



Inspiring Innovation and Leadership

KARATINA UNIVERSITY

LIBRARY POLICY

OCTOBER, 2016

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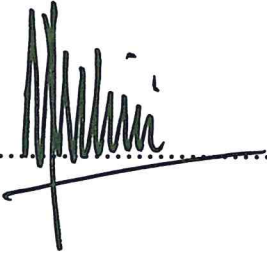
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SIGNATURE PAGE

This Library Policy was approved by Karatina University Council on 28th October 2016.

.....
Prof. Mucai Muchiri
Vice Chancellor

A handwritten signature in black ink, appearing to read 'Mucai Muchiri', is written over a horizontal dotted line. A long, thin horizontal stroke extends from the end of the signature to the right, crossing the dotted line.

UNIVERSITY VISION

To be a University of global excellence, meeting the dynamic needs and development of the society

UNIVERSITY MISSION

To create, conserve and disseminate knowledge through training, research, innovation and community outreach

CORE VALUES

Equity

Teamwork

Meritocracy

Academic freedom

Accountability

Excellence

Probity

Library Vision

To be a library of excellence committed to advancement of knowledge through innovative and user-centered services.

Library Mission

To support, enhance and collaborate in the instructional, research and service activities of the University community and society

Library Objectives

The library will strive to achieve the following objectives, to:

- i. Provide information resources for the support of academic, research and community needs.
- ii. Serve as a center for academic collection, archives, manuscripts, electronic resources, literary works, audio-visual resources, and artifacts of historic and cultural significance.
- iii. Facilitate access and literacy in the utilization of information resources.
- iv. Process and provide access to intellectual output of the university.
- v. Provide a conducive environment for study and research.
- vi. Participate in Community Outreach activities.

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ACRONYMS AND ABBREVIATIONS

CUE – Commission for University Education

ICT – Information Communication Technology

LMS – Library Management System

KarU – Karatina University

KLISC – Kenya Libraries and Information Services Consortium

KNLS – Kenya National Library Services

OPAC – Online Public Access Catalogue

CHAPTER ONE: INTRODUCTION

1.0 BACKGROUND

A University library is a core part in any academic setting, with the mandate of providing quality information resources and services to fulfil the information needs of its clientele who mainly include students, the teaching and non-teaching staff and alumni. The library also serves the community at large through mutual interactive relationships that facilitate acquisition and provision of information resources and services. Currently, the Karatina University Library system consists of libraries in Main (Kagochi), Nairobi, Itiati, and Karatina Town

1.1 RATIONALE

This policy provides guidelines on what is expected while carrying out activities related to collection development, user services, staff management and development, provision of information literacy and quality assurance. It serves as a guide for the library staff in their pursuit for effective library management and operations; and also as a guide for library users in their pursuit for excellence in learning and scholarship. This library policy is aimed at maximizing efficient operations and provision of library services to ensure user satisfaction.

1.2 DEFINITION OF TERMS

Catalogue: A list of all the books or information resources in a library

Collection development: The acquisition of print and electronic information resources for use by the library clientele acquired to meet the University curriculum, research, cultural and social needs of the user community.

Consortium: A group of individuals or institutions formed to undertake an enterprise or activity that would be beyond the capabilities of the individual members.

Disposal: Removal of information resources no longer in use in the library.

Hardbound: A book bound with rigid protective covers.

Information Literacy: is the ability to locate, evaluate, manage, and use information from a variety of sources, both print and electronic, for problem solving, decision making, and research.

Librarian: A person trained in library and information science (LIS) and engaged in *library* service.

Patron: A bona fide library user.

Serials: Any publication issued in successive parts, usually (though not always) at regular intervals, and intended to be continued indefinitely

Weeding: The removal of information resources that are unwanted from the library collection.

1.3 SCOPE OF THE POLICY

This policy will apply to the entire Karatina University library system which includes all campuses and learning centers. The current library system shall be referred to collectively as Karatina University library in this policy document. Any future expansion of campus libraries by Karatina University shall be managed under the library department for as long as the University treats the library System as one department and under one University Librarian.

CHAPTER TWO: LIBRARY POLICY

1.0 General guiding principles

The guiding principles in this policy include:

- i. Systematic selection, acquisition and organization of all forms of information resources.
- ii. Dissemination of information to university community and other users
- iii. Provision of Information Literacy programs.
- iv. Conservation and preservation of Information Resources.
- v. Co-operation with other libraries/institutions for the benefit of the users.
- vi. Provide a conducive environment for private study.

1.1 Objectives of the policy

The objectives of the library policy are to:

- i. Ensure selection and acquisition of relevant information materials for the university's present and future teaching and research programs;
- ii. Foster and maintain a working relationships between the University library and other departments;
- iii. Develop and manage a user-centered library collections, services and facilities;
- iv. Ensure effective and efficient administrative systems and procedures;
- v. Encourage better relationships between library staff and library clients.

CHAPTER THREE: POLICY AREAS

3.1 USER SERVICES POLICY

This user services policy provides guidelines on interactions and expectations for mutual benefit between the library client and the library in the fulfillment of the vision and the mission of the University library.

3.1.1 Objectives of user services

The objectives of user services include the following:

- i. To facilitate access and use of information resources in a timely manner.
- ii. To provide guidance on the use and interaction with library resources and services.
- iii. To provide a conducive environment for study and research.

3.1.2 Policy Statement in user services

This policy will be implemented based on the following policy statements, discussed in various sub sections:

3.1.3 Library opening hours

The opening hours for all Karatina University Libraries shall be determined by the University Librarian in consultation with the Library and Bookshop Committee to cover day, evening and weekend hours as per Appendix V.

3.1.4 Shift system

Due to long operating hours, the library shall operate in a shift system i.e. evening and weekend shifts. A shift roster shall be provided by the library management in all libraries.

3.1.5 Library Book Loans

There shall be two types of library loans for print books, the long and short loans. The duration of each library loan will depend on the category of the library user and the level of demand for the specific books as per Appendix VI.

3.1.5.1 Short loan

Books on high demand shall be placed in the short loan section. The aim of short loan is to maximize the usage of such books.

3.1.5.2 Long Loan

Long loan books are those that are not on very high demand. The maximum number of books issued per loan to different categories of users and the duration is determined from time to time. All borrowed library materials shall be stamped a due date to indicate when the user is expected to return them.

3.1.6 Book loans to Part-time Lecturers

Part-time lecturers can borrow books from the library, but through their respective Heads of Department.

