



# Unisa Library Technology Event

## Responding to clients queries using various technologies

21 September 2011

Session 2

Lesley Howard and Tibi Ngwane

# The various technologies used:

- Telephone
- Internet: QuestionPoint

(by Tibi Ngwane)

## Comments and Suggestions

(by Lesley Howard)

- Email: (Lesley and Tibi will each discuss the mailboxes they monitor)

# QuestionPoint and Bib-circ

- The IR request services deals with queries related to books, articles and Inter-Library Loans.

# Telephonic queries: Clients who wish to make telephonic enquiries, obtain the relevant telephone numbers from the enquiries page of the Unisa Library's website

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Enquiries

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service	email / website	telephone
ask a librarian	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21003">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21003</a>	+27 12 4293206
<b>branch libraries</b>		
<b>Cape Town</b>		
Durban	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104</a> (CT)	+27 21 9364126 / 6 / 7
Durban	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105</a> (Dbrn)	+27 31 335 1722
Florida	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117</a> (Fla)	+27 11 471294
Johannesburg	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107</a> (JHB)	+27 11 6304528
Muckleneuk (Main campus)	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	+27 15 2903431 / 3 / 5 / 6
Pretoria	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108</a> (Pret)	+27 12 4293077
Science Library	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sci Lib)	+27 11 6520341 / 2
SBL	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643</a> (SBL)	+27 11 6520341 / 2
Sunnyside	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118</a> (Sun)	+27 12 4292560
archival & special collections	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4293134
article request enquiries request an article	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://oasis.unisa.ac.za/">http://oasis.unisa.ac.za/</a>	+27 12 4293134
library fines	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
renewals	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
telephone answering service	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293560
audio visual section	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293093

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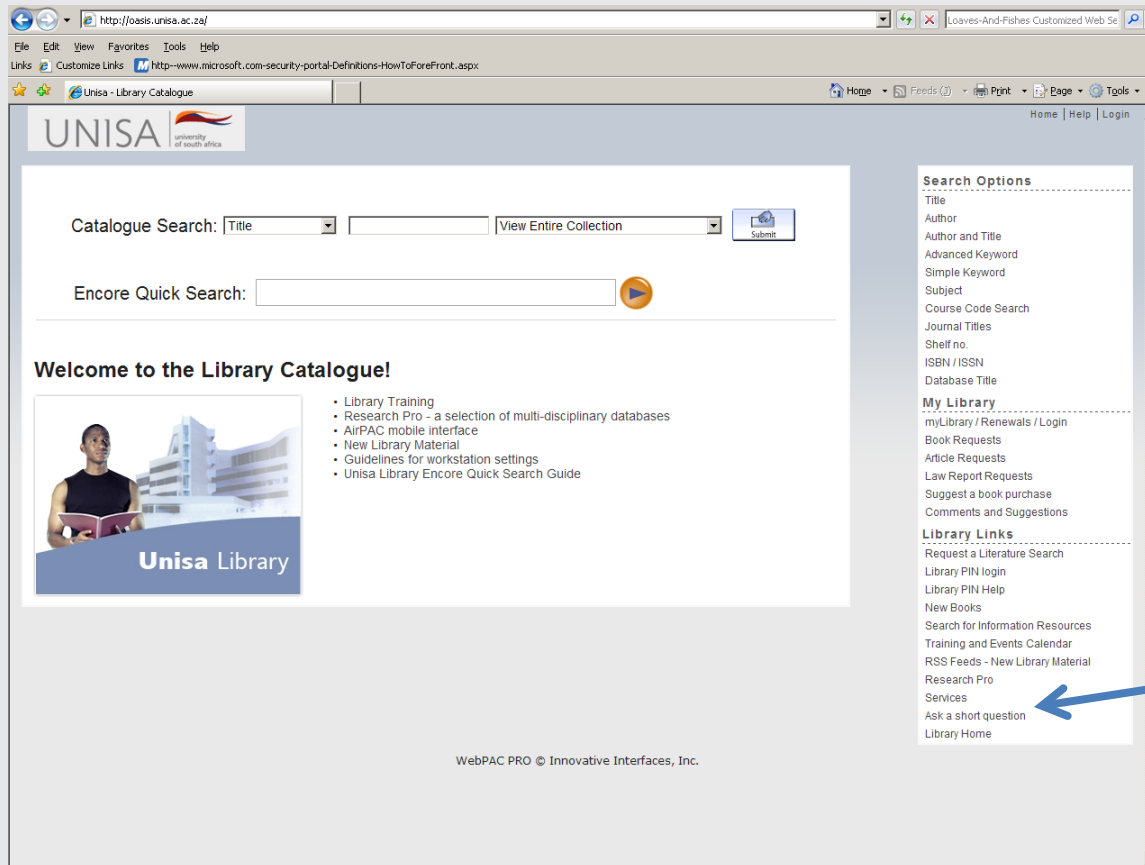
**Library**

