UNITED REPUBLIC OF TANZANIA

MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY

MOSHI CO-OPERATIVE UNIVERSITY (MoCU)
CHUO KIKUU CHA USHIRIKA MOSHI

LIBRARY POLICY AND PROCEDURES, 2015

(Made under section 54 of the Universities Act, 2005)

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FOREWORD

The University Library plays a major role in the provision of information for teaching, learning and research. It is also a developer and preserver of rare and special collections as well as a contributor towards the achievement of the University objectives. It is expected to constantly seek ways to contribute effectively and efficiently to the quality of teaching, learning and research by facilitating access to worldwide information.

Information technology as an enabler has significantly changed the way libraries operate and has added value to their services. Given the explosive nature of the internet and World-Wide-Web, staff and students depend more and more on electronic information. Academic libraries have moved from being the heart of the printed resources to a hub of knowledge networks.

The relationship with the world's leading publishers has enabled access to thousands of electronic journals as well as other information resources on integrated networks. Hence the provision of access to networked information is now top priority in academic libraries. Apart from building relevant library collections, the University library is expected to build connections to access information worldwide.

It is therefore imperative to ensure that the University has well crafted library policy provisions and procedures to guard management and use of the library.

Prof. F. K. Bee (PhD)
Ag. Vice Chancellor

April, 2015

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ABBREVIATIONS AND ACRONYMS

CD-ROM	Compact Disc Read Only Memory
CLA	Co-operative Library and Archives
DCLA	Directorate of Co-operative Library and Archives
ERC	Electronic Resource Centre
ICT	Information and Communication Technology
ISBN	International Standard Book Number
ISSN	International Serial Standard Number
MoCU	Moshi Co-operative University
MUCCoBS	Moshi University College of Co-operative and Business Studies
SUA	Sokoine University of Agriculture

DEFINITIONS OF KEY TERMS

In this Policy, unless directed otherwise, the following concepts and terms should be construed to mean what is ascribed to each of them here below:

Acquisitions: Acquisitions involve selection, ordering, receipt, processing and financial administration of information resources.

Borrowing: The process of checking-out and checking-in information resources to library clients.

Check-In: The process of returning information resources that were borrowed by a client.

Check-Out: The process of lending information resources to a client.

Collection Development: It is the process of planning a stock acquisition programme not simply to cater for immediate needs, but to build a coherent and reliable collection over a number of years to meet the objective of the service.

Community Analysis: The concept refers to the analysis of a set of people. Such analysis enables librarians to know the needs of patrons and hopefully provide better services to them.

Continuing Resources: These are information resources that are published and issued over time with no predetermined conclusion.

Damaged Information Resources: Information resources rendered unusable by some act of destruction, e.g. tearing off of pages, defacing or writing on the pages, removal of whole chapters, etc.

Digital Repository: Is an online, searchable, web-accessible database containing works of research deposited by scholars

Documentation: This includes activities that involve gathering, checking and sorting out original documents according to their suitability for documentation, making the contents of documents accessible, processing the documents, classifying and indexing, preparing the documents for storage and sorting, retrieving and presenting them.

**Electronic Information
Resources:**   Information resources encoded for manipulation by a computerized device. These resources may require the use of peripherals directly connected to a computerized device, e.g. CD ROM drive, or a connection to a computer network, e.g. the Internet.

Holds: Bookings made against open-shelf information resources that are out on loan. When the resources are returned, the one who booked them has first preference to borrow them.

Information Literacy: The understanding of and set of abilities empowering individuals to recognize when information is needed, how to locate it, evaluate and use it effectively.

**Information Literacy
 Librarian:**   The library staff member whose main duty is to plan, organize, prepare, coordinate, present and evaluate information literacy programmes.

Information Literacy

Programme: A course provided by libraries to enable library clients to effectively utilize information. It consists of a syllabus, curriculum or course outlining identified training modules or units, which will assist and support information literacy.

Information Resources: Information resources include, but are not limited to monographs, continuing resources, multi-media and electronic resources.

Information Science: It is a scientific process that involves the development and analysis of methods of classifying information as well as the use of computer systems for archiving information, identifying and retrieving information relevant to specific purposes.

Interlibrary Loan: A co-operative arrangement among libraries by which one library may borrow material from another library.

Librarian: The professionally trained library member of staff whose main duty is to plan, organize, prepare, coordinate, present and evaluate information programmes and any other duties and responsibilities.

Library Cooperation The cooperation between two or more library establishments in technical services as well as user/reader services and resource sharing.