3.1.7 Use of the library by the Alumni and External Users

i. Alumni

On identification, registration and payment of membership fee, Karatina University alumni shall be allowed to use the library for reference purposes only. Alumni shall not be allowed to borrow books unless with authorization from the University Librarian. The annual membership fee shall be determined by the Library and Bookshop Committee from time to time.

ii. External users

On registration and payment of fees external library user may be allowed to use the library. External users will be allowed to use the library for reference purposes only but not to borrow any library materials. Permission to use the library by external users will depend on the nature of demand and the available sitting capacity. The annual external user fees shall be determined by the Library and Bookshop Committee from time to time.

Students from other Universities may be allowed to use the library on production of an introduction letter from their institutional library, and an identity card indicating that they are students in an institution of higher learning.

3.1.8 Library Charges

i. Overdue Fines

Library users who fail to return borrowed library items according to the due date shall be charged an overdue fine. All library charges shall be accounted for by use of a university receipt from the finance department. The overdue charges shall be determined by the University Librarian in consultation with the Library and Bookshop Committee from time to time.

ii. Replacement Charges for Lost Library Items

Lost items such as books shall be replaced at market rate or with the current edition of the lost book plus administrative charges in either case. The current edition shall not be more than 5 years old. No refunds shall be given back for any lost item found after it has been paid for. Both the found and the replacement item shall remain the property of the University library.

iii. Photocopying/ printing Charges

Photocopying and printing services are offered and shall be charged at market value. All proceeds from photocopying and printing shall be deposited with Finance Department and a receipt issued.

3.1.9 Inter-campus Library Relationships

All registered library users shall access library services and borrow books from any Campus and Center Library.

3.1.10 Library Code of Conduct

There will be a library code of conduct (Appendix I) aimed at providing users with information on what is expected of them as they interact with fellow students, library resources and staff. The code of conduct shall apply to all library users and will be reviewed from time to time.

3.1.11 Services and Facilities for Library Users with Special Needs

The library will endeavor to provide relevant services/facilities for all library users including persons with disabilities. This will include access paths fitted with ramps and information resources in audio, braille and large print format. The library will strive to implement assistive technologies where applicable.

3.1.12 Current Awareness Services (CAS)

Current Awareness Service is the informing of library users of new resources and services in the library, which will be offered through:

- i. The library shall use electronic, online and print mechanisms to reach out to users with current awareness information services.
- ii. New books and journals shall be displayed for a specific period of time in all campus libraries for current awareness purposes.

3.1.13 Protection of Intellectual Property

The library shall protect Intellectual Property by ensuring adherence to copyright laws and other related rights. No user shall be allowed to photocopy more than what is permitted by the local and international copyright law.

3.1.14 ICT Resources and Library Management Software

Due to emergence of technology, the information landscape is changing in terms of format and access.

- i. The library shall provide and maintain computer and network resources for access to information resources.
- ii. All members using library computer and network resources shall be bound by this policy.
- iii. All users of these resources are expected to act in a responsible, ethical and legal manner, in addition, users must respect the rights and privacy of other users and share the resources equitably.
- iv. Access to computer and network resources is restricted to registered library users.
- v. Accounts and passwords will be assigned to library users and are not to be shared with or used by other persons within or outside the university.
- vi. The library shall utilize appropriate ICT resources to provide electronic/digital information resources and services.
- vii. The library shall implement relevant library management software to offer its resources and services to users on and off-campus.
- viii. Each library shall have a digital library section to manage electronic information resources and services.

- ix. The digital library services for the entire library system shall be managed by a Systems Librarian who will work closely with the University's ICT department for technical and related support.
- x. The library shall have web pages whose content will be drawn from all campuses for the purpose of marketing library services and disseminating electronic information.
- xi. The preparation and uploading of the web content shall be guided by the University's ICT policy.

3.1.15 Information Literacy/User Education

The library will offer information literacy and user education in the following ways:

- i. New students shall be given user orientation on the use of library resources and services upon reporting.
- ii. All students shall undertake a course on information literacy (Appendix II) on use of digital and other library services
- iii. The library system shall set up mechanisms that facilitate the implementation of information literacy programs.
- iv. The library shall provide continuous user education to library users on a scheduled basis depending on individual or group user requests.

3.1.16 Clearance of Registered Members

Students shall cease eligibility to borrow books on completion of their studies. However after completion of their studies, a student can be allowed to register to use the library as an Alumni. All final year students shall be cleared by the library before they can graduate or given the Alumni rights to use the library.

A staff member shall cease eligibility to borrow books on leaving the University employment. All staff members who leave Karatina University for any reason must clear with the library.

Upon clearance, the student's or staff's library account details for logging into library systems will be deactivated.

3.1.17 Marketing and Publicity Channels

The library shall endeavor to market its collection and information services to all stakeholders through various channels such as:

- i. Library bulletin and brochures,
- ii. Library website,
- iii. National agricultural trade shows,
- iv. Exhibitions,
- v. Promotion week,
- vi. Relevant meetings and forums,
- vii. Social media.

3.1.18 Library Partnerships and Collaborations

The library encourages partnerships and collaborations with private and public organizations at both local, national, regional and international level. The partnership and collaboration should increase exposure of the library in the community, achieve the mission and strategic goals of the library, be of mutual benefit to both parties. Organizations that are deemed appropriate and compatible with the mission, goals, and policies of the library will be considered for a potential partnership.

3.1.19 Off-Campus Access

The library shall provide access to subscribed electronic resources within and without campus. The library shall subscribe to relevant software to enable off-campus access to library resources. All library users are eligible to be registered for off-campus access. Upon clearance from the university, off-campus access rights and privileges shall be withdrawn by the librarian deleting the library user's credentials from the system.

3.1.20 Community Outreach Programmes

The library shall organize and participate in community outreach activities. The activities may include but not limited to:

- i. Reading promotion campaigns
- ii. Offer professional expertise in establishment and management of libraries
- iii. Library competitions
- iv. Solicit for donations to equip local libraries

3.1.21 Library and Information Security

The University library represents an extensive body of knowledge and a long and rich cultural record. The library will take all reasonable measures to protect its collections and assets from theft and deliberate or reckless damage, and to protect all its buildings from unauthorized intrusion and vandalism. The library will:

- i. Ensure that the premises are adequately maintained and fitted with suitable technical security systems and devices.
- ii. Monitor access to and use of library computers and network resources including the digital content. Access and use of electronic resources and software will depend on the license agreement with the vendor.
- iii. Ensure that access and use of online information resources is through appropriate credentials assigned by the library.
- iv. Control the entrance and exit of users and custodial staff.
- v. Allow access to Library-controlled storage areas only to appropriately authorized staff.
- vi. Ensure that all items available in the collection are accessioned, carry security markings and bear the library's ownership stamp.
- vii. Carry out regular inventories and use the results to ensure that categories of items within collections are accorded an appropriate level of security.
- viii. Maintain records of all library property and weeded items.
- ix. Ensure that all Library users identify themselves with student or staff ID at entry points.
- x. Establish and maintain appropriate security levels of the library collections.
- xi. Prepare and keep current a library fire evacuation plan and an emergency disaster plan (Appendix. IV) for each library with specific staff instructions and directions, including emergency closing and evacuation, staff notification, life safety responsibilities, maintenance of building integrity and utilities, and emergency conservation and recovery.

