



# LIBRARY & INFORMATION SERVICES

The Right Information  
To the Right Person  
At the Right Time...

[www.unizulu.ac.za](http://www.unizulu.ac.za)



UNIVERSITY OF  
ZULULAND

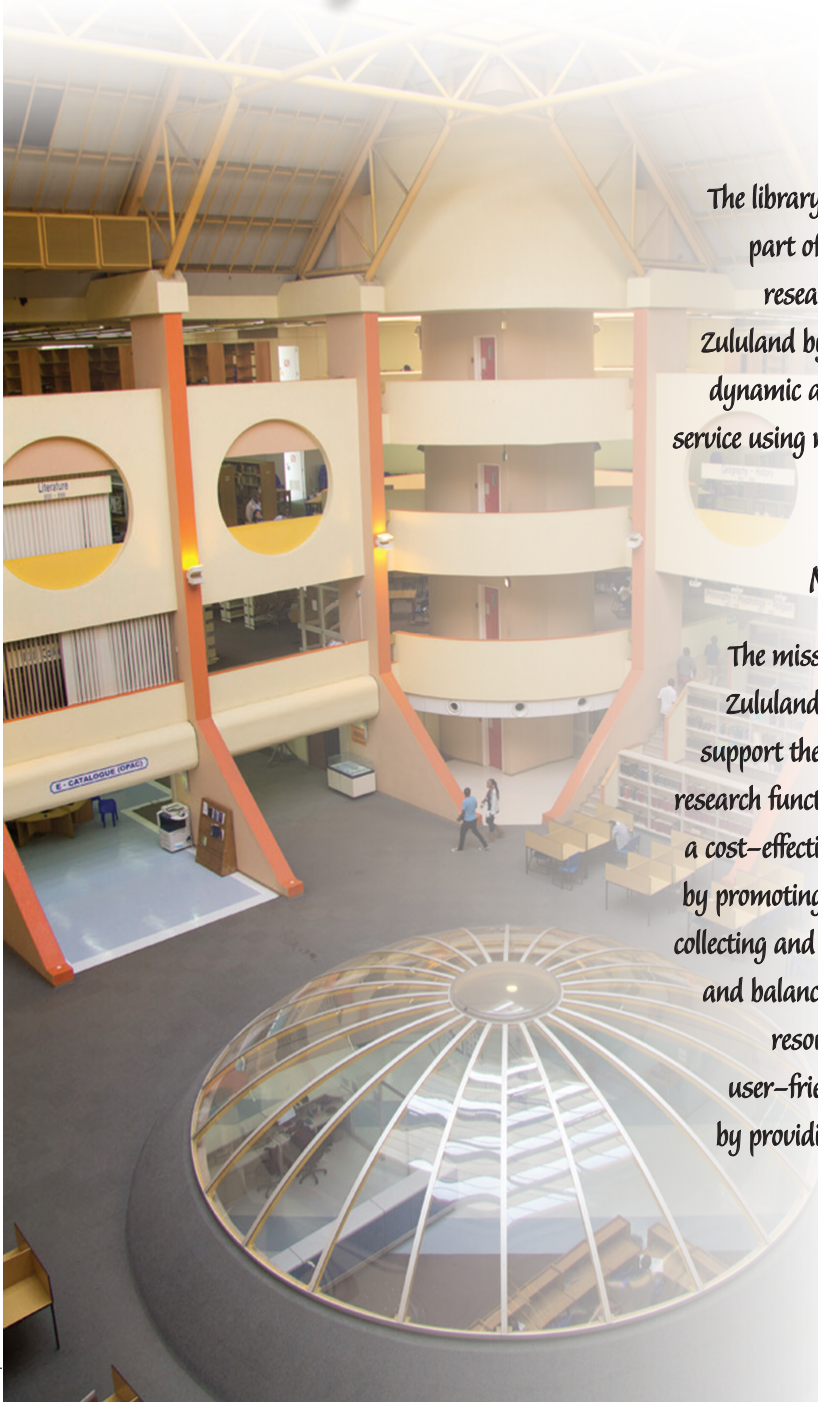
# Library And Information Services (LIS)

## Vision Statement

*The library seeks to be an integral part of teaching, learning and research at the University of Zululand by offering a world class dynamic and quality information service using multi-skilled personnel.*

## Mission Statement

*The mission of the University of Zululand Library is to efficiently support the teaching, learning and research function of the University in a cost-effective and reliable manner by promoting access to information, collecting and maintaining a relevant and balanced stock of information resources in an orderly and user-friendly environment, and by providing information literacy training.*



## Guide to the use of the library and its services

### 1. General information

#### 1.1 UNIZULU Libraries

The University of Zululand has two libraries namely:  
KwaDlangezwa - Main Library and the Richards Bay Library.

