

FAQ about the closing of the libraries

With the following FAQ the staff of the HAW libraries aims to provide you with further information about our online collection, services etc. in order to enable you to continue your studies during the closing of the libraries.

- **Service**

The branch libraries are available via telephone and email only during the service hours from Monday – Thursday 9am – 3pm and Friday 9am – 2pm. :

- DMI: +49.40.428 75 4631
- LS: +49.40.428 75 6468
- S&P: +49.40.428 75 7021
- TWI 1 und 2: +49.40.428 75 3681

- Or you can use the online form:

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

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

- Students and faculty members of the HAW Hamburg can access full text documents by using the VPN-Client. Please check the website for further information:

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

- **Are there any further digital collections and services I can use?**

- The Staats- und Universitätsbibliothek Hamburg - Carl von Ossietzky – also offers a delivery service for digital resources for members of the HAW Hamburg (**Virtual Walk-in-Service**). This service is available to you if you are the holder of a valid library card or an email-account of a public university in Germany and/ or the state of Hamburg. For research, please use Katalog**plus** (<https://katalogplus.sub.uni-hamburg.de/vufind/>). With the following online form, you can order ebooks or online articles which interest you and may help your studies:

<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. There will be no electronic delivery of print media.

- The library of the TU Hamburg offers an email-delivery service for digital resources upon request. This service is only available to already registered library card holders of the TU Hamburg. („Virtual Walk-In“-Service):

<https://www.tub.tuhh.de/blog/2020/03/17/faq-zur-bibliotheksschliessung-covid-19/>

- The **Verlag Nomos** (publisher) has also granted free access to their publications to the HAW Hamburg: www.nomos-elibrary.de

- **How long will the HAW libraries be closed?**

- For the time being, the libraries will reopen on Tuesday, April 21st 2020

- **Can I still borrowed and order printed books?**

- No. During the closing period books cannot be ordered via the online catalogue. The feature has been deactivated. Already ordered and delivered, as well as reserved books cannot be picked up.

- **Can I reserve books?**
 - No. During the closing period, the reserve-feature has been deactivated as well.
- **Can I return my books?**
 - No. As long as the libraries will remain closed, returning your books is not possible.
 - There is no need to worry though: During this period, no reminders will be sent and no overdue fees charged.
- **I got a reminder but the libraries are closed. What do I do?**
 - Ignore the reminder.
 - Until April 21st 2020, returning your books is simply not possible.
 - Since March 13 2020, we have not charged additional overdue fees. The due date, as shown in your online library account, remains valid but you will not have to return the books immediately. There will be not additional charges. You can return the books once the libraries will have reopened.
- **I cannot extend the loan period.**
 - In case the loan period has not yet ended, you have not exceeded the limit of three extensions and the books has not been reserved: No worries, everything is fine.
 - Please use the online extension via your online library account.
 - In case you missed a return date later than March 13, 2020 there will be no additional charges.
- **There are more than 10,00 Euros in fees charged to my account.**
 - For now, the library account will not be locked if they are charged with more than 10,00 Euros in fees.
- **I received a 2nd reminder.**
 - User accounts will only be locked after the 3rd reminder.
 - For the time being, there are no reminders being sent.
- **What will happen to the books I ordered/ reserved but have not picked up yet?**
 - All books not picked up prior to March 13, 2020 will remain ready for pick up until the libraries reopen.
- **The usage authorization of my library card will expire soon. How do I proceed?**
 - All user accounts whose usage authorization expired between March 1st and May 31st have already received an extension of three months. Please come and see the library staff during that time to fully renew your usage authorization.
- **I am a member of the HAW Hamburg and have not yet registered my chip card as library card.**
 - You only need to register your chip card as a library card if you want to borrow printed books which is not possible as for now.
 - You can access our online collection by using the VPN-network and your HAW-account.
- **I have further questions regarding my loans or my library card.**
 - In case these FAQs have not fully answered your questions, please contact one of the HAW libraries via phone or email during the service hours.
- **I have another question.**
 - Please use our online contact form:
<https://www.haw-hamburg.de/hibs/hibs-services/webformular.html>