Enquiries

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Muckleneuk (Main campus)	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	+27 15 2903431 / 3 / 5 / 6
Pretoria	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108</a> (Pret)	+27 12 4293077
Science Library	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sci Lib)	+27 11 6520341 / 2
SBL	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643</a> (SBL)	+27 11 6520341 / 2
Sunnyside	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118</a> (Sun)	+27 12 4292560
archival & special collections	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4293134
article request enquiries request an article	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://oasis.unisa.ac.za/">http://oasis.unisa.ac.za/</a>	+27 12 4293134
library fines	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
renewals	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
telephone answering service	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293560
audio visual section	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293093
electronic learning centre enquiries	<a href="mailto:lib-opls@unisa.ac.za">mailto:lib-opls@unisa.ac.za</a>	+27 12 4293602
general enquiries	<a href="http://www.unisa.ac.za/brary/ask.html">http://www.unisa.ac.za/brary/ask.html</a>	+27 12 4293206
inter library loan enquiries	<a href="mailto:lib-ill@unisa.ac.za">mailto:lib-ill@unisa.ac.za</a>	+27 12 4292942
library catalogue PIN enquiries	<a href="mailto:lib-pin@unisa.ac.za">mailto:lib-pin@unisa.ac.za</a>	+27 12 4294164
library catalogue technical enquiries	<a href="mailto:lib-cais@unisa.ac.za">mailto:lib-cais@unisa.ac.za</a>	+27 12 4296296
library membership enquiries	<a href="mailto:lib-special@unisa.ac.za">mailto:lib-special@unisa.ac.za</a>	+27 12 4293846
library training enquiries	<a href="mailto:lib-opls@unisa.ac.za">mailto:lib-opls@unisa.ac.za</a>	+27 12 4292063
Literature search requests	<a href="http://lib-search@unisa.ac.za">lib-search@unisa.ac.za</a>	+27 12 4298101 (fax)
photocopying	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101</a>	+27 12 4293213
recommended books information requests reservations	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031</a>	+27 12 4293032 +27 12 4293133 +27 12 4293371
subject database enquiries	<a href="mailto:lib-dbase@unisa.ac.za">mailto:lib-dbase@unisa.ac.za</a>	+27 12 4293030
Unisa electronic theses & dissertations	<a href="mailto:wpf@unisa.ac.za">wpf@unisa.ac.za</a>	+27 12 4293426
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## Internet queries: QuestionPoint

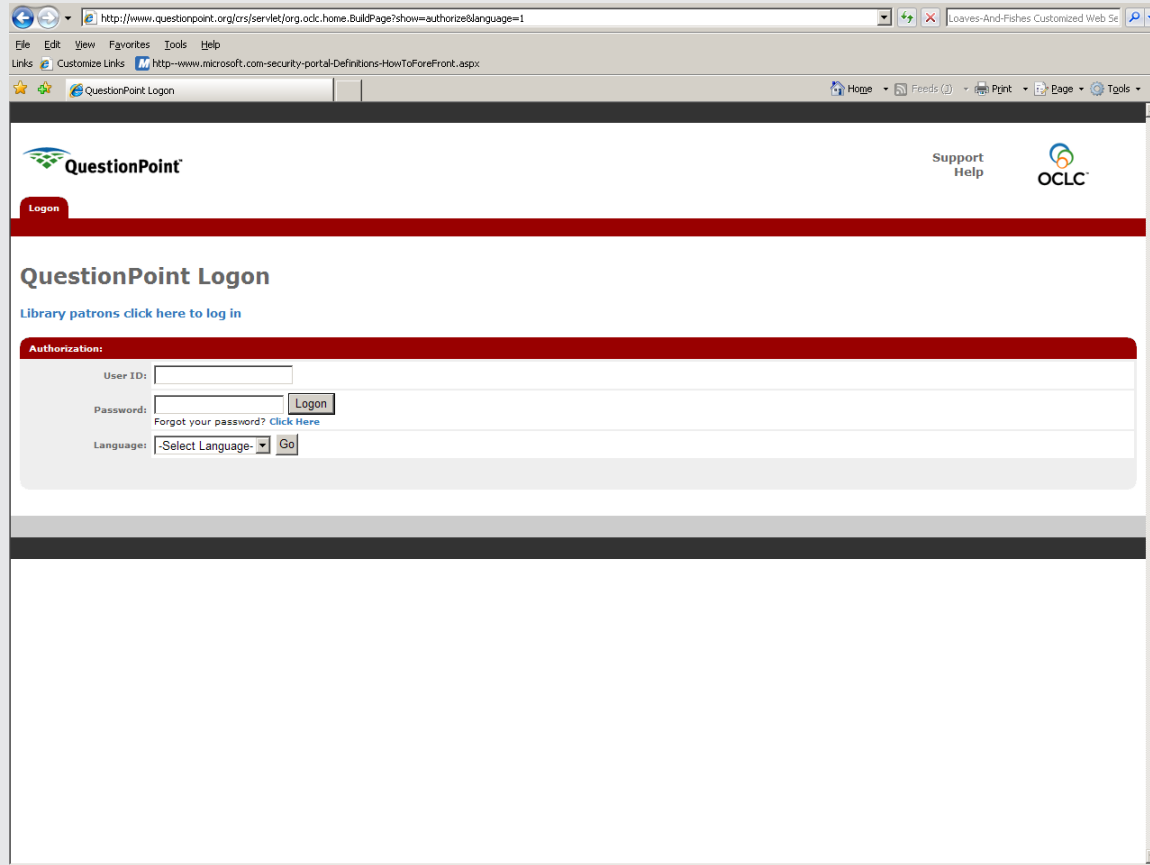
Clients click on the “Ask a short question” link, to send queries. This generates a **QuestionPoint** query.