3.2 COLLECTION DEVELOPMENT POLICY

This policy provides guidelines on the selection, acquisition, processing, maintenance and evaluation of information materials as a basis for effective provision of quality information services. The collection development activities and policy shall be guided by the University's academic and research programs so as to meet the information needs of the Schools, institutes, directorates, students and all registered library users.

3.2.1 Objectives of collection development

- i. To acquire current and relevant print, electronic and multimedia information materials for all academic programs in line with the school recommendations, and other formal guidelines and standards.
- ii. To classify, catalogue and organize information resources for easy access and retrieval.
- iii. To carry out periodic stock staking with the aim of evaluating library collection to establish a balanced collection for each academic program.
- iv. To provide appropriate and effective conservation and preservation measures for information materials.

3.2.2 Policy statement on collection development

Collection development will be implemented under the following sub-sections:

3.2.3 Levels of Collection Development

- i. The collection shall be based at the level that meets the information needs of the University in accordance with current academic programs and others that are approved from time to time.
- ii. The bulk of the collection shall be at the undergraduate and postgraduate level to support the curriculum and research needs of the students and the faculty.
- iii. Departmental reference collection shall be developed in accordance to the unique information needs.
- iv. The reference collection and any other specialized collections shall be developed in accordance with the University demands and the expressed user-information needs.

3.2.4 Selection Process

- i. The library shall involve the faculty in the selection of electronic and print Information materials.
- ii. Where necessary the acquisition librarian shall be involved in the selection of general reference and special information materials that are relevant to the information needs of library users.
- iii. Suggestions from students and non-teaching staff shall also be considered.
- iv. Subscriptions to journals shall be reviewed on a regular basis to evaluate usage and the emergence of new relevant journal titles.
- v. Online electronic resources shall be acquired to supplement the print collection.

3.2.5 Selection Aids

Various aids shall be used in the selection of information materials. Some of these include:

- i. Catalogues from national bibliographies
- ii. Publishers and booksellers catalogues
- iii. Subject specific bibliographies
- iv. Faculty, student and staff recommendations
- v. Online subject bibliographies

3.2.6 Acquisition Guidelines

The library will strive to acquire information resources to meet the information needs of academic programmes on offer and in all formats guided as follows:

3.2.6.1 Acquisition of electronic resources

Electronic information resources shall include:

- i. E-books
- ii. E-journals
- iii. Relevant web pages
- iv. Magazines and
- v. Other relevant electronic formats such as CD ROMs, DVDs, Audio tapes.

These shall be acquired in line with the following criteria:

- i. Relevance to the curriculum and research programs of the University
- ii. Demand

- iii. Ease of use
- iv. Cost
- v. Licensing flexibility
- vi. Availability of technical support

3.2.6.2 Acquisition of print resources

Print resources shall include:

- i. Hard copy books
- ii. Hard copy journals (periodic publications)
- iii. Hard copy newspapers and magazines (periodic publications)

Print resources shall be acquired in line with the following criteria:

- i. Relevance to the curriculum and research programs of the University
- ii. Demand
- iii. Cost
- iv. Currency
- v. Quality
- vi. Relevance

3.2.6.3 Acquisition of Audio-visual resources

Audio-visual resources shall include the following among others:

- i. Videos
- ii. DVDs and CDs
- iii. Flashcards
- iv. Charts
- v. Maps

3.2.7 Procurement

The procurement of information resources shall be according to University procurement procedures and in accordance to their relevance to the teaching and research interests of the University.

The library shall acquire materials to supplement and complement the prescribed courses. A maximum of five (5) copies subject to review depending on the user population. Electronic resources such as e-books and e-journals shall be acquired either jointly with other institutions or individually.

3.2.8 Donations and Gift Items

Donations of books and other types of information resources are considered to be “gifts in kind”. The Library welcomes donations of books, materials, or money for the purchase of books, materials, equipment or facility enhancement with the understanding that it has the right to handle or dispose off them in the best interest of the University. Depending on whether these information materials are in print, electronic and audiovisual formats, they shall be required to pass through the selection criteria as indicated for each category above to ascertain their relevance and quality.

3.2.9 Source of Information Materials

All information materials shall be sourced from reputable firms and suppliers and in line with the University’s procurement policy and procedures.

3.2.10 Delivery of Procured Information Materials

The delivery of information materials such as books and journals shall be at the Main campus to ensure consistency and recording of whatever is ordered. The materials will then be accessioned from a central location and then circulated to other campuses and centers for processing.

3.2.11 Processing of Information Materials

The information materials shall be processed and organized using internationally recognized tools such as:

- i. Anglo-American Cataloguing rules
- ii. Library of Congress Classification Scheme Schedules
- iii. Library of Congress Filing and shelving Rules
- iv. Library of Congress List of Subject Headings
- v. Electronic Integrated Library Management System or any other library software recommended and adopted by the University.

3.2.12 Copyright Laws

- i. The library shall adhere to the copyright laws as applied internationally and in Kenya.
- ii. The development of the University collection such as student theses and dissertations or special collections will be done in compliance with copyright laws.

3.3 WEEDING POLICY

Weeding is the removal of unwanted information materials from a library collection.

3.3.1 Policy statement for weeding

Collection development involves both the acquisition and weeding of materials in order to keep the collection vibrant, relevant and useful to the clientele. The systematic removal from the library of materials no longer useful is essential to maintain the purpose and quality of the collection.

The library is mandated to critically analyze its collection in order to determine how well it supports the mission of the library. Determining whether a library's collection meets the needs of the users and the educational goals of the institution is part of the core mission of the library. Weeding will be done annually.

3.3.2 Objectives of weeding

The objectives of weeding in a library are to:

- i. Provide current, useful and in good condition collection to support teaching and research.
- ii. Encourage all members of the University community to participate in collection development and enhancement.
- iii. Create space and optimize use of available space.