Loan Period: Time-frame granted to clients between checking-out and checking-in of information resources as determined per

	client type, resource type, location and library policy provisions.
Loan Recall:	Request made by library authority to clients to return borrowed information resources before expiry of loan period.
Loan Renewal:	Extension of loan period upon request by client.
Monographs:	An information resource that is complete in one part or intended to be completed within a finite number of parts. A book is an example of a monograph.
Multi-media:	Information presented in more than one format, such as text, audio, video. A collection of material in various media formats, including non-book materials, e.g. audio-visual, non-print materials, etc.
Open-Shelf Information Resources:	Information resources that may be borrowed for use outside the library for specified periods of time.
Overdue Fine/Charge:	A fine/charge levied for retention of borrowed resources for longer than permitted without renewal of the loan.
Overdue Notices:	Printed or electronic reminders for clients to return overdue information resources.
Patron:	This term refers to any individual person using the library. Such an individual is also called a library user or client.
Reference Collection:	Information resources for reference only; e.g. dictionaries, concordances, encyclopedias, etc.

Reserved/Short Loan

Collection: Information resources that, owing to high demand, have been placed aside for specific periods by lecturers to afford all their students equal access.

Resources: Information resources that have been retained longer than permitted without renewal of loan.

Selection: It is the process of deciding what will be added to the collection from a range of materials identified usually by bibliographical search. Selection shall be undertaken in the light of the known or estimated needs of the University users and the nature of the existing collection by applying a set of agreed criteria.

Supplying Library: A library that provides another with information resources.

Weeding: This is the removal of books and other materials from the open shelves for withdrawal, relegation to storage and sometimes for donating to other libraries and documentation centres. Books or any other materials may also be removed because of their poor physical condition and binding.

1.0 INTRODUCTION

1.1 Background Information

The Moshi Co-operative University (MoCU) is one of the higher learning institutions in Tanzania. MoCU came into being as a result of transforming Moshi University College of Co-operative and Business Studies (MUCCoBS) to full-fledged University in September, 2014. The former University College was a result of upgrading the status of the then Co operative College Moshi into Moshi University College of Co-operative and Business Studies into a Constituent College of Sokoine University of Agriculture (SUA) as declared through Declaration Order No. 22 of 2004.

1.2 Vision and Mission Statements

1.2.1 Vision

The vision of the University is "to become a centre of excellence in co-operative education and practice".

1.2.2 Mission

The mission statement of the University is "to provide quality education, training, research and advisory services to enhance co-operative development".

1.3 Core Values

In fulfilling the Vision and Mission, the University will be guided by the following core values; cooperation, objectivity, pursuit of excellence in service delivery, integrity and accountability, courtesy to all, and social responsibility.

1.4 Motto

The motto of the University is *"Ushirika ni Biashara"*

2.0 OBJECTIVES AND FUNCTIONS OF THE CO-OPERATIVE LIBRARY AND ARCHIVES (CLA)

2.1 Objectives

The objectives of the Co-operative Library and Archives are to:

(a) Actively support study, teaching, research, consultancy and outreach functions of the University;

(b) Cater for information needs of the students, lecturers, researchers and consultants of the University;

(c) Provide literary materials in various forms for empowering the University; community to perform their functions and realize their objectivity effectively;

(d) Render advisory services to the active and potential clients of the library; and

(e) Identify, acquire, preserve and provide access to archival records.

2.2 Functions

Functions of the DCLA are to:

(a) Fulfil the library and information needs to researchers, academic staff, students, extension workers, farmers and any other community-based organizations;

(b) Provide library reading and lending services;

(c) Acquire, store, process and disseminate information;

(d) Manage an information database including security and maintenance;

(e) Provide practical training facilities for students;

(f) Identify, acquire, preserve all archival materials; and

(g) Facilitate the accessibility of archival materials to clients including user awareness.

3.0 SITUATIONAL ANALYSIS

Implementation of the library services policy faces a lot of challenges. There exist strengths that MoCU library and MoCU itself are proud of and enjoy, and provide a reliable platform for policy implementation. Opportunities exist which if properly captured and exploited, shall go a long way to providing a brighter future for university library services. Besides these, there are weaknesses or weaker points which need special attention as hereafter and challenges which MoCU faces.

3.1 Strengths

(a) Availability and increase of potential library users;

(b) Availability of sufficient computers connected to the internet;

(c) Availability of reliable sources of reading materials in the library particularly for courses traditionally offered by MoCU;

(d) Availability of a local research collection;

(e) MoCU library staff are ICT literate;

(f) MoCU management has the will and commitment to sustain and expand the library services;

(g) Existence of MoCU Master Plan which identifies area for construction of future main library;

(h) There is an increased students enrolment and expanded staff employment which expands library use;

(i) Existence of Automated library services and security library devices; and

(j) Availability of a modern library at Kizumbi teaching Campus.

