

CHAPTER 26

LIBRARY AND INFORMATION SERVICES

Please note:

The information about the rules of Library and Information Services (LIS) may change during the year. Please consult the LIS website (<http://lib.tut.ac.za>) for the latest information.

26.1 MEMBERSHIP

26.1.1 Library membership is open to –

- staff;
- students; and
- external members.

26.1.2 Contact your library for more information on external membership, such as membership fees, conditions of membership and period of membership.

26.1.3 All library members shall keep to the rules, regulations and code of conduct of the University and the Library and Information Services.

26.1.4 The Library and Information Services reserves the right to suspend library membership in cases where members do not abide by the rules, regulations and the TUT code of conduct.

26.1.5 Membership of the library shall be in only one membership category.

26.2 ACCESS

26.2.1 Library clients must use valid TUT identification cards to enter the libraries at the different campuses. Proof of registration must also be presented upon request.

26.3 LIBRARY HOURS

The library hours are subject to change on short notice. Contact your campus library for the latest information regarding library hours.

The current library hours are as follows:

26.3.1 During the term

Mondays to Thursdays	08:00 - 22:00
Fridays	08:00 - 16:00
Saturdays	09:00 - 17:00
Public holidays	Closed
TUT holidays	Closed
Saturdays falling on long weekends when Friday is a holiday	Closed
Saturdays falling on long weekends when Monday is a holiday	09:00 - 17:00

26.3.2 During TUT recess

Mondays to Fridays	08:00 - 16:00
Saturdays	Closed
Public holidays	Closed
TUT holidays	Closed



26.4 INFORMATION RESOURCES

26.4.1 Library and Information Services (LIS) has a comprehensive collection of printed and electronic information resources; e.g. books, continuing resources (periodicals), multimedia, etc. Visit the LIS website (<http://lib.tut.ac.za>) for more information on the nature and extent of those resources.

26.4.2 Visit the LIS website (<http://lib.tut.ac.za>) for more information on the available electronic services.

26.5 SERVICES

26.5.1 Circulation (lending) of information resources

26.5.1.1 Students and staff have access to the information resources of all TUT campus libraries. Contact a library staff member on the relevant campus for information on how to borrow information resources that are kept at other TUT libraries.

The following number of information resources may be loaned at a time by all other library members:

Books

User category		All libraries
Undergraduate students	Diploma students	4 books for 14 days
	B Tech students	6 books for 14 days
Postgraduate students		8 books for 21 days
Staff		10 books for 60 days
External members		4 books for 14 days
Departmental block loan		25 books for 90 days
		25 books for 180 days
		25 books for 365 days

Continuing resources (periodicals)

Multimedia

User category		All libraries
Undergraduate students	Diploma students	2 items for 3 hours
	B Tech students	2 items for 3 hours
	Students of Film Studies	4 items for 2 days
Postgraduate students		2 items for 3 hours
Staff		4 items for 7 days
External members		2 items for 3 hours

Reserved/study collection

User category		All libraries
Undergraduate students	Diploma students	2 items for 2 hours
	B Tech students	2 items for 2 hours
Postgraduate students		2 items for 2 hours
Staff		4 items for 2 hours
External members		2 items for 2 hours

26.5.1.2 Library clients are responsible for all library information resources issued in their name. In the case of theft of, damage to, or loss of any such resources, the client will be liable for the replacement cost of the item(s). Should a library client fail to pay the replacement cost of an item, TUT disciplinary measures may be taken against the client.



26.5.1.3 Fines are imposed on overdue loans. Library clients must observe the due date that is stamped on the date slip on the first page of a book, or, where an item does not have a due date, observe the due date as specified under **rule 26.5.1.1** above for continuing resources, multimedia and the reserved/study collections. If a library client fails to pay outstanding fines and charges, TUT disciplinary measures may be taken against the client.

26.5.1.4 **Overdue information resources**

26.5.1.4.1 All library clients are subject to overdue loan fines as set by the University's LIS and reflected in the annual tariff list, and penalties will be charged for resources kept beyond the loan expiry date or time without renewal.

26.5.1.4.2 Three (3) printed or electronic reminders shall be sent to defaulters, after which information resources not returned shall be regarded as lost and replacement charges levied. Non-receipt of reminders is not an excuse for not settling overdue fines. It is the responsibility of the client to update the institution of the client's change of contact details. Contact the library for more information regarding such cases.

26.5.1.4.3 If a library student fails to pay the replacement fee and overdue fines mentioned in **rule 26.5.1.4.2** –

- The examination results of the student shall be withheld.
- TUT disciplinary measures may be taken against the client.

26.5.1.5 **Renewal of loans of information resources**

26.5.1.5.1 Borrowers may request extension of the loan period for items borrowed, before expiry of the loan period. Requests for extensions may be made:

- By e-mail.
- In person.
- Telephonically.