### 1.2 Opening and Closing Hours

#### 1.2.1 Kwa-Dlangezwa Campus

DURING TERM		
	OPEN	CLOSE
Monday to Friday	07h45	23h00
Saturday	08h00	18h00
Sunday	Closed	
DURING EXAMINATIONS		
	OPEN	CLOSE
Monday to Friday	07h45	24h00
Saturday	08h00	24h00
Sunday	Closed	
DURING STUDENT RECESS		
	OPEN	CLOSE
Monday to Thursday	08h30	16h00
Friday	08h30	14h45
Saturday & Sunday	Closed	
<b>Short Loans section opens: 07h30</b>		
<b>The library is closed on Public / UNIZULU Holidays</b>		

#### 1.2.2 Richards Bay Campus

DURING TERM		
	OPEN	CLOSE
Monday to Thursday	07h45	19h00
Friday	07h45	17h45
Saturday & Sunday	Closed	
DURING EXAMINATIONS		
	OPEN	CLOSE
Monday to Thursday	07h45	19h00
Friday	07h45	17h45
Saturday & Sunday	Closed	
DURING STUDENT RECESS		
Closed		

### 1.3 Library Staff

Normal operating hours for Library staff are as follows:

<b>Mondays to Thursdays</b>	<b>07h30 -16h00</b>
<b>Fridays</b>	<b>07h30 - 14h45</b>

### Service Times

All service points close 10 minutes prior to the closing times above.

When a Public Holiday falls on a Friday the library closes for the entire “long weekend”. Not all sections of the Library are available for use during the Library’s extended hours.

### 1.4 Membership & Library Visitors

All registered students and staff of the University have access into the Library building using their current student registration cards or staff cards. They are also eligible for library membership following a short application process. First entry students to the University of Zululand have to attend Library Orientation prior to application.

External membership applies to persons who are neither registered students nor members of staff of the University of Zululand. External membership is available in two categories, namely the CHELSA mutual availability programme or Ordinary persons. Tariffs are applicable for these categories of membership and are available from the office of the Director LIS.

All visitors must report to the Security personnel on duty to request access into the Library building. While access will not unduly be denied, the Director LIS reserves the right to deny access to any visitor/s. Groups of visitors (eg. School groups) are allowed access by appointment only. Written permission must be sought from the Director LIS.

**At the request of the library or security staff, library users must show their university registration or staff card, or a valid ID in the case of visitors.**

### 1.5 General Behaviour Rules in the Library

Silence must be observed at all times, even while entering and leaving the building. Mobile telephones must be switched off or put on ‘silent’ mode when entering the library. Group consultations are only permitted in the seminar rooms.



It is NOT permissible to take any bags, packets and parcels into the library. If there is reasonable ground for suspicion, library and security staff have the right to search persons entering or leaving the library. Individual lockers are available outside the building. The lockers must be left empty at the end of the day. **The security division cuts off all locks after the library has closed and the University does not accept any liability for items that may go missing as a result.** Bags, packets and parcels left lying at the entrance of the building will be deemed to be a security risk and may be destroyed without further notice.

Eating, drinking and smoking are not permitted in the library.

No user is allowed into the Library if he/she is in any state of intoxication from the use of alcohol or any other narcotic substance.

- Users are not permitted to use abusive and/or offensive language or gestures or any other type of harassing. This includes inappropriate dress or personal hygiene. Shoes must be worn at all times in the library.
- Playing cards or other games is strictly forbidden in the library.
- Users must be careful with the library materials and facilities. Whenever vandalism, improper use of the facilities, or theft is observed, access to, and use of, the facilities and/or the library can be denied. In the case of vandalism and/or damage, the costs will at all times be charged to the perpetrator.
- The library accepts no liability for damage to, and/or theft of, the personal belongings of any persons entering this building. We suggest that you do not leave anything unattended as these may have to be removed and destroyed for security reasons.

