

FAQ: HAW Libraries and Coronavirus

Last update: May 8th, 2020

Service

You can contact all library branches by phone or email during service hours:

Monday – Thursday: 9am – 3pm
Friday: 9am – 2pm

DMI: +49.40.428 75 4631
LS: +49.40.428 75 6468
S&P: +49.40.428 75 7021
TWI1 & TWI2: +49.40.428 75 3681

Alternatively, you can submit your request by completing this online form:

<https://www.haw-hamburg.de/hibs/hibs-services/webformular.html>

Call-a-Librarian

You can contact our librarians by phone and get advice from them. You can locate the right librarian for your research interest under the subsection “Call-a-Librarian”: <https://www.haw-hamburg.de/hibs.html>

How can I access the digital collections of the HAW libraries?

HAW students, staff and faculty members may access full-text online resources by using the university’s VPN or Shibboleth. Please check the website for further information:

<https://www.haw-hamburg.de/hibs/hibs-services/tutorials/hibs-vpn.html>

Access to other digital resources and services:

The **Staats- und Universitätsbibliothek Hamburg** - Carl von Ossietzky – also offers a digital delivery service (Virtual Walk-in-Service) for members of the HAW Hamburg. This service may be available to you if you have a valid library card or an email account issued by a public university in Hamburg. For your research, please use Katalog*plus*:

<https://katalogplus.sub.uni-hamburg.de/vufind>

You may also order e-books and online articles by using the following online form:

<https://www.sub.uni-hamburg.de/service/leihen-liefern/fernleihe-dokumentlieferung/e-medien-lieferung.html> Please note that this service only applies to digital resources. It is not possible to request electronic delivery of print media.

The **TU Hamburg** (TUHH) library offers an email-delivery service for digital resources. This “Virtual Walk-In” service is only available to already registered library card holders of the TU Hamburg. <https://www.tub.tuhh.de/blog/2020/03/17/faq-zur-bibliotheksschliessung-covid-19/>

Some major **publishers** have granted HAW members temporary online access to their publications. Here is a list: <https://www.haw-hamburg.de/hibs/recherche/besondere-verlagsangebote.html>

How long will the libraries be closed?

We will communicate through our website once the date of the library's reopening is confirmed. Please check our website for updated information. <https://www.haw-hamburg.de/hibs.html>

Can I borrow or request printed books?

During the lockdown period, books cannot be requested via the online catalogue but starting May 5th, HAW Hamburg libraries will offer a pick-up service for print media. This offer is currently aimed exclusively at HAW teachers and students who are preparing for their exams. Please follow the instructions given under the subsection: "Abholservice für Printmedien": <https://www.haw-hamburg.de/hibs/hibs-services/webformular.html>

Can I still reserve books that are out on loan?

We are sorry but while the libraries are closed, the reserve option is not available.

Can I return my books?

As long as the libraries are closed, returning your books is not possible. There is no need to worry, though. During this period, no further reminders will be sent and no overdue fees charged.

I have received a reminder, but the libraries are closed.

Please ignore the reminder! Currently, returning your books is not possible. We have not charged any additional overdue fees since March 13, 2020. The due date, as shown in your online library account, remains valid, but you will not have to return any books until our libraries re-open.

I cannot extend the loan period.

In case you missed a return date after March 13, 2020, please do not worry! There will be no additional overdue charges. You can renew your books through your online library account if the loan period has not yet expired, the maximum of three renewals has not been exceeded and the books have not been reserved by another patron.

There are more than €10 in fines/fees on my library account?

For now, library accounts that have accrued €10 or more in fines/fees will not be blocked.

I have received a 2nd reminder.

User accounts will only be suspended after the 3rd reminder. No new overdue reminders will be sent until further notice.

What will happen to the books I have requested/ reserved but not picked up yet?

Any requested/reserved books not picked up before March 13, 2020 will still be available when our libraries re-open.

My library membership is due to expire soon.

All user accounts due to expired between March 1st and May 31st have already received an extension of three months.

I am a member of the HAW Hamburg and have not yet registered my chip card as a library card.

You only need to register your chip card as a library card to borrow physical material (i.e. books and CDs).

You can access the library's online collection by using the university's VPN or Shibboleth.

VPN: <https://www.haw-hamburg.de/hibs/hibs-services/tutorials/hibs-vpn.html>

Shibboleth: <https://www.haw-hamburg.de/hibs/hibs-services/tutorials/faqs-shibboleth.html>

I have further questions regarding my loans or my library card.

Please contact your HAW library by phone or email during service hours.