3.3.3 Criteria for determining materials for weeding

The general principles that shall guide weeding are: shelf-time (not checked out for 10 years or more), condition and appearance of the material, relevancy user information needs, inaccurate or false information, unused sets of books, repetitive series, surplus duplicates, and whether the information is outdated or obsolete as the case of technology and scientific information. This will be achieved by weeding of:

- i. Physical condition: Soiled or mutilated (irreparable) books, particularly those with missing pages, brittle or dirty paper, e.g. hardbacks, study print (and a decision concerning replacement made).
- ii. Relevance: Information resources that are no longer in demand, or that no longer support the curriculum or current University information needs.
- iii. Timeliness: Information resources published 20 years before the date of weeding;

-Books that do not fall in the above category, but have been superseded by three newer editions.

- iv. Last date of circulation: If the material is in the open shelves and has not been loaned for use out of the library in the past ten years.
- v. Completeness: Incomplete volumes of journals and serial works.
- vi. Materials in excess: Multiple copies be weeded to a maximum of ten copies per title.
- vii. Files: Closed files be weeded
- viii. Newspapers: Hard copy newspapers that have been replaced by soft copy or bound copies be weeded out.
- ix. Past examination papers: Weed back copies that date back to 10 years.
- x. Non print materials: Visual and audio –visual materials dating back to 20 years be weeded.
- xi. Electronic resources will be weeded following the applicable guidelines as other resources. In addition, the collection of electronic resources will be monitored for sites that are no longer maintained and links which no longer point to the correct location for a particular resource.

3.3.4 Information materials not eligible for weeding from the library collection

The following information resources shall not be eligible for weeding at any given time:

- i. Rare books
- ii. Primary sources: Theses, dissertations and research materials
- iii. Karatina University publications: Those in multiple copies may be reduced to two
- iv. Government publications: Titles in multiple copies to be reduced to one (for research purposes)
- v. Literary classics
- vi. Maps: These can be relocated to the University archives

3.3.5 Guidelines for weeding

Weeding shall be under the general supervision of the Librarian - Technical Services and the Librarian - Readers Services. Weeding shall be done annually alongside the stock taking exercise.

- i. Library Staff be sensitized on what is expected of them during the weeding process.
- ii. Librarians shall use more than one criterion in assessing the books to be weeded.
- iii. Materials earmarked for weeding shall be kept in one ideal location for a period of one month. During this period stakeholders/users will be informed of the exercise and given an opportunity to inspect the weeded materials to evaluate their relevance/validity.
- iv. Stakeholders/users who identify materials deemed to be relevant shall indicate their comments and identity in a register to be provided and give reasons why they should be retained.
- v. Information resources not recommended for withdrawal will be returned to the shelves after the display period.
- vi. Materials identified for weeding will be labeled with a distinctive mark to ensure they remain in a secluded area set aside for weeded information resources.
- vii. Weeded materials should have their entries denoted “weeded” in the Library Management System.

At the end of the exercise, the Acquisitions section will identify the weak areas of the collection and, in consultation with the respective schools and departments make acquisition of more books to beef up the said areas. In case an item is weeded because of physical condition and it can be repaired, book repairs shall be carried out in the department or through outsourced services.

3.3.6 Disposal of Information Materials and other Library Resources

3.3.6.1 Newspapers

Extra hard copies of newspapers shall be disposed on regular bases due to space limitations. One daily copy shall be retained and bound in issues of a month once every year. The disposal procedure shall be as directed by the Public Procurement and Disposal procedures.

3.3.6.2 Equipment

Un-repairable items such as computers and all types of furniture shall be disposed in accordance with the university Public Procurement and Disposal procedures.

3.4 INFORMATION LITERACY POLICY

Information literacy is a set of abilities requiring individuals to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information.

3.4.1 Policy statement for information literacy

This policy provides guidelines on the content and mode of delivery of information literacy skills. The policy is meant to assist the library in conjunction with faculty in training students to appreciate the range of electronic and print information resources available and to access, use and evaluate such information resources for study, research, scholarship and lifelong learning. For the Information Literacy program to be successful, the library shall work with the faculty.

3.4.2 Objectives of Information Literacy

The objectives of Information Literacy are to:

- i. Determine the nature and extent of information needed
- ii. Access the needed information effectively and efficiently
- iii. Evaluate information and its sources critically
- iv. Incorporate selected information into one's knowledge base
- v. Use information effectively to accomplish a specific purpose
- vi. Access and use information ethically and legally.

3.4.3 Integration of Information Literacy into the academic programmes

To meet the objectives of the information literacy skills training, the library shall work with the relevant schools/departments to incorporate the information literacy skills program within the curriculum.

3.4.4 Target Audience

The information literacy sessions are aimed at all library users. Currently the library users are categorized as follows:

- i. Undergraduates
- ii. Postgraduates
- iii. Teaching (full time & part-time) and non-teaching staff
- iv. Alumni

3.4.5 Structure of the Information Literacy programme

The information literacy programme shall be implemented in modules. Each module represents different aspects of required skills in searching and use of information resources. Module implementation will be through lectures, tutorials, practical sessions and discussions. (Appendix II).

3.4.6 Stakeholders in information literacy program

Despite the fact that the library plays a leading role, the development of information literate graduates is a shared responsibility. Key partners in this programme are academic staff, the university library, and students. These shall work together to embed information literacy content into the curriculum.

3.4.7 Roles and Responsibilities of Stakeholders

3.4.7.1 University Library

- i. Provide leadership in policy formulation and planning for information literacy within the University.
- ii. Work with partners to monitor national and international trends in information literacy training, and benchmark these against the information literacy programmes of the University.
- iii. Work with academic staff to integrate information literacy objectives into course curriculum and course outlines and content.
- iv. Develop, promote and deliver information literacy training to the academic and student communities.
- v. Work with schools to monitor and evaluate the quality and effectiveness of the information literacy programmes of the University.

3.4.7.2 Academic staff

- i. Work with the University Library to develop information literacy programmes that are relevant to course curriculum and Unit outcomes.
- ii. Incorporate information literacy objectives into course outline.