The screenshot shows a web browser window displaying the UNISA Library website. The browser's address bar shows the URL: <http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&ContentID=15871>. The website header includes the UNISA logo and navigation links: Study, About, Colleges, Research, News & Media, Library, Contact us, Search / Ask us, and myUnisa. The main content area is titled "Library" and "ask a short question". A breadcrumb trail reads: home > Library > About the Library > Requests > Ask. Below the title, there is a disclaimer: "By accessing and using the QuestionPoint website ('Website'), the User agrees to be bound by the Terms and Conditions set out in this legal notice, which shall be interpreted according to the laws of South Africa. Before proceeding, read the terms and conditions of use." To the right of the disclaimer are two links: ">> check your questions & answers" and ">> terms and conditions of use". The form fields are as follows: \* name (text input), \* complete email address (text input), \* phone number (text input), \* student / staff number (text input), \* course code (text input), \* subject (text input), \* status (radio buttons for undergraduate, honours, master's / doctoral, staff, other), and \* question (text area). A sidebar on the left contains a "Library" menu with links: About the Library, Branches, Hours, Mobile Library (Bus), Collections, FAQ, Support the Library, News and Events, Site map, Staff, and Enquiries. At the bottom of the sidebar, it says "last modified: 2011/08/04".

## Ask a short question online enquiry form

They (clients) will then be prompted to input the required information and submit their queries.

Above you can see the online query form which is generated when a client clicks on **Ask a short question** .



## QuestionPoint logon screen

To access the queries I logon to the QuestionPoint site by using our institution's details

NB: each institution has it's own user id and password.

The screenshot shows the QuestionPoint 'Ask a Librarian' interface. At the top, there is a navigation bar with 'Questions', 'My Questions', 'Add Question', 'Settings', 'Review Transcripts', and 'Service History'. Below this is a search bar with a dropdown menu set to 'Keyword(s)' and an 'Advanced Search' link. The main content area displays a list of three questions under the heading 'New Questions'. Each question entry includes a checkbox, a question ID, the question text, a 'Received' timestamp, and the assigned patron. The questions are:

Question ID	Question Text	Received	Patron
6973142	im situated in soshanguve currently. where can i go to make a student card	23:34:23 2011/09/12 (GMT +0200)	Unassigned -- Patron: phakamani
6971696	some of the prescribed articles for the course do not appear under the given link in the e-resource (error message). Could you please send them to me by email? Christensen, P: Depending on the field 11-048932-HANTNA-r Agar, Michael: The professional stranger, p82-111 & 134-163 11-048952-HANTNA-r Lester, J.D: Writing Reseach Papers, 11-048956-HANTNA-r Spradley, James: The ethnographic interview, 11-006050-HANTNA-r Thank you, Best regards, C. Iiven	17:24:38 2011/09/12 (GMT +0200)	Unassigned -- Patron: Christina Irven
6953868	what is educational guidance,vocational guidance and what does it include?i need more insight.tnx	10:40:18 2011/09/05 (GMT +0200)	Unassigned -- Patron: ZAHEERA RAHIM

At the bottom of the list, there is a 'Select Action' dropdown menu and an 'Assign to' dropdown menu set to 'Unassigned'. The interface also shows 'Records 1 - 3 of 3' and a 'Limit to' dropdown menu set to 'Unassigned'.

## New questions in QuestionPoint

- Queries are retrieved from the Ask a short question link, and I am able to view all queries but only respond to ones related to my directorate then refer the rest to experts in other fields. For an example “Search Librarians”
- With a click of few buttons, our clients get their responses as quick as lightning.