These rules are made to enable every client to access information and study in a congenial and quiet atmosphere. Library and security staff can request a user whose behaviour is offensive and/or causes inconvenience in any way to leave the library. They can also deny perpetrators access to the library for a certain period of time.

### **1.6 Integrated Library System (ILS)**

The Library uses a fully automated web-based Symphony Integrated Library System from SirsiDynix, shared with Mangosuthu University of Technology (MUT) through esAL. (eastern seaboard Association of Libraries).

## 1.7 Cataloguing and classification standards

UNIZULU Library uses the following tools:

- AACR2R/RDA cataloguing rules
- Dewey Decimal Classification system (DDC23)
- Library of Congress Subject Headings (LCSH).

Books are classified and thus shelved according to the subject of the book, in a numerical-alphabetical sequence

### Broad DDC structure:

<b>000</b>	Computer science, Information & General works	<b>500</b>	Science
<b>100</b>	Philosophy & Psychology	<b>600</b>	Technology
<b>200</b>	Religion	<b>700</b>	Arts & Recreation
<b>300</b>	Social Sciences	<b>800</b>	Literature
<b>400</b>	Language	<b>900</b>	History & Geography

## 1.8 Collections

The library holds a collection of bound volumes and over 1200 titles of journals and other serials. We also have special collections: uZulu Collection, Audio-Visual section and Periodicals.

## 1.9 Retrieval of information and location of materials



**EDS SEARCH IS AVAILABLE ON THE LIBRARY WEBPAGE:**  
<http://library.unizulu.ac.za/> or through university website,  
by selecting 'Library' : For more information and training,  
please contact your Faculty librarian (p.16)

### How to search for information?

EBSCO Discovery Service (EDS) is online all-inclusive search.

It allows searching simultaneously UNIZULU library e-Catalogue, subscribed databases & Institutional Repository for different types and formats of the information materials such as Books, Journals, etc. in print or electronic format.

EDS can be accessed anywhere, anytime from any device connected to the internet.

At UNIZULU library please use the following:

- The dedicated library computers (previously known as OPAC)
- Computers and tablets at Info Cellar
- Personal devices, such as smart phones, laptops, etc.

For ease of reference, the following institution codes are used in the ILS to determine ownership and location of the material:

UZ	University of Zululand
RB	Richards Bay (Unizulu Branch Library)
MUT	Mangosuthu University of Technology

The DDC number is used to numerically organise information materials (e.g. books, theses, journals etc.) on the library shelves. The call number which consists of the DDC numbers followed by a suffix, (the first three letters of the author's surname or title) which is the first three letters of the author's surname (or the title where there is no specific author), is displayed on the spine of the book for easier location and retrieval of material.

Within the UNIZULU Library collection, further location codes are used to signify special types of materials or locations. The location code appears in the catalogue entry and on the spine label before the DDC number. These location codes are:

CODE	MATERIAL TYPE	LOCATION	EXAMPLE
AV	Multimedia, e.g. videos, DVDs	Audio-visual Section	<b>AV</b> 658 JAM
G	Government Publications	UZULU Collection	<b>G</b> 354.68 MBO
J	Journals	Current or Bound Journals	<b>J</b> 505 MTH
R	Reference Books, e.g. dictionaries	In Reference Collection	<b>R</b> 510 ZIT
T	Theses and dissertations	Reference Collection	<b>T</b> 960 JAL
Z	UNIZULU publications, isiZulu information, reports, etc.	UZULU Collection	<b>Z</b> 968 NTU
RB	All	Richards Bay Campus	<b>RB</b> 658.6 NAI

## 2. Library Service Points - Kwa-Dlangezwa Campus

There are various service points in the library.

For all transactions users must produce a current **UNIZULU** student card, or a valid identity document for external members.

