

# UNISA



university  
of south africa  
library

## Unisa Library Service Charter

### Service Charter

We, Unisa Library staff:

Understand that the core function of the Library is to provide good quality information services that support teaching, learning and research by optimizing appropriate technologies.

### Values

#### We value:

- Ethical and collective responsibility
- Integrity
- Innovation and excellence
- Responsive student-centredness
- Dignity in diversity

### Core Principles

#### Our core principles are:

- Student centeredness: we prioritise student needs
- Collegiality: we conduct ourselves with respect and consideration of internal and external stakeholders.
- Service to humanity: we promote cultural diversity and serve causes which advance society and humanity

### Intent

- We commit to fast, relevant, professional and efficient information services
- We strive to support innovation, using appropriate technologies to provide seamless access to information and services
- We undertake to provide for your information needs and improve services and resources based on your feedback
- We believe in mutual respect
- We endeavour to provide skilled and professional staff