



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 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 by Monday.*
 - **Thursdays @ 9:00** on Citation and Referencing. *Book your space by sending a mail to 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.