Client Contact Management System (CCMS)
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Brief background

- Section was established in 2008
- Procedures and systems were put in place for record keeping
- Specs for a new system were drawn up
- Kidz was then proposed by LTS as it was already used in Unisa - Foundation, Alumni
What we use the system for

- Capturing requests
- Managing workflow
- Repository
- Communication
Request a Literature search

This online service is delivered by the Information Search Librarians Team to all Unisa staff and students.

This service consists of:

- requests for literature searches,
- requests to update literature searches.

What is a literature search?

A literature search is a reading list on a research topic. We consult South African and international information resources to find books, theses, journal articles etc., that are relevant to your research topic.

How do I request a literature search?

Complete the request for information form in either:

- pdf - (to view this form you will need to download the free Adobe Acrobat Reader), or
- MS Word format -

Please note this form can be used only for literature search requests. If you have a short question, please use the ask a short question form.

Then submit the completed form in one of the following ways:

- Email to: lib-search@unisa.ac.za
- Fax to: +27 12 429 8101
- Post to: Unisa Library : IR Request Services, Information Search Librarians, PO Box 392, Unisa, 0003
Literature search request

Search topic details

Describe your research topic.

Important keywords and synonyms that may assist with this search

Suggested authors (with initials) that may assist with this search
Number assigned

Thank you for your request. It has been submitted.
Your tracking number is 14338
An email/sms quoting this number will be sent to you.
Dear MR WALAZA,

Thank you for your request for a literature search which we received.

Your request reference number is: 14743.

Please quote this reference number if you contact us to enquire about the status of your search.

If you are eager to get started immediately you might like to do a quick and easy search via the Encore discovery tool. It has a Google-like interface and searches for books and articles at the same time. Click here for instructional material on how to use this resource and click here to go through to Encore.

We work on a “first come, first served basis” and your search has gone into the queue. We will send the results of your literature search as soon as possible.

Kind regards,

Information Search Librarians

IR Request Services
Department of Library Services
University of South Africa
Acknowledgement sms

SMS queued on 13/09/2013

To

TESFAYE, FZ (MR) 251911881502 Sent

Profile

Template

Literature search request - Acknowledgement SMS

Unisa literature search request ref no 14740; Queries lib-search@unisa.ac.za. Get reading now? Search Encore: http://oasis.unisa.ac.za/
<table>
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<tr>
<th>Requester</th>
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<th>Researcher</th>
<th>Date</th>
<th>Request status</th>
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</tbody>
</table>
Challenges

- System had to be adapted to library needs
- ICT
- Communication
- Transition stage – hybrid system
- Testing
Literature Search Request

Course details

- Thesis title
- Degree
- Course code
- Department
- Lecturer
Thank you for your request. It has been submitted.

Your tracking number is 13504

An email/sms quoting this number will be sent to you.
Benefits

- Better managed **workflow**
- No **verification**
- No **capturing** of requests
- No **manual filing of student records**
- No **manual filing of literature search requests**
- **Easier, quicker** for students to request **literature searches**
The future

• **Sending** of literature search results from within CCMS
• **Statistics** generated by system
• **Indexing** of completed searches
• **Mobile** version of **literature search request form**
Compiled by Nozzi Mayekiso