3.4.7.3 Students

- i. Undertake the information literacy programme
- ii. Evaluate the information literacy sessions and give input for improvements

3.4.8 Implementation/Integration Plan

The implementation of the information literacy program shall be through the University Librarian working in collaboration with the schools and the administration. This collaboration shall enable the library:

- i. To provide an appropriate range of information literacy services covering all University programs, including on campus and distance learning.
- ii. To incorporate the information literacy into course content as examinable (**Information literacy modules are provided as appendix II**)

3.5 LIBRARY STAFFING POLICY

3.5.1 Policy statement for staffing

A competent and experienced staff complement is mandatory for effective and efficient information services delivery. The university library shall work in collaboration with the Human Resource Department to recruit and retain qualified and competent staff for each Campus and center library.

3.5.2 Objectives for staffing

The objectives of staffing in a library are to:

- i. Appoint qualified and competent employees for the right job.
- ii. Allocate jobs among staff according to their ability, talent and aptitude.
- iii. Appraise the performance of staff to ensure quality.
- iv. Provide the necessary support and conducive work environment for optimal performance by all staff.

3.5.3 Library Staff Structure

The overall manager for all Karatina University libraries shall be the University Librarian. The University Librarian shall be supported by as per Appendix III:

- i. Deputy University Librarian (s)
- ii. Senior Librarians. A Senior Librarian is in-charge either of each campus or of a specialized library section.
- iii. Systems Librarians to coordinate/manage and troubleshoot ICT, Library Management Systems and digital library information services for the entire library department.
- iv. Librarians in each Campus to deputize the Senior Librarians
- v. Assistant librarians
- vi. Senior library assistants
- vii. Library assistants
- viii. Library attendants

3.5.4 Reporting structure

The library is under the Academic Affairs Division. However, depending on the Campus, the library staff in charge of each campus library shall be under the Principal or Director or Coordinator in-charge of each campus for administrative issues. The advice and intervention of the University Librarian shall be sought for all library operations.

3.5.5 Appointment

Appointment of library staff shall be according to the university's human resource policy.

3.5.6 Promotion

Promotion of library staff shall be according to the university's human resource policy.

3.5.7 Staff Development

Staff development shall be as per the human resource policy. In addition, the university librarian may organize for in-house or off-site training for library staff for an identified need to enhance achievement of specified objectives. The university shall be expected to financially facilitate library staff to attend and participate in professional development forums (internationally or in Kenya) such as workshops, conferences, seminars, symposiums in order to keep abreast with changing trends in the profession.

3.5.8 Work Schedules

i. Working on week days and week-end shifts

Librarians, Assistant Librarians, Senior Library Assistant and library assistants are eligible to work on shift.

ii. Week-end shift and Time off

The week-end shift will be adequately compensated through off days while those working on night shifts should report at an appropriate time to work for eight hours per day. Taking of day-offs will be scheduled at the convenience of the work schedule of the university Library.

iii. Working on Public holidays

Occasional working on public holidays will be necessitated by the presence of students on campus or any other academic activity that the University may have. Working on public holidays shall be considered as working on a week-end and will be compensated likewise.

iv. Annual Leave

Annual leave shall be taken according to the human resource policy. For staff working in satellite campuses, the following guidelines shall apply:

- i. Library campus staff shall apply for annual leave through the Campus Librarian who shall sign the leave forms on behalf of the University Librarian and then forward to the campus Director/Coordinator before the forms are sent to Human Resource.
- ii. The Campus Librarian shall give prior notice of his/her intention to take leave to the University Librarian before presenting his/her leave application to the Campus/center Director/Coordinator.

Handover reports shall be submitted to the staff assuming the responsibilities, immediate supervisor, head of campus/center library, and human resource office if leave period is more than 5 days.

3.5.9 Staff Discipline

All staff disciplinary issues shall be handled in accordance with the human resource policy.

3.5.10 Staff Welfare

Staff welfare shall be according to the human resource policy.

3.5.11 Library Meetings

Library meetings shall be encouraged to ensure teamwork, harmonious relationship, communication between all library sections/units/campuses and review of work operations. The meetings shall be held as follows:-

- i. The library management committee meetings shall be held twice in an academic year (one per semester) to review the performance of the library and to map strategies for improvement and progress.
- ii. Members of the library management committee shall comprise of the university librarian, deputy university librarian (s), senior librarian(s), and librarian(s). Those heading campus/center libraries and are below the aforementioned positions shall be invited.
- iii. Section heads in individual campus/center shall hold meetings frequently to ensure effective delivery of services.

- iv. Staff meetings in each campus/center shall be held once in a semester.
- v. Each campus shall prepare a schedule of meetings at the beginning of every year and circulate the same to all library members of staff and to the University Librarian.
- vi. Campus library meetings shall be held under the chairmanship of the Campus Librarian of each Campus/center library who shall make a report/send a copy of the minutes to the University Librarian.

3.6 DISASTER MANAGEMENT AND BUSINESS CONTINUITY POLICY

3.6.1 Policy Statement for disaster management

An elaborate disaster management and business continuity policy is essential as a guide for safety and re-assumption of normal operations when disastrous event occurs. The guidelines shall apply to all Karatina University libraries. The University-wide disaster management policy shall also apply in the library.

3.6.2 Objectives of disaster management

The objectives of disaster management policy in a library are to:

- i. Ensure the safety of all library users, staff and information resources.
- ii. Safeguard and make available vital information, supplies and equipment to ensure the safety and recovery of library resources from predictable disasters
- iii. Reduce the risk of disasters caused by human error, deliberate destruction, and building or equipment failures
- iv. Ensure the library's ability to continue operating after a disaster.

3.6.3 Disaster Preparedness

For the library to ensure disaster preparedness;

- i. The library shall liaise with the University management to ensure installation of relevant firefighting equipment, smoke detectors and water sensors.
- ii. Fire drills shall be conducted as guided by the university policy
- iii. The university's guidelines on fire exits and safety pathways shall be adhered to in the library building
- iv. The library shall install up to date security surveillance CCTV
- v. All persons shall be vetted appropriately to ensure only authorized patrons are gaining access into the library building
- vi. The library department shall be represented by a senior officer in the university disaster management committee
- vii. Library staff shall participate in disaster management training as organized by the university
- viii. All library staff shall be sensitized and updated on handling disastrous events.

- ix. Back-up of data from all library systems shall be kept according to the university data security policy.

3.6.4 Disaster Management

The library's evacuation and safety procedures shall be guided by the University policy on disaster management. The library shall also develop detailed guidelines for disaster preparedness/prevention, response and recovery plan due to sensitivity of information resources thereof. (See appendix v).

3.6.5 Business Continuity Plans

The library shall implement standard guidelines on business continuity plans as outlined in the University policy and according to guidelines in appendix v.