# Email addresses: Clients select the email addresses they need from the enquiries page of the Unisa Library's website

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service	email / website	telephone
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<b>branch libraries</b>		
Cape Town		
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104</a> (CT)	+27 21 9364126 / 617
Durban	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105</a> (Dbrn)	+27 31 335 1722
Florida	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117</a> (Flo)	+27 11 471294
Johannesburg	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107</a> (JHB)	+27 11 6304528
Muckleneuk (Main campus)	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	+27 15 2903431 / 316 / 6
Polokwane	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108</a> (Pol)	+27 15 2903431 / 316 / 6
Science Library	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sci Lib)	+27 12 4298077
SBL	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643</a> (SBL)	+27 11 6520341 / 2
Sunnyside	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118</a> (Sun)	+27 12 4292500
archival & special collections	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4292500
article request enquiries request an article	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://oasis.unisa.ac.za/">http://oasis.unisa.ac.za/</a>	+27 12 4293134
library fines	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
renewals	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
telephone answering service	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293500
audio visual section	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293003

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Muckleneuk (Main campus)	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	+27 15 2903431 / 316 / 6
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Science Library	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sci Lib)	+27 12 4298077
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archival & special collections	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4292500
article request enquiries request an article	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://oasis.unisa.ac.za/">http://oasis.unisa.ac.za/</a>	+27 12 4293134
library fines	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
renewals	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
telephone answering service	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293500
audio visual section	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293003
book request enquiries request a book	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://oasis.unisa.ac.za/">http://oasis.unisa.ac.za/</a>	+27 12 4293210
clients with special needs	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7095">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7095</a>	+27 12 4293206
electronic learning centre enquiries	<a href="mailto:lib-spec@unisa.ac.za">mailto:lib-spec@unisa.ac.za</a>	+27 12 4293592
general enquiries	<a href="http://www.unisa.ac.za/library/ask.html">http://www.unisa.ac.za/library/ask.html</a>	+27 12 4293206
inter library loan enquiries	<a href="mailto:lib-il@unisa.ac.za">mailto:lib-il@unisa.ac.za</a>	+27 12 4292942
library catalogue PIN enquiries	<a href="mailto:lib-pin@unisa.ac.za">mailto:lib-pin@unisa.ac.za</a>	+27 12 4294164
library catalogue technical enquiries	<a href="mailto:lib-cats@unisa.ac.za">mailto:lib-cats@unisa.ac.za</a>	+27 12 4298295
library membership enquiries	<a href="mailto:lib-special@unisa.ac.za">mailto:lib-special@unisa.ac.za</a>	+27 12 4293546
library training enquiries	<a href="mailto:lib-spec@unisa.ac.za">mailto:lib-spec@unisa.ac.za</a>	+27 12 4292083
Literature search requests	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101">lib-search@unisa.ac.za</a>	+27124296101 (Ita)
photocopying	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101</a>	+27 12 4293213
recommended books information	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031</a>	+27 12 4293032
requests		+27 12 4293133
reservations		+27 12 4293271
subject database enquiries	<a href="mailto:lib-base@unisa.ac.za">mailto:lib-base@unisa.ac.za</a>	+27 12 4293030
Unisa electronic theses & dissertations	<a href="mailto:watsip@unisa.ac.za">watsip@unisa.ac.za</a>	+27 12 4293426
webpage comments & suggestions	<a href="mailto:lib-web@unisa.ac.za">mailto:lib-web@unisa.ac.za</a>	

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The screenshot shows an Outlook window with a mailbox on the left and an open email message in the center. The mailbox is titled 'bib-circ - In...' and contains a list of folders including 'Inbox (111)', 'Unread Mail (116)', 'Sent Items', 'Deleted Items (7)', 'Documents', 'Mailbox', 'Drafts', 'Inbox (111)', 'Junk E-mail', 'Outbox', 'RSS Feeds', 'Microsoft at Home', 'Microsoft at Home (1) (1)', 'Microsoft at Work (1)', 'Search Folders', 'Categorized Mail', 'Large Mail', 'Unread Mail (116)', 'Mailbox - bib-circ', 'Inbox (29)', 'Mailbox - Lib-Disability', 'Inbox (32)', 'Sync Issues1', 'Conflicts', 'Local Failures', 'Server Failures', and 'Sync Issues10'. The open email message is titled 'RE: request for books-urgent' and is from pgebala [pgebala@o2.pl]. The message content includes a greeting, a thank you note, a list of track and trace numbers, and a signature for Piotr Gebala.

**Mail**

Favorite Folders

- Inbox (111)
- Unread Mail (116)
- Sent Items

Mail Folders

- All Mail Items
- Mailbox - Ngwane, Tibi
  - Cabinet
  - Applications
  - bib circ
  - Ethopia queries
  - Follow ups
  - Izincom (2)
  - Tibi
  - VI
  - Work related
  - Zet
- Deleted Items (7)
- Documents
- Mailbox
- Drafts
- Inbox (111)
- Junk E-mail
- Outbox
- RSS Feeds
- Microsoft at Home
- Microsoft at Home (1) (1)
- Microsoft at Work (1)
- Sent Items
- Search Folders
- Categorized Mail
- Large Mail
- Unread Mail (116)
- Mailbox - bib-circ
- Mailbox - Lib-Disability
- Inbox (32)
- Sync Issues1
- Conflicts
- Local Failures
- Server Failures
- Sync Issues10

