

LIBRARY AND INFORMATION SERVICES

OUR SERVICE CHARTER

From the Director

Like most service institutions, we know that our success lies in delivering excellent services to you, our service beneficiaries. The Service Charter for the University of the Free State Library and Information Services (UFS LIS) sets out our commitment to providing you with the service you can expect, and inform you about the following:

WHO WE ARE AND WHAT WE DO

The UFS LIS is mandated with supporting the university community with services and information resources meant to support the university in its quest to reach its teaching, learning, research, and community engagement goals. The UFS LIS vision, which stipulates the need to deliver services that are excellent, equitable and innovative, is meant to guide all concerned in the standard of services LIS aspires to deliver. This vision is delivered by professional and competent staff who are governed by the values of the university and those of the profession. All these are driven by an internal culture that is customer- and outcomes-oriented, and thus begins and ends with the customer in mind. The UFS LIS has the main principle of shared leadership in the delivery of services by everyone, and thus calls for cooperation and collaboration across the board. In achieving this vision, UFS LIS seeks to come up with focused and measurable improvements, whose excellence can be translated into value for money services for all stakeholders.

OUR COMMITMENT TO YOU

We pledge to respect the rights of our service beneficiaries, including:

- The right to access to equal LIS services provided physically and remotely;
- The right to access to relevant, current and quality information;
- The right to access to facilities that meet different needs (engagement, research, study and reading needs);
- The right to be consulted and kept abreast of any developments in services;
- The right to lodge a complaint;
- The right to be treated with courtesy and consideration; and
- The right to be given full, accurate information about services, openly and transparently.

OUR SERVICE GUARANTEE

We guarantee services delivered by well trained and supportive staff, who display a caring, willingness to service and accountable culture, staff that is fair and reasonable in dealing with our service beneficiaries. We will provide you with excellent and quality services by:

- Identifying ourselves when we speak to you.
- Patiently seeking to understand your requirements and determining what is important to you.
- Recognising that service beneficiaries have different needs and personalising our services, and advising in ways that fit those needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or helping you find it.
- Being clear and helpful in our dealings with you, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.

- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity.
- Referring inquiries we cannot answer to an appropriate source.
- Ensuring that our contact details are kept current with the latest information, programmes, and services.
- Ensuring that we are conscious of diversity issues.
- Monitor our performance against the standards set out in this Charter and publish the results in an Annual Report.
- Provide explanations when our services do not meet acceptable standards.
- Be open and transparent about our processes, providing consistent and clear information across our communication channels.
- Take concerted effort to familiarise ourselves with your information needs and proactively address them.
- Provide monthly feedback on the status of information resources selected.
- Annually assess collection for relevancy, currency and quantity.
- Train at least 70% of service beneficiaries on library basics.

OUR SERVICE STANDARDS

Frontline services:

- Be identifiable to customers: name tags.
- Immediate attention to service: waiting period not more than 5 minutes at the Circulations Service Desk (cut short, stop or postpone a telephone call).
- Apologise for any inconvenience due to any unavoidable delays.
- Deliver the same quality service will be delivered to all.
- Present a welcoming and willingness to serve attitude.
- Refer customers to other colleagues for further assistance.

Teaching, Learning and Research Information Services:

- Process information resources search requests within 3 days of receipt.
- Provide accurate and relevant information resources as per the Reference Interview.
- Deliver proactive selective dissemination of information services.
- Respond to requests daily, acknowledging receipt of the requests, and indicating the time it will take to respond.
- Consult you on all aspects of our service that affect you.

Scholarly communications services:

- Avail Theses and Dissertations on KovsieScholar within two (2) months.
- Conduct quality check of the metadata for research output added on KovsieScholar.
- Equip you with skills to enhance your research communication.
- Digitise and preserve special, and rare collections for perpetual posterity and access.
- Present current website that serves as a tool for professional communication, marketing, and training.

Acquisition of information resources:

- Timeous ordering and delivery of information resources:
 - Processing of orders will take 2 weeks on average - from receipt of requests to notifying suppliers.
 - Delivery within 4 weeks for locally published and 12 weeks for internationally sourced information resources.
- Accuracy: Order information resources as requested by you.
- Consult you in cases where there is a difference between what has been requested and what is available in the market.
- Provide monthly feedback on the status of orders.
- Inform you about the budget and expenditure for information resources, by February annually.

Documentation of information resources:

- Timeous documentation, processing and shelving of information resources:
 - Urgent information resources: 24 hours
 - Normal information resources: 1 week

- Accuracy: Expert and professional documentation.
- 95% accuracy of the library catalogue.

Inter-library loans services:

- Extend our services and augment our collection by making information resources requests from other institutions on behalf of our service beneficiaries.
- Provide requested information from within a day up to 15 days, depending on the availability of information resources and response of the lending institution.
- Provide monthly feedback on the reasons for delays and/or unfilled requests, if any.

Journals and e-Resources:

- We consult with service beneficiaries and subscribe to relevant journals and electronic resources.
- We avail journals and e-resources strictly as per license agreements with service providers.
- We equip service beneficiaries with skills on how to access journals and e-resources on a regular basis.
- We provide seamless access to online journals and e-resources 24/7, in collaboration with ICT Department.
- We determine value for money subscription based on usage statistics and either renew or cancel subscription, after consultation with service beneficiaries.

HOW WE WILL COMMUNICATE

- Our telephones will be answered promptly - within four (4) rings.
- We will be courteous, professional and helpful, providing you with our name and work area. When we call you, we will provide you with our name, work area and the reason why we are calling.
- We will be accessible by telephone during business hours. We will respond to your telephone messages within one (1) working day.
- We will serve you within five (5) minutes of your arrival, if you have an appointment, and within

20 minutes if you do not have an appointment. We will advise you, in advance, about any unexpected delays in attending to you.

- We will be identifiable through our name tags, neatly dressed and well presented.
- All departmental business areas will have in-person service options. Our offices will be clean and comfortable, have clear signage and current, relevant information on display.
- We will acknowledge e-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response. We will use out-of-office e-mail messages when we are away from the office, and provide you with alternative contact details.

HOW YOU CAN HELP US

- We may occasionally seek your input in random surveys of how you perceive our services, what services are needed, including assessments of our performance.
- Tell us if you have special needs so we can accommodate them.
- Let us know if you need an interpreter to use our services.
- Inform us about changes in your circumstances.
- Let us know as soon as possible when we do not meet your expectations.
- We welcome suggestions for improvement to address any difficulties you are experiencing.

HOW TO CONTACT US

Office of the Assistant Director: Marketing and Community Engagement:

Website: <http://www.ufs.ac.za>

E-Mail: EisterKB@ufs.ac.za

By Telephone: (+27 51) 401- 3488

By Mail: University of the Free State Sasol Library, P.O. Box 301, Bloemfontein, 9300, South Africa.

In Person: University of the Free State Sasol Library, 205 Nelson Mandela Drive, 60 Sasol Building, Bloemfontein, 9301, South Africa.