



# MAASAI MARA UNIVERSITY



## QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

### LIBRARY PROCEDURE MANUAL

MMU/LPM/LIB/2013

VERSION: A

REVISION: 0

<b>Authorized by:</b> <u>Prof. David K. Serem</u> V.C.	<b>Sign:</b> 	<b>Date:</b> 4 <sup>th</sup> June 3, 2013
<b>Issued by:</b> <u>Prof. Gerald N. Kimani</u> MR	<b>Sign:</b> 	<b>Date:</b> 4 <sup>th</sup> June 3, 2013

**TABLE OF CONTENTS**

PROCEDURE NUMBER 1: ACQUISITION AND PROCESSING OF LIBRARY RESOURCES .....3

PROCEDURE NUMBER 2: CHARGING AND DISCHARGING OF LIBRARY RESOURCES .....5

PROCEDURE NUMBER 3: REPAIR OF LIBRARY RESOURCES.....7

PROCEDURE NUMBER 4: WEEDING OF LIBRARY RESOURCES .....9

PROCEDURE NUMBER 5: INFORMATION LITERACY .....11

PROCEDURE NUMBER 6: REGISTRATION OF LIBRARY USERS.....13

## **PROCEDURE NUMBER 1: ACQUISITION AND PROCESSING OF LIBRARY RESOURCES**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, efficiency and consistency in the acquisition and processing of library resources.

#### **1.2 SCOPE**

This procedure applies to the acquisition and processing of all library resources.

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Library Collection Development Policy, 2011.

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.
- b) HoD – Head of Department.
- c) SPO – Senior Procurement Officer.
- d) AACR 2– Anglo–American Cataloguing Rules 2.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

### **2.0 METHOD**

#### **2.1 Acquisition of library resources**

- 2.1.1 This procedure shall start at least three months to the start of a semester with the DUL requesting Deans of Schools to submit a list of reading materials for the subsequent semester.
- 2.1.2 Upon receipt of the communication, the Deans of Schools shall in liaison with the HoDs prepare lists of reading materials guided by the course outlines and recommendations from lecturers and students.
- 2.1.3 The Deans of Schools shall then fill the indent forms and forward them to the DUL who shall in turn verify the details of the titles recommended and consolidate the lists.
- 2.1.4 After consolidation of the lists, the DUL shall forward it to the SPO for purchase of the resources.

## **2.2 Processing of library resources**

- 2.2.1 Upon receipt of the library resources from the store, the DUL shall ensure that the Library staff stamp them using the ownership mark and enter their details in the accession Register. Stamping shall be done on the back of Title page, on secret page and on the last page.
- 2.2.2 The Library Staff shall then assign accession numbers to resources.
- 2.2.3 After assigning the accession numbers, the Library staff shall paste bar codes on the front page.
- 2.2.4 Upon bar coding, the Library staff shall classify the resources as per the Library of Congress (LC) Schedule and assign them cutter numbers.
- 2.2.5 After the classification, the Library staff shall write the Class and Cutter numbers of the resources on the back of title page.
- 2.2.6 The Library staff shall then enter the bibliographic details of each resource in the Cataloguing Module database according to AACR2 Standards.
- 2.2.7 Once the materials are ready for circulation, the DUL shall prepare a accession list and as per the communication procedure distribute it to the Deans of Schools informing them of the new arrivals.
- 2.2.8 At the same time, the DUL shall ensure that the new arrivals are displayed on the new arrivals shelf for a period of two weeks after which they shall be integrated with the rest of the resources.

## **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Evidence of communication.
- 3.2 Indent forms.
- 3.3 Accession register.
- 3.4 Accession list.

## **PROCEDURE NUMBER 2: CHARGING AND DISCHARGING OF LIBRARY RESOURCES**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, efficiency and consistency in the circulation of library resources.

#### **1.2 SCOPE**

This procedure applies to the charging and discharging (circulation) of all library resources.