3.2 Weaknesses

(a) Inadequate library collections in terms of quality and quantity, relevance and modernity;

(b) Limited resource sharing and networking;

(c) Inadequate of reading space for library users;

(d) Inadequate library staff in both libraries; and

(e) Lack of Institutional Digital Repository.

3.3 Opportunities

(a) Resource sharing under University's co-operation and consortium programmes exists and provides a room for improvement and expansion;

(b) The existence of a wider choice of information resources worldwide; and

(c) Availability and willingness of Donors/Funding Organisations to support library development and library related projects

3.4 Challenges

(a) Inadequate national resources allocation policies threatens prosperity of library resources;

(d) Inadequacy of qualified and professional library staff in the local market poses a problem of staff retention;

(e) Recognition of the central role played by libraries in the academic life of the institutions;

(f) A decline in reading habits and use of library services nationwide;

(g) Inadequate funds for the acquisition of library materials, equipment and provision of various services;

(h) Absence of inter-library book loan schemes; and

(i) Lack of library equipment and related facilities.

4.0 THE POLICY

4.1 Policy Statement

The Co-operative Library and Achieves shall render the best possible services to its clientele so as to improve the teaching, learning and research activities.

4.2 Policy Issues

This policy is intended to guide librarians in the course of dispensing their daily work. It describe the procedures for member registration, circulation, lending and borrowing, collection development, acquisition of information resources, information literacy training, computer use, weeding, handling of gifts and donations, and provision of access to library electronic resources.

4.3 Policy Objectives

The objectives of this Policy are to:

(a) Establish an institutional framework through which an effective, efficient and dynamic library and information services can be provided that meets the information needs of all stakeholders;

(b) Guide library staff in the provision of the various library facilities, services and materials in a standard manner;

(c) Advise clients of the University regarding the use of the library and information services;

(d) Encourage stakeholders' feedback on performance of services in order to enhance and maintain best practices;

(e) Integrate the library and information services with training, research, consultancy and other activities at the University to maximize the library's support of these activities; and

(f) Design and conduct library and information services programmes in order to meet the demands of the labour market.

4.4 Aim of the Policy

The aim of the Directorate Library and Archives Policy is to promote education through the provision of quality information services to enhance training, research and advisory services for achieving sustainable social-economic development for the country and the world at large."

4.5 Scope of Library Policy and Procedures

This policy document which is intended to guide librarians in the course of dispensing their daily work, describes procedures for member registration, circulation, lending and borrowing, collection development, acquisition of information resources, information literacy training, computer use, weeding, handling of gifts and donations, provision of access to library electronic resources and policy monitoring, review and amendments. The policy covers all library activities including research, consultancy and learning to its clientele inside and outside the University. The document also contains provisions for unforeseen circumstances, ethical issues and code of ethics.

4.6 Rationale for the Library Policy and Procedures

This Library Policy is essential for providing guidance in the day to day management of the Directorate of Co-operative Library and Archives in all areas as mentioned in sub-item 4.2.

Libraries are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in libraries is imperative for education/career development, employment, enjoyment and self-government. Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public interests, in the 21st century, principles and effective policies must be provided and guaranteed. To that end, we affirm this contract with the people we serve.

It is our expectation now that ,the rationale of a this policy is to guide and make good use of the University Library by considering on how it is well thought-out, its services provided as well as guaranteeing that its resources are sheltered by means of policy.

5.0 POLICY ISSUES, STATEMENTS AND IMPLEMENTATION PROCEDURES

This policy focuses on important areas of library activities. These areas have been identified and policy procedures have been formulated in each of these areas to achieve the objectives of library policy.

5.1 Library Membership

The University's three main functions include training, research and community service. As such the relevancy of the University and its ability to deliver services that respond to the needs and expectations of the community highly depends on the extent to which it interacts with the said community. Library services at the University embody the foregoing understanding in the sense that the scope of its users range from the University students, staff other members of the university community and the wider network of clientele and stakeholders. Such wider scope of library membership accesses and uses the library differently in terms of time and needs. It is therefore important to define the scope of library membership and to clearly stipulate the manner in which they can access and of library membership and to clearly stipulate the manner in which they can access and use the resources found in the library. This is to ensure consistency, accountability and above all the safety of all resources in the library.

