



Library resources and services from 6 July 2020

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1. Returning books

The due date of library books has been changed to 31 July 2020. Thereafter, books may be [renewed online](#) to further extend their loan period if users are not able to return them.

In the meantime, it is possible to return books by putting them in the drop boxes at the libraries' entrances. If you are not returning to campus in the near future please mail (registered with tracking number) or courier books back to the Library and Information Service. Use the following addresses:

Postal address for registered mail:

Stellenbosch University Library and Information Service
Private Bag X5036
Stellenbosch
7599

Physical address for couriers:

Stellenbosch University Library
Victoria & Ryneveld Streets
Stellenbosch

2. Borrowing books

Staff and students who are allowed to return to campuses or who are able to come to the libraries may request items via [Ask a Librarian](#) or the following phone / e-mail contact details:

Stellenbosch University Library	021 808 4883	jsg_uitl@sun.ac.za
Engineering & Forestry Library	021 808 4978	ing_bib@sun.ac.za
Medicine & Health Sciences Library	021 938 9159	genbib@sun.ac.za
Music Library	021 808 2337	mus_bib@sun.ac.za
Theology Library	021 808 3252	kwe_bib@sun.ac.za

Library staff will fetch the requested books from the shelf. The student or staff member will be notified by e-mail of the date and time he/she may come to the Library to borrow the books. Appointments will be made with 30 minute intervals to ensure physical distancing. If the reserved date and time is inconvenient, an alternative appointment may be arranged by reply e-mail.

Please note that access to the libraries is only possible with an appointment to pick-up books/other items as pre-arranged with library staff or with a confirmed booking for one of the services/facilities/resources that have been made available on the booking calendars of the libraries.

3. Scanning service

All staff and registered students may ask that printed articles or chapters from books be scanned and sent to them by e-mail free of charge.

Scans may be requested via [Ask a Librarian](#) or the following phone / e-mail contact details:

Stellenbosch University Library	021 808 4883	jsg_uitl@sun.ac.za
Engineering & Forestry Library	021 808 4978	ing_bib@sun.ac.za
Medicine & Health Sciences Library	021 938 9159	genbib@sun.ac.za
Music Library	021 808 2337	mus_bib@sun.ac.za
Theology Library	021 808 3252	kwe_bib@sun.ac.za

4. Interlibrary loans (ILL)

In addition to requesting e-articles and chapters from books, it is now possible to request printed material via Interlibrary Loans.

Please complete the [ILL request form](#) on the [library website](#). We will do our very best to locate the material. As previously, articles and chapters from books will be e-mailed to you.

As soon as printed material is available you will be notified by e-mail of the date and time you may come to the Library to borrow the ILL books. Appointments will be made with 30 minute intervals to ensure physical distancing. If the reserved date and time is inconvenient, you may arrange an alternative appointment by reply e-mail.

5. Book a Visit

[Book a visit to the SU Library](#) to use

- the Short Loans collection
- Special Collections
- not loanable material, e.g. journals, reference material

- Compact storage material

[Book a visit to the Engineering & Forestry Library](#) to use the Short Loans collection.

[Book a visit to the Medicine and Health Sciences Library](#) to use the Short Loans collection.

[Book a visit to the Music Library](#) to use the Short Loans collection.

Please note that access to the libraries is only possible with an appointment to pick-up books/other items as pre-arranged with library staff or with a confirmed booking for one of the services/facilities/resources that have been made available on the booking calendars of the libraries.

More services/facilities/resources will be made available on the booking calendars at a later stage when all the necessary arrangements have been put in place.

6. Services and access to e-resources to continue online

6.1. Contact us

You can contact the [Library](#) for assistance through our online reference service, [Ask a Librarian](#), and via [Twitter](#) and [Facebook](#). [Faculty Librarians](#) can be emailed or called directly for information services and research support.

6.2. Access to e-resources (electronic databases, journals and library catalogue)

Access to e-resources will be available remotely as always. Clients will be prompted to sign in with their campus username and password. If they experience any problems with their passwords, they can consult this [library guide](#) and/or contact IT for assistance.

Problems experienced with electronic databases and journals can be reported to the [Manager: E-Resources](#).

[This guide](#) can be consulted to see which free e-resources have been made available by publishers.

6.3. Open Access Publication Fund applications

This [service](#) will continue as usual, subject to the availability of funds, and any enquiries can be directed to the [Manager: E-Resources](#).

6.4. Online assistance by Faculty Librarians

Contact [Faculty Librarians](#) by e-mail for reference service or any other assistance. They will also be able to have one-on-one meetings with clients by means of Microsoft Teams should more in-depth assistance be needed. Assistance will include all services such as bibliometric services, book orders, training material on SUNLearn for students, etc.

Enquiries could also be directed via [Ask a Librarian](#) and the [Library Guides](#) can be consulted for assistance for specific departments or information on research support.

6.5. Research support services

The following arrangements are in place for all research support services:

For any **Research Data Management** queries, information on data management plans or uploading of data to SUNScholarData, please visit the [RDM webpage](#), SUNScholarData [LibGuide](#), or contact the [Manager: Research Data Services](#) or rdm@sun.ac.za.

For all research queries related to **Special Collections** (Africana, Rare Books and Manuscript Collections), please contact the [Head: Special Collections](#) or alternatively make use of our 24-hour online reference service, [Ask a Librarian](#) or [book a visit to use Special Collections](#).

For assistance in accessing items in [SUNScholar](#), such as theses and dissertations or research articles, please contact scholar@sun.ac.za.

For assistance in terms of **self-archiving** your research output in [SUNScholar](#), please contact the [Digital Scholarship Librarian](#).

For assistance with journal management on **SUNJournals**, please contact the [Digital Scholarship Librarian](#).

The [Manager: Research Impact Services](#) will be able to assist with generic research support such as advanced bibliometric services, unique author identification with ORCID, advice on publishing and how to increase your impact as a researcher.

For assistance with **general research support**, such as referencing and reference managers, and the formatting of theses and dissertations, you can contact the [Head: Research Commons](#).

6.6. #SmartResearcher Workshops

[Scheduled Library workshops](#) are continuing in the form of online webinars (by means of Adobe Connect or Microsoft Teams) or recordings where a webinar is not possible. Clients may continue to [register](#) for these workshops and relevant staff will distribute information on how to connect to the webinars.