

## UNIVERSITY OF DAR ES SALAAM LIBRARY



## USER GUIDE



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# CONTENTS

<b>INTRODUCTION .....</b>	<b>2</b>
<b>LIBRARY OPENING HOURS .....</b>	<b>2</b>
<b>MEMBERS ENTITLED TO USE THE LIBRARY .....</b>	<b>2</b>
<b>THE LIBRARY BUILDINGS .....</b>	<b>3</b>
<b>LIBRARY COLLECTIONS.....</b>	<b>3</b>
Law Collection.....	3
Science and Engineering.....	3
Arts and Social Sciences.....	3
The East Africana .....	3
Reference and Document Delivery .....	4
i.    Current Awareness Services (CAS) .....	4
ii.   User Education .....	4
iii.  Reference Desk .....	4
vi.   Carrel Services .....	4
<b>ORGANIZATION OF LIBRARY RESOURCES .....</b>	<b>4</b>
<b>TYPES OF LIBRARY RESOURCES .....</b>	<b>6</b>
Print Books .....	6
Reference Resources.....	6
Newspapers and Periodicals .....	6
Digital materials.....	6
Pamphlets.....	7
Reprints.....	7
Microforms .....	7
Government Publications .....	7
United Nations Documents .....	7
Maps .....	7
Theses and Dissertations.....	7
<b>SEARCHING AND RETRIEVAL OF LIBRARY MATERIALS .....</b>	<b>7</b>
Searching print materials .....	7
Access to Electronic Resources .....	8
<b>BORROWING LIBRARY MATERIALS.....</b>	<b>9</b>
Guidelines for Borrowing Library Materials .....	9
<b>LIBRARY RULES AND REGULATIONS.....</b>	<b>10</b>
Personal Safety .....	11
Destruction of Library Materials .....	11
Behavior and Dressing in the Library .....	11
<b>REVIEW OF THE LIBRARY USER GUIDE.....</b>	<b>12</b>

## INTRODUCTION

The University of Dar es Salaam Library is a vital source of scholarly information that facilitates users to get access to learning and research resources during their studies. It provides access to a wide range of resources in both print and digital formats and conducive reading environment for users, regardless of their physical conditions.

All registered users are eligible to access library resources and can borrow print materials from general shelves for a specific period of time. However, certain categories of materials in the special reserve collections are borrowed for a short time and used within the library. The East Africana and other special collections are accessible only to researchers, staff, postgraduate and final year undergraduate students. Other users may use them with special permission from the Library Director or authorised senior library staff.

All library users should observe the rules and regulations which govern its use for endured smooth service provision and access to all library resources and learning facilities. As such, users need to treat library materials with utmost care. They should not mutilate or write on print materials as doing so may occasion penalties such as fines or suspension. Users are urged to co-operate with the library staff and security guards at the entrance and exit control points.

This user guide provides information on how to locate library materials from various collections, and methods of finding information through different databases. For more information visit our library web page link at: <https://www.udsm.ac.tz/>

## LIBRARY OPENING HOURS

WEEK DAYS	DAY TIME	BREAK	NIGHT
Monday - Saturday	8:00 am - 6:30 pm	1 Hour	7:30 pm - 10:30 pm
Sunday	2:00 pm - 6:30 pm	1 Hour	7:30 pm - 10:30pm
Public Holidays	8:00 am - 6:30 pm	1 Hour	7:30 pm - 10:30 pm
DURING VACATION			
Monday - Saturday	8:00 am - 5:00 pm	Closed	
Sunday & Public Holidays	Closed	Closed	

## MEMBERS ENTITLED TO USE THE LIBRARY

The following categories of members are entitled to use the library:

- Undergraduate Students:** This category includes students pursuing Certificate, Diploma and Bachelor Degrees admitted to the University.
- Postgraduate Students:** This category includes students pursuing Postgraduate Diploma, Masters and Ph.D studies admitted to the University.
- UDSM Staff and Management:** This category of users includes members of the **University council**, teaching and supporting staff employed by the University.