5.1.1 Policy Statement

Library membership may be granted to all staff, and registered students. Preferably, a Library/membership card will be issued to members and will be assigned a default PIN to protect the users' records.

(a) Staff

All permanent, temporary and contract employees of the University.

(b) Students

All full-time and part-time students who are registered at the University for a particular programme.

(c)   External Members

External members in this policy include the following:

(i)   Council Members

All members of the Council of the University.

(ii)   Higher Education Institutional Members

Research staff and enrolled Masters and Doctoral students from other libraries in higher education institutions in Tanzania, who produce an introductory letter and identity card from their institutions.

(iii)   Guest Lecturers, Visiting Research Staff, Post-Doctoral Fellows and Professors Emeritus

Professors and Lecturers of research staff who are not permanent members of staff of the University, but who are under exchange programme, deliver lectures on invitation, or hold doctoral fellowships, or are appointed as Professors Emeritus at the University.

(iv)   Honorary Members

Individuals who have been previously employed staff members of the University and on whom honorary membership has been conferred at the discretion of the Director of Co-operative Library   and Archives.

(v)   Private Members

Individuals who are members of the library in a private or personal capacity at the discretion of the Director of Co-operative Library Archives.

(vi)   Exchange Students

These are students from other academic and research institutions attached to the University under an exchange programme.

5.1.2   Implementation Procedures

(a)   Staff

All permanent, temporary and contract employees of the University shall be required to fill membership forms and submit two passport size pictures.

(b)   Students

All full time and part time students who are registered at the University shall be required to complete application forms and submit one passport size picture.

(c)   External Members

External members including members of the Council, higher education institutional members, guest lecturers, post doctoral fellows, professors emeritus, honorary members and exchange students shall be provided with temporary membership. However they shall be required to pay a service charge.

5.2 Circulation/Loan of Information Resources

Library materials shall not be taken out of the library premises without following the laid down procedures including presenting valid university identity card.

5.2.1   Policy Statement

All staff, students and persons holding valid University identification cards shall be granted privileges to borrow information resources available in the Library.

5.2.2   Implementation Procedures

All library users who need to borrow information resources shall abide by the following procedures:

(a) Valid University identification cards must be produced at the   circulation   and reserve counters of the Library before any information resources can be checked-out;

(b) To check-in information resources, clients must return the   resources   to   the circulation and reserve counters. The resources must be returned at the section where they were checked out; and

(c) Borrowers intending to renew information resources must contact circulation and reserve desks of the Library in person to request an extension of the loan period of the resource(s) in their possession. They must present to the staff member of the library the resource(s) in their possession.

5.3 Interlibrary Loan Services

In some cases library users may request for information materials which are not found within the MoCU library.

5.3.1   Policy Statement

Interlibrary loan services shall be provided to staff, students and other library members that are engaged in learning/training, research and other academic activities in cases where the sought information resources are not readily available at any of the University libraries.

5.3.2   Implementation Procedures

(d)   Library clients who wish to borrow information resources from other libraries must provide the Interlibrary Loan Librarian with all the necessary details of the information resources to be borrowed by completing an interlibrary loan application form;

(e)   The Interlibrary loans staff shall contract the library client when a borrowed information resource has arrived;

(f)   The Interlibrary loans staff will request loan renewals from the supplying libraries and communicate the results to the library clients;

(g)   Library clients must produce valid University identification cards and sign the interlibrary loans receiving form before information resources can be released to them; and

(h)   Borrowed information resources that are not collected before the loan period expires shall be sent back to the supplying library. In such cases the library clients concerned shall be responsible for the costs incurred.

5.4 Intralibrary Loan Services

The borrowing of library materials by library users is an inevitable and important component of the services offered by any library. For this to happen smoothly and sustainably, the library service delivery system must contain a mechanism which ensures that borrowed materials are used wisely and are returned to the library within a prescribed period of time.

5.4.1 Policy Statement

Intralibrary loan services shall be provided to staff, students and other library members who are engaged in learning/training, research and other academic activities, where the individual is an employee of MoCU.

5.4.2 Implementation Procedures

All University staff and registered students shall be provided with temporary membership when in Moshi or Kizumbi as the case may be.

5.5 Collection Development

Information and knowledge are not static; they change over time because of the inevitable dynamics of life. Given this phenomenon new ideas, theories and alternative approaches to socio-economic issues emerge. The operation of the library demands continuous seek for new sources of information with a view to ensuring that library users have access to up to date information and thus meaningfully engage academic issues from the context of current debates and ideas. Moreover, the sources of information must be carefully sorted in order to ensure that the library is equipped with credible materials that can be used to add value in the knowledge world.

