



Library Services
It all starts with a book...



LIBRARY POLICY AND PROCEDURES MANUAL

**UNIVERSITY OF LAY ADVENTISTS OF KIGALI
(UNILAK)**

Kigali, 2016

PREAMBLE

The academic Library plays a major role in any university as a provider of information required for teaching, learning and research as well as a contributor towards the achievement of the institution's strategic goals. In this line, the University of Lay Adventists of Kigali (UNILAK) Library Services is expected to constantly seek ways to contribute effectively to the quality of teaching and research by providing services and facilities for accessing to the worldwide information. To this end, the UNILAK Library Policy & Procedures Manual provides clarification and documentation on areas of services offered by the UNILAK Library. It is envisaged that the UNILAK Library being a professional and ethical workplace. This Library policy aims at enabling the UNILAK Library creating rules for maximizing the equitable use and accessibility of Library facilities and services and it outlines guidelines in carrying out this task. As user needs and information technologies continue to evolve so, too, will the means with which the Library attempts to fulfill its role for the UNILAK community. This manual, therefore, will be revised on an as-needed basis in order to reflect the necessary changes.

Kigali, 2016

**The University Vice-Chancellor &
Academic Senate Chairperson**

Dr NGAMIJE Jean

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CHAPTER I: AIM AND CHARACTERISTICS OF THE LIBRARY POLICY

Article 1: Aim

The goal of this Library Policy and Procedures Manual is to establish an institutional framework through which an effective, efficient and dynamic Library and information service can be provided for meeting the information needs of UNILAK community and its all stakeholders. It provides required guidelines for Library staff in the provision of the various Library facilities, services and material so that this is done, as far as possible, in a standard manner. Moreover, this Manual provides to the whole University and its stakeholders the guidelines for optimizing the use of the services offered by the Library. The importance of the Library is also entrenched in its vision and mission that is aligned to that of the institution it serves.

Article 2: Library Mission & Vision

The Library mission is to provide an adequate learning environment and quality user-centered information services that enhance excellent education, research and community service endeavors of the University and fostering the human development of Rwanda citizens.

The vision of the Library is to be a user –centered Library service that advances the University teaching, inspires research and energizes learning through quality collections and digital content, innovative services and programs for producing responsible citizens that transform the living of Rwandan community.

Article 3: Library Goals

1. To serve as a resource to the University community by providing materials of quality, diversity, relevance, and balance that will support the needs of the University, promote the development of staff, student critical analysis skills, informed judgment and success.

2. To establish, promote and maintain a wide range of services including IT based ones for supporting the academic programs of the University and encourage optimum exploitation of the resources of the Library.
3. To function as a resource in providing access to information and materials in other libraries through participation in regional and national information networks and systems.
4. To building the information literacy skills of its users continuously by conducting proper user education and instruction through a variety of methods in order to allow an effective use of the Library
5. To recruit and retain qualified and experienced professional Librarians who will offer high quality services to the users of the Library and maintain innovative activities.
6. To provide a safe and attractive working environment that will encourage study and other academic works.

Article 4: Library Functions

The functions of the Library are:

1. To establish and maintain a range and quality of services and resources that will complement and strengthen the academic programs of the University.
2. To encourage optimal use of the resources.
3. To provide information literacy training to classes and user guidance.
4. To provide resources in a variety of formats to meet varied user needs.
5. To provide technical expertise for maintaining the Library resources.
6. To create, maintain and preserve locally produced knowledge within the University and provide free access to the users.
7. To provide a comfortable and quiet working space for users.

Article 5: Library Staffing

1. The Library employs well trained, skilled and qualified library staff.
2. The Library staff are grouped into different categories including Director, professional librarians, library paraprofessionals and library clerks/attendants following their levels of qualifications, fields of specializations and responsibilities.
3. The Library Director supervises and coordinates Library staff, services, collections, equipment and facilities, planning and assessment. The Library Director advocates for the Library promotion. He establishes and maintains effective working relationships between the Library and the faculties, as well as the various University stakeholders.
4. The professional librarians work cooperatively in the acquisition of new Library materials, in processing Library materials, in maintaining the Library systems, and participate in Information Literacy instructions.
5. The Library paraprofessional staff/Library assistants assist in performing the practical tasks involved in daily Library operations such as assistance in the acquisition, preparation and organization of library information materials, circulation of Library materials, patron assistance and other administrative functions.
6. Library clerks or Library attendants maintain clerical jobs such as books labeling and books shelving.

Article 6: Library categories

UNILAK operates on three campuses namely Kigali, Nyanza and Rwamagana but it may create more than the above mentioned.

1. UNILAK has a Central Library located in the UNILAK headquarter premise at Kigali.
2. Besides the Central Library, every campus has its own library branch also known as campus library such as Nyanza Campus Library and Rwamagana Campus Library.

