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LIBRARY POLICIES AND PROCEDURES MANUAL

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LIBRARY POLICIES AND PROCEDURES MANUAL

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**Approve by: Vice Chancellor
Chairperson BOG**

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1. LIBRARY MISSION STATEMENT

The Mission of the UTB Library is to support lifelong learning by anticipating and responding to students' and lecturers' needs for information, to encourage a desire to read, and to enrich the quality of life in the university and the community. The library will provide available and affordable print and non-print materials, hard and soft copies to meet the interests of all users and will provide staff, services and facilities to accomplish this mission.

2. LIBRARY STAFF

1. Director of Library
2. Assistant Librarian 1
3. Support Staff 2

3. LIBRARY RULES AND REGULATIONS

Admission to the Library and use of its resources are conditioned to the observance of the following rules and regulations. Ignorance of these will **NOT** be accepted as a defence.

4. MEMBERS

The library will be open for students, teachers and any other researcher or community members who have registered as members.

5. HOURS OF OPENING

5.1 Morning session

Monday to Friday 8:00 a.m. to 16.00 p.m.

Saturday **Closed**

Sunday 8:00 a.m. to 14.00 p.m.

5.2 Evening session

Monday to Thursday 17:00 p.m to 21.00 p.m.

Saturday 18:00 p.m. to 21.00 p.m

Sunday **Closed**

6. MEMBERSHIP

6.1 All full-time and part-time students including apprenticeship students are automatically members of the library.

6.2 All full-time and part-time students will be issued with a Library borrowing-card. The cards must be produced whenever books are borrowed.

6.3 University identification card must be produced on demand by the Library for the purpose of correct identification.

6.4 Library borrowing-card must **NOT** be rented to other people and loss of any cards should be reported immediately to Library staff at the issue counter, after which appropriate action will be taken.

7. BORROWING OF BOOKS

7.1 Students are allowed to borrow books according to the number of borrowing cards issued to them for a period of two weeks. Books may be renewed for another two weeks, if they have not been reserved by another party.

7.2 Reserved books are subject to recall after seven days.

7.3 No book shall be taken out of the Library until it has been officially issued.

7.4 The students in whose name a book is issued shall be solely responsible for returning it.

7.5 Library books must not be taken out of the country without the permission of the University Librarian.

7.6 Students wishing to borrow books which are not available in the University Library may be assisted by the Librarian through inter-library loan.

7.7 Reference materials and periodicals are not available for loan. They should not be borrowed.

7.8 Part-time students shall not be eligible to borrow books, but can use the Library.

Library card is valid for a one-year period; a photo ID is required at the time of registration and library card renewals. All registrations and card renewals must take place in person at the library circulation desk.

Maximum Number of Items: 5 totals.

8. FINE AND PAYMENT FOR LOST LIBRARY MATERIALS

8.1 A student who fails to return or renew a book on the date due shall be charged a fine of 1000 frw per delay day. (Sundays, and public holidays are included in calculating the fines charged). In case of the total fine exceeding the value of the book the student may be required to pay for its replacement as well as the fine.

8.2 All library books remain the property of the University and replacement costs paid will not be refunded.

8.3 All students must return borrowed books before proceeding on vacation.

9. DAMAGE AND/ OR LOSS OF LIBRARY BOOKS

9.1 Students will be held responsible for any damage occurring to a book while in their possession and may be required to pay for the replacement of the book.

9.2 Any defect or damage to a book should be reported to the staff at the issue desk. Students must report at once any loss or damage to books while in their possession.

9.3 The marking and defacing of any book is strictly forbidden. Any student caught defacing Library materials shall be eligible to pay for its replacement. A repeat of this offense shall result in the suspension of the student from borrowing Library books for a period deemed necessary by the Library authorities. Material which might accidentally damage Library books such as ink bottles must not be brought to the Library.

10. DISCIPLINE IN THE LIBRARY

10.1 Good order must be observed in the Library i.e.

- Placing of feet on furniture and
- Eating or sleeping are forbidden

10.2 Smoking and the use of open fire in any part of the library is prohibited.

10.3 Silence must be observed at all times in any part of the Library. Mobile phones must not be used in the Library and must be switched off unless they are on silent or vibration modes.

10.4 Cases, parcels, overcoats hats, etc. must be left in baggage area.

10.5 All students leaving the library carrying books or parcels must show them to staff at the security desk.

10.6 Stealing and attempting to steal a Library book or property is a serious offence and those caught will be punished by suspension.

