



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

DOCUMENT: PROCEDURE FOR LIBRARY SERVICES

DOC. No.: JOOUST/AA/LIB/OP 08

AUTHORISED BY: DEPUTY VICE CHANCELLOR

ACADEMIC AFFAIRS

SIGNATURE:

ISSUED BY: UNIVERSITY LIBRARIAN

SIGNATURE:

0.1 DOCUMENT DISTRIBUTION

S/No.	TYPE	OFFICE
i.	Master copy	QMR
ii.	Copy	VC
iii.	Copy	DVC, AA
iv.	Copy	University Librarian
v.	Soft copy	JOOUST Website by password

0.2 DOCUMENT CHANGES

DATE	CHANGES	AUTHORISED BY
.....
.....
.....
.....
.....

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

1.0 Purpose:

To ensure effective and efficient provision of Library services to students' staff of JOOUST

2.0 Scope:

This procedure covers the provision of Library services in all the University Libraries

3.0 References:

- i. ISO 9001:2015 Standard
- ii. JOOUST QMS Documents
- iii. JOOUST Library Rules and Regulations
- iv. 3JOOUST Service Charter
- v. JOOUST Statutes
- vi. Anglo American Cataloguing rules 2nd Ed.
- vii. Library of Congress Classification Schedule
- viii. Library of Congress list of subject headings

4.0 Acronyms, Abbreviations and Definition of Terms

- i. DVC AA : Deputy Vice Chancellor, Academic Affairs
- ii. E-resources : Information resources published and disseminated through electronic media as opposed to print media
- iii. HoSA : Head of Section Acquisition
- iv. HoSB : Head of Section Bindery
- v. HoSC : Head of Section Circulation
- vi. HoSP : Head of Section Periodical
- vii. HoSS : Head of Section Security
- viii. HoST : Head of Section Technical
- ix. OPAC : Online Public Access Catalogue
- x. QMR : Quality Management Representative
- xi. UL : University Library

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

5.0 Responsibility:

The University Librarian shall be responsible for the implementation and effective supervision of this procedure.

6.0 Method

6.1 Acquisition of Library Materials

- 6.1.1 HoSA shall receive request from users and publishers’ catalogues for library materials.
- 6.1.2 HoSA shall send the catalogue to Schools for selection within 5 working days and receive back the recommended titles within fourteen days.
- 6.1.3 HoSA shall verify the availability of the items in stock, prepare the list and forward it to the UL for approval within seven days.
- 6.1.4 The UL shall forward the approved list to Procurement within three days for purchase.

6.2 Processing of Library materials

- 6.1.2 The HoSA shall receive and verify Library materials from suppliers and post in the catalogue record within 30 days.
- 6.2.2 HoST shall stamp the materials for identification and stick the due date slips within 14 days.
- 6.2.3 HoST shall put accession numbers and record the materials in Accession Register within 30 days.
- 6.2.4 HoST shall catalogue and classify the materials according to Library of Congress Scheme within 30 days.
- 6.2.5 HoST shall hand over the materials to the circulation desk for shelving within 7 days.
- 6.2.6 HoSC shall generate an Accessions List of the new materials within 21 days and forward the same to the University Librarian for circulation to users.

6.3 User Registration

- 6.3.1 HoSC shall issue user registration forms to user captured in the nominal rolls or upon production of staff identity cards
- 6.3.2 HoSC shall receive duly filled registration forms the users and forward to UL within two days for approval