Mail

Calendar

Contacts

Tasks

Arranged By: Date

Newest on top

Search bib-circ - Inbox

AskALibrarian@oek.org 11:22 AM

There is a QuestionPoint Question in your queue

pgebala 10:53 AM

RE: request for books-urgent

Intcom 10:07 AM

e-notice: Tuesday 13 September 2011

Groenewald, Noreen N 9:41 AM

RE: Unisa Library Request

Snyman, Maria 9:26 AM

RE: Unisa Library Request NB

Gwenn Murphy 8:57 AM

Renewal

Mojela, Simon 8:01 AM

RE: Unisa Library Request cancellation

EZEALA M O I 7:07 AM

RE: Unisa Library Request

pgebala Mon 4:11 PM

RE: request for books-urgent

VHONDO V Mon 3:14 PM

RE: Assistance with requesting/ ordering electronic reserves

CHINAKE D N Mon 12:43 PM

FINEZA46

Andrew Smith Mon 11:31 AM

Re: Unisa Library Request

Napaai, Hleziphi Mon 9:23 AM

FW: Book sent

CLAASSENS A W Mon 1:46 AM

RE: Unisa Library Request

Hester Mon 12:04 AM

Opened parcel, one missing

MUDZVITI M Sun 1:22 PM

RE: Library: a notice for your attention

MUTANGIRWA M Sun 6:10 AM

RE: Student query

SEEWOOCHURN D Thu 09/08

RE: FILE 44905319

TAGWI D Thu 09/08

Book Request Cancellation

Nomfundo Shube Thu 09/08

BORROWING A BOOK:7337751

ADEYEMO A O Thu 09/08

RE: Library material not received from student :45404852

Takavira, Ndayizireyi Tue 09/06

RE: Library: a notice for your attention

ANDARGIE A A Mon 09/05

RE: Unisa Library Request

Tekere, Memory Mon 09/05

**RE: request for books-urgent**

pgebala [pgebala@o2.pl]

You replied on 2011/09/13 11:03 AM.

Sent: Tue 2011/09/13 10:53 AM

To: bib-circ

Dear Miss Tibi  
thanks. will check...but for the future...Mozambican post is not reliable better to use the courier service.

Piotr Gebala

Dnia 13 września 2011 9:53 bib-circ <[bib-circ@unisa.ac.za](mailto:bib-circ@unisa.ac.za)> napisał(a):

This message (and attachments) is subject to restrictions and a disclaimer. Please refer to <http://www.unisa.ac.za/2009082009> for full details.

Dear Mr. Gebala

We used normal post. You have to check them at your local post office. Below are the track and trace numbers.

- CV013980505ZA
- CV013982789ZA

Regards  
Miss Tibi Ngwane

**From:** pgebala [mailto:pgebala@o2.pl]  
**Sent:** 12 September 2011 04:05 PM  
**To:** bib-circ  
**Subject:** RE: request for books-urgent

Hi,

thanks for answering but...  
1. How they were dispatched? I have requested the service of a courier. I will not bear responsibility if they are lost.  
letters take ages...I have just received a letter posted by UNISA in May!

Piotr Gebala

**To-Do Bar**

September 2011

5	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Plan our presentation on answertr  
11:00 AM - 12:00 PM  
Lesley's desk; Howard, Lesley

Arranged By: Due Date

Type a new task

There are no items to show in this view.

## Bib-circ mailbox

Apart from handling QuestionPoint, I also attend to queries received via the bib-circ mail box. The box is designed to receive queries or responses from the correspondences that we send to our clients.

Most queries that come through bib-circ are related to IR Request Services, and I hardly refer. Depending on a type of a query, I sometimes have to consult with other stakeholders e.g SA Post Office.

THANK YOU!!



# Comments and Suggestions

## Mailboxes: **bib-pin, bib-web, bib-oasis** **lib-help**

- Library Technology Services deals directly with queries related to online access, etc. Any other queries are either referred or escalated to the relevant experts.

# Email addresses: Clients select the email addresses they need from the enquiries page of the Unisa Library's website

UNISA University of South Africa

Study About Colleges Research News & Media Library Contact us Search / Ask us myUnisa

## Library

### Enquiries

These services are intended for Unisa staff and students only. Enquiries will be dealt with during office hours.

service	email / website	telephone
ask a librarian	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21003">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21003</a>	+27 12 4293206
<b>branch libraries</b>		
Cape Town		
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7104</a> (CT)	+27 21 9364126 / 617
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7105</a> (Dbrn)	+27 31 335 1722
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21117</a> (Fla)	+27 11 471294
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107</a> (JHB)	+27 11 6304528
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108</a> (Pot)	+27 15 2903431 / 316 / 6
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sol Lib)	+27 12 4298077
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643</a> (SRL)	+27 11 6520341 / 2
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118</a> (Sun)	
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4292560
	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://foasis.unisa.ac.za/">http://foasis.unisa.ac.za/</a>	+27 12 4293134
	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293093

