BUSITEMA UNIVERSITY
Pursuing Excellence

Internal Memo – 02/2026

To: All Library Staff
CC: Campus Librarians, E-Resources Librarian
From: The University Librarian
Date: January 19, 2026

RE: GUIDANCE ON SUPPORTING LIBRARY USERS DURING THE ONLINE LEARNING PERIOD (20TH JANUARY – 6TH FEBRUARY 2026)

Following the University's directive to conduct teaching and learning activities fully online from 20th January to 6th February 2026, and in alignment with the University Librarian's communication to the university community regarding the availability of digital resources, this memo guides on how to effectively support users during this period.

As front-line ambassadors of the library's services, your role is crucial in ensuring uninterrupted access to academic resources and maintaining a high standard of user support. Below are key areas of focus:

1. **Promote Awareness of Digital Resources**

   o Actively inform users about the full range of accessible online resources: the library website, online catalogue, e-reserves, subject guides, and the *Ask A Librarian* chat service.
   o Display informational notices in visible areas of the library and share reminders via relevant campus communication channels.

2. **Provide Technical and Research Assistance**

   o Be prepared to guide users in accessing and navigating e-resources remotely. This includes assisting with login issues, database searches, e-book downloads, and using the online catalogue.
   o Offer basic troubleshooting support for common access problems and escalate technical issues to the appropriate IT or library systems personnel when necessary.

3. **Maximize the Ask A Librarian Service**

   - Ensure the chat service is monitored during designated working hours and that responses are prompt, helpful, and courteous.
   - Log common queries and challenges to improve future service delivery and user guidance.

4. **Support Academic Staff with E-Reserves**

   - Collaborate with lecturers and departments to ensure required readings are available electronically and accessible through the e-reserves system.
   - Proactively reach out to academic staff to offer assistance in digitizing or sourcing course materials.

5. **Maintain a Supportive and Reassuring Presence**

   - Even though teaching is online, physical library spaces remain open for those who may need a study environment or limited in-person assistance.
   - Ensure all users are welcomed and directed appropriately, whether they seek digital support or physical resources.

6. **Coordinate with Campus Librarians**

   - Report any recurring issues, resource gaps, or user feedback to your Campus Librarian for timely resolution and service improvement.
   - Participate in any scheduled virtual check-ins or staff meetings to stay updated and aligned with university-wide efforts.

Your dedication and adaptability during this period are deeply appreciated. By working together, we can ensure that every student and staff member continues to have the resources and support they need to succeed academically.

For any clarification or additional support, please contact your Campus Librarian or the Office of the University Librarian.