

LIBRARY CLIENT SERVICES CHARTER

- ✓ *We encourage the process of learning and the life of the mind.*
- ✓ *We celebrate discourse and discovery.*
- ✓ *We anticipate and contribute to scholarly inquiry.*
- ✓ *We promote the Library as both a virtual and physical learning community.*
- ✓ *We embrace our role as collectors and custodians of the intellectual record.*

NATIONAL UNIVERSITY OF
SCIENCE AND TECHNOLOGY





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Services

Who uses our Services?

Our services are provided primarily to NUST students and staff; and to other libraries. Other users include: prospective students and staff; NUST alumni; the community; the University's partners, and other stakeholders.

“We encourage the process of learning and the life of the mind”

Our commitments, your responsibilities

Library staffs are committed to providing excellent facilities and services to support your learning and research, but this can only be done in partnership with you. Please help us to help you make the most of library services and resources. Remember you can always contact the library for help in person, by email, or telephone

You can expect us to:	We expect you to:
Treat all users with courtesy and respect	Treat other users and library staff with courtesy and respect
Keep your personal details and your borrowing record secure	Never lend your University or library card to anyone else, or share your username and password
Provide all relevant library information and keep you up to date with changes	Check your emails and My Library Account regularly, to know when your items are due for return and to check if we have your current contact information
Offer you an induction to the library and information skills training	Ask for help when you need it
Allow loans, renewals, requests and returns	Familiarise yourself with library policies and services
Offer ways for you to communicate your views about the library	Offer any ideas on how we can improve our service
Provide guidance and training in the location and use of information resources and NUST Library services.	To report to the University library any losses of, or damage to items borrowed, as soon as possible. In the event of losses or damage the University library will follow its published procedure.
Offer orientation tours and workshops at the start of each semester	Not further lend items they borrow to anyone.
Assist you to develop digital, data and information literacy skills through face to-face and online channels.	Not remove any item from the University Library without following the loan procedure.
Provide training and one-on-one consultations for research staff and students to support research performance and researcher development.	Comply with legal requirements, such as copyright, and publisher regulations when copying, printing, scanning or otherwise reproducing or accessing published works.
	Return all items and pay all outstanding fees and charges on/before the close of the semester

Resources

You can expect us to:	We expect you to:
Provide a range of print, electronic and other information resources to support learning and research	Return requested items on time, respecting the needs of other users
Maintain a catalogue to help you find the resources you need	Not write on, highlight or otherwise mark books or journals, or damage them in other ways

Provide equipment and network/wireless facilities to access these resources	Not use computers to download or circulate offensive material
Provide photocopiers, printers and scanners	Be aware of and comply with current copyright law and licenses
Enable you to access resources available from other libraries and universities through collaborative arrangements	
Provide an accurate catalogue of the library's collection and a well organized website of current information.	
Implement procedures that provide timely access to collections.	
We place items on reserve within 5 days of request if items are on shelves; items which are on loan or not held in the collection will take longer.	
We shelf-check the collection regularly to ensure items are in the correct place.	
Implement lending arrangements, including long loan periods, renewals, holds, recalls and inter-library loan that balance the needs of all clients	
Library policies and guidelines are reviewed on a bi-annual basis.	
Provide easy access to NUST research outputs via an institutional repository, NUSpace	
The University library must provide guidance for members to help in complying with legal requirements and publisher regulations	

Environment

You can expect us to:	We expect you to:
Provide a safe, clean, quiet environment for study	Treat library buildings and facilities with respect
Provide study areas for different types of learning	Only eat and drink outside the Library

Ensure that library staff make regular patrols of the building to maintain a suitable environment for study	Not smoke in the Library
	Respect quietness and study in the library
	Keep any valuable possessions safe with you at all times
	Dispose of your litter appropriately
	Leave the Library promptly when asked to do so in an emergency

WE ARE SUCCESSFUL WHEN:

- The NUST Library website is available 98% of the time.
- We provide access to the resources that you require for learning, teaching, research and scholarship.
- 95% of feedback relating to the library catalogue and the library website is positive.
- 95% of feedback relating to electronic resources is positive.
- Advertised library hours are observed.
- We provide 24/7 access to electronic resources and timely advice about any disruption to service.
- Action is taken on reports of disruption to electronic resources within 1 working day.
- We re-shelve items within 1 day of return or in-house use.
- The NUST Institutional Repository is available 95% of the time
- The NUST Institutional Repository content is updated monthly
- 95% of feedback relating to NUST Library staff is positive.
- We respond promptly to in-person enquiries.
- We respond to online chat enquiries within 1 minute
- When we attend to phone enquiries within 1 minute
- When we attend to email and social media enquiries within 1 working day.
- 95% of feedback relating to research support is positive
- Requests for consultations are responded to within 1 working
- The NUST Library website contains accurate and current information.

YOU CAN ASSIST BY:

- ✓ **Offering suggestions for improvement via Library communication channels**
- ✓ **Participating in Library client satisfaction survey**
- ✓ **Improving our collections by recommending materials for purchase**