- i. The library shall negotiate agreements with neighboring libraries to utilize their library resources.
- ii. The library shall continue to subscribe to electronic resources and will be used as stop gap in case of a disaster on print resources.
- iii. All staff and students surviving a disastrous event shall be required to undergo counseling sessions to help them overcome trauma and distress.
- iv. Analysis of any disaster shall be used to improve the disaster plan in light of the experience.

3.7 LIBRARY QUALITY ASSURANCE POLICY

3.7.1 Policy statement for quality assurance

The library's approach to quality complies with the international library standards and protocols as well as the standards and guidelines as provided by the Commission for University Education (CUE). To assure quality of products and services offered by Karatina University Library, a series of checks and evaluations will be carried out on an annual basis and recommendations made for continual improvement.

3.7.2 Objectives of Quality Assurance

The objectives of quality assurance in a library are to:

- i. Focus the library services and products on the clients and their satisfaction.
- ii. Establish effective controls and procedures for library operations.
- iii. Monitor the library systems and services for improvement.

3.7.3 Evaluation and assessment of Library Services

The library shall develop, monitor and improve mechanisms to evaluate quality of information services and resources such as information literacy competencies, library operations and information services, access and retrieval tools, ICT equipment, performance of library staff, interdepartmental relationships, community social responsibility activities. The evaluation and assessment shall be done through:

- i. Surveys
- ii. System audits and logs
- iii. Polls questions
- iv. Performance appraisal
- v. Exams

3.7.4 Customer Feedback

The library shall establish customer feedback mechanisms as guided by the ISO procedure manual of Karatina University.

3.8 LIBRARY COMMITTEES

The library shall have the following committees:

3.8.1 Library and Bookshop Committee

There shall be a library and bookshop committee established in accordance to University Statutes VIII article 8 (h). The roles and functions of the committee shall be stipulated by the University Senate.

3.8.2 Library Management Committee

The Library Management Committee (LMC) shall be composed of senior members in the library. It is mandated to propose library policies, procedures, services, rules and regulations for discussion by the Library and Bookshop Committee.

3.8.3 Ad hoc Committees

The University Librarian may constitute ad hoc library committees as deemed appropriate and as need be.

CHAPTER 4: POLICY IMPLEMENTATION, MONITORING AND REVIEW

4.1 Implementation of the Policy

Mechanisms shall be put in place to facilitate the implementation of the policy including:

- i. Approval of the policy by Council
- ii. The library shall create management structures to meet the requirements of policy implementation
- iii. The library management committee shall prepare reports on the status of the policy implementation
- iv. The Library and Bookshop Committee shall receive reports and table them to Senate to ensure that the policy is fully implemented.

4.2 Monitoring of the Policy

This policy shall be monitored through:

- i. Collection growth rate
- ii. Number and quality of library resources
- iii. User satisfaction surveys
- iv. Number of collaborations the library has entered into
- v. Number of community outreach activities undertaken
- vi. Number of students undertaking information literacy programme
- vii. State of library resources
- viii. Staff competency levels

4.3 Review of the Policy

The library policy shall be reviewed from time to time depending on the dynamic needs of the University.

APPENDIXES

Appendix I: Library Code of Conduct

The following code of conduct is aimed at creating a conducive environment for all users of the library resources and services in all Karatina University libraries. This code of conduct shall apply to all library users including university staff.

- i. Designated entry and exit points should be used at all times.
- ii. Always submit to security checks at the main entrance of the library while leaving or entering the library.
- iii. Deposit overcoats and bags in the designated luggage area.
- iv. Observe silence within the library at all times.
- v. Use of mobile phones is not allowed in and around the library premises. Phones should be on **SILENT MODE**. A fine of **Kshs. 50.00** will be charged for any distraction caused by mobile phones.
- vi. Smoking, eating, drinking, sleeping and any other behavior which is likely to create nuisance to other users is prohibited.
- vii. Reservation of library seats is not allowed.
- viii. All books leaving the library must be borrowed from the circulation counter.
- ix. Only those books that are in good condition will be loaned out. Check the condition of the book to be borrowed to ensure that it is in good condition before borrowing.
- x. No library materials may be borrowed beyond the designated loan periods.
- xi. All borrowed library materials shall be stamped a date to indicate when the borrower is expected to return them. Users are expected to check the due date immediately after borrowing.
- xii. Overdue books shall attract a fine. Currently the fine is **Kshs. 5** per day for long loan and **Kshs. 2** per hour for short loan books.
- xiii. Materials borrowed overnight from the Short Loan Collection shall be returned at the opening time of the library the following day.

- xiv. Users are responsible for protecting any library material in their possession against damage and must report to the University Librarian any loss or damage.
- xv. It is the responsibility of the user to notify the library in case of loss of a material on loan to them.
- xvi. Writing, defacing or damaging library materials/facilities is prohibited. Those found having done this shall be required to replace the damaged library property.
- xvii. Any user who willfully damages library property shall face disciplinary action through the relevant University disciplinary committee.
- xviii. Lost or mutilated books shall be charged at market rate plus **Kshs. 500.00** administrative charges.
- xix. Any user caught stealing or attempting to steal a book or other library item shall be required to face disciplinary action through the relevant University disciplinary committee.
- xx. The university shall not be held responsible for loss or damage of personal effects left by users in any part of the library.
- xxi. Library materials or personal effects left unattended in the reading area or luggage bay are left at owner's risk.
- xxii. No library user is allowed to use library computers in any other way other than to access the information resources.
- xxiii. The university librarian may recall, withhold or restrict the circulation of any library materials in the library or transfer from one part of the library to another as circumstances may dictate.
- xxiv. Serious misconduct by a library user in the library may lead the library management to present the case to the relevant university disciplinary committee.
- xxv. Lost tags for luggage bay shall be replaced at market rate plus **Kshs. 200.00** administrative fee.
- xxvi. All payment for charges or fees paid must be issued with a receipt.
- xxvii. Any library user who consistently violates the above rules and regulations may be denied access and use of the library resources for specified period of time by the library management.

Appendix II: Information Literacy Modules

There are six modules that are currently recommended for the information literacy program. Additional modules or a variation of the recommended modules shall be considered in future as a result of evaluation studies.

Module 1: Library orientation

This module will mainly target first years and newly registered library users. The module will cover areas such as:

- i. Requirements for user registration for both print and digital library,
- ii. Opening hours,
- iii. Online Public Access Catalogue (OPAC),
- iv. Classification scheme and its relationship to book shelves arrangement,
- v. Information services provided and the library rules and regulations.

