

UJ Library Service Charter

The main purpose of the UJ Library is to support the teaching, learning and research needs of the students and staff of the University.

Our aim is to provide excellent services that are efficient and relevant through receiving your continuous feedback

Access: we provide:

- 24 hours, 7 days a week access to electronic resources on and off campus, [catalogue](#), [databases](#), exam papers electronic books and journals. Access to study spaces during library [opening hours](#) these are maintained as advertised
- 24 hour study facilities.
- Access to library material by ensuring that books and journals are shelved correctly and made available promptly, and items reported missing are followed up
- Computers, printing and photocopying and studying facilities to assist your learning and research needs.
- A [website](#) that is comprehensive and user friendly.
- [Archival collections](#) and primary research material.

We Provide Support for Course Work and Research by ensuring that

- We provide access to resources required to support teaching and research through purchasing required resources and through collaborative agreements and licenses.
- All [reading lists](#) supplied by lecturers for new subjects will be provided if available for purchase.
- Print course work material is placed on the Reserve shelf within 2 working days of being supplied by the lecturer or if available in the collection
- Urgent items requested and approved for purchase are available within 5 working days of delivery in the library
- As a Postgraduate student or staff member, you are able to use the [Inter-library loans](#) service to get journals and books not held in the library. These are delivered within 3 working days (except for International requests)
- Items [requested](#) and available on shelves at another UJ library campus are delivered within three working days
- As a staff member you can ask library staff to place high demand journal articles and chapters of books on Electronic course reserve within 3 working days.

For Assistance in Accessing Resources you can:

- Contact your [Librarian](#) to make an appointment
- Send your request via [Ask a Librarian service](#) or email us [here](#)
- Approach the Enquiries and Circulation Desk for catalogue queries whenever the library is open
- Send a message on our [Facebook](#) page
- Access the Subject-based [Faculty Libguides](#)
- Access the [UJ library website](#)

We offer education and training programs by providing:

- Training programmes for [Undergraduate](#) and [Postgraduate](#) students and staff
- Monthly [seminars and workshops](#) to support postgraduate research
- [Online tutorial and unit guides](#) on the library's website
- Specialized services to Postgraduate students, staff and researchers



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We maintain an environment conducive to learning and research through

- Regular communications about changes and new developments
- Supportive services for [People With Disabilities](#)
- Respectful treatment of clients, ensuring confidentiality and [privacy of information](#)
- Creating a relaxed environment with flexible spaces for individual silent study and group work

Library staff are

- Responsive to questions, comments and complaints in a timely and courteous manner
- Skilled and knowledgeable to support you in accessing and using library resources.

We ask you to

- Contribute [ideas and suggestions](#) to improve Library resources and services
- Respect [Library rules and regulations](#)
- Be aware and comply with the [Copyright legislation](#)
- Respect the [library loan rules](#) by returning all resources at or before the end of the loan period
- Treat Library staff and others with respect and courtesy
- Utilize the self-service resources available to you where appropriate
- Assist us to gather information about your request to enable a timely and effective response

For more information, please visit our library homepage: <http://www.uj.ac.za/library>