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Library Circulation Policy, 2011

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.
- b) Library Resources – these include books, journals and electronic information materials.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

### **2.0 METHOD**

#### **2.1 Charging of library resources**

- 2.1.1 This shall start with the Circulation Librarian receiving a resource selected by a Library user.
- 2.1.2 Upon receipt, the Circulation Librarian shall then check the resource for any damage.
- 2.1.3 In the event that the resource is damaged, the Circulation Librarian shall set aside the resource awaiting bindery and advise the user accordingly.
- 2.1.4 If not damaged, the Circulation Librarian shall then confirm the authenticity of the details of the Library user and the resource.
- 2.1.5 In the event that the details provided are not authentic, the Circulation Librarian shall either correct the details of the resource before charging and/or advise the user appropriately.

2.1.6 If the details provided are authentic, the Circulation Librarian shall enter the details of the user and resource being borrowed to the loan database and stamp the due date.

2.1.7 The Circulation Librarian shall thereafter handover the loaned resource and the library card to the user.

## **2.2 Discharging of library resources**

2.2.1 This shall start with the Circulation Librarian receiving a resource from a user.

2.2.2 Upon receipt of the resource and the borrower's card, the Circulation Librarian shall check for any damage on the resource.

2.2.3 In the event that the resource is damaged, the Circulation Librarian shall surcharge the user for the damage caused on the resource.

2.2.4 If the resource is not damaged, the Circulation Librarian shall confirm the due date, work out accumulated fines where applicable and inform the user.

2.2.5 If the resource is overdue, the Circulation Librarian shall update the accumulated fines in the Loan database.

2.2.6 The Circulation Librarian shall then discharge the loaned resource from the loan database and cancel the due date before releasing the resource to shelf.

## **2.3 Handling resources overdue**

2.3.1 On a weekly basis, the DUL shall generate an overdue report from the loan database and as per the communication procedure remind users in custody of overdue resources to return them to the Library.

2.3.2 The DUL shall suspend all users from the database in custody of overdue resources until they return the resource and pay all accumulated fines.

## **2.0 LIST OF APPLICABLE RECORDS**

3.1 Loan database.

3.2 Evidence of communication.

### **PROCEDURE NUMBER 3: REPAIR OF LIBRARY RESOURCES**

#### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure accountability, effectiveness, timeliness and consistency in the repair of library resources.

#### **1.2 SCOPE**

This procedure applies to the identification and repair of all damaged library resources.

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Library Collection Development Policy, 2011.

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

#### **2.0 METHOD**

- 2.1 This procedure shall start with a Library staff identifying torn or damaged library resources either during shelving/tidying or at the circulation desk at the point of charging and discharging.
- 2.2 Upon identification of such resources, the Library staff shall withdraw the resource from circulation and submit it to the Library Binder for repair with appropriate instructions.
- 2.3 Upon receipt of the resource, the Library Binder shall record it in the bindery dispatch book.
- 2.4 The Library Binder shall have the resource repaired as per the instruction given and send them back to the technical services for re-processing and quality assurance.
- 2.5 The Library Binder shall ensure that the technical staff acknowledges receipt of the repaired resources by signing the bindery dispatch book.
- 2.6 In the event that the resource is not satisfactorily repaired or re-processed, the Technical staff shall return it to the respective staff for proper repair and/or re-processing.
- 2.7 If the resource is properly repaired and re-processed, the technical staff shall hand it over to the circulation staff for shelving and the procedure shall be deemed complete.

**3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Evidence of communication.
- 3.2 Bindery Dispatch Book.



## **PROCEDURE NUMBER 4: WEEDING OF LIBRARY RESOURCES**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, timeliness and efficiency in weeding of library resources.

#### **1.2 SCOPE**

This procedure applies to the removal of all defaced, outdated and irrelevant library resources.

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Library Collection Development Policy, 2011.

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.
- b) LAC – Library Advisory Committee.
- c) AA – Academic Affairs.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

### **2.0 METHOD**

2.1 This procedure shall start at the end of every academic year with the DUL convening a LAC meeting to establish guidelines for weeding library resources.

2.2 In coming up with the guidelines, the LAC shall consider the following:–

- a) Record of use,
- b) Currency of the resources,
- c) Technical quality of the resources,
- d) Physical condition of resources, and
- e) Dispensability of the resources.

2.3 After the meeting, DUL shall as per the communication procedure number **11** in the Administration Procedure Manual request faculty members to visit library and identify resources that require weeding. The communication shall include the date(s) of the exercise and the weeding guidelines.

