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CHUKA UNIVERSITY

Standard Operating Procedure


For

Library Service CU/SOP/LIBD/23

Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name & Signature	Position	Date
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1.0 AMENDMENT RECORD SHEET

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

DATE	ISSUE NO.	REVISION NO.	PAGE NO.	SUBJECT OF REVIEW /MODIFICATION	REVISED BY HOD	APPROVED BY MR
1.3. 13	02	00	LL	Changed Quality Management Representative to Management Representative	Mr. S. K. Mwebia	Prof. Isutsa
1.3. 13	02	00	LL	Changed Deputy Principal to Deputy Vice-Chancellor	SAME	Prof. Isutsa
1.3. 13	02	00	LL	Changed procedures to processes	SAME	Prof. Isutsa

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2.0 GENERAL

2.1 Purpose

The Library Department provides access to an extensive range of information resources to enhance study, teaching and research in support of University Academic programmes and in compliance with this International Standard.

2.2 Scope

This procedure describes the activities carried out by the Library Department.

2.3 References


- ISO 9001:2008 Standard Clauses 7.1, 7.2, 7.5, 8.0
- CU Quality Manual
- CU Statutes, 2013
- CU Charter, 2013
- Current CU Students' Handbook
- Library Policy

2.4 ABBREVIATIONS

HOD	=	Head of Department
COD	=	Chairperson of Department
DP (AA)	=	Deputy Vice-Chancellor (Academic Affairs)
BUGS&FA	=	Board of Undergraduate Studies & Field Attachment
SLA	=	Senior Library Assistant
LA	=	Library Assistant
CTA	=	Technical Centre for Agricultural and Rural Cooperation
FAO	=	Food and Agricultural Organization
WHO	=	World Health Organization
WB	=	World Bank
REF	=	Reference
AFR	=	Africana
SPEC	=	Special Collection
Thes	=	Thesis
CAS	=	Current Awareness Services
OPAC	=	Online Public Access Catalogue
TEEAL	=	The Essential Electronic Agricultural Library
HINARI	=	Access to Research in Health Programmes
AGORA	=	Access to Global online Research in Agriculture
OARE	=	Online Access to Research in the Environment

2.5 DEFINITIONS

Offline catalogue = Computer physically but not electronically connected to a network or other computer and, hence, not under its direct control.

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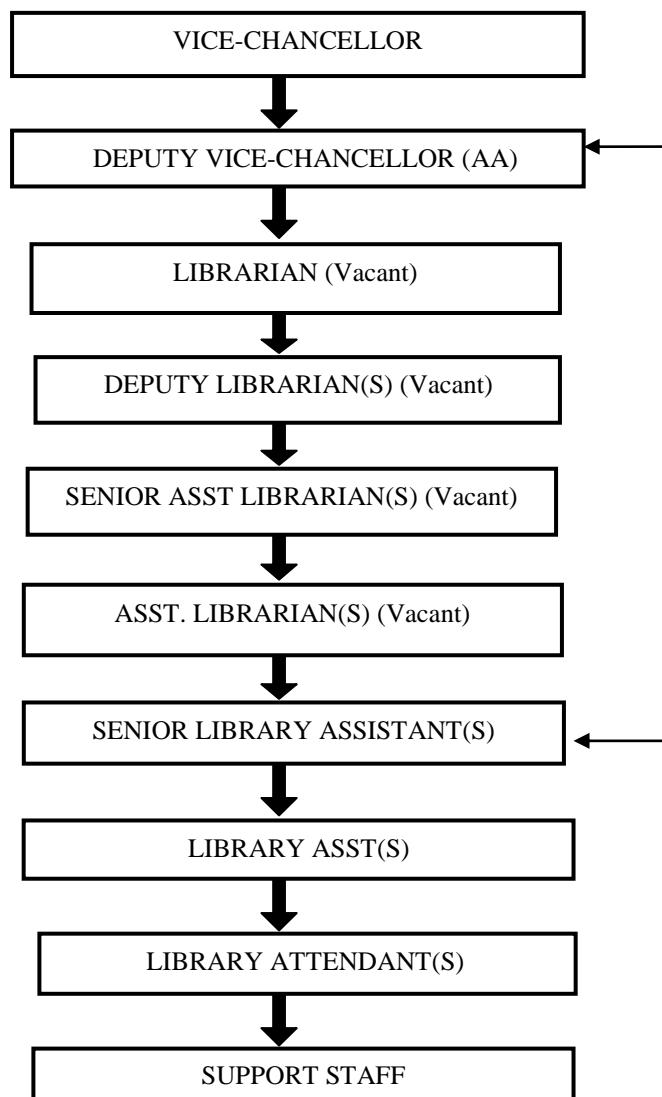
Book = All types of library materials containing information


