;d=a</a> 3. Contact your campus librarian for one-on-one help at <a href="https://www.unam.edu.na/library/faculty-librarians">https://www.unam.edu.na/library/faculty-librarians</a>
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 <a href="https://www.unam.edu.na/library">https://www.unam.edu.na/library</a> ; <a href="https://millennium.unam.edu.na/">https://millennium.unam.edu.na/</a> 2. Visit your nearest library campus to borrow books related to your module. 3. Alternatively, send your course outline / book titles to <a href="mailto:libprof@unam.na">libprof@unam.na</a> 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 <a href="https://www.unam.edu.na/library">https://www.unam.edu.na/library</a> 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 <b>Subject Librarian</b> to serve students and staff, contact them online or find them at your nearest campus. 2. Send your essay / research topic to <a href="mailto:libprof@unam.na">libprof@unam.na</a> to get relevant full-text articles. 3. Use <b>Ask-a-Librarian</b> chat tool to get help instantly, available on the library website or send an email to <a href="mailto:library@unam.na">library@unam.na</a>
5. How do I cite information on my assignment/research project?	1. Book for <b>one-on-one</b> referencing techniques and training with a <b>library staff</b> for guidance.
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 restriction. 2. Contact our <b>library staff team</b> for further assistance.
7. I am unable to find past Namibian research studies relating to my research proposal	1. Search <b>UNAM Institutional Repository</b> to access past Namibian studies, theses and dissertations 2. Browse our <b>archives and special collections</b> to access rare and unique local resources and get in touch with <b>archivist/librarian</b> for assistance at your most convenience. 3. Consult your <b>Subject Librarian</b> to get further assistance.
8. How many items/books am I allowed to borrow out at a time?	1. Undergraduate students, 6 items for 30 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 <a href="https://www.unam.edu.na/library/membership">https://www.unam.edu.na/library/membership</a>

<p>9. How do I renew books on my library account?</p>	<p>Use the <a href="#">Library Self-Service</a> to view, renew and check out new arrivals by clicking at <a href="https://millennium.unam.edu.na/iii/cas/login?service=https%3A%2F%2Fmillennium.unam.edu.na%3A443%2Fpatroninfo-S1%2FTICKET&amp;scope=1">https://millennium.unam.edu.na/iii/cas/login?service=https%3A%2F%2Fmillennium.unam.edu.na%3A443%2Fpatroninfo-S1%2FTICKET&amp;scope=1</a></p> <p><b>Student Login</b>  Student Number: <input type="text" value="20050001"/>  Password: <input type="password" value="*****"/>  <input type="button" value="Submit"/></p> <p><b>Staff &amp; Other Users Login</b>  Name: <input type="text"/>  Enter your barcode or login name  Barcode: <input type="text"/></p>
<p>10. The book I need is based at another campus, what do I do?</p>	<p>1. You can request it through our <a href="#">Interlibrary loan services</a>, either by visiting the nearest campus or by completing a library request form available at <a href="https://www.unam.edu.na/library/library-request-forms/library-request-forms-application-for-an-interlibrary-loan-or-document-supply">https://www.unam.edu.na/library/library-request-forms/library-request-forms-application-for-an-interlibrary-loan-or-document-supply</a></p> <p>2. Please, note that it may take 2 to 3 days to get the book.</p>
<p>11. As a UNAM distance student, where do I borrow library books?</p>	<p>1. UNAM distance students can borrow library materials at any UNAM library.</p> <p>2. In case where books are housed by a different campus, they can be requested by filling online <a href="#">interlibrary loan request form</a>.</p> <p>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.</p> <p>4. You can return books to any UNAM library, irrespective of where they were borrowed.</p>
<p>12. The book I want is already loaned/ borrowed out, what do I do?</p>	<p>1. You can <a href="#">reserve</a> books by log in using <a href="#">Library Self-Service</a> or send the book details and your student /staff number to <a href="mailto:library@unam.na">library@unam.na</a></p>
<p>13. Where do I find past exams papers?</p>	<p>1. <a href="#">Past examination papers</a> are only accessible on UNAM network (on-campus) and they are linked to your student portal according to your registered modules.</p> <p>2. You can also search them by clicking at <a href="http://digital.unam.edu.na/handle/11070.1/4">http://digital.unam.edu.na/handle/11070.1/4</a></p> <p>3. If you are off-campus, you can request them by sending an email to <a href="mailto:libprof@unam.na">libprof@unam.na</a> or <a href="mailto:library@unam.na">library@unam.na</a></p>
<p>14. I left the library book in a taxi, what do I do?</p>	<p>1. Notify any <a href="#">UNAM Library</a> to be given a grace period and block the library fees from accumulating.</p> <p>2. Continue searching for the book.</p> <p>3. If you fail to recover the book, you will be charged a replacement fee of <b>NS\$800.00</b> per item or based on the value of the book or expected to buy a new copy.</p> <p>4. See library rules on sanction for more details <a href="https://www.unam.edu.na/library/library-rules">https://www.unam.edu.na/library/library-rules</a></p>
<p>15. "I have taken out a book last year, but I do not remember the title. How can I get that information?"</p>	<p>1. Log in UNAM <a href="#">Library Self-Service</a> to view your library borrowing history.</p> <p>2. Provide your student account number to any of UNAM library to be assisted or email it to <a href="mailto:library@unam.na">library@unam.na</a></p>
<p>16. What time does the library open?</p>	<p>1. The library operating hours are subject to change to accommodate different situations e.g. semester classes, examinations, COVID-19 measures etc.</p> <p>Weekdays: Monday to Friday 08h00 - 16h30 during vacation and 08h00 - 22h00 during semester,</p> <p>Weekends: Saturday 12h00 - 16h00 and Sunday 14h00 - 20h00.</p> <p>2. Kindly observe the operational hours for each campus nearer to you on the library website as provided below</p> <p><a href="https://www.unam.edu.na/library/opening-hours">https://www.unam.edu.na/library/opening-hours</a></p>
<p>17. How can I pay library fines and replacement cost for lost books?</p>	<p>1. All payment are done through bank account transfer / deposit to UNAM account, using your student number as reference.</p> <p>2. You can also pay at UNAM cashier in any campus and provide proof of payment or email it to <a href="mailto:library@unam.na">library@unam.na</a> for the fines to be cleared from your account.</p>
<p>18. I am supposed to graduate but I was told to clear my library account</p>	<p>1. Contact the library through your nearest library or email: <a href="mailto:library@unam.na">library@unam.na</a> to enquire about any outstanding books, pending payments and account blockage.</p> <p>2. Once the fees are settled, email proof of payment to <a href="mailto:library@unam.na">library@unam.na</a> for your account to be cleared.</p> <p>3. The library will provide you with a clearance letter confirming that you are cleared for graduation.</p>