



MIDLANDS STATE UNIVERSITY LIBRARY SERVICE CHARTER



PREAMBLE

The Midlands State University (MSU) Library plays a pivotal role in the academic ecosystem of the institution, serving as a vital resource for staff and students. It is dedicated to supporting a wide range of activities, including teaching, learning, research, innovation, community engagement and industrialisation, all of which align with the principles outlined in Education 5.0 and the National Development Strategic documents.

In its commitment to providing high-quality, client-centred services, the MSU Library prioritises the unique needs of its users. This includes offering tailored research support that enables students and staff to navigate complex academic resources effectively. Furthermore, the Library engages in proactive outreach programmes aimed at fostering academic collaboration and promoting information literacy among its users.

Additionally, the Library emphasises the development of collaborative solutions aimed at enhancing knowledge sharing and supporting interdisciplinary research initiatives. In this regard, it ensures that both students and staff have access to the resources and assistance required for achieving academic success. Overall, the MSU Library endeavours to cultivate an enriching environment that aligns with the University's mission and significantly contributes to broader national development objectives.

OUR VISION

To be a unique technology-driven library for the advancement of research, teaching, learning, innovation, community service and industrialisation.

OUR MISSION

The MSU Library provides access to quality information resources, services and spaces to all its stakeholders through dedicated human capital and advanced technologies.

OUR VALUES AND BEHAVIOURS

- Innovativeness
- Client-Centredness
- Accountability
- Diversity
- Collaboration
- Respect
- Empowerment
- Hardworking
- Integrity
- Transparency



WHAT WE OFFER

Our objective is to facilitate access to extensive information resources that promote high-quality research, teaching, learning, innovation, and industrialisation.

Our areas of strategic focus are:

- Collections
- Skill development and enhancement,
- Research support
- Digital support,
- Reading facilities,
- Events and exhibitions
- Open scholarly communication



WHAT ENVIRONMENT TO EXPECT

Clean | Quiet | Safe



HOW WE DO IT

Library Commitment to Clients

- Outstanding client service by adhering to the principle that the client is central to all our efforts.
- Continuous enhancement of library processes and procedures through:
 - Delivering timely, accurate, innovative and efficient services
 - Looking for new ways to provide better services for our clients, embracing new technology
- Providing a friendly, courteous, efficient, and professional service.
- High-quality resources and services available 24/7, with expert support at core times to assist you.
- We strive to cater to your individual needs and provide a personalised service.
- We will publicise our service standards and utilise them to ensure we meet our objectives and continuously improve.
- We actively engage with the broader community to share, collaborate and inspire.
- We promote accessibility, equality and diversity in all our services.
So we will:
 - Serve you respectfully and efficiently.
 - Welcome you warmly and thank you sincerely.
 - Be knowledgeable about our products and services.
 - We welcome your comments and will address any issues promptly.



Library Expectations from Clients

- Providing us with all the information we require to assist you.
- Letting us know if you have any special needs.
- Telling us how we can improve our services.
- Asking us to explain anything you are not sure of about library services and products.
- Observing set rules and regulations to ensure a peaceful and conducive reading environment
- As a valued client, it is your responsibility to abide by any responsibilities set out under the:
 - National Constitution
 - Universities Act
 - Any licence agreements and
 - Applicable laws and legislation

FEEDBACK AND REVIEW

The MSU Library values your feedback regarding our services highly. We will respond to your inquiry regarding our services within 24 hours.



CONTACT EMAILS OF OUR FACULTY AND CAMPUS LIBRARIANS

	Designation	Email	Ext
1	University Librarian	chibandnp@staff.msu.ac.zw	2060
2	Deputy Librarian - Acquisitions and Resource Description and Metadata Services	masununguref@staff.msu.ac.zw	2052
3	Deputy Librarian - Scholarly Communications, Research Support and Digital Services	makekee@staff.msu.ac.zw	2430
4	Deputy Librarian – Academic Support and Operations	tokwek@staff.msu.ac.zw	2052
5	Faculty Librarian - Agriculture and Natural Resources Management	matsae@staff.msu.ac.zw	2405
6	Faculty Librarian - Arts and Humanities	chigamanip@staff.msu.ac.zw	3001
7	Faculty Librarian - Business Sciences	tokwek@staff.msu.ac.zw	2182
8	Faculty Librarian - Built Environment	poswoe@staff.msu.ac.zw	2065
9	Faculty Librarian - Education	masimbitir@staff.msu.ac.zw	2343
10	Faculty Librarian - Engineering and Geosciences	chumac@staff.msu.ac.zw	3072
11	Faculty Librarian - Law	smazhindu@staff.msu.ac.zw	2055
12	Faculty Librarian - Medicine and Health Sciences	hoossenl@staff.msu.ac.zw	2431
13	Faculty Librarian - Science and Technology	makekee@staff.msu.ac.zw	2430
14	Faculty Librarian - Social Sciences	masununguref@staff.msu.ac.zw	2052
15	Number 1 Kwame Nkrumah Librarian	munhuc@staff.msu.ac.zw	3176
16	School of Social Work Librarian	jekef@staff.msu.ac.zw	3171
17	Post Graduate Studies Librarian	smazhindu@staff.msu.ac.zw	2055
18	Bulawayo Learning Centre Librarian	mudimbam@staff.msu.ac.zw	2466
19	Batanai Library / 24-hour Study Centre	matsae@staff.msu.ac.zw	2405
20	Library IT Manager	chikadat@staff.msu.ac.zw	2344



<https://libraries.msu.ac.zw>



For any queries or research support, please contact us at:

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**Midlands State University
LIBRARY**