External users = Patrons from recognised institutions collaborating with CU

2.6 Responsibility

The University Librarian has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing the information from which the documentation for its processes and activities can be compiled and for initiating action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

3.0 ADMINISTRATIVE STRUCTURE



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4.0 PROCESSES

4.1 Overview


The library is charged with the responsibility of providing students and staff access to an extensive range of information resources by carrying out the basic functions of: acquiring, processing, organizing, preserving and dissemination of information within the Mission and Vision of the University. The library enforces security measures in the library and makes collection materials for the Africana and special sections as well.

The Core activities of the Library Department are:

- (i) Collection development
- (ii) Organization of information materials
- (iii) Weeding of obsolete books
- (iv) Management of short loan circulation
- (v) Management of long loan circulation
- (vi) Management of reference circulation
- (vii) Registration of new members
- (viii) Management of computer resource centre
- (ix) Preservation of books

4.2 Process for Collection Development

- (i) The Librarian coordinates the methods of collection development, including: purchases, gifts, donations, interlibrary loans and exchange programmes on a continuous basis.
- (ii) The Librarian collects catalogues from publishers' and booksellers and circulates them to staff to make selections of desired titles.
- (iii) Selections are approved by the Deans and submitted to the Librarian to initiate Procurement procedures.
- (iv) Librarian compiles lists of the selected books and forwards to the DP (AF&P) through the DP (AA) to approve and forward to the Procurement Department to source for Quotations from a minimum of three (3) suppliers.
- (v) Returned quotations are opened in the presence of Procurement, Audit and the Library Departments Representatives.
- (vi) The Librarian is given the summarized quotations to raise requisition(s) for goods and services required.
- (vii) Requisitions are taken to the Vote Book in Finance Department for allocation of funds.
- (viii) The Requisitions are delivered to the Procurement Department to raise LPOs.
- (ix) The Procurement Department forwards LPOs to Deputy Vice-Chancellor (Administration, Finance & Planning) for approval.
- (x) Approved LPOs are posted to the suppliers by the Procurement Department.
 - a. Suppliers with a contract supply the books upon receipt of the LPO, while those without demand advance payment before delivery. A cheque for the amount demanded is written in favour of the supplier.

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- (xi) Supplied books are delivered to the University through the Procurement Department.
- (xii) The Librarian fills a stores requisition note for issuance of the books.
- (xiii) The books are received in the Library's Technical section for processing.

4.3 Process for Organization of Information Materials


- (i) The Technical Section receives books from the Acquisition Section for classification, cataloguing and physical processing.
- (ii) New information materials are recorded in the accessions register where each volume is assigned an accession number.
 - a. The details of the entry include: date accessioned, author title, source, publisher, the price and remarks.
- (iii) The books are checked in the shelf list to determine whether they are new or added copies to avoid duplication of records.
- (iv) The materials are classified using the Library of Congress (LC) classification scheme.
- (v) The call number of each individual title is sourced through the internet from the Library of Congress website or in related websites.
- (vi) The details of the LC number and especially the cutter number are customized in line with the CU Library collection.
- (vii) The call number settled on is written on the verso page of the book using a pencil.
- (viii) The classified books are forwarded to cataloguers to generate catalogue cards.
- (ix) The details of the entry are entered into the computer and this forms the computer shelf list database.
- (x) Filing arrangement is alphabetical in a classified order of the call number while the public catalogue cards are arranged alphabetically by title/author in one sequence.
- (xi) Subject entry is filed separately but alongside the author/title catalogue.
- (xii) The catalogued books are forwarded to the Library attendants/clerks to do physical processing which includes labelling, spine-marking and insertion of the magnetic strips.
- (xiii) The processed books are forwarded to the circulation section for display and circulation.
- (xiv) A copy of each new book is displayed for one week before releasing for circulation.

