

## FREQUENTLY ASKED QUESTIONS

- **How many libraries does Stellenbosch University have?**
  - There are six libraries that make up the Library and Information Service of Stellenbosch University (SU). The central library, called the Stellenbosch University Library, is situated on the Stellenbosch campus. The other five libraries (branches), situated across the three campuses, are the Engineering and Forestry Library, the Music Library, the Theology Library, the Medicine and Health Sciences Library and the Bellville Park Campus Library. Read more about our libraries on our website: <https://library.sun.ac.za/en-za/Libraries/Pages/default.aspx>
- **Are library services free?**
  - Yes, library services are free to SU registered students, staff and researchers. Visit our website to read more about our services: <http://library.sun.ac.za/en-za/Usingthelibrary/Pages/Undergraduate-guide.aspx>
- **What are the library hours?**
  - Library hours vary depending on the time of the year and for the different branches. Please see our Library Hours Library Guide for more details. For example, the hours during the academic year at Stellenbosch University Library are as follows:
    - Mon – Thur: 08:00 to 22:00
    - Fri: 08:00 to 17:30
    - Sat: 10:00 to 16:30
    - Sun: Closed
  - View our Library Hours here: <https://libguides.sun.ac.za/hours>
- **How will I learn about the library resources?**
  - The library provides various training opportunities to students, virtually, within the library, and through various departmental training sessions. These opportunities cover a wide range of topics including help with assignments and finding information, using tools for referencing, and data workshops. View our upcoming webinars and hybrid sessions here: <https://sun.ac.za/libcal.com/calendar/stb>
- **How many books may library clients borrow?**
  - The number of books that may be borrowed depends on the level of study at the University. Undergraduate students may borrow 6 books for 14 days, postgraduates 15 items for 30 days, and academic staff of the University 30 items for 90 days. See more about borrowing on our website: <https://library.sun.ac.za/en-za/Usingthelibrary/borrow/Pages/default.aspx>
- **Does the library have my prescribed books?**
  - The library's short loan section holds a number of highly used materials and makes them available to students for a short period. You can make use of Library Search to see what books are available in the library: <https://library.sun.ac.za/en-za/Pages/Home>

- **Does the library have Wi-Fi?**
  - Yes, Wi-Fi is available throughout the buildings of all libraries of the Library and Information Service of SU. Read more about Wi-Fi access on our website: <https://library.sun.ac.za/en-za/Help/Pages/wireless-access.aspx>
- **Can I access library resources from home or from residence?**
  - Yes, most electronic resources that the library provides are available to registered SU students and staff from off-campus. These can be accessed by simply signing into the library website using your registered SU details. Read more about accessing our resources on our website: <https://library.sun.ac.za/en-za/Help/Pages/offcampus-electronic-access.aspx>
- **Where do I find tutorials and videos to learn about the library resources?**
  - Training tutorials and videos are loaded onto the library's YouTube channel (<https://www.youtube.com/user/SUNBibVideos>) and the library website: <https://library.sun.ac.za/en-za/Learning/Pages/howto.aspx>
- **Do I have access to electronic books?**
  - Yes, the library has many e-books available to students and staff. You can use the search function, Library Search, to find e-books: <https://library.sun.ac.za/en-za/Pages/Home>
- **Can I print in the library?**
  - Yes, library computers are connected to the SU 'Secure Pull Print' management system on campus. Students can print, copy and scan at any of the Secure Pull Print multi-function printers in the libraries, by using their student card. Some sections, such as the Learning Commons and the Research Commons have dedicated multi-function printers. See: <http://library.sun.ac.za/en-za/Usingthelibrary/Pages/Copy-print-scan.aspx>
- **Are there group study spaces available in the library?**
  - Yes, several group study or 'discussion' rooms are available in the library. Three discussion rooms are available in the Learning Commons of the Stellenbosch University Library and can be booked online. Similarly, the Carnegie Research Commons in the Stellenbosch University Library offers four seminar rooms which are for the use of master's and PhD students only.
- **Are there individual spaces available in the library to use for online meetings?**
  - Yes, a 'virtual meeting room' for use by one person is available in the Learning Commons of the Stellenbosch University Library. Similarly, a virtual meeting room is available in the Carnegie Research Commons for the use of master's and PhD students only.
- **What is the Learning Commons?**
  - The Learning Commons is an innovative learning space where students can work with ease, with help at hand for any technical issues that may arise. Read

more about this space here: <https://library.sun.ac.za/en-za/Learning/lc/Pages/default.aspx>

- **What is the Research Commons?**

- The Carnegie Research Commons is a dedicated research environment for postgraduate students and staff to be able to work comfortably with expert assistance at hand when needed. Read more about this space here: <https://library.sun.ac.za/en-za/Research/rc/Pages/default.aspx>

- **What is a makerspace?**

- A makerspace is a collaborative space where technological tools, such as 3D printers, are used to create new objects. Makerspaces are areas where students come to explore, build, create, and tinker. Read more about the Stellenbosch University Library Makerspace on our website: <https://library.sun.ac.za/en-za/Learning/Pages/Makerspace.aspx>

- **What is Special Collections?**

- Special Collections is a division within the library that houses unique material that requires specialised security and user services. Special Collections material consists of rare books, manuscripts, photographs and/or archival material. Read more about our Special Collections on our website: <http://library.sun.ac.za/en-za/Research/SC/Pages/About.aspx>