10.7 The University Librarian in consultation with the students' Heads of Department shall suspend any Library user whose conduct is unbecoming. However, further disciplinary action may be preferred depending on the gravity of the offense.

11. CLEARANCE

All students are required to clear with the library and must pay for lost books and overdue fine before they leave the University. All borrowing tickets must be surrendered to the Librarian before the user is cleared.

12. ASSISTANCE TO STUDENTS

All Library staff will be at hand to assist the students.

13. DONATIONS OF BOOKS AND OTHER MATERIALS

The library accepts donations of books and materials from students, staff, and the community through the head of faculty. The director of library cannot accept any donation unless approved by the faculty heads and the university senate.

14. STATEMENT ON APPROPRIATE USE OF ELECTRONIC RESOURCES

The licensed electronic resources made available by the University Library are for research, instruction, and related activities of faculty, staff, students and other authorized users. In general, authorized users may access such resources for non-commercial, educational, scholarly and research purposes. Prohibited actions generally include:

- Sharing of passwords or authorized access codes
- Large-scale systematic downloading of articles or other information
- Posting copyrighted materials on a publicly accessible web site
- Resale or commercial exploitation of licensed information

Please Be Aware:

- Sharing an access password with unauthorized users— including family, friends, or co-workers— may result in suspension or revocation of library privileges.
- Downloading entire issues of electronic journals, or attempting to create large databases from bibliographic files, is generally prohibited by publisher license agreements.
- Engaging in actions intended to circumvent or defeat access control mechanisms of the Library or information provider may result in revocation of library privileges and other campus or civil disciplinary measures.

15. LOAN PERIOD AND FINES

15.1 Long Overdue Materials

Borrowing privileges will be suspended if regular circulating materials are kept for 7 days or more beyond their due date, or if a recalled item is one or more days overdue. Privileges will be restored when the overdue items have been returned.

Long overdue materials on student accounts will result in a financial hold, which will block students from registering for classes or receiving transcripts. The financial hold will be released when overdue items are returned and a 5000rwf handling fee per item is paid, or when replacement costs are paid for lost materials.

15.2 Recalls

Recalls occur when another student requests an item that you have checked out. Please return recalled books by the new due date directly to a library circulation desk. If the item is not returned by the new due date, your borrowing privileges will be suspended and you will be charged a fine of 1000rwf per day, per item.

15.3 Lost Materials

If you have misplaced or lost library materials, please contact the director of library. Fines for lost materials include the replacement costs of the item plus a processing fee.

15.4 Check out without student's valid library card

If a student does not have their currently registered library card on them: The circulation desk will offer to hold the item for 24-hours at the circulation desk. Student must show a photo ID and a note is placed in their record allowing it for the day only.

Exceptions may be made by desk supervisor, but the — must-have-library-card policy should be enforced as much as possible.

16. CLOSING PROCEDURES FOR THE LIBRARY

The assistant librarian starts closing entry of students into the library 20 minutes before closing time. This helps them to pick up books from reading tables. Make sure that shutting down computers that are not being used is done. Within the last 5 minutes before closing inform remaining students that the library is closing in —a couple of minutes. When all students have left the library, make sure all computers and lights are turned off and doors closed.

17. LIBRARY COMPUTER USE

All computer users are required to abide by the rules of this Policy and use the system in an ethical and lawful manner. All users must read, understand, and comply with the terms outlined in this Policy. By using any computer, users agree that they will comply with these policies. Electronic communications (such as e-mail and voice mail) are prohibited. While at times conducting personal business from library facilities may be unavoidable, such uses shall be discouraged.

Prohibited Uses: Use of all computers for any of the following purposes is strictly prohibited: copyright infringement, defamation, obscene material, commercial use, downloading programs. An individual's computer use privileges may be suspended immediately upon the discovery of a possible violation of these privileges and may result in disciplinary action.

18. CONDUCT

According to the UTB regulations students are expected to conduct themselves as adults whenever they are on campus. Any student will be subject to discipline who, in any way:

- Prevents other students from pursuing their authorized curricular and co-curricular activities.
- Interferes with or disrupts faculty and administrators who are fulfilling their professional responsibilities.
- Prevents employees from fulfilling their prescribed duties.

- Disrupts presentation by authorized guests; or deliberately endangers the safety of persons, or the security of college property.