UNISA University of South Africa

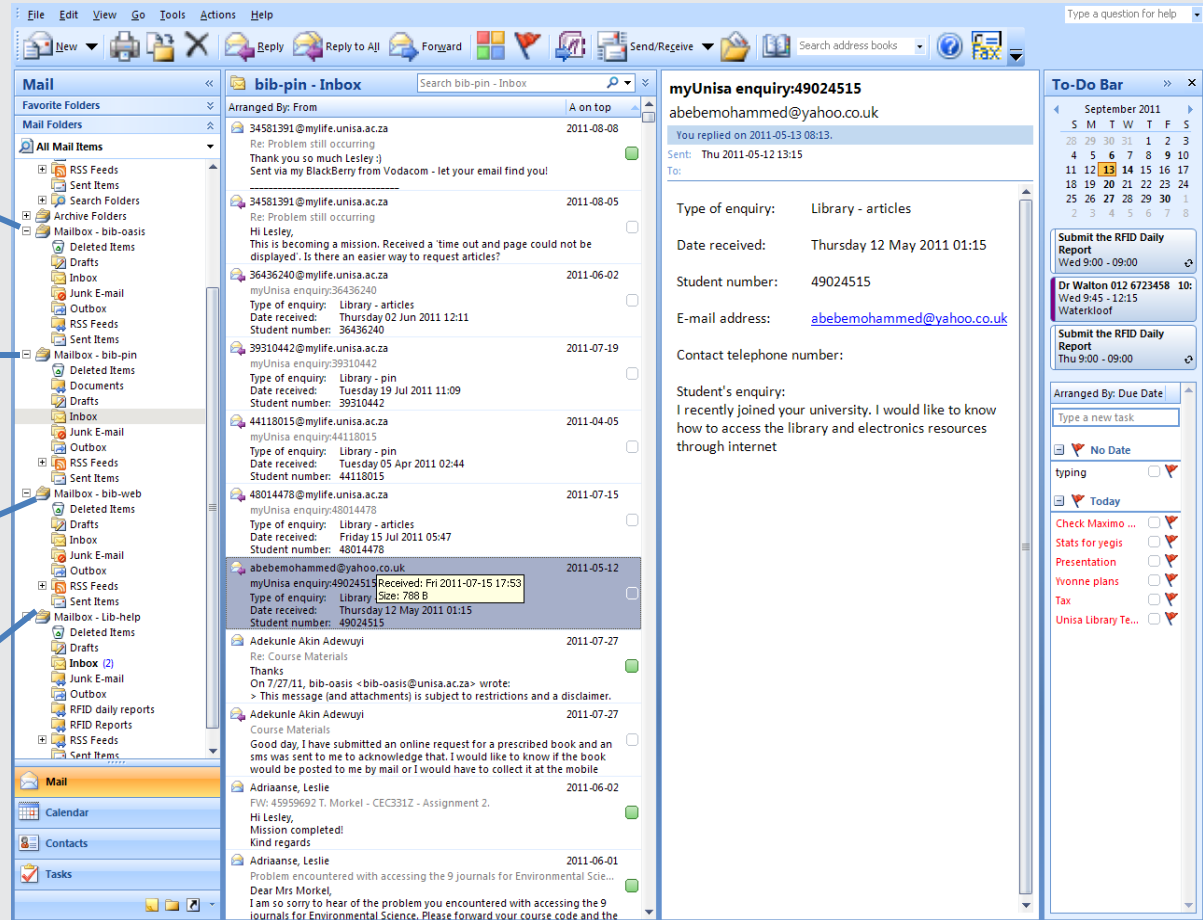
Support the Library

News and Events  
Site map  
Staff  
Enquiries

last modified: 2011/07/27

Johannesburg	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7107</a> (JHB)	+27 11 6304528
Muckleneuk (Main campus)	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21119</a> (Mck)	
Potlouwane	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7108</a> (Pot)	+27 15 2903431 / 316 / 6
Science Library	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7110</a> (Sol Lib)	+27 12 4298077
SRL	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=24643</a> (SRL)	+27 11 6520341 / 2
Sunnyside	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=21118</a> (Sun)	
archival & special collections	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7160</a>	+27 12 4292560
article request enquiries request an article	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://foasis.unisa.ac.za/">http://foasis.unisa.ac.za/</a>	+27 12 4293134
library fines	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4293136
renewals	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a>	+27 12 4294164
telephone answering service	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11039</a>	+27 12 4293093
audio visual section	<a href="mailto:lib-circ@unisa.ac.za">mailto:lib-circ@unisa.ac.za</a> <a href="http://foasis.unisa.ac.za/">http://foasis.unisa.ac.za/</a>	+27 12 4293210
clients with special needs	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7095">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7095</a>	+27 12 4293206
electronic learning centre enquiries	<a href="mailto:lib-spec@unisa.ac.za">mailto:lib-spec@unisa.ac.za</a>	+27 12 4293592
general enquiries	<a href="http://www.unisa.ac.za/library/ask.html">http://www.unisa.ac.za/library/ask.html</a>	+27 12 4293206
inter library loan enquiries	<a href="mailto:lib-ill@unisa.ac.za">mailto:lib-ill@unisa.ac.za</a>	+27 12 4292942
library catalogue PIN enquiries	<a href="mailto:lib-pin@unisa.ac.za">mailto:lib-pin@unisa.ac.za</a>	+27 12 4294164
library catalogue technical enquiries	<a href="mailto:lib-cats@unisa.ac.za">mailto:lib-cats@unisa.ac.za</a>	+27 12 4298295
library membership enquiries	<a href="mailto:lib-special@unisa.ac.za">mailto:lib-special@unisa.ac.za</a>	+27 12 4293546
library training enquiries	<a href="mailto:lib-spec@unisa.ac.za">mailto:lib-spec@unisa.ac.za</a>	+27 12 4292963
Literature search requests	<a href="mailto:lib-search@unisa.ac.za">lib-search@unisa.ac.za</a>	+27 12 4292610 (fla)
photocopying	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=7101</a>	+27 12 4292213
recommended books	<a href="http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031">http://www.unisa.ac.za/Default.asp?Cmd=ViewContent&amp;ContentID=11031</a>	+27 12 4293032
information requests		+27 12 4293133
reservations		+27 12 4293271
subject database enquiries	<a href="mailto:lib-base@unisa.ac.za">mailto:lib-base@unisa.ac.za</a>	+27 12 4293030
Unisa electronic theses & dissertations	<a href="mailto:watsap@unisa.ac.za">watsap@unisa.ac.za</a>	+27 12 4293426
webpage comments & suggestions	<a href="mailto:lib-web@unisa.ac.za">mailto:lib-web@unisa.ac.za</a>	