5.5.1 Policy Statement

It shall be the responsibility of the DCLA to build a well balanced and up to date collection of various information resources in various forms so as to meet the ever-changing information needs of the University.

5.5.2 Implementation Procedures

(a) The requester shall be required to complete purchase recommendation form giving as much information as possible for library staff to identify the information resource wanted, e.g. author, title, edition, year of publication, ISBN/ ISSN if known;

(b) The requester's departmental head approves recommendation by signing the purchase recommendation form;

(c) The form shall be submitted to the Head of Technical Department of the Directorate of CLA; and

(d) Librarian shall inform the requester when order has been placed and when it is received.

5.6 Acquisition of Information Resources

The library is established with a view to pooling necessary materials that meet the demands of library users. In this regard, there must be a strategic identification of the changing needs of library users and this will become the thrust for the acquisition of new resources in a sustainable and cost effective manner. The DCLA is charged with the responsibility of receiving, initiating and seeking new ways of acquiring library resources in order to maintain and enhance the relevancy and credibility of the library.

5.6.1   Policy Statement

The DCLA shall be responsible for the facilitation for acquisition of information resources in line with the needs of the University.

5.6.2   Implementation Procedures

(a) The requester/User shall be required to complete a purchase requisition form providing vital and detailed information as possible to enable library staff identify the information resource needed, e.g. author, title, edition, year of publication, ISBN/ISSN if known;

(b) The requester's departmental head approves recommendation by signing the purchase recommendation form;

(c) The form shall be submitted to the Head of Technical Department of the Directorate of CLA for further action; and

(d) Librarian shall inform requester when order has been placed and received.

5.7 Gifts and Donations

Gifts and donations are common ways through which the library can acquire new sources of information. This however, should not be an automatic process that is without procedures and limits. It is therefore necessary for the library to ensure that gifts and donations do not prejudice the university in any manner nor should they come with conditions that may interfere with the autonomy of the university. In terms of quality assurance, the library should also ensure that donated materials are relevant and are not against public policy.

5.7.1 Policy Statement

The Directorate of CLA shall welcome and accept gifts/donations of materials or funds which shall be subject to the same criteria of selection that applies to purchase materials. The gifts and donations shall have no attachments and conditions which the University cannot fulfill or which undermines the independence of the institution.

5.7.2 Implementation Procedures

(a) All gifts and donations of library materials shall be assessed to determine usability and relevance by the Directorate of Co-operative Library and Archives in consultation with the user departments; and

(b) If acceptable, the materials shall be processed as per normal procedures.

5.8 Safety of Library Collections and Resources

For purposes of sustainability of library services, the safety of the library collections and resources must be ensured. Physical destruction of the said materials my happen as a result of acts of nature, misuse or negligence on the part of library users and or the management. Moreover, digital information is susceptible to destruction and sabotage and thus the need to ensure the security of library digital information systems.

5.8.1 Policy Statements

(a) MoCU library shall introduce, deploy, assist and ensure that all libraries and resource centres are properly protected against loss, theft, vandalism and destruction and institute harsh punishment for library resource abusers; and

(b) MoCU to educate and sensitize all library users on the importance of collective responsibility of protecting and safeguarding library resources.

5.8.2 Implementation Procedures

(a) MoCU Library Shall station its staff and security personnel at all established entry and exit points to physically monitor, inspect and check incoming and outgoing users;

(b) MoCU Library shall enforce Library Rules and Regulations and oversee Use- Ethics for Library Materials and Internet Facilities, as stipulated in the Library Rules and Regulations;

(c) MoCU to install, alarms and automatic anti-fire water sprayers in all libraries;

(d) MoCU library shall run sensitization programmes for its newly enrolled students on the library security issues at the beginning of each academic year; and

(e) MoCU shall equip and ensure safety of the library buildings materials and readers in the library building using municipal safety response equipment e.g. fire hose reels and extinguishers during the operationalisation of this policy.

5.9 Physical Space in the Library

Successful library service requires adequate and functionally designed physical space centrally located to allow easy access for all its users including people with disabilities. Space adequacy is crucial for flexibility and comfort for users and its needs and size must meet the general demand of efficient library operations. Adequate space should be provided for staff working areas, with consideration of proximity to essential equipment and materials. The seating capacity should be based on anticipated growth over a given period of years.

5.9.1   Policy Statements

MoCU will strive to ensure the construction of adequate library buildings with the capacity to accommodate the current and other potential users. MoCU will also ensure that the construction of new library buildings follows designs that cater for the needs of users with disabilities and other special needs.

