

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 (<https://libraries.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 the 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 and the I-Centres at the different campuses. Proof of registration must also be presented upon request.

26.3 LIBRARY HOURS

The library hours are subject to change at 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	8:00 - 22:00
Fridays	8:00 - 16:00
Saturdays	9:00 - 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	9:00 - 17:00

26.3.2 During TUT recess

Mondays to Fridays	8:00 - 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 print and electronic information resources e.g. books, continuing resources (periodicals), multimedia, etc. Visit the LIS website (<https://libraries.tut.ac.za>) for more information on the nature and extent of those resources.
- 26.4.2 Visit the LIS website (<https://libraries.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 your 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 library members per user category:

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)

User category		All libraries
Undergraduate students	Pre-diploma students	6 items for 2 hours
	B Tech students	6 items for 2 hours
Postgraduate students		6 items for 2 hours
Staff		6 items for 4 days
External members		6 items for 2 hours

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 users 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 users will be liable for the replacement cost of the item(s).

26.5.1.3 Fines are imposed on overdue loans. Library users 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 books, continuing resources, multimedia, and the reserved/study collections.

26.5.1.4 Overdue information resources

26.5.1.4.1 All library users 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 Two (2) 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 user to update the institution of the user's change of contact details. Contact the library for more information regarding such cases.

26.5.1.4.3 If a library user 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.
- Legal action will be taken against the user.

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 Each library offers a variety of training interventions (which differ from the credit-bearing information literacy modules/subjects). Please contact your campus library for the latest schedules.

26.5.3 INFORMATION SERVICES

26.5.3.1 Nature of information service

26.5.3.1.1 Information librarians assist library users 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.
- Modules/subjects reference service.

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 online via the Ask-a-Librarian Service and MS Teams as virtual/consultation tool.

26.5.4 INTER-LIBRARY LOANS AND DOCUMENT DELIVERY

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 user may not request items on inter-library loan on behalf of another.

26.5.4.5 Library users 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 user.

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 as per the approved tariffs. The LIS shall maintain good relations with external libraries by keeping to due dates of loaned items.

26.5.4.11 If a user fails to pay outstanding fines mentioned in **rule 26.5.4.10**, the library shall:

- Temporarily suspend the user's inter-library loans privileges;
- Withhold the student's examinations results until outstanding fines are paid in full; and
- Legal action will be taken against the user.

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 user.
- 26.5.4.15 The LIS shall not reimburse users 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 INTERNET CENTRES (I-CENTRES)

26.6.1 Each campus has an I-Centre either within the library or just outside the smaller libraries; and I-Centres are located outside the libraries in TUT-owned student residences and elsewhere on campus. The following services are available to students in the centres:

- Access to word processing and other office software for the completion of projects and assignments;
- Access to electronic information resources and online learning material;
- Access to online information searches;
- Access to all TUT services, including TUT e-mail, Learning Management System, and Enterprise Resource Planning systems to which they have been granted access;
- Access to e-mail for both academic and personal purposes;
- Mobile device usage workstations with access to charging outlets;
- Access to Wi-Fi;
- Access to printing, copying and scanning services;
- The provision of access to official, prescribed academic information and functionality is regarded as priority;
- No gaming, viewing or downloading of videos for recreational purposes is allowed between 8:00 and 16:00, except in cases where the games are prescribed by an academic programme and/or in aid of computer literacy;
- Students are entitled to request basic technical and other research support assistance from the staff working in the centres at no additional cost;
- Additional services and consumables such as laminating and binding, large format printing, etc. are not provided for on-site. LIS will attempt to source access to these services for students at an additional cost; and
- A predetermined period per day, per student, will apply between 8:00 and 16:00 with respect to using the computers in the centres, to afford everybody an opportunity. More time is allowed, should there be no demand; e.g., after hours and during recess.

26.6.2 Responsibilities of students:

- Students using the centres are at all times subject to the policies, rules and regulations of TUT;
- Conduct in I-Centres is also subject to rules as displayed in the centres;
- Disciplinary action will be taken against students who contravene policies, rules and regulations of TUT whilst utilising the centres;
- All students must use their login credentials to authenticate their identity when accessing TUT resources and services to which they have been granted access;
- By logging onto TUT PCs, students acknowledge that TUT does not guarantee their privacy and confidentiality when using the facilities and resources. They further acknowledge that they agree to abide by all TUT policies, rules and regulations, and they consent that their activities are being monitored when using the facilities and resources;
- Students must not share their login credentials;
- Students must use the service responsibly, ethically, and lawfully. Computer resources must not be wasted or monopolised to the exclusion of other students;
- The utilisation of the facilities to deliberately create, store or forward mass e-mail messages, chain letters, computer viruses, illegal copies of material protected by copyright is not allowed; and
- The creation, viewing, storage or forwarding of messages containing discriminatory, intimidating, derogatory, intolerant remarks or prejudice sharing based on race, religion, gender, age, sexual orientation, disability, belief, political opinion, culture, language, pornography, explicit nudity, gross depictions and religious content is not allowed.



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

26.7 FACILITIES

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

- Discussion rooms.
- Photocopying, printing and scanning facilities.
- Study facilities and 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 (<https://libraries.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 rules are in force at all libraries and in the I-Centres:

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.

