

## 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**