CHAPTER II: LIBRARY VALUES

Guided by the Christian ethics, the Library respects the following values:

1. **Service:** The Library is committed to the creation of a user-centered services and a welcoming environment conducive to learning and research by offering a diversified collections, facilities and services to the users at the highest standard.
2. **Quality:** The Library staff are committed to excellence and work in a way that respects and reflects professionalism, ethical, and courteous behavior.
3. **Innovation:** the Library embraces creativity and flexibility to drive the cutting edge of knowledge and technology.
4. **Integrity and discipline:** The Library staff are committed to be characterized by Integrity and Discipline.
5. **Communication:** The UNILAK Library is engaged in open and honest communication at all levels, seeking feedback to insure understanding and opinions about decisions that affect its success.
6. **Relationship and partnership:** The Library strives to build the relationships and partnership based on mutual trust and respect.

CHAPTER III: ADMISSION TO THE LIBRARY

Admission to the Library and use of its resources are conditional upon compliance with the Library Rules and Regulations and such directions may be given from time to time by the Director of Library or his/her designee. Ignorance of these will not be accepted as an excuse for their non-observance.

Article 4: Library user categories

The following members of the UNILAK may use the Library resources subject to the Rules and Regulations governing their use:

1. All bona fide UNILAK students,
2. Academic and administrative staff of UNILAK and the members of Board of Governors of the University.
3. Visiting lecturers with the institution appointment.
4. Other authorized persons who are not members of the University may be admitted to use the Library resources subject to the rules and regulations governing their use.

Article 5: Borrowing privileges

1. The right of borrowing the Library materials is accorded to UNILAK both academic and administrative staff as well as to UNILAK students.
2. The loan period shall be one month. Issue may be renewed if the document is not reserved for other users.
3. UNILAK students can check out up to three (3) Library items at a time during working hours. They have to present their valid student cards to be held at the Circulation desk until the borrowed items are returned back.
4. The borrowers in whose name a book is withdrawn shall be solely responsible for returning it.
5. The Director or his designee shall reserve the right to prohibit or to restrict the borrowing of certain classes or categories of Library materials.
6. No material shall be removed from the Library until it has been officially issued to the borrower at the Issuing Desk.
7. The Director of Library reserves the right to recall any books before the date on which it is due.

Article 6: Damage and loss of Library materials

1. Readers or borrowers will be held responsible for any damage occurring to Library materials while in their charge, and will be required to pay the full value of the material damaged.

2. Materials must be returned to the Library in the same physical condition as when they were checked out. The marking of books by a reader will be regarded as injury, and the person responsible will be required to pay the cost of replacement.
3. It is the borrowers' responsibility to keep track of Library materials borrowed and the Library materials represented as lost or missing will be replaced at the borrower's expense.
4. Any staff member who refuses to pay the replacement costs of lost materials will be liable to have these costs recovered from his/her salary by the University Finance Unit.

Article 7: Penalties

1. Failure to return the borrowed book (s) on or before the due date, the member of staff shall be charged **500 Rwf per day for each late book**.
2. Fine to charge a student for late return shall be **300 Rwf per day for each late book**.
3. Fines and charges will be paid directly to a UNILAK bank Account as may be specified by the University Finance Unit and the payment slips/receipts will be brought to the Library for records.
4. When the amount of fines levied as prescribed by the Regulations exceeds the costs of replacing the book, the borrower will be charged for the book as if it were lost.
5. The replacement costs include the following: (i) The total overdue fines. (ii) The current cost of the book and the processing costs. (iii) The current cost of the book and its processing costs are obtained by multiplying two times the value of the book.

CHAPTER IV: LIBRARY COLLECTIONS

Article 8: Collection development

The UNILAK Library strives to provide a quality collection of print and non-print resources that will meet the needs of the users served, as well as support the overall mission and goals of the Institution. The Library makes sure that the collection is balanced to meet the needs and use of the user community.

Article 9: New acquisitions for Library Collection

The Library is responsible for the acquisition of information resources and delivers library and information services geared to the business of the University. In collaboration with Faculties and departments, the librarians are responsible for the selection of Library materials for purchasing, for subscription of periodicals and E-resources that support academic programs and research. Additional materials are from contributors' donation and/or exchange with other institutions.

Article 10: Criteria for selecting new acquisitions

The following criteria are used for the selection of new Library materials to be acquired:

1. Relevance to instructional needs like academic programs.
2. Appropriateness like language, currency, target readership.
3. Scope and contents.
4. Lasting value: physical format and technical quality.
5. Availability of material on the subject.
6. Cost.
7. Timeliness
8. Demand.

Article 11: Library Materials supply

The University will use the most appropriate supplier for the acquisition of information resources to ensure that the required resources are received in time and cost effectively.

Article 12: Donation

1. The Library accepts donations of information resources; however, it reserves the right to integrate donated information resources into the collections or dispose of the resources in the most suitable manner for its purposes.
2. Unwanted donations may be offered to other libraries, students, staff, sold or discarded.

Article 13: Weeding out of documents

Library materials without permanent value which have been declared useless shall be weeded out in conjunction with Faculty departments on a regular basis for the collections to be properly developed.

