While we are all studying and working from home, the Library undertakes to support you by providing answers to your:

**General Queries**
- By being available on the LIBRARY HOTLINE 0816920448 during our virtual opening hours, Monday-Friday 8:00-17:00, and answering your questions and queries via SMS or WhatsApp.
- By answering all the e-mails you sent to library@nust.na within the hour or referring it to someone that can assist.
- By offering telephonic and online tutorials on accessing and managing your library account.
- By continuing to renew the books you have on loan until you can go back to campus to return them, to ensure you do not receive fines while on lockdown.
- By keeping our website, Facebook, Instagram and Twitter feed up to date with the latest information and interesting bits that could make your life easier.

**Academic and Research Queries**
- By providing you with thousands of electronic journals and (text)books (e-resources) you can access by going to the off-campus e-resources portal and entering your student domain username and password or staff computer access credentials.
- By assisting academic staff with links to electronic resources to be incorporated in Moodle courses.
- By providing you with Do-it-Yourself (DIY) Videos, that show you how to access these e-resources, as well as those through reputable websites, and how to do APA referencing.
- By providing links to Open Access and Open Educational Resources, to broaden your access to information.
- By giving you the option to contact your Faculty Librarian through e-mail or completing an Ask a Librarian form on the website should you have more questions.
- By providing telephonic assistance with accessing the e-resources.
- By offering weekly webinars:
  - **Tuesdays @ 9:00** on How to access and use the e-Resources. *Book your space by sending a mail to facultylibrarian@nust.na by Monday.*
  - **Thursdays @ 9:00** on Citation and Referencing. *Book your space by sending a mail to facultylibrarian@nust.na by Wednesday.*
- By arranging online meetings with students and faculty members when the need arise.
- By offering a short course on Academic Integrity & Avoiding Plagiarism (non-credit bearing) on the online learning platform, Moodle.

**Access Queries**
- By ensuring that all e-resources are accessible 24/7.
- By resolving issues around downloading of documents within 2 hours.
- By ensuring that website content is updated continuously.
- By ensuring that students with domain password issues are assisted, allowing them to access e-resources off-campus.