5.9.2   Implementation Procedures

(a) MoCU to allocate adequate space for library building(s) and do internal planning and design of these libraries and resources in accordance the University Master Plan and needs of the disabled by always incorporating the Library Directorate;

(b) MoCU library to annually assess space and use, including the positioning of library furniture and equipment within the library; and

(c) Directorate to devise a mechanism which will ensure that the libraries are not misused.

5.10   Information Literacy Training

The access and use of information in the library will be effective and convenient if users possess the skills necessary for locating the needed information. In this sense "the user-friendly" principle in the context of the library will demand the role of both ends – the

library management on the one hand and the users on the other. There must be continuous efforts to equip users with information literacy skills that is necessary for them to access and utilize the library materials in a manner that is convenient and safe.

5.10.1 Policy Statement

The DCLA shall have the responsibility to provide information literacy training to all clients with the aim of equipping them with the necessary skills to effectively utilize information for life-long learning.

5.10.2 Implementation Procedures

(a) Interactive study programmes shall be provided;

(b) Information literacy librarians shall present the training programme at each learning site;

(c) Programmes shall be presented according to a schedule provided by the relevant authority; and

(d) Marketing of the library services shall be an ongoing process through appropriate communication channels.

5.11 Library Electronic Resource Centres (LERC)

In the digital age, a lot of information is now available online and through other electronic formats. Location of this information may sometime require some form of subscription that has cost implications. The University is better positioned to subscribe to such avenues and provide its users with access to such materials with a view to ensuring that the availability of materials is not limited within the walls of the library.

5.11.1 Policy Statement

It shall be the responsibility of the DCLA to give registered students and staff access to electronic resources and services.

5.11.2 Implementation Procedures

All members of staff and registered students shall have access to computer, licensed databases, CD-ROM and internet facilities. They shall be required to observe the following:

(a) Pay a pre-determined fee, which may change from time to time;

(b) Access licensed databases and CD-ROM products in accordance with the licenses and agreements for each of these products;

(c) Internet facility usage will be limited to prescribed time allocation due to limited number of computers;

(d) The library shall allow the general public access to e-mail (electronic mail) through the use of the library's computer equipment and internet connection;

(e) The library shall not be responsible for providing users with e-mail accounts or assisting users with using their accounts;

(f) Any illegal e-mail activity may be reported to the appropriate authorities in accordance with the computer use policy;

(g) Printing of e-mail messages will be charged at the rate to be determined from time to time; and

(h) All patrons using the library's public access electronic resources shall abide by the rules and regulations of the library.

5.12   Computer Use

The use and access of library materials and space may sometimes involve the use of personal equipment of the library users for example laptops. The use of personal computers in the library should be regulated so that it does not negatively interfere with library systems or disturb other users.

5.12.1 Policy Statement

The Directorate of Co-operative Library and Archives shall have the responsibility to facilitate users to access information by using their own   computers.

5.12.2 Implementation Procedures

Patrons of the library shall be allowed to use their own computers while in the library.

Patrons shall use library computers only for accepted purposes. The following purposes shall not be accepted by library management:

(a) Harassment of other users;

(b) Libeling or slandering other users;

(c) Destruction of, or damage to equipment, software, or data belonging to the library or other users;

(d) Disruption or unauthorized monitoring of electronic communications;

(e) Viewing of material deemed obscene or pornographic;

(f) Violation of computer use policies and;

(g) Other actions that may reflect abuse and misuse of the service.

5.13 Reference

Some reference materials in the library are so basic and crucial in that they should not be removed from the library for any reason including borrowing by users.

5.13.1 Policy Statement

The Library shall provide reference collection and adequate services to meet the general information, basic research, recreational and instructional needs of the users.

5.13.2 Implementation Procedures

(a) Reference materials shall not be borrowed for use outside the library; and

(b) The reference librarian shall handle all reference questions from the users and when possible provide advisory services.

5.14 Stock Taking

The keeping library materials may be affected by such issues like failure to return borrowed materials by borrowers, misplacement of library materials and theft.

5.14.1 Policy Statement

The Directorate of Co-operative Library and Archives shall conduct annual professional assignment of stock taking/stock counting to ascertain the holdings of the library (library stock) at the end of each financial year.

