



## Library and Information Services Policy

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| <b>Policy owner</b>                   | Deputy Vice-Chancellor: Teaching-Learning  |
| <b>Policy administrator</b>           | Chief Director: Library and Information Services   |
| <b>Responsible division</b>           | Library and Information Services   |
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## LIBRARY AND INFORMATION SERVICES POLICY

As an internationally recognized University in Africa, distinguished for engaged scholarship, social responsiveness and an ethic of care, the council of the North-West University (NWU) has 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, No 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 authorized to use the LIS in accordance with the applicable rules.

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

“**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, etc.

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

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

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

“**virtual library**” is the NWU library’s official web presence, serving as a gateway to all available online resources and service.

### 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 LIS is to be an active partner in innovative teaching and learning and cutting edge research at the NWU.
- 3.4 In particular, LIS must provide access to cutting edge and relevant resources and services to fulfill the academic expectations of the library users in a professional, creative, and innovative manner.
- 3.5 The best available resources must be provided by LIS in a sustainable and cost-effective manner for the provision, maintenance and improvement of its services.
- 3.6 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 virtual library must be available at all times.

### **4.2 Governance and Management**

- 4.2.1 The governance of LIS is entrusted to the Senate Library and Information Service Committee (SLiSC), appointed by senate, which has advisory and advocacy roles for LIS.
- 4.2.2 The Library Management Committee (LMC) is responsible for the day-to-day administration and management of LIS. It is composed of the Chief Director, who chairs it, focus area directors, LIS senior managers and section managers.
- 4.2.3 The management of 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 among 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 it may be delegated by the chief director.

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

- 4.4.1 The print and online collections of LIS must be actively developed in order to support the full information requirements of undergraduate and honours students.
- 4.4.2 The LIS must strive to build print and online collections to support the most important foci of research of the NWU, taking into account the ability to contribute to a national collection and support system.
- 4.4.3 Duplication of resources must be minimised, but all users must have access to all of LIS's information resources.
- 4.4.4 LIS must strive to respond positively to the shift in the publications industry where more and more resources are being published online.

### **4.5 Delivery of services**

LIS is required to be committed to the principle of delivering equitable services to all users regardless of site or mode of delivery.

### **4.6 Information literacy training**

LIS must provide extensive training in information literacy programmes for users to ensure effective utilization of library resources.

### **4.7 Research support**

LIS must provide research support to all registered users in the form of research data services, data curation

and management, digitization, the development of the institutional repository (Boloka), and the use of research evaluation tools in order to promote research integrity.

## **4.8 External cooperation**

- 4.8.1 LIS must engage as extensively as possible in both national and international cooperation with other libraries.
- 4.8.2 Participation at CHELSA, SANLIC, LIASA, AfLIA , IFLA and similar associations must be encouraged as far as possible as a way of ensuring 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 LIS is bound by the principle of free flow and equal access to information.
- 5.1.2 The rules pertaining to the optimal use of library resources must be adhered to 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 safeguard LIS property.
- 5.2.3 Every library user is required to familiarize 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 five 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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