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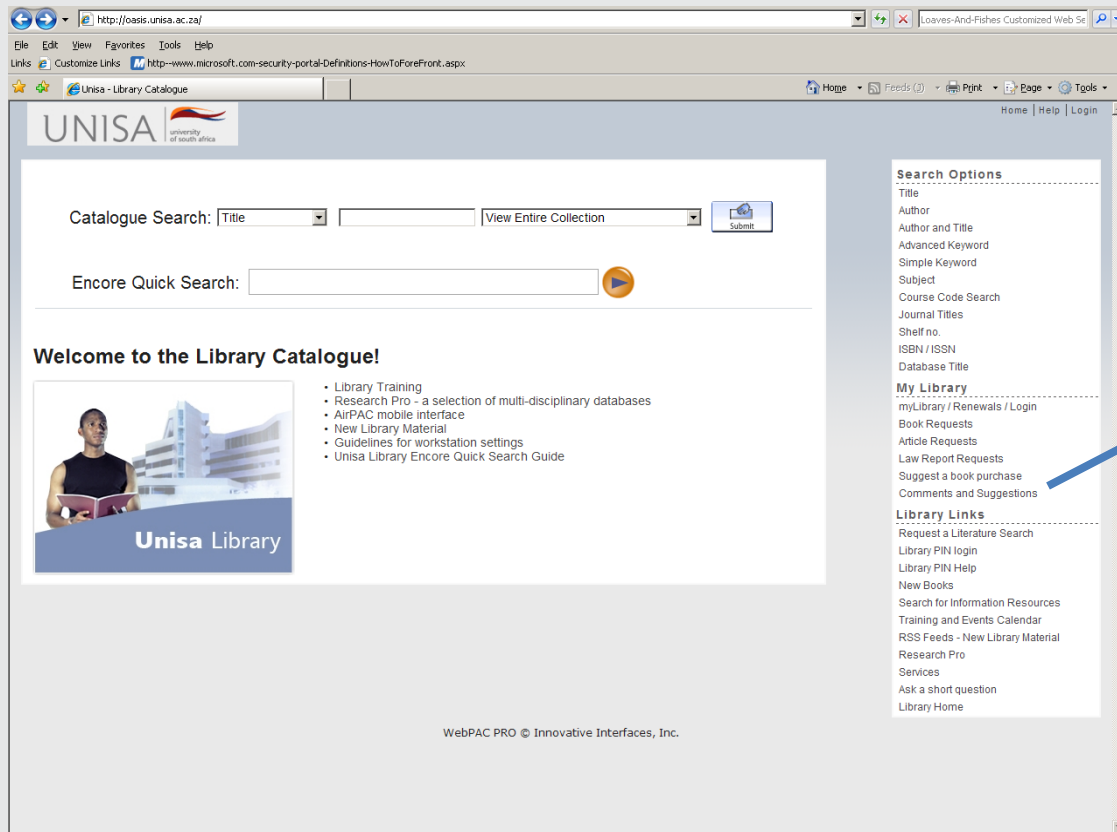


## Microsoft Outlook mailboxes

The following 4 mailboxes are monitored for queries:

**bib-pin ; bib-oasis ; bib-web ; lib-help**

However, the **lib-help** mailbox is intended for use by library staff only



Clients click on  
“Comments  
and  
Suggestions”

## Internet: Comments and Suggestions

Clients often use the online Comments and Suggestions link to submit their queries as well as their comments and suggestions.