- d) **External Users:** This category includes **local** and **international** users who are not affiliated to the University upon approval of their application by the Director of the University Library and payment of TZS 25,000.00 and TZS 100,000.00 per month respectively.
- e) **Occasional Users:** This category includes foreign students, researchers, and faculty who are affiliated to the University. This category of users will be permitted to use the Library upon showing proof of their affiliation indicating their host units/departments and after approval of their application by the Director of the University Library.

## THE LIBRARY BUILDINGS

The Library operates in two buildings: Dr. Wilbert K. Chagula Library and University of Dar es Salaam Library, both of which have collections. Whereas East-Africana collection which holds research and rare materials is located in the former, other library collections are located in the latter.

## LIBRARY COLLECTIONS

The Library maintains the following collections:

### Law Collection

In this collection, users can access books, periodicals and government publications pertaining to legal information including Acts, Bills, Subsidiary, Legislation (GN), Government gazette, and Tanzania Law Reports (TLR).

### Science and Engineering

In the Science and Engineering Collection, users can access all the library materials related to mathematics, life science, engineering and Information technology.

### Arts and Social Sciences

Users can access all the library materials related to arts and social sciences including but not limited to history, sociology, philosophy, commerce and management, journalism and geography.

### The East Africana

The East Africana collection is dedicated for research and contains mainly items on East Africa and Tanzania in particular. There are also other research materials on African liberation movements. The collection hosts books, pamphlets, periodicals, newspapers, Swahili and Arabic manuscripts, maps, photographs, Hansards, Theses and Dissertations, publications of the East African universities, UN publications and government documents.

**Members who are eligible to use East Africana collection include** academic staff, postgraduate, final-year undergraduate students and researchers. Other users may be allowed by the Director of the University Library upon request.

## Reference and Document Delivery

Reference and Document Delivery section contains reference materials such as such dictionaries, encyclopedias, manuals, gazetteers, atlases etc. In addition, the following services are offered:

### i. Current Awareness Services (CAS)

The Library provides current awareness services through the library website, fliers and notice boards. Users are advised to access these services from time to time to get update information.

### ii. User Education

The Library provides user education through orientation programmes, guided library tours, information literacy training, online tutorials, virtual library tour, etc. Inexperienced users are requested to register to attend user education at the Reference Section. Users are also encouraged to study online tutorials to educate themselves on how to discover library resources via: <https://www.udsm.ac.tz/web/index.php/institutes/library/subscribed-electronic-resources> and attend information literacy (IL) trainings to enhance their online search skills. Users may also consult library staff for further assistance through email: [library.usereducation@udsm.ac.tz](mailto:library.usereducation@udsm.ac.tz)

### iii. Reference Desk

The Reference Desk located in the first floor of the UDSM Library building is the focal point of information on the library's resources. A Librarian is on duty during all library hours to help readers get the required materials and information. Users can obtain information on appropriate library sections they need to visit.

## Inter-Library Loan Services

Inter-Library Loan is a service that helps library information users to obtain copies of materials which are not available/accessible in the Library. These materials may be available in other University and research library collections such as Muhimbili University of Health and Allied Sciences (MUHAS), Sokoine University of Agriculture (SUA) and other Tanzanian or foreign higher learning institutions.

### vi. Carrel Services

The library maintains a total of 13 special private rooms for researchers and postgraduate students. These rooms are made available in two sessions; Whereas the first session starts at 8.00 a.m and ends at 1.00 p.m., the second session begins at 1.00 p.m and ends at 6.00. p.m. Clients have to book these rooms online by filling in forms which are linked to the Library website and subsequently pay a modest fee of TZS 10,000.00 per session.

