



# NUST LIBRARY

## Service Charter 2020

*...in Support of the NUST Remote Learning Initiative*

While we are all studying and working from home, the Library undertakes to support you by providing answers to your:

### **General Queries**

- By being available on the **LIBRARY HOTLINE 0816920448** during our virtual opening hours, Monday-Friday 8:00-17:00, and answering your questions and queries via SMS or WhatsApp.
- By answering all the e-mails you sent to [library@nust.na](mailto:library@nust.na) within the hour or referring it to someone that can assist.
- By offering telephonic and online tutorials on accessing and managing your library account.
- By continuing to **renew** the **books** you have on loan until you can go back to campus to return them, to ensure you **do not receive fines** while on lockdown.
- By keeping our [website](#), Facebook, Instagram and Twitter feed up to date with the latest information and interesting bits that could make your life easier.

### **Academic and Research Queries**

- By providing you with thousands of **electronic journals and (text)books** (e-resources) you can access by going to the [off-campus e-resources portal](#) and entering your student domain username and password or staff computer access credentials.
- By assisting academic staff with links to **electronic resources** to be incorporated in **Moodle** courses.
- By providing you with [Do-it-Yourself \(DIY\) Videos](#), that show you how to access these e-resources, as well as those through reputable websites, and how to do APA referencing.
- By providing links to [Open Access and Open Educational Resources](#), to broaden your access to information.
- By giving you the option to contact your [Faculty Librarian](#) through e-mail or completing an [Ask a Librarian](#) form on the website should you have more questions.
- By providing telephonic assistance with accessing the e-resources.
- By offering weekly **webinars**:
  - **Tuesdays @ 9:00** on How to access and use the e-Resources. \*Book your space by sending a mail to [facultylibrarian@nust.na](mailto:facultylibrarian@nust.na) by Monday.\*
  - **Thursdays @ 9:00** on Citation and Referencing. \*Book your space by sending a mail to [facultylibrarian@nust.na](mailto:facultylibrarian@nust.na) by Wednesday.\*
- By arranging **online meetings** with students and faculty members when the need arise.
- By offering a short course on **Academic Integrity & Avoiding Plagiarism** (non-credit bearing) on the online learning platform, **Moodle**.

### **Access Queries**

- By ensuring that all e-resources are accessible 24/7.
- By resolving issues around downloading of documents within 2 hours.
- By ensuring that website content is updated continuously.
- By ensuring that students with domain password issues are assisted, allowing them to access e-resources off-campus.