- 2.4 On the scheduled date, the Library Staff together with the faculty members shall weed resources guided by the weeding guidelines.
- 2.5 The DUL shall then set aside the withdrawn resources and prepare a list of weeded resources.
- 2.6 Upon preparation of the list, the DUL shall as per the communication procedure number 1 in the Administration Procedure Manual inform the Deputy VC (AA) who in turn shall initiate disposal of the resources as per the procedure on disposal of assets number 5 in the Procurement Procedure Manual.
- 2.7 After the disposal, the DUL shall ensure that the library records are updated accordingly and the procedure shall be deemed complete.

### **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Evidence of communication.
- 3.2 Evidence of meetings.
- 3.3 List of weeded resources.

## **PROCEDURE NUMBER 5: INFORMATION LITERACY**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, consistency in undertaking information literacy.

#### **1.2 SCOPE**

This procedure applies to the equipping of library users with information seeking skills.

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Developing Information Literacy Programme for Lifelong Learning: Information Literacy Toolkits for African Universities

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.
- b) OPAC – Online Public Access Catalogue

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

### **2.0 METHOD**

- 2.1 This procedure shall start at the beginning of every academic year with the DUL in consultation with the Library Staff preparing an information literacy programme for all Library users.
- 2.2 In coming up with the programme, the DUL shall consider the following:–
  - a) Target number of users,
  - b) University almanac, and
  - c) Available resources.
- 2.3 Upon preparing the programme, the DUL shall as per the communication procedure number 1 in the Administration Procedure Manual circulate the programme to the Deans of Schools for information and cascading to all the academic departments.
- 2.4 Prior to the scheduled date for the training, the DUL shall ensure availability of all the resources required and allocation of duties to the Library staff to be involved in the training.

2.5 On the material day, the DUL shall ensure that the training is undertaken as per the programme and records of attendance maintained.

2.6 At the end of the training, the DUL shall ensure that the trained users evaluate various aspects of the training. The results of the evaluation shall inform subsequent trainings.

**Note:** The DUL shall facilitate partnership in offering training to students with Schools that request for information literacy trainings in specific areas.

### **3.0 LIST OF APPLICABLE RECORDS**

3.1 Information literacy programme.

3.2 Evidence of communication.

3.3 Evidenced of training.

3.4 Evidence of training evaluation.

## **PROCEDURE NUMBER 6: REGISTRATION OF LIBRARY USERS**

### **1.0 GENERAL**

#### **1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, transparency, timeliness and consistency in registration of Library users.

#### **1.2 SCOPE**

This procedure applies to registration of all library users

#### **1.3 REFERENCES**

- a) Quality Manual – MMU/QM/MR/2013.
- b) Current NUC Admission Criteria.

#### **1.4 TERMS AND DEFINITIONS**

- a) DUL – Deputy University Librarian.

#### **1.5 PRINCIPAL RESPONSIBILITY**

The DUL shall ensure this procedure is adhered to and maintained.

### **2.0 METHOD**

#### **2.1 Registration of students as library users**

- 2.1.1 Upon receipt of student during registration, the Circulation Librarian shall verify whether the student has been duly registered before posting his/her details to the Library user database.
- 2.1.2 After registration, the Circulation Librarian shall generate a barcode with the student details and ensure that the student signs the library registration form as evidence of allocation of a library user number.
- 2.1.3 The DUL shall then liaise with the ICT department and the DOS to ensure that the barcodes are included in the Student's Identity Card.

#### **2.2 Registration of members of staff as library users**

- 2.2.1 This shall start with the Circulation Librarian receiving a library registration form from a member of staff for registration as a Library user.
- 2.2.2 Upon receipt of the request, the Circulation Librarian shall confirm whether the member of staff is an employee of the University by requesting him/her to produce a staff identification card.

- 2.2.3 In the event that the requesting member of staff does not have a staff identification card, the Circulation Librarian shall advise him/her accordingly.
- 2.2.4 If the employee has a staff identification card, the Circulation Librarian shall post the details of the member of staff to the library user database.

### **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Library registration form
- 3.2 Library user database.
- 3.3 Evidence of communication.