## ORGANIZATION OF LIBRARY RESOURCES

The library materials are classified using classification schedule devised and used by the Library of Congress (LC) which divides the field of knowledge thusly:

### CLASSES A-Z

- A. General Works
- B. Philosophy, Psychology, Religion

- C. History, Auxiliary sciences: Chronology, numismatic, heraldry, biography
- D. History, General and Old World, Africa
- E. - F. History: America
- G. Geography, Anthropology, Folklore
- H. Social Science: Statistics, Economics, Sociology
- J. Political Science, Constitutional History, International Law
- K. Law
- L. Education
- M. Music
- N. Fine Arts
- P. Language and Literature
- Q. Science
- R. Medicine
- S. Agriculture
- T. Technology
- U. Military Science
- V. Naval Science
- Z. Bibliography, Librarianship, Information Resources

Subjects are separated from each other and are sub-divided into smaller and more specialised aspects by dividing the classification numbers as indicated below:

- A - Z Main Class
- AE - AZ Narrower classes of subjects
- ABI - 999 (Numerical) Detailed division of subject
- AB100.1.A2 (Decimal) Author arrangement (e.g. Abraham) under a class number

The classification number for each print material available on the OPAC is written on the spine of the library material.

Location symbols are used and prefixed to the classification numbers for works which are kept separate from the main book stock as follows:

- BIOD Biodiversity Database
- EAF East Africana
- EAF.CORY Cory Manuscripts
- EDB Environment Database
- Fol Folio
- SoL School of Law
- FOS Fosbrooke
- IDS Institute of Development Studies
- LAW Law Collection
- EAF.LIB Liberation Movements, African
- MAP Maps
- MEE Microfiches
- MIC Micro cards
- MIF Microfilms
- MSS Manuscripts

PAM	Pamphlets
PER	Periodicals
QTO	Quarto
REF	References Collection
REP	Reprint
THS	Thesis
UNO	United Nations Collection

There can be a combination of location symbols e.g. EAF - REP indicating a reprint in the East Africana Collection, or LAW - QTO indicating the size of a book in the Law Collection, EAF.THS refers to a thesis in East Africana.

## **TYPES OF LIBRARY RESOURCES**

The library houses diverse learning and research materials in both print and digital formats.

### **Print Books**

The Library provides access to print books which cover all the subjects. Note that these books are in three sequences based on their heights:

- a) Octavos (the bulk of the stock up to 27 cm (11") high
- b) Quartos, over 27 cm (11") and up to 33cm (13") with the location symbol QTO
- c) Folio over 33 cm (13") with the location symbol FOL

### **Reference Resources**

The Library provides access to major reference resources such as encyclopedias, dictionaries, yearbooks, handbooks, directories and University calendars in print and electronic formats. Print reference materials have the location symbol REF, which may be read only in the reading area near this collection.

### **Newspapers and Periodicals**

The Library provides access to a number of current Tanzania daily and weekly newspapers for use by readers in the newly-established newspapers area. Only current issues are available in the Reference Section, as back issues are available in the East Africana Section. Other types of periodicals such as journals and magazines are available in their respective subject collections.

### **Digital materials**

The Library provides access to a range of electronic resources such as e-books, e-journals, e-databases, OPAC, CD-ROMs, etc., both online and stand-alone modes covering diverse subject areas. These resources include local content, free online and University Library subscribed to databases. Users can access online resources such as e-books, e-journals, and e-databases to anywhere on the University campuses using University Internet/Wi-Fi. They can also access local content and free online resources wherever they are connected to the Internet. Users can access both online and stand-alone resources such as CD-ROMs in the digital section of the Reference Section.

## **Pamphlets**

The Library provides access to pamphlets that are shelved separately at the end of the book sequences, with the prefix PAM. An exception to this arrangement occurs when pamphlets in the Bibliography section of class Z are interfiled with the books.

## **Reprints**

The Library provides access to reprints which are made available in the general collections (with location symbol REP) for non-East African materials and East Africana Collection (with location symbol EAF.REP) for East African materials.