4.4 Process for Weeding (when and by who?)

- (i) A regular and systematic weeding (discarding) of the Library's materials is done.
- (ii) Older editions are physically removed from the shelves and kept out of circulation.
- (iii) Disposal of materials no longer needed in the collection is done after approval by the Library Committee.
- (iv) Materials no longer suitable for the collection are withdrawn, recycled, discarded, donated or sold following the Procurement Procedures (CU/SOP/PROD/25).

4.5 Process for Short Loan Circulation


- (i) The Librarian classifies library users according to the following categories:- undergraduates, postgraduates, staff, and external users (institutional and individual).
- (ii) Users are given a catalogue for books which are reserved to make selections.

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- (iii) Reserved books are the only ones that qualify for short loaning (1 hour).
- (iv) The borrower presents the call number of the information material to the duty staff, who retrieves the book from the shelf.
- (v) The staff pulls out the Timing Book slip and hands it over to the borrower to indicate the time the book is being taken out for the next one hour.
- (vi) When the one hour period is over the borrower returns the material and renewal may be granted if no other user has booked the material.
- (vii) The booked material is held for 5 minutes and if not claimed it is given to another deserving user.
- (viii) Books in this section may be borrowed for overnight or weekend loan too.
- (ix) Borrowers here leave behind both the borrower's card the student's identity card.
- (x) The books are desensitized by the Library Assistant to allow passage out of the Library and the date to be returned is stamped on the date slip.
- (xi) Upon exit the borrower presents the borrowed material to the security desk to counter-check the transactions.
- (xii) The books are returned by 9.00pm of the next Monday.

4.6 Process for Long Loan Circulation

- (i) The library user identifies the information material from the public catalogue cabinet or the offline catalogue and notes the call number.
- (ii) The user moves to the relevant shelf, traces the book and takes to the issue counter.
- (iii) The user presents the book to be borrowed to the counter staff.
- (iv) The user produces a borrowing card and identity card (ID).
- (v) The Library Assistant matches the borrowing card with the ID to ascertain ownership.
- (vi) The Library Assistant verifies the document to make sure details are correct and stamps on the date slip the date the book is due for returning.
- (vii) The book is demagnetized to allow its removal from the Library.
- (viii) The borrower presents the Library security staff the book to counter check if the transaction is well executed and at the same time tallies the borrowed books in a tally sheet.
- (ix) The evening shift staff file the days loan records alpha-numerically by call number and by date in their respective trays.
- (x) Statistics of the days transactions tallied during the day are recorded by the library staff in the purposely designed forms.
- (xi) The library staff checks the date the book was due, the call number and pulls out the record.
- (xii) The library staff removes the book slip from the book pocket and returns it to the borrower.
- (xiii) Each returned book is passed through the sensitizer to re-magnetize.
- (xiv) The returned books are removed to a sorting shelf/bay to await distribution to their respective shelves.

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- (xv) As a routine the next morning all the returned books plus those removed from the study carrels are shelved.

4.7 Process for Reference Circulation


- (i) Users present their queries to the circulation desk which also acts as the information desk.
- (ii) Reference interviews are conducted to establish what actually the query is about.
- (iii) Instant queries are tackled immediately while long range queries are recorded and are passed to the Senior Library Assistants to handle and communicate with the user.
- (iv) Contacts of the user are taken during the time of the interview.
- (v) Search for answers involves consulting various sources of information including the internet.

4.8 Process for Registration of New Members

- (i) The Library conducts its own orientation once the general University orientation and induction is completed before registering new members.
- (ii) The Librarian draws an orientation schedule and pins it on notice boards to notify various groups when to attend library orientation.
- (iii) During orientation, students are divided into manageable groups of about 30 each and are taken on a step by step tour of the library by the Library Assistant.
- (iv) The tour involves ushering to the staff in-charge of every section in the library.
- (v) Students are taken through the rules and regulations via PowerPoint presentation and a hardcopy of the same is issued to each one of them.
- (vi) The patrons are finally given the membership forms to fill and return to the officer in-charge of registration to verify whether the forms have been filled correctly.
- (vii) The new patrons are issued with the eligible number of borrowing cards.
- (viii) Eligible students who report late to the University are advised by the Library to register at the circulation desk.
- (ix) When a quorum for orientation is attained, the students are notified through the notice board when to report for orientation and subsequent registration.
- (x) Registration is closed one month after the admission of the first year students.