Module 2: Information sources

- i. This module will discuss all areas of information sources including primary, secondary and tertiary sources in print, electronic and multi-media formats.
- ii. Emphasis will be on useful sources of information and the importance of each source of information to library users.

Module 3: Information search and retrieval skills

This module will discuss various information access and retrieval tools and their characteristics. Examples of the tools will include:

- i. Information searching- OPAC, e-books, e-journals, open access resources,
- ii. Search engines and search directories,
- iii. Importance of developing search strategies,
- iv. Application of search techniques such as Boolean operators and their implication in the retrieval of relevant information will be discussed.

Module 4: Evaluation of information sources

Information especially Internet based information is retrieved from diverse sources. There is need to evaluate such information to ascertain its authority, objectivity, accuracy and currency. The module will look into detail the various criteria for evaluating information and information sources.

Module 5: Intellectual Property Rights

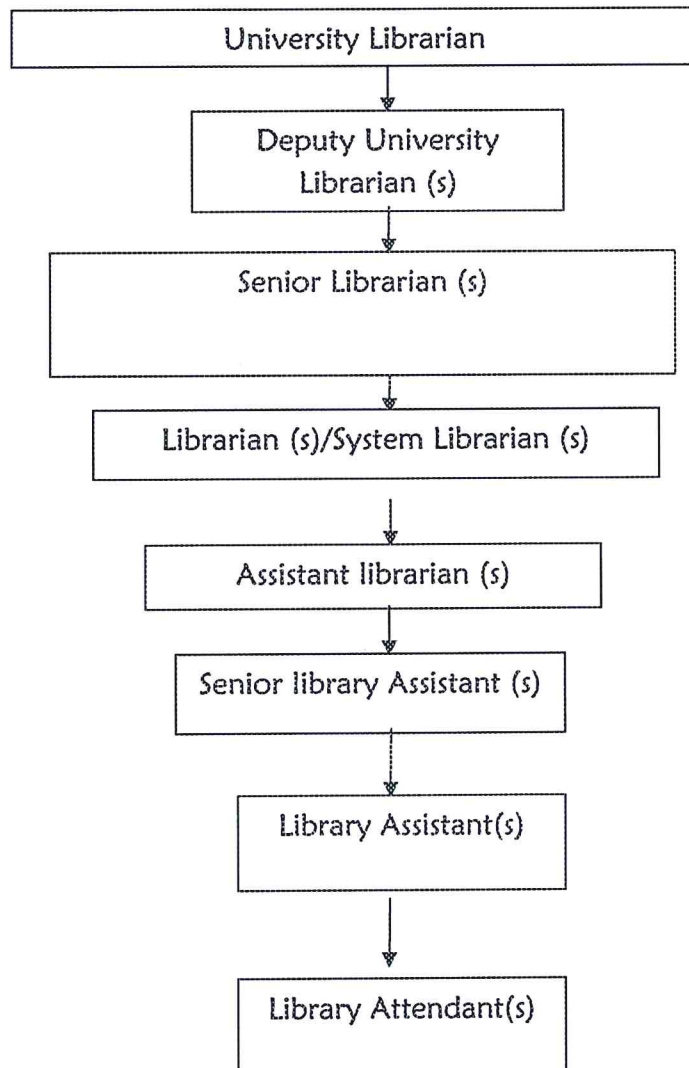
This module will discuss the use of information ethically and legally. Issues relating to Intellectual Property, Copyright, and Fair Use of information will be discussed in relation to plagiarism and copyright infringement.

Module 6: Management of references

Information is harvested from different sources and hence the greater needs to manage, organize, and present citations in acceptable formats. This module exposes students to effective ways of managing references and discusses the commonly used referencing styles for print and electronic resources. From a lab environment, the module practically introduces the use of various reference management software such as Zotero, Endnote, Connotea, Mendeley, and online bookmarking systems.

Appendix III: Karatina University Library Organogram

The following is an organogram to outline the expected library staffing structure



Appendix IV: Disaster Management and Business Continuity Plan

i. Purpose

The main purpose of this plan is to provide detailed guidelines and set of procedures for prevention, salvage, and recovery from disasters that may affect Karatina University Library. These guidelines shall be consistent with the general disaster management plan of the University.

ii. Emergency Situations

The possible emergency situations addressed by this plan include; earth quakes, flooding or water leak/spillage, fire explosion, terror attacks, vandalism, computer hacks, wind, chemical or toxic spillage, and any other unforeseen disastrous incidences that may affect library collections, staff, patrons and facilities thereof.

iii. Prevention and Preparedness Guidelines

The librarian shall liaise with University administration for:

- i. Installation of automatic fire detection, extinguishing systems, and water-sensing alarms.
- ii. Protection of computers and data through provision of uninterrupted power supply.
- iii. Protection of the technological and information assets from hacking, unauthorized access, theft and destruction.
- iv. Comprehensive insurance for the library /archives, its contents, the cost of salvage operations, and potential replacement, re-binding and restoration of damaged materials.
- v. Appropriate training of library staff in order to prepare them to take up role in any disaster reaction, First Aid, response and recovery.
- vi. Maintenance and availability of back-up power generators to ensure power supply during unexpected emergency.
- vii. Establishment of routine housekeeping and maintenance of measures to withstand potential hazards.
- viii. Provision of back up mechanisms to copies of vital records such as collection inventories, and store them off-site as guided by ICT policy.
- ix. Keeping of building plans and other engineering plans of the library building at accessible place to help in case of an emergency.

- x. Acquisition of sufficient chargeable lamps. Such lamps should be kept at a readily accessible location
- xi. Thorough inspection of library building and collection areas after heavy rains.
- xii. Existence of clearly marked “fire exits”
- xiii. Ensure contacts for disaster response team are kept at a place that is readily accessible by all.
- xiv. Ensure dissemination of the disaster plan copies to all library staff and security team.
- xv. Ensure budgetary allocation for business continuity plan every year.
- xvi. Collaborate with administration to ensure periodic risk assessment of facilities and collection in order to ascertain functionality of various safety systems. These include fire suppression systems, sewer systems, plumbing systems, electrical systems, air conditioning systems, roofing status, computer systems etc. The aim of this assessment is to identify, prioritize, and mitigate risks.

iv. Disaster Prevention Checklist

This checklist shall be used during the scheduled risk assessment process which shall be conducted twice every year. A copy of the assessment report shall be sent to the university librarian who shall forward it to other relevant offices for actions.