## **Microforms**

Microfilms, micro-cards and other forms of micro reproduction can be accessed using machine readers upon request in the East Africana Section. Content lists on the films, which contain many different works or series are also kept in the East Africana section.

## **Government Publications**

Official publications are catalogued and shelved with other classified sequences of books, pamphlets and periodicals. Users are advised to consult library catalogues and register for official publications to retrieve publications.

## **United Nations Documents**

United Nations (UN) documents comprise those issued by the UN General Assembly, Security Council, Regional Commissions and agencies including UNESCO, UNCTAD, WHO, UNEP, FAO, UNIDO, ILO, etc. Access to UN indexed documents is provided including via UN online databases.

## **Maps**

Users can access maps mostly from various Government Survey Departments in the East Africana collection. They can also locate atlases in both East Africana and Reference Sections and gazetteers in the Reference section only.

## **Theses and Dissertations**

Users can access unpublished theses/dissertations in print and some in CD-ROMs formats in the East Africana collection. These include theses from the University, former sister colleges of the University of East Africa and other universities. The theses are shelved separately and bear the prefix THS. EAF.

# **SEARCHING AND RETRIEVAL OF LIBRARY MATERIALS**

## **Searching print materials**

Before searching the library shelves to identify location of books and other materials, users are requested to familiarize with the Online Public Access Catalogue (OPAC), a web-based library catalogue that is used to search and locate library materials. The UDSM Library OPAC integrates bibliographic records of the Colleges, Schools, Institutes, and departmental libraries at the Mwalimu Nyerere campus of the University of Dar es Salaam.





*Users locating materials on shelves*

The OPAC uses a user-friendly interface that allows users to conduct simple, advanced or expert searches using the Boolean operators. Users can search materials by title, author, organization, keyword search and subject or even by year of publication. Search result yields the requested information such as the title of the book, author name, publication statement, and section of the library where the item is located. The result also includes class mark number of the book, availability status and whether the item can be borrowed or not.

Users may access OPAC through a link on the top of the University of Dar es Salaam website <http://www.udsm.ac.tz> or direct through the following address:  
[http://www.libis.udsm.ac.tz/adlib/beginner/index\\_gb.html](http://www.libis.udsm.ac.tz/adlib/beginner/index_gb.html).

### **Access to Electronic Resources**

The Library subscribes to a range of electronic resources including e-journals, e-books and both online and in off-line media covering diverse subject areas. Users can search and retrieve these resources while using the University Internet network. The library arranges with some vendors to offer access to their materials while the user are off-campus or even when users are using their private Internet network. Users can access resources in stand-media through CD-ROMs which are available in the digital collection. Users should consult the Reference section for guidance on using such materials or send an email to [library.helpdesk@udsm.ac.tz](mailto:library.helpdesk@udsm.ac.tz)



*Digital Collection Room*

Users are requested to take a brochure with the list of subscribed e-journals/e-books database from the information desk to see the available resources. For more help, users should consult the reference section for guidance on how to search and retrieve the information they want.

## **BORROWING LIBRARY MATERIALS**

The library allows users to borrow a limited number of books and return them within a certain period of time. Different categories of users have different privileges. Borrowers are requested to return the books without exceeding the given time to avoid being fined.

### **i. Borrowing from General Collections:**

Undergraduate and postgraduate students who are registered in the library system (Database) can use their ID cards to borrow books from the general collections.

### **ii. Borrowing books from Special Reserve collections**

Borrowers of books from special reserve collections are required to have special reserve cards. These cards are obtained upon request from the respective collections

## **Guidelines for Borrowing Library Materials**

- i) All the registered users are eligible to borrow any materials from the general collections per requisite number of items and duration allowed by library regulations.