## 2.1 Circulation and Short Loans

**Location: Ground Floor**



The **Circulation desk** is located on the ground floor and is divided into 2 sections, viz. Issues and Returns. The following loan restrictions apply:

CATEGORY OF USER	ITEMS	PERIOD	RENEWAL
Undergraduate students	6	14 days	1
Undergraduate 4th year	6	14 days	1
Honours	10	30 days	1
Masters & Doctoral students	15	42 days	1
Other Postgraduate students	10	30 days	1
Academic staff	20	60 days	1
Other staff	10	30 days	1
External CHELSA	6	30 days	0
External <u>Ordinary</u>	4	14 days	1

The following procedure is applicable when borrowing and returning Library materials:

- The Circulation/Issue desk assistant will process the loan transaction/s on the ILS and request the user to sign a loan receipt that will be retained by the Library.
- The due date will be stamped onto the date slip in the book.
- Should a user wish to renew a loaned item/s, she/he should contact the Issue desk either in person or telephonically (ext 6466), preferably before the due date, as overdue fines will apply for any overdue period. Renewal periods above apply strictly.



Renewals can also be done online via e-catalogue.

- No person is allowed to borrow item/s on another person's name.
- Staff members who wish to send other persons to collect and loan material on their behalf, must send their original staff card with the person and written consent.
- When returning items the user must present the item/s to the assistant at the Returns Counter who will then issue a printed Returned Item receipt. The user must retain this receipt in the event of any query claiming non receipt of the item by the Library. **No claim by any user that material was returned will be entertained without the printed Returned Item receipt.**

Users may request any item which is “on loan” to be reserved for them. This can be done online, in person, or telephonically via the Issue Desk on ext. 6466.

## 2.2 Short Loans

The **Short Loans Section** (also known as the “Reserve Section”) is located adjacent to the Circulation Desk. The section is used for materials which are in high demand by large groups of users to allow optimum usage of the material, e.g. books, book chapters, journal articles.

The following procedure is applicable when using Short Loans material:

- It will be issued to users for a maximum non-renewable period of 2 hours and it must be returned on time or overdue fines will be charged.
- Short Loans material may only be used in the area designated for Short Loans and may not be removed from that area, except for photocopying using the machines on the ground floor just outside the Short Loans area.
- Academic staff may request special permission from the Director LIS to take out material relevant to their department from the Short Loans section on overnight loan or weekends.

**NB:** For assistance with any issues related to the Circulation Desk, Short Loans or ILL please contact Mr B. Mkhwanazi, ext. 6459, [mkhwanazib@unizulu.ac.za](mailto:mkhwanazib@unizulu.ac.za)

### 2.3 Inter-library loans (ILL)

ILL is situated in the Reserve/Short Loans section of the library. ILL is open only during the Library's normal operating hours and not during extended hours. ILL refers to the service of loaning items between libraries nationally and internationally. This facility is available to UNIZULU postgraduate students, academics, professional library staff and researchers only (not External members). Contact Ms P.R. Mthethwa, ext. 6468, [mthethwap@unizulu.ac.za](mailto:mthethwap@unizulu.ac.za)

### 2.4 Photocopy

The library has 8 card operated photocopying/printing machines located in the Info Cellar, ground floor, first floor and uZulu collection. Students load money onto their student cards using a cash loader machine at the Printing Centre. Each copy will cost 54c. This is a self-service facility.



NB. The photocopying/printing machines are not operated or controlled by the library. Please contact the Printing Centre Management, with any queries at ext. 6586.

### 2.5 SPECIAL COLLECTIONS

The special collections are made up three sections: uZulu Collection, Audio-Visual section and Periodicals.

#### 2.5.1 UZULU Collection

**Location: 2<sup>nd</sup> Floor, North wing**

The uZulu collection houses information resources about the land, history and people of KwaZulu-Natal and UNIZULU research publications (e.g. theses and dissertations, reports, minutes etc.). Due to the value of the materials in the uZulu collection access is restricted and items cannot be taken out on loan. uZulu Collection materials are identified by the prefix 'Z' which precedes the classification number on the spine of the book (e.g. Z 960 NTU).

To access and use material within this section, users must produce their student cards.

Contact person: Mr T.P. Mkhwanazi, Ext. 6584,  
email: [MkhwanaziTP@unizulu.ac.za](mailto:MkhwanaziTP@unizulu.ac.za)

**NB:** The uZulu Collection is open during normal operating hours of the Library (see section 1.2.).

### 2.5.2 Audio-Visual Section

#### Location: 4th Floor, East side

This service point provides users with information from multimedia, i.e. different kinds of non-book materials e.g. DVDs, Videos, CD ROMs, etc. These materials are identified by the symbol “AV” in front of the classification number (e.g. AV 320 SMI). Materials are for use in the AV section only and cannot be taken out on loan.

