

University of the Witwatersrand Library - Service Charter

Library mission

To support the University's teaching and learning, research and outreach, by facilitating access to high quality scholarly information resources and services through a team of skilled and knowledgeable library staff and welcoming physical environments.

Our promise to you:

Within the framework of University and Library budgets, policies and procedures, *the Library* will strive to:

- Provide timely physical and web based access to information resources and services to meet your learning, teaching and research needs, 24 hours a day, 7 days a week, on and off campus.
- Provide education and training programmes on accessing and using information resources in studying, learning, teaching and research, at the University and beyond.
- Train, develop and deploy skilled and knowledgeable library staff to support you in accessing and using information resources and services.
- Respond promptly and courteously to all requests, complaints and communication, electronically and in person.
- Provide computing, copying, printing and scanning equipment and secure and comfortable group and individual physical environments to inspire your studying, research, teaching and learning.
- Respect your right to privacy in accessing the Library's resources, within the framework of University codes of conduct.
- Maintain courteous relationships in all interactions with members of the University community and external users.

How you can help us

As partners in this dynamic information environment, you can help us by

- Using all library materials, services, equipment and facilities with care, both within the library and outside.
- Complying with copyright provisions and plagiarism policies with regard to use of the internet, referencing, scanning and photocopying.
- Respecting the rights of all users to work in a safe, clean and comfortable environment conducive to studying, learning and research.
- Making requests for materials and services as early as possible to allow for delivery on time
Treating Library staff and other users courteously at all times.
- Respecting the [Code of Conduct for Library Use](#) and other policies and procedures.

- Assisting the library in the evaluation of resources and services.

For more information, please visit: <http://www.wits.ac.za/library/>

OR Telephone: +27 11 717 1917 OR Email: **Manager: Library Client Services**