26.5.2 **INFORMATION LITERACY TRAINING**

26.5.2.1 Information literacy training is to be offered by each library for its own students.

26.5.3 **INFORMATION SERVICES**

26.5.3.1 Nature of information service

26.5.3.1.1 Information librarians assist library clients with the following:

- Answering information enquiries using a comprehensive collection of printed and electronic resources.
- Compiling search strategies.
- Conducting literature reviews.
- Compiling bibliographies.
- Effective utilisation of collections and resources.
- Verifying the status of current and completed research projects.

26.5.3.2 Modes of information provision

26.5.3.2.1 Information services are offered in the following ways:

- In-person service: by appointment or by telephone.
- Remote or distance service: by e-mail, letter or fax.



26.5.4 DOCUMENT DELIVERY (INTER-LIBRARY LOAN SERVICES)

- 26.5.4.1 Document delivery/inter-library loan services provide postgraduate students and staff with access to information resources that cannot be obtained from any TUT library by obtaining those resources from external libraries or agencies.
- 26.5.4.2 The Inter-library loans services serve to support the teaching, learning, research, projects and work activities of the University by enhancing library information resources through provision of access to resources held in external libraries and thus, shall not be used for personal /private purposes.
- 26.5.4.3 Inter-library loans shall be provided to selected categories of library members as reflected in the Policy on Library Membership.
- 26.5.4.4 A library client may not request items on inter-library loan on behalf of another.
- 26.5.4.5 Library clients may not collect borrowed information resources from the external libraries themselves in order for all loans to be fully recorded by receiving libraries.
- 26.5.4.6 The LIS subsidises the cost of inter-library loans, except in the case of subsequent requests for the same information resources by the same client.
- 26.5.4.7 Requestors who fail to collect a returnable inter-library loan item before the loan period expires shall be held liable for the costs incurred.
- 26.5.4.8 Borrowers must return information resources to the inter-library loans office which handled their request.
- 26.5.4.9 Borrowers who want to renew returnable inter-library loans items shall contact the relevant inter-library loans office at least three (3) days before the loan period expires. Requests for renewals made after the loan period expired shall not be accepted.
- 26.5.4.10 Failure to return information resources on or before the due date shall result in the imposition of a late return fine that is levied per day. The LIS shall maintain good relations with external libraries by keeping to due dates of loaned items.
- 26.5.4.11 If a student fails to pay outstanding fines mentioned in **rule 26.5.4.10**, the library shall:
- Temporarily suspend the student's inter-library loans privileges; and
 - Withhold the student's examinations results until outstanding fines are paid in full.
- 26.5.4.12 The electronic purchasing of information resources shall be done for selected categories of library members as reflected in the Policy on Library Membership.
- 26.5.4.13 A library member may not request the electronic purchasing of resources on behalf of another.
- 26.5.4.14 The LIS reserves the right to impose a limit on the number of resources that are purchased electronically on behalf of a client.
- 26.5.4.15 The LIS shall not reimburse clients who have electronically purchased resources in their own capacity.
- 26.5.4.16 Contact the information librarian at your campus for more information on this service.

26.6 ELECTRONIC RESOURCE CENTRES (ERCs) AND INTERNET CENTRES (I-CENTRES)

- 26.6.1 Each campus has an ERC either in the library or elsewhere on campus, including in student residences. The centres are for use by all students for access to electronic resources and the internet, typing assignments, other academic work and personal needs.



26.6.2 Utilisation of ERC and I-Centres facilities is subject to the TUT policies on electronic communication, information security, copyright, intellectual property and all other relevant policies. This includes, but is not limited to, viewing pornography, sending chain letters or bulk messages, and abusing the facilities and equipment.

26.6.3 Contravention of the above mentioned rules may result in disciplinary action taken against clients.

26.7 FACILITIES

26.7.1 Library and Information Services offers a wide range of facilities, including the following:

- Discussion rooms.
- Photocopying facilities.
- Study facilities.
- Training rooms.

26.7.2 The type and nature of facilities vary from library to library. Contact a library staff member or visit the LIS website (<http://lib.tut.ac.za>) for the latest information on the availability and terms of use of facilities in a particular library.

26.8 LIBRARY RULES

26.8.1 The following basic rules are in force at all libraries:

26.8.1.1 Library clients are not allowed to –

- Eat and drink in the library.
- Smoke in the library or toilets.
- Litter in the library.
- Move furniture or equipment.
- Use or answer the library's telephones.
- Make noise in the library or disturb other users unnecessarily (including but not limited to using a cell phone).
- Remove library information resources from the library without authorisation.
- Damage library information resources, furniture or equipment.
- Use other library clients' TUT identity cards.
- Move beyond the exit point when the information resources security system is activated.
- Book seats with bags when not in the library.
- Prohibit other clients from occupying an empty seat.

26.8.2 Please contact the relevant library to find out if there are additional rules that apply to a particular campus library.

26.8.3 Should a library client fail to comply with the rules mentioned in **26.8.1.1** and **26.8.2**, TUT disciplinary measures shall be taken against the client.

26.8.4 Neither the Tshwane University of Technology nor any of its library staff members will assume any liability for damage to or the theft of personal belongings of a library client or visitor.