The AV section has two computer Labs, each with 10 computers. These can be used by small groups of students.

**NB:** The section opens Monday to Thursday: 07h45 - 15h45;  
Friday: 07h45 - 14h45 and is closed on Saturdays, Sundays, public holidays and during university holidays.



For further information  
contact Mr L Mthiyane,  
ext. 6069,  
[mthiyanel@unizulu.ac.za](mailto:mthiyanel@unizulu.ac.za)

### 2.5.3 Periodicals section

#### **Location: Info Cellar, One level below ground floor**

The Periodicals section is located at Info Cellar, which is a comfortable and convenient space for learning and research for all UNIZULU Library users. The section houses journals (both current & bound) which are available for use within the Info Cellar and cannot be taken out on loan. One can make copies of articles of interest using the available photocopiers.

Available Facilities include:

- Wi-Fi
- Networked computers
- Work spaces with electrical fittings for 2 and 3-pin user devices
- Comfortable informal study spaces
- Photocopying/printing facilities
- Tablets for loan\*

*\*The library loans out Mobile tablets to currently enrolled UNIZULU students only. This service is provided at the Info Cellar area of the library (one level below the ground floor). Tablets will be loaned out to students for a period of 3 hours and can only be used within the Info Cellar area. All tablets are monitored and can only be used for academic purposes. Theft or damage to the device will be incurred to the user that has loaned the device out.*



Contact person: Mr S. Khumalo, Ext. 6830,

email: [khumalos@unizulu.ac.za](mailto:khumalos@unizulu.ac.za)

**NB: The Info Cellar is open during normal operating hours of the Library (see section1.2.).**

## 2.6 Institutional Repository (IR)

Institutional Repository is an open digital archive of scholarly, intellectual and research output of the University of Zululand. UNIZULU IR makes all University of Zululand thesis and dissertations available electronically through the Internet at <http://uzspace.unizulu.ac.za> or via the Library Website. In addition to these and dissertations all UNIZULU researchers' scholarly publications on Open Access Journals are deposited in IR. IR was established to manage, archive, and maintain the research output of the University of Zululand. It enables the university to provide access to its research and avail this electronically to the greater research community locally and globally.

## 2.7 Law collection

**Location: 4<sup>th</sup> Floor, West side**

This section houses the following materials:

Law Reports, Acts, Monographs, etc.

## 2.8 Reference Works

Reference materials help users to find specific information quickly. Examples include atlases, dictionaries, directories, encyclopaedias, etc. They are available in print and electronic formats. The information they provide is usually brief and concise. **Reference materials are not for loan. All print general reference works (e.g. Encyclopaedia Britannica) and the subject related references (e.g. Dictionary of Chemistry) are located** on the 1st level of the library. The reference works are identified by the letter "R" which precedes the classification number on the spine of the book (e.g. R 423 ENG).

## 2.9 Electronic Resources (eResources)

The Library provides access to many different electronic resources for the University community to access via the internet. These resources include; electronic databases, electronic books, electronic journals, electronic Theses Dissertations, electronic newspapers and magazines, as well as the Library's eCatalogue.

Our eResources can be accessed on campus or off-campus by all UNIZULU registered students, researchers and staff only.

Most of our electronic resources are full text and can be viewed, printed, emailed and downloaded. They are available 24/7 throughout the year. These can be accessed on site or remotely by all registered students, researchers and university staff.



To access eResources, one needs to login via OpenAthens whether on/off Campus through:

- The Library's Webpage ([www.library.unizulu.ac.za](http://www.library.unizulu.ac.za))
- Ebsco Discovery Service

OpenAthens is an identity management software that allows the library to determine who is entitled to access its licensed electronic resources.

Login details are the same credentials used when signing in to UNIZULU email, WiFi, or Lab Access.

On campus students/staff can activate their login details at the ICT help desks, UNIZULU computer labs and off-campus students/staff should send email to [labs@unizulu.ac.za](mailto:labs@unizulu.ac.za) with request to reset their accounts.