5.14.2 Implementation Procedures

Stock taking shall involve the office of the Director of Planning and Finance, the Internal Audit Office, Accounts Office and the Library members of staff. The criteria which may be used for stock taking are:

(a) Physical counting of movable assets including books;

(b) Matching the physical presence of the items and facilities against records;

(c) To verify books and other materials transferred to Kizumbi Teaching Center, postgraduate Mini library and any other location as the case may be; abd

(d) Producing a comprehensive and detailed report to facilitate decision making by the University Management.

5.15 Weeding

Materials acquired by the library after sometimes they may be outdated in terms of the information they contain, or damaged beyond repair. This may unnecessarily limit the library space that could used for newly acquired materials.

5.15.1 Policy Statement

The Directorate of Co-operative Library and Archives shall systematically withdraw materials that are no longer fit for use, excess copies, rarely used books, irreparably damaged copies, materials which contain inaccurate or outdated information and materials no longer needed.

5.15.2 Implementation Procedures

Weeding shall be a continuous process aiming at evaluation of resources for the purpose of removing/discarding certain materials in the library. Criteria which may be used as guidelines for weeding are:

(a) Excess multiple copies, except in those cases where usage justifies the retention of multiple copies;

(b) Superseded editions;

(c) Worn out, badly marked or mutilated volumes. The material has deteriorated to the extent that it can not be used and its value to the collection does not warrant and justify maintenance and preservation efforts and costs;

(d) Works containing outdated or inaccurate information deemed misleading and contrary to current professional norms as agreed between the library and the appropriate academic departments;

(e) Works superseded by, or cumulated in, more comprehensive publications;

(f) The material is no longer relevant to information needs of the clients;

(g) The material has not been recently used and has no foreseeable research value to clients;

(h) Trivial material of no discernable literary or scientific or social merit; and Material that is in bad condition and can be replaced through purchase and other acquisition methods.

The above criteria, notwithstanding, previous editions of government publications shall be discarded in accordance with government laid down rules and procedures.

Authorization to write off weeded material shall rest with appropriate organs of the University and according to prevailing rules and regulations.

5.16 Unforeseen Circumstances

The life and security of library users and the safety of the properties and the materials in the library may sometimes be at stake due to unforeseen circumstances.

5.16.1 Policy Statement

Emergencies are unforeseen or unpredicted circumstances that generally call for immediate action. When an emergency of any kind occurs anywhere in the library, the first concern shall be to protect and preserve human life. The second concern shall be to protect and preserve the collections and equipment used to provide library services using the immediately available facilities and equipment.

5.16.2 Implementation Procedures

(a) Any emergency shall immediately be reported to the Director of DCLA and other relevant authorities;

(b) Investigation shall be carried out immediately to identify the cause of the occurrence; and

(c) When emergency circumstances require that service to the public be interrupted, restoration of public library service shall occur as soon as the building can be safely occupied and used.

6.0 ETHICAL ISSUES

To ensure professionalism in the provision of library services and human relations, various policy provisions are in place to cover the following activity issues: intellectual freedom, access to information, privacy and confidentiality of information, intellectual property rights, conflict of interest, personal beliefs and convictions, professional excellence and respect of colleagues.

6.1 Intellectual Freedom

In some instances, information that is useful for academic purposes may be censored for reasons that are not justifiable.

6.1.1 Policy Statement

To uphold the principles of intellectual freedom and despise efforts of censorship and denial of access to information resources.

6.1.2 Implementation Procedure

Library materials shall be made accessible to all readers without any restriction except where rules, regulations and circumstances do not allow.

6.2 Access to Information

Some practices at organizational and national level may inhibit the right to access to information which is constitutional guaranteed.

6.2.1 Policy Statement

To render the highest quality of service to all clients through relevant and well organized information materials and knowledge sources.

6.2.2 Implementation Procedure

Each client shall be having the right to the highest kind of service through relevant and well organized materials in a friendly manner.

6.3 Privacy and Confidentiality of Information

The library environment and procedures may sometimes interfere with the privacy of the library uses with regards to the information accessed in or through the library.

6.3.1 Policy Statement

Library staff shall safeguard each patron's rights to privacy and confidentiality regarding the information sought and the sources consulted.

6.3.2 Implementation Procedure

Library staff shall refrain from acts and conducts that may involve sneaking contents of the resources that patron's access.

6.4 Intellectual Property Rights

The access and use of library materials may involve infringement of copyright laws by library users.

6.4.1 Policy Statement

All library patrons shall adhere to intellectual property law as provided for in national and international statutes.

6.4.2 Implementation Procedure

Information resources that are protected by copyright law shall be identified for controlled availability and access.

6.5 Conflict of Interest

Library staff and management may sometimes be controlling or influencing activities that correlate with the services offered by the library. In such situations conflict may arise to the detriment of the University.

