Public Services Department

The Public Services Division supports the mission of the Library and the University by assisting users in finding information, facilitating access to information, and teaching concepts and skills necessary for research and continuing education. It is responsible for all library functions that involve direct contact with library users. The Division provides a number of services that are aimed at meeting various information needs of our Library users. This Division comprises the following sections;

- Reference and information services
- Circulations Control Section
- Short Loan Section

CIRCULATION CONTROL SECTION

This section is responsible for the borrowing of materials, management of collection and other related services to users. The following are the major functions. Circulation Desk Activities Check-out and check-in of materials, renewals, hold & recalls, book reserves, notifying and searching items, user assistance, registration of new members, issuing library clearance to departing users. The Section is supervised by Mr. Lovelee, Mwengwe (DipLis).

Item Recall

If a Hold is placed for an item, the system generates a recall notice which is mailed to the borrower. Upon return of the Hold item, the system automatically generates the notification notice which is also mailed to the requester.

REFERENCE & INFORMATION SERVICES (RIS) basically facilitate the contact between the library clientele and information sources. The process could take place either in-person or through telephone or electronic media. The UNZA Library Reference & Information Services is responsible for those library operations, which entail regular, direct contact between library personnel and library users. The major functions of RIS are;

- to provide direct personal service to the library’s users,
- to guide and help clientele in finding information/research sources they need in all formats,
- to support University’s instructional program through formal and informal library instruction,
- and to offer users access to materials available in other libraries.
- Presentation of Seminars & Tutorials

This service is personal assistance provided by members of the reference staff to library users in pursuit of information. Libraries. Undergraduate students are assisted in finding resources to complete their assignments. We also help in the use of the Online Library Catalog and other resources available on line.

SHORT LOAN COLLECTION SECTION

This unit was established to provide copies of recommended reading material, which may be in short suppy for a relatively large readership. The collection is meant to ensure that frequently used course materials are readily available to students and that there is an increased mobility of books, portions of which are prescribed reading, but of which are only a few copies available. The loan periods for the materials in this section is two and half hours. Mrs Hazel M. Zulu is supervisor of the Short loan Section.