## 2.10 Research Commons (RC)

### Location: Ground Floor

The Research Commons is a dedicated space reserved exclusively for use by senior postgraduate students (Master's and Doctoral level) and academic researchers. The Research Commons provides a peaceful atmosphere where users can access electronic resources via wireless connectivity, work on their articles, theses, dissertations or conference papers and have research consultations with librarians or supervisors.

[Ms Z. Hadebe, 6729, Hadebez@unizulu.ac.za](mailto:Ms.Z.Hadebe.6729@unizulu.ac.za)

**NB:** The Research Commons is opened during normal operating hours (see section 1.2).

## 2.11 Information Services

Information Librarians are professionally qualified LIS staff who assist users with all training and information needs. They provide information services to the specific faculties/departments (see page 16-17). They are responsible



for collection development; knowledge organisation; library marketing; information search & retrieval; and user education & training. They offer Library Orientation and tours to all new students at the beginning of each year and staff - throughout the year. As part of the continuous User Education programme Information Librarians offer a number of training workshops (e.g. Referencing, Plagiarism, etc.) for undergraduate and postgraduate students and researchers to support teaching, learning and research at UNIZULU Library. Academics are encouraged to pre-book training sessions for their students with the relevant Information Librarian for group training which will be tailor made to the level and needs of the group.

For more information on the workshops, please contact Information Librarians (see page 16).

### **3. Additional Services and Facilities at Kwa-Dlangezwa Campus**

#### **3.1 Seminar Rooms**

The seminar rooms in the library are available for use by registered University of Zululand students. There are 12 seminar rooms available for use on a first come first served basis. Unfortunately seminar rooms cannot be booked in advance. In the interests of attempting to ensure that as many users have access to the rooms as possible, groups of students may not use a seminar room for more than two hours at a time.

The library has seminar rooms for group discussions. To access these, one must borrow a key at the Short Loans section.



The following procedure applies:

- Users must produce their valid UNIZULU identity card. A seminar room key will not be issued without the card.
- The card will be kept for the duration of the time that the key is held by the student. Only when the student returns the key will the card be returned to the student.
- No card swop will be permitted, i.e. the user who borrows the key must be the user who returns the key. The room will then be available to the next waiting group and not the same group of students.

The following rules must be observed by users of the seminar rooms:

1. No more than ten (10) students may work in any seminar room at a time.
2. The seminar room must be locked before the key is returned. Students may not return the key and keep the seminar room unlocked for extended use.
3. Under no circumstances are students allowed to take furniture in and out of the seminar rooms.
4. Discussions in the seminar rooms must be conducted in a reasonable tone and no loud voices will be tolerated. These rooms are not sound proof.
5. A seminar room is available to a single group of students for no more than two hours at any one time.
6. ALL library rules (except the talking rule) are applicable in the seminar rooms, i.e. No eating, drinking, smoking, etc. Please refer to the Behaviour Rules pamphlet for further details. Obscene behaviour will definitely not be tolerated.
7. Students may not leave their belongings unattended in a locked seminar room. Protective services will be called to take these away.

#### **LOST KEYS:**

If the key is lost, the student will have to report to the library secretary during normal working hours. The card will be retained by the staff on duty, even if this is after hours. A key replacement fee of R50.00 will be payable.

The secretary will issue a student with the relevant account details as the fee must be paid directly to the ABSA agency. Students contravening the procedure and the rules will be prevented from using the seminar rooms in the future. In addition should students continue to disregard the two hour use rule a fine will be imposed.

### **3.2 Conference Room**

The Conference Room is located on the Ground Floor of the Library. It is available for symposia, training, workshops and events hosted by academic and support departments of the University. The Conference Room must be pre-booked with the Library Administrative Assistant, Mrs C Moodley on Ext 6643 or [moodleyc@unizulu.ac.za](mailto:moodleyc@unizulu.ac.za)

The Conference Room is only available during the Library's normal operating hours as reflected on page 1. The key will only be issued to a UNIZULU staff member, whose staff card will be retained for the duration of use of the facility.

## **4. SERVICES AT RICHARDS BAY CAMPUS**

Rules and regulations for the main campus library apply to the Richards Bay Library, unless specified hereunder. This portion of the manual must therefore be read in conjunction with all the foregoing pages.