4.9. Process for Management of Computer Resource Centre (Procedure) Elaborate)

- (i) The resource centre is a section within the library where users carry out research through the internet-connected computers.
- (ii) The Library Computer Attendant supervises the usage including timing and offers assistance to the users where necessary.
- (iii) Each computer is assigned a number and users are directed to one which is free where they fill in the resource centre data sheet their personal details and remarks when they have finished with the section.
- (iv) The Patrons use the Library Resource Centre following stipulated user guidelines (Refer to Library Policy).


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4.10 Process for Preservation of Books

- (i) The Library assistants remove books showing signs of falling apart from circulation and take to the bindery.
- (ii) Loose covers are bound for reinforcements.
- (iii) Books in a shelf are left loose for ease of removing and shelving.
- (iv) Environment within the library is frequently checked to make sure books are not damaged by moisture and direct sunlight.
- (v) Backup for databases is done and then kept safely.






5.0 RECORDS


6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

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APPENDIX I: PROCESS MAPS

i. Collection Development

RESPONSIBILITY	ACTION
LIBRARIAN	<p style="text-align: center;">  ↓ Collection of publishers catalogs & sending to faculties for selection of preferred titles </p>
DEANS/HODS	Approval and returning of lists to the library. NO/YES 
LIBRARIAN	Sending of the list to Procurement Department to source quotations
PROCUREMENT DEPARTMENT	Sending of quotations to pre-qualified suppliers
PROCUREMENT DEPARTMENT LIBRARY & AUDIT REPRESENTATIVE	Opening of the returned quotations
LIBRARIAN	Sending of acceptable quotations to the DP (AF&P) through DP (AA) for approval of orders
DP(AF&P)	Approval of the list for ordering. NO/YES 
LIBRARIAN	Making of requisition of required materials & sending to Procurement Department
PROCUREMENT DEPARTMENT	Sending of LPOs to DP (AF&P)
DP (AF&P)	Approval of LPOs. NO/YES 
PROCUREMENT DEPARTMENT	Sending of LPOs to suppliers Receiving of the delivered materials
INSPECTION COMMITTEE	Inspection of the delivered materials and writing the inspection report
PROCUREMENT DEPARTMENT	Sending of relevant documents to Finance Department for payment of suppliers
LIBRARIAN	Making of store requisition of the delivered materials
LIBRARY TECHNICAL SECTION	Receiving and processing of materials for display and use in the library <p style="text-align: center;">  </p>

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ii. Short Loans Circulation of Books


RESPONSIBILITY	ACTION
USER	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> Selecting books from reserve catalogue and presenting call number to section staff to loan out
STAFF	Recording of the time of loan (1 hour) Desensitization of books and stamping of weekend/overnight loans Counterchecking of books by security desk personnel. <p style="text-align: center;">End</p>

iii. Long Loans Circulation of Books



RESPONSIBILITY	ACTION
USER	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> Selecting of books from shelves & presenting them to issuance desk Identification of client
STAFF	Verification of book details and user identification Stamping and demagnetizing of books to allow safe passage out of the library
SECURITY DESK	Counter-checking of loan transaction
STAFF	Filing the days' loan records. Receiving of due books, re-sensitization and returning of the books to shelves for circulation <p style="text-align: center;">End</p>

iv. Organization of Information Materials



RESPONSIBILITY	ACTION
ACQUISITIONS STAFF	<p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> Checking, stamping, and accessioning
TECHNICAL STAFF	Counterchecking books against the shelf list Classification & cataloguing of books Physical processing of books
CIRCULATION STAFF	Displaying of new books Mowing of books from display shelves to circulation shelves <p style="text-align: center;">End</p>

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v. Weeding Obsolete Library Resources

RESPONSIBILITY	ACTION
I/C LIBRARY	<div style="text-align: center;">  ↓ Identification of obsolete editions of books </div>
LIBRARY COMMITTEE	Approval of disposal/retention
PROCUREMENT	Disposition of the books following procurement procedure
	<div style="text-align: center;">  </div>

vi. Library Resources Security

RESPONSIBILITY	ACTION
USERS	<div style="text-align: center;">  ↓ Entering of clients and leaving of personal belongings such as luggage/bag at the storage section </div>
STAFF	Checking of visiting clients to ensure authorized access Ensurance of availability of emergency lighting e.g. flashlights, or electric lamps.
ELECTRICIAN	Ensurance of good working condition of generator
	<div style="text-align: center;">  </div>