- ii) All users with special reserve cards are eligible to use special reserve and closed access materials for reading within the respective collection upon showing their IDs at the respective collection issue desk.
- iii) The loan period for all the borrowers, except in the case of certain specified items, shall be three weeks. Issued items may be renewed if the document is not reserved for other readers.
- iv) The borrower in whose name a material is withdrawn shall solely be responsible for returning it.
- v) Any borrower, including a member of the academic staff who fails to return books from any circulating collection on the due date shall be liable to a fine of TZS. 1,000.00 per material each day until the book has been returned else, it will be assumed that the borrower has lost the book hence respective regulations and penalties will apply. The fine for overdue Special Reserve items will be TZS. 500.00 per hour.
- vi) Any borrower who fails to pay the fines or replacement cost of lost books legal measures will apply.
- vii) Borrowers who continue their association with the University by study or employment during vacation may borrow materials. However, the loan period shall not exceed the duration of such a vacation.
- viii) The Director reserves the right to recall any book(s) on loan before the due date for different reasons including stock taking exercises.
- ix) Undergraduate students shall be allowed to borrow a maximum of two books, postgraduate students 3 books, academic member of staff five books and administrative staff two books at a time and return them within 14 days.
- x) The borrower shall be charged the current market cost of the book and the total overdue fines upon loss of a book.
- xi) In case the borrower is a finalist and fails to return a book (s), stiff measures shall be taken including withholding statement of results, transcripts or certificates until the unreturned library items have been recovered or the amount due to the library in fines, the value of materials and penalty, have been paid by the defaulter in full.
- xii) The loss of a special reserve card should be reported to the library at once. The cost of TZS. 2,000.00 will be charged for replacement.
- xiii) External users shall be allowed to borrow materials and use them within the library.

## **LIBRARY RULES AND REGULATIONS**

User admission and use of library resources is conditional upon the strict observance of the following rules and regulations:

- i. Users should show their valid identity cards at the library entry points
- ii. Silence must be observed in the library. A user must set his/her mobile phone/s in silent mode while in the library.
- iii. Users are not permitted to bring bottles of drinks in the library.
- iv. No foodstuff may be brought into the Library including all types of drinks and fruits

### **Personal Safety**

- i. Users are not allowed to leave their personal belongings such as note-books and computers on tables unattended for more than 30 minutes; otherwise the library staff shall remove them to allow for use of the table by other users.
- ii. Library shall not be responsible for the safety of any personal property left unattended to within the library.
- iii. Library staff at the check points shall ensure a user show all his/her books on leaving the library as a precaution against illegal removal of books. In this regard, borrowers are asked to give library staff their full co-operation.
- iv. Coats, bags, parcels, etc. must be left in the area assigned for them in the entrance lobby and must not be brought into the library.

### **Destruction of Library Materials**

- i. Users shall be held responsible for any damage to books while in their charge and shall be required to pay the full value of such books in case of damage.
- ii. The marking of books shall be regarded as damage and the person responsible will be required to pay the cost of replacement.
- iii. If a person is found guilty of mutilating library property, he/she shall be rusticated for three months in the case of students, provided that those three months are within semester time and he/she permanently is dismissed for a second offence.
- iv. In the case of the culprit being a member of staff, appropriate disciplinary action shall be taken against him/her in accordance with the terms and conditions of service.

### **Behavior and Dressing in the Library**

- i. Users must dress and behave in a manner that will not cause neither offence nor distract readers business.
- ii. Smoking is not permitted in the Library
- iii. The use of matches or open fire in any part of the Library is strictly prohibited for safety reasons
- iv. Users are requested not to re-shelve materials taken from the shelves for reading. The materials should be placed on tables or trolleys ready to be re-shelved by library staff.

The Director of the University Library reserves the right, subject to the approval of the Library Board to exclude from all use of the Library any person owing to persistent disregard of the

Library Regulations or for any other adequate cause. Suspension of user defaulters shall be effective until such time the University's Disciplinary Committee will have determined their cases.

## **REVIEW OF THE LIBRARY USER GUIDE**

Library user guide will be reviewed after every three years or any time when need arises.