6.5.1 Policy Statement

Individual interests shall not override University interests.

6.5.2 Implementation Procedure

The Director of DCLA shall have duty to ensure that individual interests do not override the interests of the University. Personal beliefs and convictions at the workplace shall not be allowed to interfere with library professional work and duties at any cost.

6.6 Respect for Colleagues

Interpersonal relationships amongst the library staff play an important role in determining the quality of the services delivered. Such relationships characterised by hate, disrespect, animosity and injustice will negatively affect service delivery and ultimately tarnish the reputation of the University.

6.6.1 Policy Statement

All library staff shall consistently respect and treat each other fairly and shall encourage the advocacy of staff welfare and the protection of staff rights.

6.6.2 Implementation Procedure

Fair treatment of staff shall be the rule and deliberate efforts to provide better conditions of work and to care for the advancement of each staff should prevail.

6.7 Professional Excellence

The library service delivery is dynamic in terms of new practices, new sources of information and management approaches. Such dynamics must be accommodated in the management of the library in order to sustain and enhance service delivery.

6.7.1 Policy Statement

Library staff shall be encouraged to further their education and professional training so as to render professional services to patrons with outstanding competence.

6.7.2 Implementation Procedure

It shall be the responsibility of the employer to facilitate the furtherance of training and development of library staff in order to keep them abreast with the demands of technological development.

7.0 CODE OF ETHICS FOR LIBRARIANS

Librarians assume an obligation to maintain standard ethics and acceptable behavior in relation to their duties and governing authority under the code of ethics of Public Servants. In addition, the following special code of ethics shall also apply:

(a)   The librarian shall perform his/her duties with realization of the fact that final jurisdiction over the administration of the library rests in the authority of the University;

(b)   The Librarian(s) must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance;

(c)　The director of DCLA shall keep the University management informed on professional standards and progressive action;

(d)　The director of DCLA shall interpret decisions of the University authority to the staff, and shall act as liaison officer in maintaining friendly relations between staff members and those in authority;

(e)　The Director of DCLA, aided by University academic staff shall study the present and future needs of the library, and shall acquire materials on the basis of those needs;

(f)　It is the librarian's responsibility to make the resources and services of the library known to its potential users. Impartial service shall be rendered to all who are entitled to use the library;

(g)　It is the librarian's obligation to treat as confidential any private information obtained through contact with library patrons;

(h)　The librarian shall protect library property and inculcate in users a sense of their responsibility for preservation;

(i)　The Director shall delegate authority, encourage a sense of responsibility and initiative on the part of staff, provide for their professional development, and appreciate outstanding work performance;

(j)　Loyalty to fellow workers and a spirit of courteous cooperation, whether between individuals or between departments, are essential for effective library service;

(k)　Possible and constructive criticism of library services and personnel shall be offered only to the proper authority for the sole purpose of improvement of the library and its services and resources;

(l)　A librarian should never enter into business dealing on behalf of the library which will result in personal gain;

(m)　A librarian should never turn the library's resources to personal use, to the detriment of services which the library renders to its patrons;

(n)　Librarians shall recognize librarianship as an educational profession and realize that the growing effectiveness of their service is dependent upon their own development;

(o)　Librarians, in recognizing the essential unity of their profession, shall have membership in library organizations and should be ready to attend and participate in library meetings and conferences;

(p)   Librarians shall encourage a general realization of the value of library service and be informed concerning movements, organizations, and institutions whose aims are compatible with those of the library;

(q)   Librarians shall participate in public and community affairs and so represent the library that it will take its place among educational, social, and cultural agencies; and

(r)   A librarian's conduct should be such as to maintain public esteem for the library and for library profession.

8.0   POLICY MONITORING, REVIEW AND AMENDMENTS

8.1   Policy Monitoring

In order to ensure that the various policy provisions and policy implementation procedures are adhered to, the Quality Assurance shall from time to time monitor and evaluate the performance of the policy.

8.2   Validity of the Policy Provisions

The above policy provisions shall become operational immediately upon being approved by the University Council and shall remain valid and binding until when they are revoked by the authority entrusted with such powers and following laid down procedures.

However, given the changing environment under which the University operates, this document is subject to periodic reviews, additions, alterations and whenever there is justifiable cause. The revised version of the document shall prevail.

8.3   Revision of the Policy

In the event that any statement in the policy provision is outdated or a need to introduce new policy statements arises as a result of the changing University environment or any other reason, such policy statements shall be changed or modified at the direction and approval of the University Council.