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NORTH-WEST UNIVERSITY  
NOORDWES-UNIVERSITEIT  
YUNIBESITI YA BOKONE-BOPHIRIMA

## **LIBRARY AND INFORMATION SERVICE POLICY**

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<b>Accountable executive manager</b>	Deputy Vice-Chancellor: Research and Innovation
<b>Policy Owner</b>	Deputy Vice-Chancellor: Research and Innovation
<b>Responsible division</b>	Chief Director: Library and Information Service
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<b>Approved by</b>	Council
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## **LIBRARY AND INFORMATION SERVICE POLICY**

### **Preamble**

Against the background of the dream to be an internationally recognised university in Africa, distinguished for engaged scholarship, social responsiveness and an ethic of care, the council of the North-West University (NWU) adopted this Library and Information Service policy on 28 March 2018.

### **1 Interpretation and application**

1.1 This policy must be interpreted and applied in a manner consistent with:

- 1.1.1 the Constitution of the Republic of South Africa, 1996;
- 1.1.2 the Higher Education Act, 101 of 1997, and
- 1.1.3 the Statute of the North-West University (2017).

### **2 Definitions**

In this policy -

“**AFLIA**” stands for African Federation of Library and Information Associations and Institutions;

“**approved users**” means members of the community, such as alumni, opinion leaders, CHELSA members, researchers, and others who have been authorised to use the LIS in accordance with the applicable rules;

“**CHELSA**” stands for Committee of Higher Education Libraries of South Africa;

“**IATUL**” stands for International Association of University Libraries;

“**identity card**” means a valid NWU staff or student card or any other valid identity number issued by the University;

“**IFLA**” stands for International Federation of Library Associations and Institutions;

“**information literacy**” means the ability to find and use information in an ethical and lawful manner;

“**resources**” means print and electronic-based sources of information, including books, databases, e-books and e-journals, facilities such as research commons, computer labs, human resources, etc.;

“**LIASA**” stands for Library and Information Association of South Africa;

“**LMC**” stands for Library Management Committee;

“**LSMC**” stands for Library Senior Management Committee;

“**LIS**” stands for the Library and Information Service of the NWU;

“**SANLiC**” stands for South African National Library and Information Consortium;

“**SLiSC**” stands for Senate Library and Information Service Committee; and

“**digital library**” means a collection of digital objects, such as books, magazines, audio recordings, video recordings and other documents that are accessible electronically.

### **3 Policy statement**

3.1 This policy seeks to advance the following main objectives:

- to provide guidance on the use and management of LIS resources and services;
- to position LIS as a unitary system, and

- to ensure the equitable distribution of LIS resources.
- 3.2 The LIS management must ensure that appropriate policies, rules, and procedures for the proper administration and management of its resources are established, and that users have reasonable access to those policies, rules, and procedures.
  - 3.3 The general objective of the LIS is to be an active partner in innovative teaching and learning and cutting-edge research at the NWU.
  - 3.4 In particular, the LIS must provide access to current and relevant resources and services to fulfil the academic expectations of library users in a professional, creative, and innovative manner.
  - 3.5 The LIS must provide the best available resources in a sustainable and cost-effective manner for the provision, maintenance, and improvement of its services.
  - 3.6 The LIS must be an active member of the global library and information services community and promote national and international cooperation.

## **4 Rules**

### **4.1 Library hours**

- 4.1.1 Hours for access to physical NWU libraries must be reviewed annually and made available on the LIS web page and at the library entrances.
- 4.1.2 The digital library must be available at all times.

### **4.2 Governance and management**

- 4.2.1 The governance of the LIS is entrusted to the Senate Library and Information Service Committee (SLiSC), appointed by the Senate, which has advisory and advocacy roles for the LIS.
- 4.2.2 The Library Senior Management Committee (LSMC) is responsible for planning and ensuring strategy execution. It is composed of the chief director and senior managers.
- 4.2.3 The Library Management Committee (LMC) is responsible for the day-to-day administration and management of the LIS. It is composed of the chief director, who chairs it, focus area directors, LIS senior managers, and section managers.
- 4.2.4 The management of the LIS must serve the best interests of the NWU by maintaining the following standards:
  - the best practices in all fields of activity,
  - integration and sharing of all services, and
  - following consistent criteria for equitable allocation of funds for information resources to all the faculties of the NWU.

### **4.3 Communication**

Formal correspondence with internal and external stakeholders must be conducted by the Chief Director: Library and Information Service, or by a member of the LMC to whom the chief director may delegate it.

### **4.4 Collection development and management**

- 4.4.1 The print and online collections of the LIS must be actively developed to support the full information requirements of undergraduates and all research foci of the NWU.
- 4.4.2 The LIS must strive to build print and online collections to support the most important foci of research of the NWU, considering the ability to contribute to a national and international collection support system.
- 4.4.3 Duplication of resources must be minimised, but all users must have access to all of the LIS's information resources.
- 4.4.4 The LIS must strive to respond positively to the shift to electronic version of resources in the publications landscape as more and more resources are being published online.

### **4.5 Delivery of services**

The LIS should be committed to the principle of delivering equitable services to all users, regardless of site or mode of delivery.

## **4.6 Information literacy training**

The LIS must provide extensive training on information and digital literacy programmes for users to ensure effective use of library resources.

## **4.7 Research support**

The LIS must provide research support to all registered users in the form of research data services, data curation and management, digitisation, the development of the institutional repositories (Boloka, DaYta Ya Rona), and the use of research evaluation tools in order to promote research integrity.

## **4.8 External cooperation**

4.8.1 The LIS must engage as extensively as possible in both national and international cooperation with other libraries.

4.8.2 Participation in CHELSA, SANLiC, LIASA, AfLIA, IFLA, IATUL, and similar associations must be encouraged as far as possible to ensure that the LIS continues to be part of the national and global library community.

# **5 Roles, rights, and responsibilities**

## **5.1 LIS management**

5.1.1 The LIS is bound by the principle of free flow of and equal access to information.

5.1.2 The LIS management must adhere to the rules pertaining to the optimal use of library resources in the interest of promoting the fundamental rights of all library users and library staff.

## **5.2 LIS users**

5.2.1 Every library user has the right to access library and information services, subject to adherence to relevant rules and regulations, including the rules relating to the imposition of fines on overdue resources.

5.2.2 Library users are required to keep LIS property safe.

5.2.3 Every library user is required to familiarise themselves with policies and procedures governing the use of LIS resources and services.

5.2.4 The Library Code of Conduct must be made available online, and on all sites of delivery.

# **6 Review**

This policy must be reviewed every three (3) years subject to the approval of the SLiSC, Senate, and council, taking into consideration proposals for amendment submitted by library users.

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