No	Description	Comments	Action / decision	Action by	When
1	<p>Evidence of water</p> <ul style="list-style-type: none"> a) Dripping from sprinkler heads, pipes, building expansion joints, drip / drainage trays b) Sound of water dripping c) Water stains on floor, walls, ceilings, light fittings, etc. d) High humidity 				

No	Description	Comments	Action / decision	Action by	When
	<ul style="list-style-type: none"> c) Damp musty smell f) Accumulation of Moulds g) Loose taps and gate valves 				
2	<p>Fire hazards</p> <ul style="list-style-type: none"> a) Staff and/or visitors smoking in the Library b) Accumulation of litter, stores or other items in fire tunnels c) Faulty electrical wiring or appliance d) Loose electrical wires e) Items blocking access to exits, fire protection appliances and alarms f) Any missing or discharged extinguishers or extinguishers positioned on wrong locations g) Any leakages or flammable gases or liquids, and h) Evidence of a trained fire marshal i) Holding fire drills in line with University policy j) Evidence of fire assembly point in accordance with University policy 				

No	Description	Comments	Action / decision	Action by	When
3	Evidence of pests a) Any pests found – this may be an indication of more in hiding b) Damage, nests, droppings c) Smell d) Damage on collections by pests				
4	General assessment areas				
	a) Is the disaster management policy and plan readily available and accessible by all?				
	b) Do written procedures for the evacuation of people with disabilities exist?				
	c) Are the procedures tested regularly?				
	d) Is pathway to emergency door cleared or is blocked by other items?				
	e) Do all library staff and security know where the keys to emergency door(s) are kept?				
	f) Is there any excessive collection of rubbish, dust or spill of liquids?				
	g) Are emergency conditions,				

No	Description	Comments	Action / decision	Action by	When
	facilities, and management included in the new staff induction program?				
	h) Number of library staff trained on handling emergencies and disasters				
	i) Is there a disaster management team?				
5	Ascertain the functionality status of the following systems: a) Air conditioning systems b) Smoke detection systems c) Alarm systems d) Drainage systems around the library e) Sewer systems (if any)				

Date of assessment: _____

Date for re-assessment: _____

i. Assessor's name: _____ Signature: _____

ii. Assessor's name: _____ Signature: _____

iii. Assessor's name: _____ Signature: _____

v. Salvage / Response Guidelines

When disaster strikes;

- Notify the management and the disaster team of the disaster
- Follow established emergency procedures for raising the alarm, evacuating personnel and making the disaster site safe
- Obtain information whether the disaster site can be accessed

i. Water damaged materials

- Do not enter a flooded area until maintenance and service personnel have made the area safe. There is extreme danger of electric shock
- Assess and estimate type and extent of damage, equipment, supplies and services required
- Estimate the number of staff and time needed to complete the recovery work
- Brief, activate, dispatch disaster teams to appropriate locations
- Ensure team members have protective clothing
- Photograph damaged materials for insurance claims
- Make necessary arrangement to remove books from disaster site.
- Locate high priority collections and facilities
- Clear wet books from the floor, then salvage books from shelves top to bottom
- Remove the wettest books from the area first to reduce relative humidity
- Do not remove covers or dust jackets from books
- Pack books into boxes and crates spine down.
- Do not pack books too tightly
- Where books are saturated, wear rubber gloves when handling them
- Do not press saturated books and/or documents to remove water. Pressing can damage book structures and force dirt and mud into the paper surface
- Leave office files in suspension hangers in filing cabinet drawers and air dry with cool air in a well-ventilated area

- Take care when removing wet material from wet or damaged storage boxes. Do not overturn boxes to remove material

ii. Fire damaged materials

- Fire damaged books should be handled as little as possible during the retrieval and recovery process.
- All fire damaged material should be assumed to be fragile.
- Wrap fire damaged books in clean unprinted paper. Clearly label all packages
- Continually monitor salvage area safety regularly.
- Discard damaged items that are not worth retaining.
- Keep inventory control of items being removed or discarded.

iii. Documentation and reporting

- Compile and maintain documentation of all expenses incurred in the recovery process.
- Prepare disaster report.

vi. Recovery and Business Continuity Guidelines

- Establish a programme to restore both the disaster site and the damaged materials to a stable and usable condition.
- Develop a phased conservation programme where large quantities of material are involved.
- Clean and rehabilitate disaster site.
- Check that shelving and fittings are structurally sound.
- Institute and coordinate special conservation treatment to restore information material. These may include air drying, pressing, freezing, dehumidification, fumigation, etc.
- Coordinate return back collections from alternate storage site to the library.
- Do not wipe soiling or mud from wet books.
- Loose, unbound small format sheet material can usually be air dried provided they can be separated into small piles and a sufficient amount of dehumidified cool air introduced.
- Always use cold air to air-dry wet books.

- Marginally wet books can be air-dried using fanning and/or interleaving methods.
- Mud or silt affected books should be cleaned before they completely dry.
- Do not wash the following categories of items:
 - Open or swollen volumes
 - Vellum or parchment bindings or pages
 - Leather bindings
 - Fragile or brittle materials
 - Materials with water soluble components
- Do not wipe mould from wet (or dry) books.
- Staff with a history of allergies and respiratory illness should not handle or clean mouldy items.
- Ensure that books and loose parts such as spines, covers and pages are packaged together prior to treatment.
- Photographic materials should be air-dried or dried by running through a processor.
- Albums should be handled as for books and journals.
- For compact discs;
 - Remove from water immediately
 - Remove from containers and carriers
 - Rinse off any dirt or mud with clean distilled water
 - Do not soak
 - Drip dry in a rack, vertical not flat (away from sunlight)
 - Clean with soft, dry lintless cloth
 - Do not move in a circular motion
 - Place cleaned compact discs in clean containers or recopy and discard original
- Purchase the most essential equipment and facilities for normal operations to resume.
- Analyze disaster and improve disaster plan in light of the experience.

Appendix V: Library Operating Hours

Main campus Library:	Monday to Friday:	8.00am - 10.00pm
Itiati Library:	Monday to Friday:	8.00am - 9.00pm
Town Annex Library:	Monday to Friday:	8.00am - 9.30pm
Nairobi Library:	Monday to Friday:	11.00am - 8.00pm

All Libraries are open on Saturdays from 9.00am - 4.00pm. and remain closed on Sundays and public holidays

Appendix VI: Library Borrowing Matrix

Patron Category	Long Loan (Max. no. of books)	Period (Days)	Short Loan (For 2 hours)
Academic Staff	5	30	1
Administrative Staff	3	14	1
Postgraduate students	4	30	1
Undergraduate students	3	14	1

