

## FACILITIES

### **The Knowledge Commons (KC) (level6)**

- ◇ 113 networked computers which can be booked via the Library website
- ◇ Discussion rooms for group work
- ◇ Access to nearby networked printers

### **Booking Library Computers**

- ◇ Reserve a PC via the Library website  
<http://lib.uwc.ac.za>
- ◇ Maximum of 120 minutes use each day per student.

### **Printing**

- ◇ Request your printing pin at the CBA office situated in Library foyer on level 5.
- ◇ Load credits at the CBA office. These credits can be used for photocopying and printing in the Library

### **Contact details**

Tel: 021 9592932/9497

Email: [kclibrary@uwc.ac.za](mailto:kclibrary@uwc.ac.za)

## UWC LIBRARY HOURS

### **Main Library:**

Monday, Tuesday and Thursday:

08h20 – 24h00

Wednesday:

09h20 – 24h00

Friday:

08h20 – 20h00

Saturday:

09h00 – 17h00

### **Branch Libraries:**

#### **Dentistry:**

Monday – Friday:

08h00 – 16h30

#### **Community & Health Sciences:**

Monday – Friday:

08h20 – 16h30

Enquiries:

021 959 2946

Reference desk:

021 959 9397



UNIVERSITY OF THE WESTERN CAPE  
LIBRARY SERVICES

Private Bag x17 Bellville, 7535

Phone (021) 959-2209

Fax (021) 959-2659

11/19



UNIVERSITY OF  
THE WESTERN  
CAPE LIBRARY

Guide to the  
Services at the  
Library

<http://lib.uwc.ac.za>

## PRINTING

### **Printing and Photocopying in the Library**

- ◇ Use your card as a credit card for your photocopier and printing jobs in the Library
- ◇ Load credit onto your student card at the CBA Photocopier Office in the right hand corner of the Library Foyer
- ◇ New students should obtain a printing PIN from this office

### **Express Print and Go Kiosks**

- ◇ Use the Print and Go Kiosks in the Library Foyer and in the Reading Room on Level 5 to print an assignment or lecture notes, to book computer time, to access email, or to check the location of books in the Library.
- ◇ You have 15 minutes to accomplish quick tasks.
- ◇ Five colour printers are available in the Library.



## SEARCH & DISCOVER

- ◇ Use **uKwazi** the Library search engine to browse and access information materials & readings for your courses. Access **uKwazi** at <http://lib.uwc.ac.za>

## OFF-CAMPUS ACCESS TO THE LIBRARY'S ELECTRONIC RESOURCES

- ◇ available to authorised UWC users
- ◇ when using the Library's electronic resources off-campus, provide your username and password
- ◇ Your username is your student number and your password is your date in the format yyyymmdd

### Access Problems?

- ◇ Contact the ICS Helpdesk on 021 959 2000 or the [servicedesk@uwc.ac.za](mailto:servicedesk@uwc.ac.za) if you experience authentication problems.
- ◇ Alternatively, you may reset your password yourself by following the instructions on the page at <https://mypassword.uwc.ac.za>

For assistance with any other access problems, contact your Faculty Librarian or the Electronic Resources Librarian, Anne Moon at 021 959 3016/ [amoon@uwc.ac.za](mailto:amoon@uwc.ac.za)

## WHILE VISITING

- ◇ Take care not to leave your valuables unattended
- ◇ Refrain from eating or drinking in the Library
- ◇ Ensure phones are switched to silent; no calls may be made or received in silent study areas
- ◇ Please observe all library rules: **Available in the online booklet**

## NEED HELP?

*From quick questions to in-depth research assistance*

### In Person

- Come to one of our Reference Desks (level 5 or level 10) for help
- Level 5: in the Atrium – Tel: 021- 959 9397
- Level 10: Study Area - Tel: 021 – 959 2903

### Online

- **Chatra:** Post your query directly to this instant messaging service on the Library website ([www.lib.uwc.ac.za](http://www.lib.uwc.ac.za)) and chat online with a librarian during library hours.
- **Lib Answers:** Pose your question on the Lib Answers site. Here you will find Frequently Asked Questions (FAQs). Find the answer without needing to contact library staff.

- ◇ **By Appointment with a Faculty Librarian**  
See online booklet for contact details

## SPECIAL NEEDS

### The Differently Aabled Support Unit (DASU)

- ◇ A space dedicated to students with mobility, visual impairment or different learning needs
- ◇ Located on level 5
- ◇ 14 workstations equipped with zoom capability
- ◇ Wheelchair friendly desks
- ◇ Screen magnification, electronic format
- ◇ Staff assistance with queries, computer-related or other
- ◇ Printing facilities
- ◇ Photocopying

### Differently Aabled Students Association (DASA)

#### Contact details

Tel: 021-959 3586

email: [vdaniels@uwc.ac.za](mailto:vdaniels@uwc.ac.za)

## CIRCULATION DESK

**Books are issued and returned at this desk**

### Remember to:

Present your student card to the staff when making your first visit to the Library to ensure that you have been registered on our database system.

### How many books may be borrowed from the open shelves?

- ◇ Undergraduates: 4 items for 2 weeks
- ◇ Postgraduates: 10 items for 4 weeks
- ◇ Staff: 30 items for 6 weeks

### Book renewal

- ◇ Items that have been borrowed from the open book shelves may be renewed twice.
- ◇ Renewals are allowed only if the item is not overdue or not in demand.

### Fines

- ◇ R1.00 per day per item for most overdue items
- ◇ R5.00 per hour per item for overdue Shortloan items

### Short Loans Section

- ◇ Prescribed texts, recommended readings are available in this section
- ◇ Books may be used for 1 hour only
- ◇ Books may be borrowed overnight from 2pm during the week and 12pm on Fridays
- ◇ Maximum of 2 items may be borrowed
- ◇ DVDs and CDRoms obtainable from this section may be viewed on level 5

### Lost Material

You will be charged the replacement cost of the item plus an additional handling charge.

### Contact details:

Circulation Desk: 021 959 2946