This link is available on the online Library catalogue.

https://oasis.unisa.ac.za/suggest

UNISA university of south africa

You are logged into the Staff mode at University of South Africa /All Locations as Howard, Mrs L

## Comments and Suggestions

- Please type your suggestion in the box. Suggestions may be up to 6 lines long. Anything after line 6 is not recorded
- Please note that your suggestion is **anonymous** unless you identify yourself by name or student number, even if you are logged in - please type your name or student number in the input box with your suggestion
- See frequently asked questions (faq) for answers to the most common queries
- If you need a **reply** or **assistance**, please provide an **email address** or **telephone number**
- If you need information rather than want to make a suggestion, use the [ask a librarian](#) option

SUBMIT THIS SUGGESTION

### Search Options

- Title
- Author
- Author and Title
- Advanced Keyword
- Simple Keyword
- Subject
- Course Code Search
- Journal Titles
- Shelf no.
- ISBN / ISSN
- Database Title

### My Library

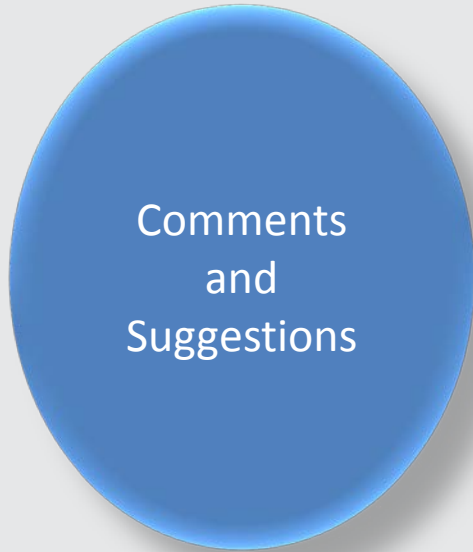
- myLibrary / Renewals / Login
- Book Requests
- Article Requests
- Law Report Requests
- Suggest a book purchase
- Comments and Suggestions

### Library Links

- Request a Literature Search
- New Books
- Search for Information Resources
- Research Pro
- Training and Events Calendar
- RSS Feeds - New Library Material
- Services
- Ask a short question
- Library PIN Login
- Library PIN Help
- Library Home

## Comments and Suggestions

After clicking on Comments and Suggestions, the online submission form (see above) opens. Clients complete this form and submit .



```
00.81.46 (1) [Greenery] - QVT/Term
View Setup Keymaps Font Printer Commands Net Apps Help
*** INNOPAC -- Copyright 1999, Innovative Interfaces Inc ***
*** MANAGEMENT INFORMATION ***

I > INFORMATION about the system
A > ANALYZE patron searches
G > GATEWAY usage
P > Read PATRON suggestions
R > Read patron REQUESTS
C > CIRCULATION statistics
H > Study Collection Purchase Alerts
M > MAINTAIN Study Collection Purchase Alert files
L > Create LISTS of records
S > Create STATISTICAL reports
N > MISC. Acquisitions and Serials

Q > QUIT

Choose one (I,A,G,P,R,C,H,M,L,S,N,Q)

University of South Africa Library Catalogue
OASIS

(18,57) Connected Printer: Off Logging: Off NUM Ready
```


## Comments and Suggestions

The Comments and Suggestions which clients submit on the Internet are then accessed on QVT.



```
00.81.46 (1) [Greenery] - QVT/Term
View Setup Keymaps Font Printer Commands Net Apps Help
5 SUGGESTIONS
09:31AM 13-09-11 Terminal 700
I have been answering to my assignments without a textbook which might a
and now I need to prepare for the examination.Can I get any assistance
ise I requested for a textbook titled A+ fast track volume 1&2,but i neve
ull response from the library.
0:53AM 13-09-11 Terminal 700
I WOULD LIKE TO ASK WHEATHER WONT IT BE POSSIBLE TO EXTEND THE PERIOD OF
INING PRESCRIBED BOOKS AS A RESULT OF THE EXAM.
2:09PM 14-09-11 Terminal 117
Looking for Advanced Labour Law CALLo1R-11-Y1 Workshop done - prof
ers and Dekker said they would download some information summaries on
sa.Can you explain how I access my email 73089826@mylife.unisa.ac.za or
il.I looked, can,t find anything.Has it not been downloaded yet ?
01:49PM 15-09-11 Terminal 117
I would like to book an for an exam but cannot get through using the nur
ded 0124415767/8 for Gauteng. Please answer the phone. Thank you
01:56PM 15-09-11 Terminal 117
Please answer the phone when booking for an exam. I have been trying for

FORWARD          C > CLEAR this file          Q > QUIT
BACKWARD         P > PRINT
Use one (F,B,C,P,Q)
```



(23,25) Connected Printer: Off Logging: Off NUM Ready

## Comments and Suggestions

Comments and suggestions received from clients appear as above when accessed on QVT.

Normal email replies are sent in response to these entries

The queries submitted by clients vary widely and often require referral to departments outside the library.  
Some queries require a bit of detective work!  
Here's my favourite example . . . .



How do I shoot  
my card?

???

# After all those email queries . . .

