

April 6, 2020 – Update from the ACAP Library

Dear student,

Due to current circumstances we have reduced our campus [library opening times](#) and some campus based services. If you haven't already, connect with ACAP library staff and services online [here](#).

Library staff are available online to support you to find and use online resources such as, ebooks, journal articles and streaming video services.

Online support

To support the transition to online services, the library has extended the hours of the live LibChat service for library support and assistance. LibChat is now staffed Monday to Sunday 8.30am to 8.00pm AEDT. You can access LibChat [here](#).

Research support sessions

Students can access one-on-one research support sessions via Zoom with ACAP Librarians. A session booking form is available [here](#).

Print book services

Due to staff working from home and limited access to campus print collections, many print book services are not available at this time. These include postal lending, hold requests and intercampus book delivery. We appreciate this will impact some students more than others. Library staff are working with educators to ensure all set readings are available electronically. Library staff can assist you to find a digital version of the resource you require or a relevant alternative.

Loan extensions

All current loans have been extended for a period of one month and a general fines amnesty will apply. Please check the [library website](#) for updates on these changes.

We are here to help

We want to reassure you that library staff are accessible and available to support you throughout your studies. If you have any concerns or queries, please contact library staff via LibChat, email ask@navitas.libanswers.com or SMS 0439 633 437.

Please keep an eye on our [COVID-19](#), [Online Campus](#) and [Library](#) web pages for regular updates.

Kind regards,
The ACAP Library Team