



Title:	Library Services Charter
Compiled by:	Library
Recommended by:	Library Committee
Approved by:	Senate
Chairperson Signature	
Date of Approval:	



GWANDA STATE UNIVERSITY LIBRARY SERVICES CHARTER

INTRODUCTION

This charter outlines the services that the library renders to customers. It is aimed at enhancing the level of awareness on the role of the Library; its vision, mission, core activities and set standards of service.

The University Library is committed to providing a high-quality service to all users, including students, staff, researchers, and members of the public. Everyone has the right to access information and knowledge, and the Library is committed to making its resources and services as accessible as possible.

VISION

To be a world class academic library, fully utilising contemporary Information and Communication Technologies (ICTs) in the provision of information resources and services.

MISSION

To support heritage based education at Gwanda State University by providing access to high quality information resources and services that facilitate learning, teaching, research, community service, innovation and industrialisation mandates.

CORE VALUES:

In our quest for timely provision of quality service, we shall be guided by the following core values:

- **Integrity:** Library staff will uphold strong moral principles in their conduct.
- **Professionalism:** Library staff commit themselves to executing their duties proficiently and putting user needs first in all they do.
- **Customer care:** Library staff will ensure patron satisfaction and delightful interaction at all times whether physically or virtually.
- **Accountability:** Library staff takes obligation for the services they render and services they outsource.
- **Excellence:** The Library shall provide services of high quality at all times.
- **Teamwork:** Library staff will abide by team spirit in service delivery in order to ensure user information needs are met.

STRATEGIC GOALS

- To provide dynamic library collections that support research, teaching and learning requirements of the University.
- To develop virtual spaces that facilitate use and discovery of library resources and services by a wide range of users.
- To facilitate increased use, access and management of library resources and collections through efficient and effective utilization of Information Communication Technologies.
- To provide high quality services through active participation in the university's quality assurance processes.
- To develop and build strategic collaborations which positively impact the University.

SERVICES OFFERED

Provision and dissemination of information through the following services

- Book lending
- Electronic resources
- Special collections
- Inter-Library co-operation
- Information literacy.
- Multi- media resources
- Preservation and Conservation of Library & Information materials
- 24-hour Reading Room
- Digital repository
- Research support services

OUR COMMITMENTS

We will:

- Provide access to a wide range of information resources, including books, journals, electronic databases, and other materials.
- Offer a variety of services to help users find and use information, such as reference assistance, instruction in information literacy, research support and interlibrary loan.
- Create a welcoming and supportive environment for all users.
- We will keep you updated regularly on the services that we offer and will communicate with you promptly and effectively.
- We will actively seek and listen to your feedback, and we will collaborate with you to continually evaluate our service and find ways to improve.

YOUR RESPONSIBILITIES

In return for our commitment to providing a high-quality service, we ask that you:

- Respect the rights of other users to a quiet and comfortable environment.
- Treat library staff and other users with courtesy and respect.
- Use library materials and resources responsibly.
- Comply with library policies and procedures.

COMMITMENT TO SERVICE DELIVERY

In our service delivery, we pledge that:

- The Library shall be open from –
 - 8:30 a.m. to 4:30pm on Monday - Thursday and,
 - 8:30 a.m. to 4:00 p.m. on Fridays.
- Weekends Closed
- **Examination Period Opening Hours:**
 - Monday to Thursday 8:30 a.m. to 7:00 p.m.
 - Friday 8:30 a.m. to 04:00 pm
 - Saturdays' 8:00am to 01:00pm
 - Sundays' Closed
- The Library shall be closed on public holidays
- Online inquiries from Library users shall be responded to within 24 hours

FEEDBACK

- Complaints, compliments and suggestions shall be forwarded to the respective units for action.
- Feedback may be channelled via on-line help desk, telephone, letters, e-mail, suggestion boxes or in person
- Feedback will be addressed as per Service Charter timelines on Customer feedback.
- Confidentiality and privacy shall be observed.

CONTACTS

Our contacts:

The Gwanda State University Library,
P.O. Box 30. Filabusi, Zimbabwe
Tel. No. +263-84 2824720/2824714/2824729
librarian@gsu.ac.zw | <http://library.gsu.a.zw>

Helpdesk - library@gsu.ac.zw

LIBRARY SERVICE CHARTER TIME LINES

CUSTOMER SERVICE CHARTER - COMMITMENT TO SERVICE DELIVERY

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Student Registration	University student ID Student and or personal email Student details	Nil	3 Minutes
Staff Registration	University Staff ID Corporate and or personal Email Staff Details	Nil	5 Minutes
Orientation /Induction	Request / Schedule Virtual link or face to face	Nil	1 Hour
Clearance	Clearance Form Patron University ID Patron account	Nil	5 Minutes

Lending	Patron University ID Patron Account Book(s)	Nil	2 Minutes
Reference & enquiry services	Request physically / Ask a Librarian	Nil	2 Minutes
Online / Virtual Reference Services	Online device Logged in library website On library social media hangers	Nil	Within 2 Seconds
Library ICT user support	University ID	Nil	10 Minutes
Answer phone call	Pen and Notebook	Nil	Within 20 Seconds
Respond to phone call Enquiries	Pen and Notebook	Nil	Within 10 working days More complex within 20 working days
Information Literacy Training including E-resources, Referencing and citation	Request Scheduled	Nil	+/- 2 Hours
Allocate/Use of Computers	University ID Booking Register	Nil	2 Minutes
Allocate/Use of Study Carrels	University ID (Staff & Students)	Nil	2 Minutes
Allocate / Use of Reading Room	University ID (Staff & Students) Booking Register	Nil	2 Minutes

REVIEW

To ensure this charter continues to reflect the GSU community needs and expectations, it will be reviewed regularly for currency and a major review will be undertaken every two years.