Article 14: Criteria for weeding Library materials

Criteria which may be used as guidelines for weeding are:

1. Superfluous multiple copies.
2. Superseded editions (e.g. annuals, yearbooks, manuals).
3. Worn out, badly marked or mutilated volumes.
4. Works containing outdated or inaccurate information.
5. Works superseded by, or cumulated in, more comprehensive publications.
6. Textbooks and instructional material more than 10 years old.
7. Subject areas no longer collected, i.e. irrelevant to client needs.
8. Material that has not circulated/used for 10 years.
9. Trivial material of no discernible literary or scientific merit.
10. Material easily available elsewhere.

These criteria are guidelines and the staff concerned must decide whether to apply them in specific cases.

CHAPTER IV: INFORMATION LITERACY TRAINING

The University's Library has the responsibility to provide information literacy training to all clients/users with the aim of equipping them with the necessary skills to effectively utilize information for life-long learning.

Article 15: Information Literacy Training Regulations

1. Information Literacy shall be targeted to all UNILAK students and shall meet all the requirements for teaching programs, i.e. have measurable outcomes, grouped content, different teaching methods, scheduling of content and evaluation of outcomes.
2. Information Literacy shall be aligned to the skills development plan of the University.
3. The programs shall be integrated into the curriculum where possible.

CHAPTER V: USE OF ELECTRONIC LIBRARY RESOURCES

1. It is the responsibility of the Library and Information Services to give enrolled students and staff access to electronic resources (Internet, databases, etc) in the Library computer Laboratory and the ICT Services will be responsible for supplying all ICT support such as Internet access and maintenance.
2. Access to E-resources and E-services are offered 24/7 through Hotspot both within and outside the Library Building.
3. Users who may not have personal laptops can use the available Library Computers during the opening hours to access such resources and other related academic research service.
4. Users are also expected to use computer resources in an effective, efficient, appropriate, ethical and legal manner. None academic or research based activities are strictly prohibited.
5. The Library is not responsible for the accuracy or reliability of material found in Library resources especially on the Internet, or for the occurrence of information that might be considered offensive. As with any information resource, Library users should approach the information critically.
6. It is forbidden to remove or replace any peripheral device, power and Internet cables, chairs and tables without permission.
7. It is forbidden to install or uninstall any software program without permission by competent authority.
8. Files not put on by Computer Library staff could be routinely removed.

9. Detailed conditions of using the Library ICT Laboratory will be described in the Library Rules and Regulations and such instructions will be provided to users from time to time by the Library staff.
10. Any failure to follow these rules may result in the loss of the privileges of using the Laboratory.

CHAPTER VI: OPEN ACCESS INSTITUTIONAL REPOSITORY

It is increasingly becoming clear that a university's quality is linked to its digital library of research output, which includes theses and dissertations, and the University is aiming at those standards.

1. The University may make the scholarly works available to the public in an open-access repository.
2. Anyone may access items in the repository for personal research or study, educational, or not-for-profit purposes without prior permission or charge.
3. All users will be expected to use materials in the repository within the copyright limits.
4. The validity and authenticity of the submission (full text or equivalent) is the responsibility of the depositor/author.
5. Detailed guidelines on the Open Access Institutional Repository will be compiled in a separate and specific manual for the Institutional Repository.

CHAPTER VII: WORKING HOURS

Article 16: Opening hours

The Library opens its doors to its users according to the following timetable:

Day	Time
Monday-Thursday	8:00 am-9:30 pm
Friday	8:00 am-4:00 pm
Sunday	8:00 am-6:00 pm
Public Holidays	Closed

The timetable may be subject to some adjustments under the authorization of the University Management and/or Campus Management.

CHAPTER VIII: CLEARANCE

1. No student can get his/her examination report and statement of results, transcripts, certificate or degree without having been cleared by the Library for its items.
2. All staff shall be required to obtain a Library Clearance note before they leave the Institution or on completion of the course and termination of service.

CHAPTER IX: DISCIPLINE IN THE LIBRARY

As an integral part of a dynamic educational institution, the UNILAK Library endeavors to maintain an atmosphere that is conducive to learning, research and relaxation. For this reason, Library users are expected to conform to certain standards of conduct so that they do not interfere with the use and enjoyment, comfort or convenience of the Library by others. The following rules should be observed by all users of the Library.

1. Silence must be observed in the Library.
2. Smoking is not permitted in the Library.
3. Readers must dress decently and behave in manner that will not cause either offence or damage.
4. No food may be brought into the Library including all type of drinks and fruits.
5. Readers' mobile phones must be switched off or kept silent while in the Library.
6. Users should treat Library materials, equipment and facilities with due care and report any defect or damage to the Library staff.
7. All belongings should not be left unattended. The Library will not be responsible for the safe keeping and any loss/damages of belongings left in the Library premises.
8. Library staff members under the supervision of the Director of Library Services are in charge of the implementation of these regulations and empowered to stop any activity in the Library which they consider prejudicial to the safety, well-being, or security of readers or Library staff or to the preservation of the collections.
9. The University Management has the discretion to make special rules use as deemed appropriate for the proper management of the Library.