## INFORMATION LIBRARIANS

### Faculty Librarians

Provide Information services to undergraduate students (UG) and academics (including individual research consultations for their faculty academics & PG students).

#### Faculty of Arts:



#### **Librarian - Mrs Faith Nsele**

**Location:** Second Floor

#### **Departments:**

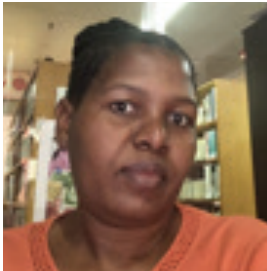
African Languages and Culture, Anthropology and Development Studies, Communication Science, Creative Arts, Criminal Justice, English, General Linguistics and Modern Languages, History, Information Studies, Philosophy and Applied Ethics, Politics and International Studies, Psychology, Recreation and Tourism, Social Work, Sociology.

#### **Contact details:**

**Email:** [NseleF@unizulu.ac.za](mailto:NseleF@unizulu.ac.za)

Telephone: 035 902 6688

#### Faculty of Education:



#### **Librarian - Ms Fikile Gina**

**Location:** Second Floor

#### **Departments:**

Arts and Languages Education, Curriculum and Instructional Studies, Early Child Education, Educational Psychology & Special Education, Educational Professional Practice, Educational Foundation and Management. Mathematics, Science and Technology Education, Social Sciences Education

#### **Contact details:**

**Email:** [GinaF@unizulu.ac.za](mailto:GinaF@unizulu.ac.za)

Telephone: 035 902 6469

#### Faculty of Commerce, Administration and Law:



#### **Librarian - Mrs Bongiwe Nkhuhlu**

**Location:** Third Floor

#### **Departments:**

Accounting and Auditing, Business Management, Economics, Public Administration, Centre for Legal Services, Law Librarian - VACANT

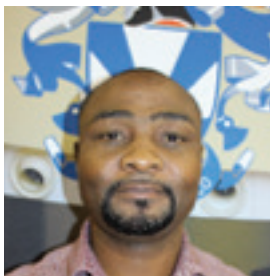
#### **Contact details:**

**Email:** [NkhuluB@unizulu.ac.za](mailto:NkhuluB@unizulu.ac.za)

Telephone: 035 902 6461



## Faculty of Science & Agriculture:



### **Librarian - Mr Sizwe Mabena**

**Location:** Third Floor

#### **Departments:**

Agriculture, Biochemistry and Microbiology, Botany, Chemistry  
Computer Science, Consumer Science, Geography & Environmental  
Studies, Hydrology, Hydrological Research Unit, Human Movement  
Science (Biokinetics), Mathematical Sciences, Nursing Science,  
Physics and Engineering, Science Access Programme, Science  
Centre, Zoology

#### **Contact details:**

**Email:** [MabenaS@unizulu.ac.za](mailto:MabenaS@unizulu.ac.za)

Telephone: N/A

## RESEARCH SUPPORT LIBRARIANS

Research support librarians provide Information services to postgraduate students (PG) from honours level to PhD, and researchers from all faculties. They concentrate on PG group trainings and the advanced research support.



### **Research Commons**

#### **Librarian - Ms Zanele Hadebe**

**Location:** Ground Floor

#### **Contact details:**

**Email:** [HadebeZ@unizulu.ac.za](mailto:HadebeZ@unizulu.ac.za)

Telephone: 035 902 6729



#### **Librarian - Mrs Nabisa Mbali**

**Location:** Fourth Floor

#### **Contact details:**

**Email:** [MbaliN@unizulu.ac.za](mailto:MbaliN@unizulu.ac.za)

Telephone: 035 902 6471

### **Library & Information Services @ UNIZULU - 2019 edition**

This guide contains brief information aimed at all users who wish to make optimum use of the UNIZULU Library. For further information please contact: [library@unizulu.ac.za](mailto:library@unizulu.ac.za)



**UNIVERSITY OF  
ZULULAND**

*RESTRUCTURED FOR RELEVANCE*

**University of Zululand Library**

<http://www.unizulu.ac.za>

Tel : 035 902 6463

[library@unizulu.ac.za](mailto:library@unizulu.ac.za)



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