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

6.3.3 HoSC shall capture user registration details into the Library Management System within 7 days

6.3.4 HoSC shall file the user registration forms in the respective user files within one month.

6.4 Dissemination of Information to Library user

6.4.1 HoSC shall receive inquiries from users formally or informally.

6.4.2 HoSC shall address the inquiries according to the nature of request within 1 day

6.4.3 HoSC shall search and assist to acquire the requested information in appropriate locations within 1 day

6.4.4 HoSC shall disseminate the relevant information on the findings of the search to the users within 1 day.

6.5 OPAC Access

6.5.1 HoSC shall receive information requests from users.

6.5.2 HoSC shall retrieve information if available or direct them to the OPAC if appropriate.

6.5.3 HoSC shall assist the Library user to locate the information material from the OPAC

6.5.4 HoSC shall advise the user on the options available on the use of the information material.

6.6 Book Reservation

6.6.1 HoSC shall receive book loan reservation request form at least 1 day before borrowing date

6.6.2 HoSC shall check if the book requested for has been borrowed or is still within the Library within 2 hours.

6.6.3 HoSC shall inform the user to complete the book reservation request form in duplicate within 1 day.

6.6.4 HoSC shall file copy in the book reservation register and give a second copy to the user immediately.

6.7 Lending of Library Materials

6.7.1 HoSC shall receive request from library user for borrowing of information materials.

6.7.2 HoSC shall verify eligibility of the Library user using the student/staff identification card immediately.

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

- 6.7.3 HoSC shall check out the Library material (s) as stipulated I the Library Policy document immediately.
- 6.7.4 HoSC shall then stamp the due date on the due date slip before issuing the user with the information material.
- 6.7.5 HoSC shall reconcile the lent out information materials on the Loan Statistics Form within 1 day

6.8 Receiving Borrowed Library Materials

- 6.8.1 The HoSC shall receive the information material (s) and reconcile the due date on the Library management system with the due date on the book slip immediately.
- 6.8.2 The HoSC shall assess the condition of the information material(s) returned and advice the borrower accordingly.
- 6.8.3 The HoSC shall check in the returned material(s) and pass it over for sorting to respective section(s) of the Library immediately.
- 6.8.4 HoSC shall levy a fee o damage and overdue Library materials stipulated in the Library Policy Document.
- 6.8.5 HoSC shall cancel the due date on the book slip and pass over the returned information materials for shelving immediately.

6.9 Repairing and Binding of Library Materials

- 6.9.1 HoSB shall receive Library material(s) accompanied with a form for repair and binding from HoSC.
- 6.9.2 HoSB shall undertake minor repairs of binding of information materials within 7 days of receipt and receipt and major ones within 30 days.
- 6.9.3 HoSB shall release the bound materials to HOST within 14 days.
- 6.9.4 HoST shall receive and verify the bound materials within 7 days.
- 6.9.5 HoST shall process the information materials within 14 days.
- 6.9.6 HoST shall forward the bound information materials to HoSC within 2 days.
- 6.9.7 HoSC shall receive and verify the bound materials for use within 2 days.

6.10 E-Resources

- 6.10.1 HoSP shall receive request from the Library user on the use of e-resources.
- 6.10.2 HoSP shall induct where necessary the Library users on access and responsible use of the facilities

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

- 6.10.3 HoSP shall then issue the Library user with e-resources brochures to access the relevant sites immediately
- 6.10.4 HoSP shall issue a computer ticket to enable the Library user(s) access to the e-resources within ten minutes
- 6.10.5 HoSP shall assist the Library users to download the e-resources materials upon request.

6.11 Clearing of Library Users

- 6.11.1 HoSC shall receive duly filled clearance form(s) from the Library users.
- 6.11.2 HoSC shall verify the details of the Library user with the Library Management System immediately.
- 6.11.3 HoSC shall, where applicable, establish cost of lost or damaged materials and charges as applicable in accordance to Library Rules and Regulations (9.1 a & b and 9.2) and forward to UL for final clearance immediately.
- 6.11.4 UL shall deregister the Library user from the Library Management System in line with the Library rules and regulations within 90 days.

6.12 Library Security

- 6.12.1 HoSS Security shall ensure that the Library is opened and closed as per the Library rules and regulations.
- 6.12.2 HoSS shall ensure manning of security point in the Library at all time.
- 6.12.3 HoSS shall ensure security surveillance is maintained within and around the Library.
- 6.12.4 HoSS shall conduct inspection of materials coming into and leaving the Library always.
- 6.12.5 HoSS shall ensure that Library keys are deposited at the main security gate at the close of the working day.

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15 TH JANUARY 2018
-------------------------	---------------------------	--

ISSUE NO: 002	REVISION NO: 00	DATE OF ISSUE: 15TH JANUARY 2018
--------------------------------	----------------------------------	--