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RELATED POLICIES	IIE001: Quality Assurance and Enhancement Policy IIE005: Qualification Design and Programme Review Policy IIE007: Research and Postgraduate Studies Policy IIE009: Assessment Strategy and Policy IIE011: Student Records Policy IIE013: Language Policy IIE015: Student Conduct and Discipline Policy IIE022: Teaching and Learning Strategy IIE023: Intellectual Integrity Policy IIE026: Student Support and Professional Development Policy IIE029: Distance Education Policy IIE030: The IIE Internationalisation Policy IIE031: Governance Policy IIE032: Policy on Processing of Personal Information, Intellectual Property and Cyber Security IIE033: Policy on the Integration of Artificial Intelligence (AI) in Teaching and Learning Practices	

POLICY ANNEXURES	Annexure A: Information Centre Protocol Annexure B: Information Centre Staff Code of Conduct
RELATED PROCEDURES	None

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GLOSSARY AND ROLES

Access	The ability for all relevant users to obtain and utilise library services and resources without barriers.
Collections	Refers to the entire body of information resources and materials that the Library and Information Services (LIS) acquires, organises, and makes available to its users.
Databases	Electronic collections that are made available as packages that the institution subscribes to.
E-resources	Electronic-based sources of information, including databases, e-books and e-journals.
Information Literacy Skills	The integrated abilities that enable an individual to recognise when information is needed, and to effectively and ethically locate, evaluate, use, and communicate that information.
LIS	Library and Information Services
Mode of delivery	This refers to the instruction method used to deliver instruction and facilitate learning.
Users	These are all stakeholders who have permission to enter or use the library and information services.
User-centric	Services and resources are designed and shared with the needs of all users taken into consideration.

1 PREAMBLE

- (1) The Library and Information Services (LIS) is a core component of the institution's academic offering, serving as the primary provider of information. The resources and services it provides are integral to achieving the institution's strategic intent and allow the LIS to serve as an active partner in promoting lifelong learning, innovative teaching and learning, and meaningful research activities. In support of this function, the LIS is expected to proactively contribute to the quality of teaching and learning and research through providing access to high-quality, relevant information.
- (2) The LIS policy of the institution is designed to address the dynamic and ever-changing information needs of its users, which are fundamental to teaching, learning, and research. With significant shifts in how information resources are selected and evaluated, alongside evolving user behaviours, library procedures need to be continually modified. The aim is to ensure that the resources and services provided by the LIS are up to date and aligned with the needs of diverse users.
- (3) It is important that the LIS policy reflects the 21st-century information needs required by higher education institutions. This involves the provision of information in different formats, the development of collections that are relevant and responsive to the needs of current and future students and ensuring that resources are accessible remotely. This policy outlines the principles to guide the Library and Information Services in effectively meeting these evolving demands and supporting the institution's academic mission in the digital age.

2 THE STRATEGIC INTENT

- (1) The LIS seeks to actively contribute to the strategic intent of the institution.
- (2) The Strategic Intent of the institution is to inspire individuals to develop a sense of self as citizens of change in a complex world through its commitment to transformation and excellence in learning and teaching, scholarship, and community engagement.
 - a) We encourage and develop individuals to fulfil their potential and enable them to make meaningful contributions within their spheres of influence.
 - b) We empower individuals to become mindful and ethical active citizens and leaders who challenge established ideologies, narratives, and ways of thinking.
 - c) We foster creativity and innovation through embracing diverse ideas and solutions in our commitment to the co-creation of knowledge that transforms individuals and society.
 - d) We pursue impactful research and collaborations that improve and enrich lives, communities, and society.
 - e) We entrust individuals to take responsibility for their learning and development while providing them with appropriate support to enhance their success.

- (3) We value a transformative mindset characterised by 'change', (an acronym for the following concepts):
 - a) **Co-creation:** Collaboratively pursuing knowledge that transforms individuals and society.
 - b) **Holistic thinking:** Approaching challenges from a systemic viewpoint, acknowledging the interconnectedness and interrelatedness of all the parts.
 - c) **Advocacy:** Championing meaningful, positive, and sustainable change ethically and mindfully.
 - d) **Nation-building:** Promoting social cohesion that celebrates and embraces diversity, equity, and inclusion.
 - e) **Grit:** Navigating challenges that accompany learning and transformative change with passion, perseverance, and resilience.
 - f) **Empowerment:** Enabling individuals to participate actively in shaping their own lives and the world around them.
- (4) The LIS can support the institution in attaining the strategic intent by adhering to the principles outlined in this policy, which are premised on accessibility, equity, innovation, and support.

3 POLICY PURPOSE

- (1) The purpose of this Policy is to:
 - a) Provide a framework of principles.
 - b) Support the teaching, learning, and research functions of the institution.
 - c) Ensure the equitable distribution of quality resources and services.

4 POLICY SCOPE

- (1) All principles, minimum standards and procedures apply to all users of the library and information services.
- (2) This policy covers all collections (reference collection, electronic databases, periodical collections, research outputs, etc.).

5 LIBRARY AND INFORMATION SERVICES PRINCIPLES

5.1 Principle 1: Library and Information Services are Accessible

- (1) Library and Information Services are accessible when users have equitable and unhindered access to all information, resources and services.

- (2) Library services and resources need to be accessible to all relevant users, this includes academic staff and students, regardless of the mode of delivery. All relevant stakeholders should therefore have equal access to information. Consequently, the institution will make provision for information resources in various formats (e-resources, print books, databases, etc.). The institution also commits to building a collection that is representative of the diverse needs of users, taking into account the representation of local and international authors, purchasing of recent publications and editions, and availing high-quality resources regarding content and format.
- (3) This principle also promotes that library facilities and resources (physical and digital) should be accessible to students and staff of different abilities. This requires relevant strategies and resources to address these accessibility needs; it is crucial to recognise that differently abled students experience the internet and physical library spaces differently, and therefore, the institution needs to make the LIS as accessible as possible for the widest audience.

5.2 Principle 2: Library Services are User-Centric and Meet the Needs of Diverse Users

- (1) User-centric library and information services design and deliver every aspect, from resources to support, with the explicit goal of understanding, anticipating, and effectively meeting the diverse needs of all users.
- (2) As an institution, we commit to providing equitable services to all users regardless of the mode of delivery. This includes research support, equitable distribution of resources, access to relevant resources, and being an active participant in the teaching and learning environment of the institution. The LIS has an important role to play in supporting the institution's strategic intent and developing adaptable, well-rounded graduates by making library and information services relevant to student needs readily available.

5.3 Principle 3: Library and Information Services Fosters Comprehensive Information Literacy Skills

- (1) The institution recognises that the rapid increase in accessible information means that students and staff both require the skills to find relevant information from a vast number of resources. It is the responsibility of the LIS to equip users with these skills through relevant and regular training. Information literacy skills are important across all disciplines, all modes of delivery, and for both undergraduate and postgraduate students. These skills include the ability to critically evaluate information, implement efficient search strategies, cite relevant sources, and use information ethically.

5.4 Principle 4: The Integration of Technology is Essential

- (1) The institution remains committed to adapting to the technological developments that impact the library and information services. The institution will identify strategic opportunities for LIS to adopt and engage with emerging technologies. This includes leveraging Artificial Intelligence, providing access to the growing array of digital resources, and providing training around digital skills.
- (2) The institution also recognises the importance of the integration of technology into all aspects of library services to improve access to information, to streamline administrative processes and enrich the learning experiences of all students and faculty. The institution, therefore, intends to take a proactive approach to leveraging technology to ensure that the library and information services remain a dynamic and essential hub for 21st-century learning and research.