To this end, the following activities are specifically prohibited in the library:

- Attempting to take any item from the library without checking it out
- Defacing library material
- Consuming food and drink. Food and drink are a hazard to library materials and equipment and the spilling of such can create a slip and fall hazard and/or a pest problem.
- Smoking.
- Using cell phones, pagers, personal music devices. These devices must be silenced upon entering the library as noises from these devices can impede the study and research of others.
- Loud talking and socializing. No talking is allowed in the library at any time. Quiet talking and collaborative study is allowed in designated areas.
- Using library computers for purposes prohibited in the computer use agreement. Prohibited activities include, but are not limited to: chatting, conducting business (either buying or selling), gaming, and/or visiting obscene or pornographic websites.
- Verbal or physical abuse of other students, faculty or staff
- Sexual misconduct
- Disruptive or unsafe behaviour, such as running, fighting or throwing things
- Photography via camera or cellular telephone (unless with Director's permission)
- Playing card games
- Sitting on furniture other than chairs
- Public displays of affection
- Any activity that prevents other's use of the library for its designated purpose
- Soliciting other patrons for commercial, religious or political purposes
- Defying reasonable requests from staff or faculty to desist in an activity

18.1 Consequences:

- First offense is a verbal warning from the library staff.
- Second offense will result in a request for the student to leave the library.
- Third and subsequent offenses will result in a —Disruptive Student Report being sent to the Dean of Students and the Director of Quality for disciplinary proceedings.

- Extremely egregious actions may result in the immediate banning of a student from the library, with the assistance of Campus Security, if needed.

19. LOST AND FOUND ITEMS

While the library is not responsible for lost or stolen personal items, we do accept and store found items in secure location. Library workers should hand found items to director of library immediately for storage. All requests to check for lost items should be referred to director of library. Sensitive items such as wallets are stored for one day and then taken to the university dean of students. All other items are forwarded to university caretaker once a week and students should be directed there next.

20. PRIVACY AND CONFIDENTIALITY

The library will not reveal any information at any time to anyone if it violates either confidentiality or privacy: not to a teacher, not to a Dean, not to an enforcement agency. Students have the right to read, examine, and research any topic or idea without fear that their actions are being monitored, scrutinized, discussed or reported. The only exception is the viewing of pornography and, in this case, the student will asked to leave. The name of a student who has a book out will not be given. The total fines owed by another student, will not be revealed. The last time a library card was used will not be told.

21. REFERENCE MATERIALS DO NOT CIRCULATE.

Materials for which there is a heavy demand will not be circulated under any circumstances. Irreplaceable materials will not circulate. It is preferable to submit items for reserve circulation before the semester starts by the academic staff. The reserve collection is circulated during the library's hours of opening and closing with one exception—one-half-hour before the library closes, two- and four-hour items are not checked out. Reserve items are checked out one at a time for limited periods of time, so that they are available for checkout to a maximum number of students. Reserve items are checked out for two or four hours and cannot leave the library. Renewing reserve items is not allowed. Items must be available for other students to checkout following each circulation. After a minimum of two hours, if the item is available, it can be checked out again by a previous patron.

22. REPLACEMENT OF MATERIALS

Decisions are made regarding the replacement of lost, damaged, missing, or worn-out items, based on the following criteria:

- Does the item being considered meet the general library collection policy?
- Does the frequency of use justify replacement?
- Is the item heavily used or is it on a faculty recommended reading list?
- Is the same item available in another format that would better meet the needs of users?
- Is the content better covered by another title?
- Is an electronic version available that would provide remote access for users?

23. PRESERVATION OF MATERIALS

Library materials are expensive to purchase, process, and house. The UTB Library acknowledges the necessity of preserving all holdings. Library employees and library users will be informed of the proper care and handling of library materials. Book repair is provided for damaged materials. Binding is used to preserve materials as needed.

24. INTELLECTUAL FREEDOM

The library acquires materials that represent differing opinions and without censorship in regard to controversial issues. The library does not add or withdraw, at the request of any individual or group, material which has been chosen or excluded on the basis of stated selection criteria.

An individual or group questioning the appropriateness of material within the collection will be referred to the Director of Library and Dean of Faculty. In case of any complaint the librarian may consult book reviews, other commentaries, and outside advice. The librarian will forward a recommendation to the Dean of faculty and Director of Academic Affairs. The complainant will receive a reply from the Director of Library indicating the library's position and action planned or taken.

Policy Review

This policy will be reviewed and updated as necessary in order to reflect the changing information environment in the educational sector.

Last reviewed: July 2016

By

DVC Academics

Director of Library