

Why Social Media?

Mzuni Library is leveraging the use of social media tools to:

- ♦ Optimize Information Delivery
- ♦ Improve the Mode of Communication.
- ♦ Harness User Convenience
- ♦ Provide Borderless Service
- ♦ Encourage Interactivity

Mzuni Library Reference Desk contacts:



Like our Facebook page:
Mzuni Library Reference Desk



**WhatsApp: +265992395374
+265886807399**



Email: refdesk.mzunilib@gmail.com

Please contact Hamis Abdullah and Kaitano Simwaka at the Library Reference Desk if you may require face-to-face services or have special challenges. Or drop any complaints to the Readers Service Librarian

Readers Service Librarian: 01320722 extension-253



Mzuzu University

Library and Learning Resources Centre



Library Reference Desk

What do Library Users Need to know?

Students and academic staff are likely to pass through hectic moments in information search process and research proposal development if they choose to stay away from the library.

Interaction with the Library Reference Desk provides a rapport for conducive learning and acquisition of skills and competencies to remain stress-free and successful in this era of information overload.

Students and academic staff are therefore encouraged to utilize services offered at the Mzuni Library Reference and Information Services Desk.

Service Offering

The reference desk offers the following services:

- ◆ E-journal and E-book Searches
- ◆ Literature and General Information Search Techniques
- ◆ Guidance on Academic Paper and Research Proposal Writing Techniques
- ◆ Directing Library Users to websites where they can find relevant information
- ◆ Orientation on Searching Information on the OPAC
- ◆ Orientation on the Use of Institutional Repository
- ◆ Guidance on Writing Citations properly
- ◆ Providing General Awareness on the Library Collection
- ◆ Addressing any other pertinent information needs

New Innovations to the Library Reference Desk

Mzuzu University Library and Learning Resources Centre has integrated Facebook and WhatsApp into its information service provision.

• **Facebook**

Users send their information needs to the Library Reference Facebook Page. The Reference Desk, then, processes that information and sends timely feedback in form of textual message, sharing web links or uploading relevant articles and books to the personal Facebook accounts of the users.

• **WhatsApp**

Similarly, the Library Reference Desk provides instant and professional feedback through WhatsApp by attaching and sending documents that address the users' information needs.